

Meeting Details:

FAC:	Salt Spring Island Ferry Advisory Committee
Date:	June 14, 2006
Location:	Harbour House Hotel, Ganges
Time:	6:00 p.m.

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Bob Jones, Chair	Captain Christian (Chris) A. Frappell, Marine Superintendent, Southern Islands
Harold Swierenga	Captain George Capacci, Vice President, Fleet Operations
Janice Harkley	Gary Leitch, Manager, Stakeholder Relations & Consultation
Bruce Patterson	Betsy Terpsma, Community Relations Manager
Gary Holman	Stephen Nussbaum, Manager, Terminal Operations, Southern Islands
Observers: Doreen Hewitt, BCF Board Member Mitchell Sherrin, Driftwood Reporter Greg Dow, BCFMWU	Captain Roger Charron, Senior Master Route 9
4 Members of the public	

- 1. Call to Order:** The meeting was called to order at 6:10 p.m.
- 2. Introductions:** Round table introductions were completed.
- 3. New Chair:** Bob Jones has agreed to continue as Chair of the Salt Spring Island Ferry Advisory Committee.
- 4. Approval of Agenda:** The agenda was approved without changes.
- 5. Presentations:** Captain Chris Frappell presented the Marine Superintendent's Operational Report. (Attached).

6. Action Items of Previous Meeting November 30, 2005:

a. Preferred Boarding for Accredited Medical Cases

- The Ferry Advisory Committee recommends that Draft #3 of the Preferred Boarding for accredited Medical Cases be accepted as circulated. With preauthorization or accreditation from a Salt Spring Island doctor, customers who may be in distress as the result of a medical procedure, will receive priority loading at Swartz Bay.

Action: Betsy Terpsma will finalize the information piece and issue to Ferry Advisory Committee members and BC Ferries staff at Swartz Bay. Ferry Advisory Committee members to circulate to doctors on Salt Spring Island.

b. Southern Gulf Island Scheduling Update/Route 9 Survey

- There was a discussion of a proposal for a two port sailing to the Southern Gulf Islands (Route 9) on Friday evening from Tsawwassen Terminal in the upcoming Fall/Winter and Spring schedule. The proposal included an earlier 5:15 p.m. departure from Tsawwassen to Galiano (Sturdies Bay) and Mayne Islands (Village Bay) then a return to Tsawwassen for a sailing to Pender (Otter Bay) and Salt Spring Islands (Long Harbour) with an earlier Friday night arrival at Salt Spring.
- The proposed schedule change, with a later departure time, was agreed to at a Southern Gulf Islands Scheduling Committee meeting made up of BC Ferries representatives and Ferry Advisory Committee members from each island.
- In addition to the Scheduling Committee process, BC Ferries conducted a customer survey of Route 9 passengers on two consecutive weekends in early May. Following the survey, BC Ferries elected not to change the current departure times and routing for the upcoming schedule.
- Janice Hartley pointed out that the Route 9 survey had limitations and the results were open to interpretation. A more complete survey of Salt Spring Island customers should have included passengers traveling on the Route 1 - 4 through fare connection via Swartz Bay to Fulford Harbour. A statistical interpretation of survey results was actually in favour of the proposed change to the Route 9 schedule. The BC Ferries decision to continue the present schedule appears to be heavily weighted to the needs of the other Southern Gulf Islands (approximate population 3,000) rather than Salt Spring Island (approximate population 9,000).
- BC Ferries responded that the survey was used to get a broader view of the issues around the proposed Friday evening schedule change. While the reasons driving the proposed change were sound, including increasing traffic and utilization of the Route 9 vessel and improving the arrival times for Salt Spring Island customers, it was the details that caused difficulties. The 5:15 p.m. earlier Friday afternoon sailing time coupled with a 40 minute check-in time was problematic for many customers. With the earlier departure time, necessary to

accommodate cross traffic at Tsawwassen, the wait time at Village Bay (Mayne Island) for Saturna bound customers was extended past two hours with very few facilities at the terminal.

- Salt Spring Ferry Advisory Committee members pointed out that a through fare ticket from Tsawwassen via Swartz Bay to Fulford Harbour on a Friday evening does not guarantee same day arrival and may even result in a wait of over three and a half hours at Tsawwassen for the 10:25 p.m. direct sailing to Long Harbour.
- Looking forward BC Ferries needs to look at the entire schedule to improve the wait time at Village Bay and the departure times at Tsawwassen.
- Bob Jones noted that in order to maximize revenue and grow the business (some of the goals of the Queen of Nanaimo Sustainment Project) there has to be changes to the Route 9 schedule. Over the course of 4 lengthy meetings the Scheduling Committee worked diligently to develop a new proposal and then no changes were made to the schedule.
- BC Ferries pointed out that the Fall/Winter/Spring schedule has been submitted to the Ministry of Transportation under the deadlines in the Coastal Ferry Services Contract. While the proposed schedule change appeared to be sound from an economic viewpoint, BC Ferries also had to consider contractual and customer service obligations.
- Ferry Advisory Committee members stated that looking forward to the upcoming contract negotiations they are concerned about competition from other routes. Could service to Salt Spring Island be reduced or fees increased if Route 9 is unable to show an improvement in the bottom line? What is the impact of lost traffic and revenue to the Route 1 and Route 4 through fare connection?
- For Ferry Advisory Committee members the discussion on the Route 9 schedule change leads into a greater issue around the ongoing process for the Southern Gulf Islands Scheduling Committee and the overall role of the Ferry Advisory Committee representatives.

Action: The Salt Spring Island Ferry Advisory Committee asks BC Ferries to reconsider the decision to keep the existing Friday evening Route 9 schedule in the upcoming Fall/Winter/Spring schedule. BC Ferries agreed to review the decision and get back to the committee in two weeks.

7. New Business:

a. Coast Card

- Gary Leitch provided a presentation on the Coast Card proposal.
- The purpose of the Coast Card presentation is to clarify misconceptions and to solicit feedback on the concept of using Coast Card for commuter tickets.
- BC Ferries will share the results of consultation with all the Ferry Advisory Committees at the upcoming fall meetings.

- BC Ferries will make a decision on whether or not to proceed with the Coast Card proposal by the end of the calendar year.
- Ferry Advisory Committee Members pointed out that in the future there may be a marketing opportunity for Coast Cards and some broader applications than just assured loading (the current use) and commuter tickets (the proposed use).

b. Public Consultation for new Coastal Ferry Services Contract

- Gary Leitch made a presentation on the upcoming negotiation for the second performance term of the Coastal Ferry Service Contract, April 2008 – April 2012.
- BC Ferries is beginning to discuss the upcoming contract with the Ministry of Transportation and the BC Ferry Commissioner. BC Ferries role is to present cost estimates for continuing the present service in the second performance term. This allows the BC Ferry Commission to estimate what the tariff would be if the service remains the same. The government in turn can decide what its service fees should be to maintain an affordable tariff.
- BC Ferries is recommending additional public consultation as part of the process.

c. Ferry Advisory Committee Review

- Gary Leitch reported that BC Ferries completed a review of the Ferry Advisory Committee process as the appointment terms were ending last fall.
- As a result of the review BC Ferries has renewed their commitment to the Ferry Advisory Committee process and community consultation. The Marine Superintendent's will lead the Ferry Advisory Committee process and BC Ferries will commit more resources to the process to ensure follow-up and response.
- BC Ferries thanks the Ferry Advisory Committee members for their many hours of volunteer time.
- BC Ferries is also working to revamp the web site to offer a member's only section with additional information such as the Marine Superintendent's report and automatic notification of meetings and minutes.

Action: The Ferry Advisory Committee asked if the process around appointment to the committee can be clarified and if committee terms or length of appointments can be staggered to ensure continuity over time. They would also like to see the Terms of Reference for the Ferry Advisory Committee. The objectives and roles of the Ferry Advisory Committee must be clear.

d. Fuel Surcharge

- As fuel prices continue to rise, BC Ferries has applied for a third fuel surcharge. BC Ferries expect a decision from the BC Ferry Commissioner this week.
- BC Ferries still has a fuel hedging program and the company is working on a variety of initiatives to improve fuel consumption, from fuel monitors to improving on time performance. The commissioner has ordered by BC Ferries to reduce fuel consumption by 1% this year and 1% next year.

e. Route 6 Commuter Traffic

- The new summer schedule, in effect June 28, 2006 includes a 6:00 a.m. weekday start for the **Howe Sound Queen** on the Crofton to Vesuvius Bay route. This schedule change is expected to assist with morning overloads of commuter traffic. In addition the Dangerous Cargo sailings have been moved to times that will have less of an impact on overloads.
- As requested by the Ferry Advisory Committee, the summer schedule will remain in effect year round.

f. Routes 4 & 1 Traffic and Connections

- Deferred due to the length of the meeting.

g. Fulford Master Plan Update

- Deferred due to the length of the meeting.

8. Correspondence: No correspondence was received.

9. Next Meeting: To be determined during the week of June 26, 2006.

8. Meeting adjourned: 9:00 p.m.

Approved:

Captain Chris Frappell, Marine Superintendent
Bob Jones, Chair

Date: June 28, 2006
Date: June 29, 2006

Marine Superintendent's Report

Salt Spring Island
Ferry Advisory Committee
June 14, 2006



- Key Contacts
- Safety
- Traffic
- Major Service Issues – On Time Performance
- Major Service Issues – Cancelled Sailings
- Vessels
- Terminals
- Questions

Southern Islands – Key Contacts

- Captain Chris Frappell, Marine Superintendent, Southern Gulf Islands (Long Harbour)
Chris.Frappell@bcferries.com 250 537-1478
- Stephen Nussbaum, Manager, Terminal Operations (Long Harbour)
Stephen.Nussbaum@bcferries.com 250 537-1478
- Betsy Terpsma, Community Relations Manager (Tsawwassen)
Betsy.Terpsma@bcferries.com 604 948-3580
- Gary Leitch, Manager, Stakeholder Relations and Consultation (Victoria)
Gary.Leitch@bcferries.com 250 978-1186

Operational Safety Incidents

Route	# of Safety Incidents	# of Passengers Carried	% of Safety Incidents per 10,000 passengers
Route 4			
2005/06	5	658,791	.08
2004/05	4		.06
Route 6			
2005/06	7	523,168	.13
2004/05	7		.13
Route 9 and 9A			
2005/06	*29	480,110	.6
2004/05	19		.38

*Rte 9 safety Incidents include: 10 engineering; 10 loading/unloading; 5 docking/departure; 3 customer satisfaction; 1 security

Fulford – Swartz Bay Route 4

Year	Month	Vehicles	Passengers
2005 - 06	April	26,830	52,594
2004 - 05	April	26,967	54,598
2005 - 06	May	29,271	58,892
2004 - 05	May	28,873	59,665
2005 - 06	June	28,732	57,518
2004 - 05	June	29,978	62,663
2005 - 06	July	31,592	70,028
2004 - 05	July	32,544	73,329
2005 - 06	August	33,391	74,350
2004 - 05	August	32,503	72,557
2005 - 06	September	29,181	60,234
2004 - 05	September	29,412	59,506
2005 - 06	October	26,457	53,865
2004 - 05	October	27,940	55,824
2005 - 06	November	24,926	46,917
2004 - 05	November	25,143	48,966
2005 - 06	December	25,394	51,774
2004 - 05	December	25,824	52,043
2005 - 06	January	22,426	41,386
2004 - 05	January	19,597	36,977
2005 - 06	February	22,104	41,135
2004 - 05	February	23,062	44,543
2005 - 06	March	25,973	49,738
2004 - 05	March	26,933	53,603

With the exception of months of August and January, traffic is slightly down year over year.

Crofton – Vesuvius Route 6

Year	Month	Vehicles	Passengers
2005 - 06	April	20,158	40,956
2004 - 05		21,060	42,997
2005 - 06	May	23,000	47,561
2004 - 05		22,959	45,859
2005 - 06	June	23,276	46,873
2004 - 05		22,884	45,939
2005 - 06	July	25,881	54,742
2004 - 05		26,159	57,888
2005 - 06	August	27,700	58,303
2004 - 05		26,645	58,913
2005 - 06	September	22,858	46,039
2004 - 05		22,613	47,907
2005 - 06	October	20,567	42,065
2004 - 05		21,346	45,523
2005 - 06	November	18,509	37,223
2004 - 05		18,404	36,894
2005 - 06	December	19,027	38,787
2004 - 05		18,762	37,887
2005 - 06	January	17,340	34,970
2004 - 05		13,270	26,405
2005 - 06	February	17,022	34,364
2004 - 05		17,580	35,717
2005 - 06	March	20,848	41,285
2004 - 05		20,309	40,247

With the exception of months of April, July, October, February, year over year traffic trend is increasing.

Tsawwassen – Southern Gulf Islands Rte 9

Year	Month	Vehicles	Passengers
• 2005 - 06	April	12,146	31,566
• 2004 - 05		13,631	38,297
• 2005 - 06	May	14,903	43,220
• 2004 - 05		14,842	43,220
• 2005 - 06	June	15,999	45,496
• 2004 - 05		15,332	45,508
• 2005 - 06	July	22,729	75,449
• 2004 - 05		21,751	73,759
• 2005 - 06	August	24,955	83,035
• 2004 - 05		25,123	83,899
• 2005 - 06	September	15,558	44,445
• 2004 - 05		16,124	45,769
• 2005 - 06	October	11,233	30,514
• 2004 - 05		12,817	34,099
• 2005 - 06	November	9,764	24,636
• 2004 - 05		10,679	26,385
• 2005 - 06	December	10,686	29,292
• 2004 - 05		11,730	30,989
• 2005 - 06	January	8,541	21,302
• 2004 - 05		8,177	20,517
• 2005 - 06	February	8,405	20,306
• 2004 - 05		8,624	21,716
• 2005 - 06	March	11,750	30,848
• 2004 - 05		12,407	34,670

May, June, August traffic steady, July, January traffic up, other months down
 (Queen of Tsawwassen replacing Queen of Nanaimo September mid- January).

Rte 4 - On Time Performance

Month/ Year	1st Departure Delay >5 min	OTP for 1st Departure	Total # of Sailings	Sailings Delayed >9 min	OTP for all Sailings 0-9 min
Rte 4 Skeena Queen					
Apr 06	3	90%	486	16	97%
Mar 06	0	100%	486	11	98%
Feb 06	2	93%	440	19	96%
Jan 06	4	87%	486	17	92%
Cumulative					
4 months 2006	9	92.5%	1,898	63	94%
2005			5,844	411	93%
2004					96.5%

OTP measured within 10 minutes of scheduled sailing time.

Delay categories include: Crew, Incident (medical, marine rescue), Mechanical, Procedural, Traffic, and Weather.

Rte 6 - On Time Performance

Month/ Year	1st Departure Delay >5 min	OTP for 1st Departure	Total # of Sailings	Sailings Delayed >9 min	OTP for all Sailings 0-9 min
Rte 6 Howe Sound Queen					
Apr 06	3	89%	816	69	92%
Mar 06	3	90%	862	114	87%
Feb 06	3	89%	816	69	92%
Jan 06	2	93%	870	180	79%
Cumulative					
4 months 2006	10	91%	3,364	432	87.5%
2005			10,069	1,935	80.8%
2004					80.7%

OTP measured within 10 minutes of scheduled sailing time.

Delay categories include: Crew, Incident (medical, marine rescue), Mechanical, Procedural, Traffic, and Weather.

Rte 9 - On Time Performance

Month/ Year	1st Departure Delay >5 min	OTP for 1st Departure	Total # of Sailings	Sailings Delayed >9 min	OTP for all Sailings 0-9 min
Rte 9 Queen of Nanaimo (and Queen of Tsawwassen)					
Apr 06	4	87%	120	33	73%
Mar 06	4	87%	124	21	83%
Feb 06	1	96%	112	15	87%
Jan 06	10	68%	120	28	77%
Cumulative					
4 months 2006	19	84.5	476	97	80%
2005			1,069	1,935	80.8%
2004					80.7%

OTP measured within 10 minutes of scheduled sailing time.

Delay categories include: Crew, Incident (medical, marine rescue), Mechanical, Procedural, Traffic, and Weather.

Cancelled Sailings

Route	# of Actual Sailings 2005/06	# of Cancelled Sailings	% 2005/06 2004/05
4	5,844	17	99.7% 99.9%
6	10,069	28	99.7% 99.8%
9 & 9a	5,595	30	99.5% 98.3%

2006 Rte 9 Cancelled Sailings:

January - 2 round trips cancelled due to weather.

February - 1 round trip cancelled due to weather, 1 round trip cancelled due to mechanical issues (emergency generator).

May - Long Harbour to Tsa departure cancelled due to mechanical issues (emergency generator).

Long Harbour

- **Floating Lead due for replacement 2007/08**

Fulford – Swartz Bay

- **Berth 2 Closure at Swartz Bay extended until end of July.**
- **Fulford Harbour Master plan moved forward to 2007/08.**

Vesuvius – Crofton

- **Crofton Master Plan currently in discussion with municipality.**



Howe Sound Queen

- Marine Evacuation System Deployment - June 6
- Maintenance planned June 12 - 16



Howe Sound Queen



Marine Evacuation System
Skeena Queen

Skeena Queen

- Marine Evacuation System deployment - June 6
- Licence reduction until end of June

Queen of Nanaimo

Capital Sustainment Project - Complete

- Over \$14 Million Project:
 - 75% on safety, structural and mechanical improvements,
 - 25% on passenger amenity upgrades.
- Vessel returned to service on Jan. 14, 2006.





Skeena Queen