

Tri-Islands Ferry Advisory Committee Meeting

Overview: Port McNeill Community Hall – May 30, 2014

In Attendance:

Committee: Marnie Crowe, Melissa Fletcher, Jo Mrozewski, Heidi Soltau, Gaby Wickstrom

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Al deKoninck - Marine Superintendent, Jeff West - Superintendent, Terminal Operations, Darin Guenette - Public Affairs Manager

Meeting Highlights:

The objective of the meeting was to: discuss previous issues and explore options for addressing issues brought to the FAC from the community.

The next meeting is planned as a WebEx meeting during the fall of 2014.

Issues Summary and Resolution Plan

A. Issue: Chair selection

Definition: The FAC decided that Heidi would assume the co-Chair role for Malcolm Island from Marnie, until the end of the current term.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

B. Issue: Port McNeill terminal update

Definition 1: Work has commenced on upgrading the marine structures at Port McNeill, with no contracts yet awarded for the water taxi and tug & barge operators. Terminal closure is still online for Oct 1-28, 2014.

BC Ferries Commitment to Resolution:

Review parking security arrangements in Pt McNeill.

Definition 2: A Dangerous Cargo (DC) run is currently scheduled for the day prior to the beginning of the closure, and some concern has been expressed that this would limit the number of opportunities for customers to pre-position

their vehicles in lots in Port McNeill. FAC also suggested that all details about the positioning of vehicles/lots be confirmed and communicated well before October 1.

BC Ferries Commitment to Resolution:

Project team will ensure parking lot details are clear and communicated prior to the closure.

Definition 3: DC drivers will not be able to travel on the Quadra Queen II between Alert Bay and Sointula during the closure.

BC Ferries Commitment to Resolution:

Ensure DC drivers will be moved efficiently/appropriately.

Action Plan:

Action	Responsible	Date
Work on terminal closure details as discussed	Project team	As required

C. Issue: Operations presentation

Definition: BC Ferries reviewed recent traffic and on-time performance stats, as well as sharing info on upcoming operational issues. FAC noted that there is no need for traffic stats on future presentations.

Al noted that ‘the local operations meetings’ with the FAC will continue as needed in the future. Also, BCF will now have the ability to change the vessel licence and therefore increase total passenger capacity from 150 to 200 for special events.

BC Ferries Commitment to Resolution:

Remind the FAC to check ‘traffic stats’ on bcferrys.com a couple of weeks prior to each meeting.

Action Plan:

Action	Responsible	Date
Remove traffic stats from presentation	Darin	As required

D. Issue: FAC format review

Definition: BCF asked FAC members for opinions on the format/scope/frequency of FAC meetings or ideas to ‘close issues more effectively’.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

E. Issue: Extra-length fare promotion

Definition: BC Ferries is running a promotion for twelve Wednesdays and Saturdays from June 18 to Sept 6, where on Route 1 and 30 sailings from 4 pm onwards, customers will vehicles of 20 feet or longer will be charged only \$2 per foot for each foot over 20 feet. This is being done to incentive new traffic, and revenue, to these sailings with a history of lower usage.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

F. Issue: Meeting summaries – new format

Definition: Darin explained that he will be summarizing meeting discussions with a new format, highlighting any BC Ferries commitment to resolution of issues identified, as well as specific action takeaways.

BC Ferries Commitment to Resolution:

Forward completed meeting summary to FAC in new format.

Action Plan:

Action	Responsible	Date
Nothing at this time		