

Meeting Details:

FAC:	Northern Services
Date:	March 30, 2005
Location:	Harbour Towers Hotel and Suites, Victoria
Time:	8:30 a.m. to 4:00 p.m.

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Chair, Steve Smith, Prince Rupert	Captain Dave Woodman Acting Marine Superintendent, IIS & NS
David Crosby – Queen Charlotte Islands	Captain George Capacci, Vice President, Fleet Operations
Larry Greba – Klemtu	Gary Leitch Manager, Stakeholder Relations & Consultation
Jim Hadley – Shearwater	Pat Morris Manager, Operational Planning
Joe Kersey – Port Hardy	Wendy Magnes Marketing Coordinator, IIS & NS
Carol Kulesha – Queen Charlotte Islands	Marlane Christensen, Manager, Aboriginal Relations
Jim Nyland – Ocean Falls	Ann Carpenter Regional Communications Officer, IIS-N & NS
Kathy Nysten – Bella Coola	Arlene MacLeod Recording Secretary
Earl Newman – Bella Bella	Guests: BC Ferries:
Pete Rauch – Shearwater	Lea Theriault, Reservation Supervisor
Brian Roe – Bella Coola	Guests: BC Ferry & Marine Workers' Union
IV Villani – Port Hardy	Gregg Dow
	Ed Koloszeko
<i>Alternates:</i>	
Paul Kennedy for Mayor Herb Pond – Prince Rupert	
<i>Absent:</i>	
Ben Robinson – Klemtu	
Ross Wilson – Bella Bella	

1. Call to Order:

S. Smith called the meeting to order at 8:40 a.m.

2. Approval of Agenda:

Agenda Additions: New Business

- f: Playing DVD's on vessels;
- g: 800 Number;
- h: Cancellation fees for passengers and commercials.
M/S/C Roe/Kulesha

3. Public Presentations:

- a. Nil.

4. Minutes of Previous Meeting:

Accepted as circulated:

M/S/C/ Nylen/Hadley

- a. Review of Action Items of FAC Meeting May 26, 2004.

#1: Secured Parking at Klemtu, Bella Bella and Shearwater:

- D. Woodman advised the Manager Terminal Operations, will start this new position soon. A mid-coast tour is being formulated to include the VP, the new Marine Superintendent, the current Acting Marine Superintendent and the Manager, Aboriginal Affairs.
- Date TBD.

Status: Ongoing.

3: Health Related Transportation:

- G. Leitch advised that Transport Canada guidelines will determine wheelchair access and availability to persons with disabilities.
- J. Nyland reported that health funding is on the agenda of Health Canada and he will be notified of outcome.

Status: Ongoing.

4: Customer Service Officer (CSO) Route 40:

- The Chief Steward will take over the duties of the CSO.
- Bella Coola Tourism granted permission to use the CSO office.

Status: Closed.

6: The FAC Supports a Tourism Marketing Strategy Exercise this Fall:

- W. Mages advised that the first draft is ready for the Caribou, Chilcotin and Northern Marketing strategy.

Status: Ongoing.

#7: Reservation Space Held for Commercial Traffic:

- D. Woodman advised that a commercial client's meeting will be held in Prince Rupert in late April to discuss the enforcement of the cancellation fee and the much broader commercial vehicle policy.

Status: Ongoing.

#8: What and How Statistics are Gathered:

- L. Theriault, Reservation Supervisor addressed.

Status: Closed.

14: Sequence of Stops between Bella Bella and Ocean Falls:

- G. Leitch advised that requests for schedule changes are in from the fleet. The process begins with the community submitting requests for change to the Authority.

Status: Ongoing.

a. Review of Action Items of FAC Meeting November 30, 2004.

#1: An invitation to Capt. G. Capacci:

MOTION: This FAC Committee extends an invitation to Capt. G. Capacci, VP, Inter Island & Northern Services, to attend the next Northern Services FAC meeting.

- Completed.

Status: Closed.

#2: AEQ Allocations Discussion.

MOTION: To ask BC Ferries to investigate the possibility of multiple sizes for deck AEQ allocation.

- Discussion included:
- A width based tariff; perception of demand.
- Tracking waitlist from when it starts.
- Reporting of space not used.
- Building a business case to present to the government to request more sailings.

Status: Ongoing.

#3: Route 40 Pass Privileges Re-instatement:

MOTION: This FAC Committee supports BC Ferries employee pass privileges be reinstated to include Route 40.

- W. Magnes reported that for this season, passage only, pass privileges on Route 40 have been re-instated.

Status: Closed.

#4: Request BC Ferries develop shoulder season schedules for Routes 10, 11 and 40.

MOTION: This Committee requests BC Ferries develop shoulder season schedules for Northern Services Routes 10, 11 and 40 with the goal to extend the summer season.

- Discussion of the possibility of varying the number of core Route 40 sailings between dates i.e., Start later in June and go later in September.
- All change must go through the community and the Ministry of Transportation.

Status: Ongoing.

b. Reservations Centre Supervisor:

- Lea Theriault, Reservations Centre Supervisor gave a talk on the BC Ferries Reservation system, emphasizing their customer centered focus.
- Discussion included:
- The possibility of tracking calls from people who are not able to travel on their desired dates.
- Questions answered as raised from the floor.

- An invitation extended to FAC members to tour the Reservations Centre office to get a first hand perspective of the reservation nerve centre.

Status: Closed.

5. Correspondence:

Handouts distributed for Northern Services FAC Member's binder. (Attached).

6. New Business:

a. Extension of Mid-Coast Schedule

P. Morris advised that the "number of trips core service level review", will consider community support or resistance. He recommended that letters of support are documented from the community and tourism associations to indicate the extent of hospitality support.

G. Capacci suggested that the FAC:

- Form a business case looking ahead to the future core service level expectations and make recommendations to the FAC.
- May and September are a new market source to grow.
- Make a case that any expanded services will help all of British Columbia and also all local residents.

ACTION: S. Smith, IV Villani and W. Magnes to collaborate with Tourism BC to prepare a collaborative business plan to promote the extension of the northern summer service.

b. Policy or protocol for missed ports

P. Rauch advised that a policy to provide service to Shearwater when the Queen of Prince Rupert cannot get in to Shearwater, needs to be in effect.

D. Woodman advised that:

- All mid-coast ports are weather dependent, however,
- If customers have not been previously advised, every effort is made to provide alternative arrangements to get the customer to their destination.

ACTION: D. Woodman to issue a memo to Shearwater and Klemtu stating that every effort will be made to provide alternate services to ports that have been missed due to weather problems.

ACTION: D. Woodman to provide to Shearwater and Klemtu the name and telephone number of the Communications person to contact during the disrupted services.

c. Update on Government considerations of Northern Strategy

P. Morris provided an update on the Northern Strategy.

MOTION: S. Smith, Chair, to write a letter to the appropriate ministries to recommend that the new northern ships be expedited forward as quickly as

possible with an outline of the downside of the delay. To be copied to BC Ferries and BC Ferries Board of Directors.

M/S/C Nylen/Kennedy

d. 2005 Marketing Review: W. Magnés

Presentation: BC Ferries Marketing Update

W. Magnés:

- Suggested regions should access funding through regional associations and as well through BC Ferries Marketing, to double their exposure.
- Advised that Canada West Marketplace is being held in November 2005 in Victoria.
- Advised that the 2008 North American Indigenous Games are to be held in the Cowichan Valley.
- Advised that reciprocal links on the BCFS website are available at no charge. The BC Ferries website contact person is P. Curtis.

e. Queen of Prince Rupert refit status

D. Woodman advised that the QPR refit is scheduled from April 2 to May 7, 2005 with the first north bound schedule from Port Hardy to mid-coast ports and Prince Rupert, departing on May 14.

The service disruption replacement service is in place with the M/V *Kapvic* providing barge replacement service and the *West Port* providing passenger replacement service.

f. DVD Movie Opportunities on board the vessels

D. Woodman advised of the recent request and approval to play a subject video on the *Queen of Prince Rupert*. There is discussion at the Northern Services RMT meeting surrounding the possible retail opportunities and the necessity of having a company policy and protocol in place.

ACTION: W. Magnés is currently in the process of developing a draft fleet policy for the response to and the handling of requests to play special DVD subject matter. The FAC requests this policy to be distributed to their communities. W. Magnés to report back at the next meeting.

g. 1-800 Reservation Number

MOTION: Moved that this FAC recommends that the Reservations 1-800 number, which presently services, BC, Alberta, and Western USA, be extended to include all of the United States and all of Canada.

M/S/C Roe/Kulesha

h. Cancellation fees for passengers and commercials

MOTION: Moved that there be a reasonable penalty for customers that cancel reserved space held on the vessels. This FAC requests that BC Ferries staff explore and provide details at the next meeting.

M/S/C Nyland/Kulesha

Other: Kwuna Refit

D. Woodman advised that the Kwuna refit is scheduled from September 12, 2005 through November 22, 2005, including travel time (if required).

Other: Expression of thanks

S. Smith, Chair, thanked everyone for attending and offered a special thank you to Captain D. Woodman for his participation as Acting Marine Superintendent during the past months. He also remarked that the co-operation and conciliatory efforts of the new company are acknowledged with appreciation.

7. Next Meeting:

- a. October 05, 2005

8. Meeting Adjourned: 2:45 p.m.

Approved:

Captain Dave Woodman,
A/Marine Superintendent
Steve Smith, Chair

Date: April 26, 2005

Date: April 26, 2005

Attachments:

- 1. Summary: Action & Motions**
- 2. Handout for FAC Binder**