

Meeting Details:

FAC:	Bowen Island Municipality Ferry Advisory Committee
Date:	November 30, 2004
Location:	Horseshoe Bay Terminal
Time:	5:30 p.m.

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Doug Sinkinson (Chair)	Captain Ratch Wallace Marine Superintendent, IIS
Anne Ayre	Captain Rod Hesp Senior Master, Queen of Capliano
Allison Morse	Steve Nussbaum Manager, Terminal Operations, IIS (S)
Grant Chitty	Ian Downie Terminal Manager, Horseshoe Bay
Thomas Ferguson	Nancy Cameron Communications Manager, IIS (S)
Guest: Terry Cotter Councilor, Bowen Island Municipality	Mark Collins Vice President, Corporate Engineering and Asset Development (by phone)
	Gary Leitch Manager, Stakeholder Relations and Consultation
	Steve Anderson Business Manager, Capital Projects Inter-Island Services

1. Call to Order:

The meeting was called to order at 5:30 p.m.

2. Approval of Agenda:

- a. The agenda was approved with the addition under New Business (time permitting) of the Annual General Meeting in Nanaimo, Coastal Council, and Islands Trust Water Quality Poster.

3. Minutes of Previous Meeting:

- a. Minutes of the meeting held on September 9, 2004 were discussed and revised.

It is understood that in addition to any action items arising, key points raised under each agenda item must be included in the minutes.

The following September 9 agenda items are revised (**in bold**):

Intermediate Vessel New Build – Update

- Mark Collins provided an update on this major project with the following highlights:
 - In-service date is expected to be early fall 2006.
 - The SOR preserves the committee’s original input and includes:
 - **Overhead loading Berth 3**
 - **Air conditioning not necessary on new vessel**
 - **A covered verandah**
 - Ability to preserve the schedule with growing traffic requires the separation of vehicle and foot passenger traffic. This requirement will place pressure on BC Ferries and the community to finalize plans for Snug Cove to facilitate higher traffic handling within the same turnaround times.
 - BC Ferries has no physical details to report as the RFP process will be for a design/build program, however, the vessel is likely to be a single deck with an overhead passenger lounge using four thrusters for propulsion.
 - Details for passenger amenities have not been finalized, however, it will accommodate passengers in a space that preserves flexibility for amenities.
 - RFP is expected to be issued in October to three yards; two are Canadian, one is Polish.

Smart Cards:

- Foot Passenger line-ups continue to be an issue especially during bus arrival times, and this generally occurs too close to cut-off time (5 minutes before departure).
- A smart card system is the answer: is the company considering going to a ‘SmartCard’ system?

b. Review of Action Items:

- **New Vessel**
 - The RFP went out October 15.
 - Three yards have responded.
 - Next steps in process include business case approval then Board approval to negotiate a contract—can be a long process.
 - Negotiations are planned to begin Spring ‘05, then back for Board approval.
 - Construction begins in early Summer ‘05 with a delivery in Fall ‘06.
 - A Design-Build process: yard is given a set of functional requirements and comes back with a design that meets operational and customer needs.
 - For example, the design will include configuring the passenger accommodation to meet Route 8 customer needs.
 - Requirements call for 600 passenger accommodation.

- A used vessel is a project option: the business analysis must include it.
- BCF evaluates about 100 vessels on paper each year; only one or two qualify for further evaluation.
- The schedule will be kept with the new ship: with the increased capacity the new ship will need to load and unload more efficiently.
- Concerned that Snug Cove shore side planning and execution needs to be done in winter of 2005-06.
- Without changes in shore side infrastructure the new ship won't work.
- BCF will invest in marine structures on land that it owns at Snug Cove; the company does not invest in land it does not own or control.
- Look to the municipality and key stakeholders to improve the road network.
- BCF committed to providing costing options and will make sure that's done.
- A previous poll on the island showed an even 1/3 split on the three options.
- Community needs to crystallize its position so BCF can help move the process forward.
- Draft 6 of the Snug Cove Plan doesn't define shore side infrastructure improvement.
- New ferry requires two lanes loading/unloading with no cross-traffic.

Actions: Mark Collins and Gary Leitch to meet with Council on December 13. Mark Collins to send letter to Council.

- **Snug Cove Terminal Master Plan**

- The first phase of the Plan dealing with BCF property (Block D) is ready to go
- Phase 2 is on hold pending municipal land shore side development.

Action: Steve Anderson to provide costing options for north and south side as well as explanatory notes on the preliminary analysis.

- **Snug Cove Marshalling Summer '04**

- The committee felt that this was helpful in reducing congestion and cross-traffic.

Action: Captain Wallace will consider a similar program for next summer.

- **MV *Queen of Capilano* – Refit Date**

- As at November 30, the refit date is January 3 – 28 (at the earliest)
- *Bowen Queen* is the replacement vessel
- The *Capilano* is not scheduled to be removed from service at any other time in 2005: the rumour that the ship would be off the route in May and June 2005 is not true.

Action: Nancy Cameron to provide public notices and advertising about the refit and service impacts.

- **Medical areas for those with mobility difficulties**

- How do people with limited mobility get themselves and their baggage off the ship and into the terminal?
- Employees on the vessel and at the terminal are more than willing to help people; wheelchairs are available.

- Customers requiring special assistance should phone ahead of time at the terminal or notify the Captain as soon as they're on the ship

Action: Nancy Cameron to follow up on how we notify customers about the assistance that is available.

- **Purchase passenger tickets at Snack Bar**

- Community would like to see sale of tickets from Route 8 to Routes 2 & 3.
- *Queen of Capilano* is limited because it doesn't have the same point of sale system as the larger ships
- Passengers will need to purchase tickets early (with correct change if possible) as the sale of tickets will stop when the vessel gets close to HSB.

Action: Captain Rod Hesp will implement a trial period, effective December 10, 2004 until Spring 2005, during which foot passengers will be able to purchase transfer boarding passes for the Langdale and Nanaimo ferries from the snack bar.

- **Vessel Schedule**

- Council input: no to schedule change proposal.
- Changes to the hours of work system may allow schedule change.
- The Services Contract allows for schedule changes that are initiated by community.
- Route 8 schedule changes need to be done in conjunction with all three routes.

Action: The FAC will make a recommendation for schedule changes to Council for resolution and forwarding to the Commissioner.

- **Home Porting**

- Suggested as an option (achieve a later sailing)
- Would solve scheduling issues and berth congestion at HSB
- No shore power at Snug Cove so would have to run a generator all night—neighbours would have to put up with noise.
- Crew would have to live on Bowen Island: as on many Gulf Islands the housing market is just too expensive for many of the younger employees.

Action: No action at this time.

- **Extra Hand Dryers – *Queen of Capilano***

Action: Will be installed during refit.

- **HSB Signage, Washrooms, Marshalling Outside Ticket Booth**

- New signage needed to reduce confusion in pre-ticketing area.
- Washrooms are often not that clean.

- HSB moves more traffic than any other terminal in the fleet.
- Clean washrooms are a company priority.

Actions:

1. Signage: new signage with LED signs will be installed. Will show all destinations and significantly reduce traffic marshalling costs.
2. Washrooms: planning for redoing washrooms in holding areas is underway now. They will have auto-flushers. New cleaning schedules will be adhered to.
3. Other: Ian Downie is considering a toddler play area in the passenger lounge.

- **Smart Cards:**

Action: BCF project team is currently looking at Smart Cards, starting with Assured Loading and Commuter tickets. The project is in the planning stages; no implementation timeline yet. Will update as work progresses.

- **Activities at Horseshoe Bay**

- Refers to berth congestion.
- Currently Master decide between themselves which berth they come in to.

Action: Ian Downie will change to the Tower making the call, as per other major terminals.

4. Correspondence:

- a. Doug Sinkinson letter to David Hahn discussed.
 - Need to build compatibility and flexibility into future terminal/vessel plans.
 - Berth 2 needs wingwall and apron work.

5. New Business:

- b. The Committee thanked Captain Hesp for all his hard work on their behalf.
- c. Gary Leitch distributed copies of the Annual General Meeting materials.

6. Next Meeting:

- a. The next meeting needs to be set.

Approved:

Captain Ratch Wallace
Doug Sinkinson, Chair

Date: January 7, 2005
Date: January 14, 2005