

# Gabriola Island Ferry Advisory Committee

## Community representatives

John Hodgkins (Chair)  
Dyan Dunsmoor-Farley  
Roger Perry  
Gisele Rudischer

## BC Ferries representatives

Darin Guenette  
Captain Lewis MacKay  
Rob Clarke  
Corrine Storey



Minister of Transportation and Infrastructure  
*Hon. Blair Lekstrom*

Budgetary control

COASTAL FERRY ACT  
[SBC 2003] CHAPTER 14

The ferry operator



President & Chief Executive Officer  
*Mike Corrigan*

Independent corporation  
Operates 35 vessels on 25 routes (4 route groups)  
Maintains 47 terminals

COASTAL FERRY SERVICES CONTRACT

Between

British Columbia Ferry Corporation

And

The Province of British Columbia

*April 1, 2003*

60 year agreement  
4-year performance terms  
Defines route groups, routes and service levels

The regulator



BC Ferry Commissioner  
*Gord Macatee*

Independent regulator  
Sets fare ceiling (price cap) to ensure viability of operator  
Monitors service delivery  
Annual report to Province

13 Ferry Advisory Committees  
(not defined in legislation)

*gabriola ferry advisory committee*

Who's responsible?

# The Ferry Commissioner's Review of the Coastal Ferry Act

*what it might mean for Gabriola*

John Hodgkins

# Changing the emphasis of the Act

The principle of a greater reliance on “user pay” should be removed from the Act.

The principle of eliminating cross subsidy from the major routes to other routes should be removed from the Act.

Future price caps should be set at one level for all routes

# The Ferry Commissioner's role

The primary responsibility of the Commissioner should be to protect the interests of ferry users and the taxpayer.

The Commissioner should have the authority to determine the respective interests of the ferry users, the taxpayers and the ferry operator

The Commissioner should be empowered to authorize a municipal or regional government to “buy down” ferry fares

# Changing priorities for the Province

The Province should work collaboratively with BC Ferries to develop a long-term vision for ferry services

The Province should make provision for some improvements to capacity utilization.

The Province should consider an increase in subsidies to hold future price cap increases to the rate of inflation

# What does the community want from the FAC?

Dyan Dunsmoor-Farley

# Our terms of reference.....

To represent residents in a consultative relationship with BC Ferries

To bring forward local ferry service issues and concerns identified by residents

To provide feedback on the local ferry service to residents of the community

To advise BC Ferries on long-term community planning issues affecting the local ferry service

To advise BC Ferries on effective ways for BC Ferries to communicate with the community (press, social media, direct mail, public meetings etc)

To advise residents of BC Ferries' long term plans and priorities (eg vessel changes; service strategy changes)



# Customer Satisfaction – what does the customer survey tell us?

*do residents have a different view?*

Roger Perry



Terminal staff  
 Loading procedures  
 Ferry crew  
 Ferry schedule  
 Safety

**Satisfied**

Cleanliness of on-board washrooms  
 Ferry seating (recent)  
 Cleanliness of lounge areas  
 Access for disabled people  
 Punctuality of service

**Improving**



**Declining**

Using the pick up/drop off area  
 Terminal seating availability  
 Clarity of PA system aboard  
 Procedures for unloading



**Dissatisfied**

Availability of terminal parking  
 Terminal seating comfort  
 Getting on : overloads  
 Value for money  
 High fares



# Your customers are telling us:

- they like the current schedule
  - the crew and terminal staff are great
- but...
- ferry fares have become unaffordable
  - they don't feel valued as customers
  - they don't believe that BCFC listens to its customers' needs

# Our ferry service

*what's working and what's not?*

Gisele Rudischer

# What the community is saying

- High fares mean people are travelling less
- The top-up cost on Experience Cards is too high
- When will we be able to pay by debit card?
- Gabriola washrooms : why no temporary facility?
- Wasting money : eg refurbishment of Nanaimo waiting room before demolition
- Handicapped washroom on Quinsam
- Child fares : raising the age limit
- Designating a dog-friendly lounge
- Explaining loading and unloading procedures