



December 3, 2019

Regarding: Texada to Comox Ferry Route Pilot Program: Use Existing Reservation System Please

To BC Ferries:

On behalf of the Texada Island Chamber of Commerce, our members ask that BC Ferries put the Texada pilot to Comox route onto the existing BC Ferries reservation system, as is done with the Southern Gulf Islands ferry routes.

Our residents are pleased that the dock has been ready to receive the larger ferry for months now. Some residents have only just recently understood what the delay to commencing the service is about. It was difficult to actually ascertain this information because the BC Ferries communication with Texada residents has been poor, despite our requests for communications to our residents in November and December. The answer to our requests for communications from BC Ferries was “no” – that you would not communicate the reason for the delays to our residents. Thus, I am writing this letter to you today.

If BC Ferries is having difficulty with the new \$40 million dollar website project (reservation & pre-pay system), Texada residents don't want to have to wait until those problems are solved. In our community people are wondering if your new system is as flawed as the federal government Phoenix payroll system. That system has experienced years of problems, with no good outcome. New systems can be very 'buggy' and hard to fix.

You have an existing reservation system that works. Our residents cannot understand why you will not just put 10 Texada vehicle reservations on your active system. To our minds, that does not sound like 'rocket science'-level difficulty. You have a lot of experience doing that successfully. It does not seem reasonable that we're now in the 4th month of waiting for this route to begin, with no start date in sight. Our residents are very excited about this route and there is goodwill towards BC Ferries about it but people are growing frustrated with the lack of information. They do not know or cannot understand what the hold-up is.

I watched the Fall Ferry Advisory Committee meeting video. I was disappointed that when your staff spoke of the Communications needs about the Texada to Comox pilot, you only referred to needing to inform Powell River schools, Powell River sports teams, and Powell River businesses. There was zero mention of communicating with Texada residents about a pilot that has been developed to service our island. It doesn't seem like our needs, questions, and concerns are on the mind of your staff.

Our Chamber and the community would like you to please explain why you cannot: 1) put 10 vehicle reservations of this new pilot route onto your existing reservation system – as is done with the Southern Gulf Island Routes; and 2) why you cannot provide professional communications to our residents. The last time you explained anything publicly about this route was in our monthly Texada Express Lines in August. January 2020 is just around the corner. Will you communicate with us then?



BC Ferries Career Info Session
Today, Mon Dec 2, 2019

2-6 pm

Community Hall
in GB



As a side-note, we were pleased to see that there was a BC Ferries career info session on Texada yesterday. Twenty-five people attended. BC Ferries is an important employer for Texada residents.

I only found out about the event on the morning of, when a neighbour mentioned to me that the advertisement had been placed in our December Express Lines. I rushed to create a post for you and placed it on the [Texada Chamber Facebook page](#) and also shared it to the [Texada Message Board Facebook page](#) on the morning of your career info session.

The Chamber is always pleased to be a part of the BC Ferries communication chain with Texada residents. Please think of us as a communications partner in the future.

Please provide me with a written response to this request to place 10 Texada vehicle reservations onto your existing vehicle reservations system, and to the request for professional communications from BC Ferries for our residents about the delays to this route. I will share your response with Texada Chamber members and with the Texada community-at-large.

Thank you,

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