



Ferry Advisory Committee Meeting Minutes

Meeting Details:

FAC:	Denman Hornby
Date:	September 26, 2006
Location:	New Horizons Seniors Centre, Hornby Island
Time:	13:45

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Tony Law, Chair	Captain Gordon Nettleton, Marine Superintendent
Louise Bell	Senior Captain Pete Kimmerly, Hornby Island
Andrew Carmichael	Senior Captain Maciej Krok, Denman Island
Jack Forsyth	Amar Johal, Director, Sales & Community Relations
David Freeman	Judy Cryer, Manager, Terminal Operations
Jim Garton	Gary Leitch, Manager, Stakeholder Relations & Consultation
Jan Kennedy	
Giff Larose	
April Lewis	
John Ralston	

1. Call to Order:

13:45

2. Approval of Agenda:

The following items were added to the agenda:

- a. Property acquisition at Denman West
- b. Staff smoking on the ferry
- c. Scheduling of Open House re: Denman West master plan

3. Minutes of Previous Meeting:

- a. Minutes of the meeting held on May 18 were approved and distributed on June 15, 2006.
- b. Review of Action Items:
 - Geoff Dickson and Jacquie Barnett to discuss BC Ferries' plans for commercial activities at the terminals - **completed**
 - Captain Krok to ensure testing of the noise levels in the Quinitsa's passenger lounge and report findings to the FAC – **testing done, most noise is the result of vibrations rather than engine noise**
 - Gary Leitch to see if Denman/Hornby customer survey and results can be posted to BC Ferries' website – **can be done**

- Gary Leitch and Tony Law to develop FAC terms of reference that reflect local appointment processes – **carried forward to next meeting**
- Erinn Cousins to meet with FAC sub-committee on options to fix Denman West hill “pinch” point once consultant has developed options – **Open House held August 30**
- FAC members to send comments on Coast Card to Tony Law, who will collate and send to Gordon Nettleton - **no comments received**
- BC Ferries to meet with FAC before implementing Coast Card – **report written and shared with all FAC members; update on status at this meeting**

4. Presentations:

a. Public – none

b. Operations Report

- Captain Gordon Nettleton presented the operations report on behalf of himself and Judy Cryer, Manager, Terminal Operations. This presentation is appended to these minutes.
- The presentation prompted a discussion of the practice of “shuttling” in the summer time; this practice has an adverse impact re: ‘on time performance’ even though it is a practice which improves customer service. There was a question about the “break even” point for shuttling. While the break even point from the point of view on number of cars is in the order of 3 cars on Route 22 and 8 or so cars on Route 21, the number of cars is not the only consideration. For example, if shuttling intrudes on the paid (and legally required) meal break of staff extra overtime may be incurred. For this reason, “shuttling” is always at the discretion of the master.
- With respect to signage on the new structures at Buckley Bay, this is under review and appropriate signage will be installed.
- It will be 2012 before any further improvements are undertaken at Buckley Bay.
- John Ralston who attended the Denman West Open House reported that there is general support for DW plan, aside from 2 or 3 persons only one of whom lives on the hill. The project is scheduled to proceed next spring. Louise Bell reported on a distorted story in the *Comox Valley Echo*. There is an interest in having an open house on Hornby because Hornby residents couldn’t attend DW meeting because of scheduled time of meeting. Erinn Cousins will be asked if it is possible to hold an open house on Hornby Island.

5. Correspondence:

Email from Captain Gordon Nettleton to Chair Tony Law re: practice of shuttling (date).

6. New Business:

- a. Coast Card Update (prepaid discount tickets)
- Amar Johal presented an update (attached) on the development of the Coast Card platform and associated products. J. Garton observed that concerns raised by the committee seem to have been listened to.

Action: None

- b. CRA Commuter Card (presentation attached)
- Amar Johal reported on the Federal Government initiative to develop a program to allow tax credits for 'monthly commuter passes'. BC Ferries will develop a product to meet federal requirements. This product will likely be presented on the Coast Card platform.
Action: BC Ferries will keep the committee advised as more information becomes available from the federal government
- c. 2nd Performance Term
- Amar Johal advised (presentation attached) the committee that BC Ferries will file its report on the costs of service in the second performance term with the BC Ferry Commission on 30 September. He advised that BC Ferries would work with the FACs to assist them in determining what interventions they wished to make with respect to future service levels. Critical dates and roles of participants in the process on determining the service levels for the 2nd performance term were outlined.
Action: BC Ferries will meet with all FACs between now and March 31 to assist FACs to articulate their service requirements for the next performance term.
- d. Revised Terms of Reference
- Gary Leitch presented a revised generic terms of reference for FACs (attached). He asked members to comment through their chair.
Action: The chair and Gary would then work to customize the terms of reference for the Denman Hornby committee.
- e. Northern Vessel Update.
- Amar Johal presented an update on the status of the new northern vessels (attached).
- f. FAC Chair Meeting with BC Ferries' Executive
- Tony Law reported that the Chairs of all the Ferry Advisory Committees had met with David Hahn and other BC Ferries officials' on September 22. Most chairs had also attended BC Ferries' annual general meeting the day before. Mr. Law reported that the meeting was very positive and focused on the need for FACs, the communities and local governments to get prepared to participate in the discussions leading to the second performance term contract between BC Ferries and the provincial government.
 - Louise Bell reported on a discussion paper prepared by Trustee Brian Hollingshead and adopted by the Islands Trust Council. The Trust Council identified problems because of what is in the Act (no cross-subsidization, no indexing of Provincial contributions, no provincial contribution to fuel surcharge). Copies of Mr. Hollingshead's work have been distributed to the committee.
- g. Buckley Bay Ramp – Ron Emerson, who was unable to attend the meeting, had raised concerns about the new Buckley Bay ramp with certain vehicles towing trailers. BC Ferries staff advised that adjustments were continuing to be made to address such concerns.
- Property acquisition at Denman West
- Contrary to rumour, BC Ferries has not acquired any property at Denman West.
- i. Staff smoking on the ferry
- No one is permitted to smoke on the car deck *when there are cars on the deck*. Staff are permitted to smoke in approved locations.
- j. Open House for Hornby
- Dealt with earlier.

7. Next Meeting:

To be determined.

8. Meeting adjourned:

16:10

Approved:

Captain Gordon Nettleton

Date: October 9, 2006

Tony Law, Chair

Date: October 6, 2006

Attachments:

#1 - Operations Report (pages 1-20)

#2 - Update on Coast Card Platform (pages 21-28)

#3 – Canada Revenue Announcement (CRA) Commuter Card (pages 29-31)

#4 - 2nd Performance Term (pages 32-39)

#5 - Northern Update (pages 40-46)

#6 – Draft Terms of Reference (pages 47-48)

- Safety
- Traffic
- Revenue
- Major Service Issues - On Time Performance
- Major Service Issues – Cancelled Sailings
- Major Service Issues – Mechanical Breakdowns
- Terminal Improvements
- Action Items From Previous Meeting
- Corporate Update
- Questions

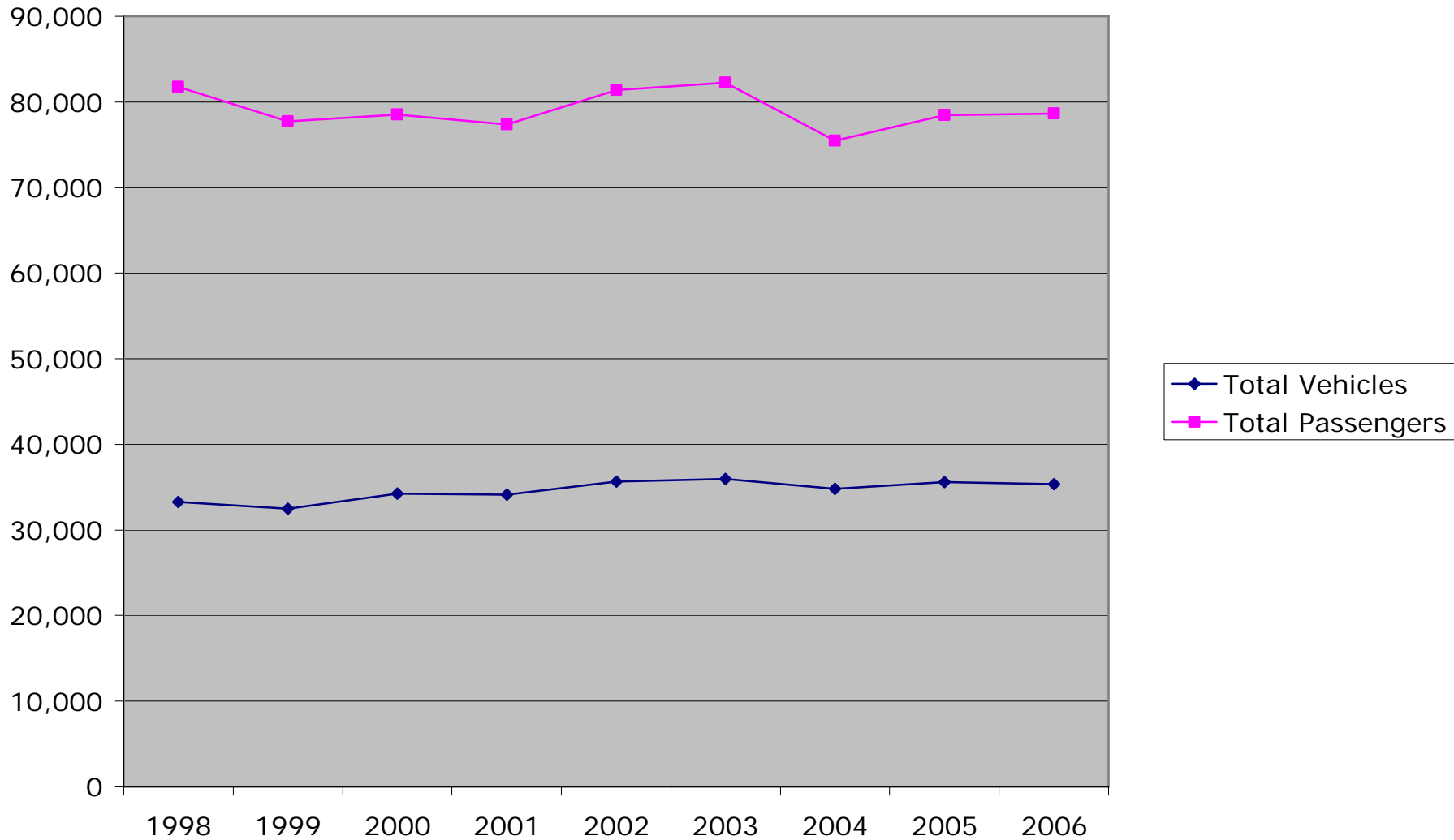
- **Level 0** An event reported but not considered safety related: minor illness or injury to passenger; minor damage to passenger's or BC Ferries' property; minor environmental damage; security incident with no safety component; first aid response; incident over which BC Ferries has no control; OR a near-miss incident that had: potential for minor injury or illness to passenger; potential minor damage to passenger's or BC Ferries' property; potential for minor environmental damage
- **Level 1** Minor safety related incident: minor illness or injury to passenger; minor damage to passenger's or BC Ferries' property; minor environmental incident; minor security incident with safety component

- **Level 2** Significant incident: major injury to passenger; major damage to passenger's or BC Ferries' property; major environmental incident; major security incident with safety component; OR a near-miss incident that had: potential for major injury to passenger; potential for major damage to passenger's or BC Ferries' property; potential for major environmental damage; potential for major security incident
- **Level 3** Major incident: death of an employee related to operations; death of a passenger related to operations; damage to company property or asset that has resulted in (or could have resulted in) serious injury, loss of life, or loss of the asset (eg. actual/potential collision/grounding)

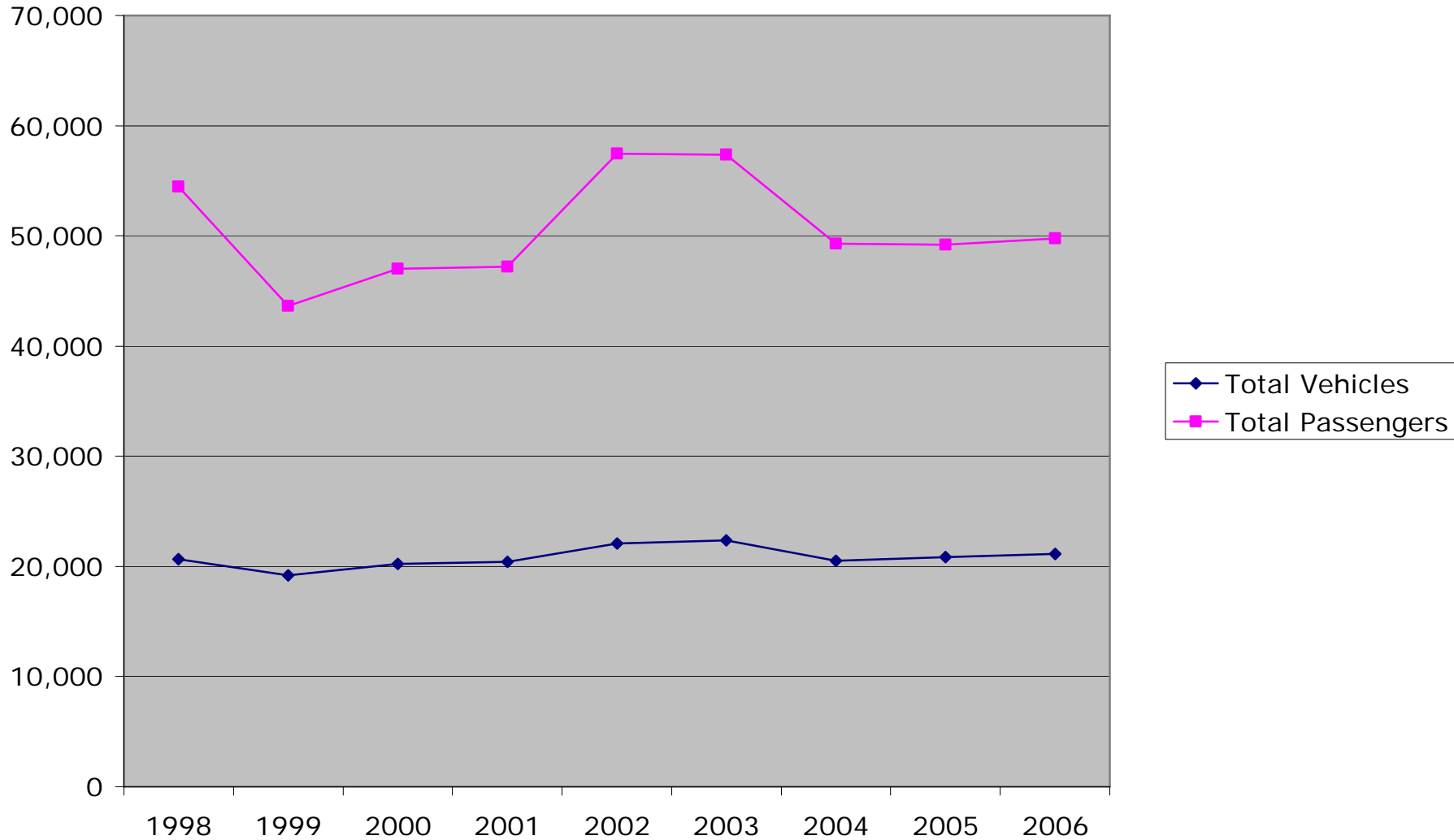
- Passenger Incidents – April to August 2006

Route	# of Safety Incidents	# of Passengers	PM	# of Safety Incidents	# of Passengers	PM
	April-August 2005			April-August 2006		
21	3	289,187	0.10	1	286,049	0.03
22	3	154,735	0.19	1	155,068	0.06
Performance Measure (PM) = # of Safety Incidents per 10,000 passengers transported.						

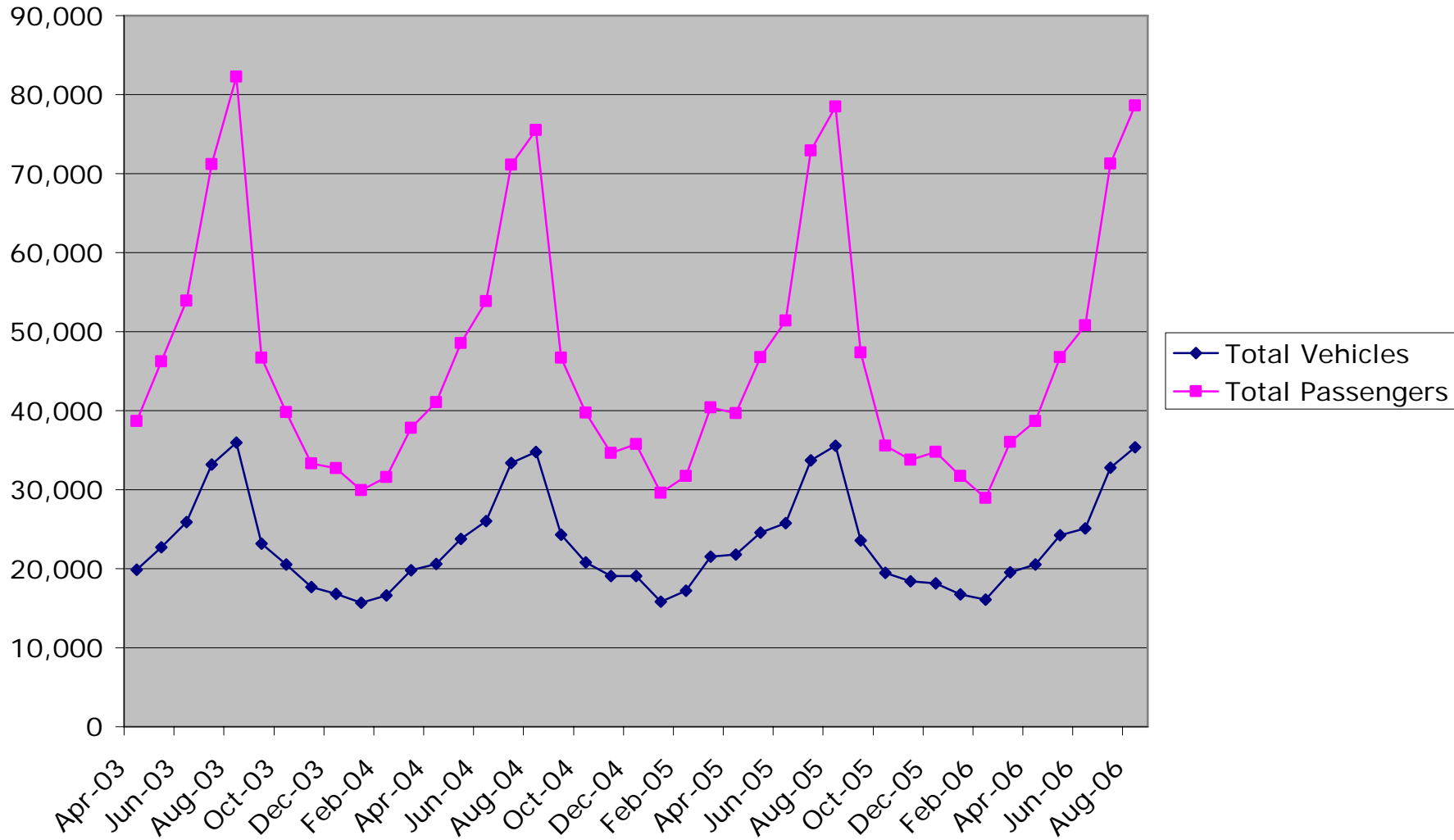
Route 21 YTD August



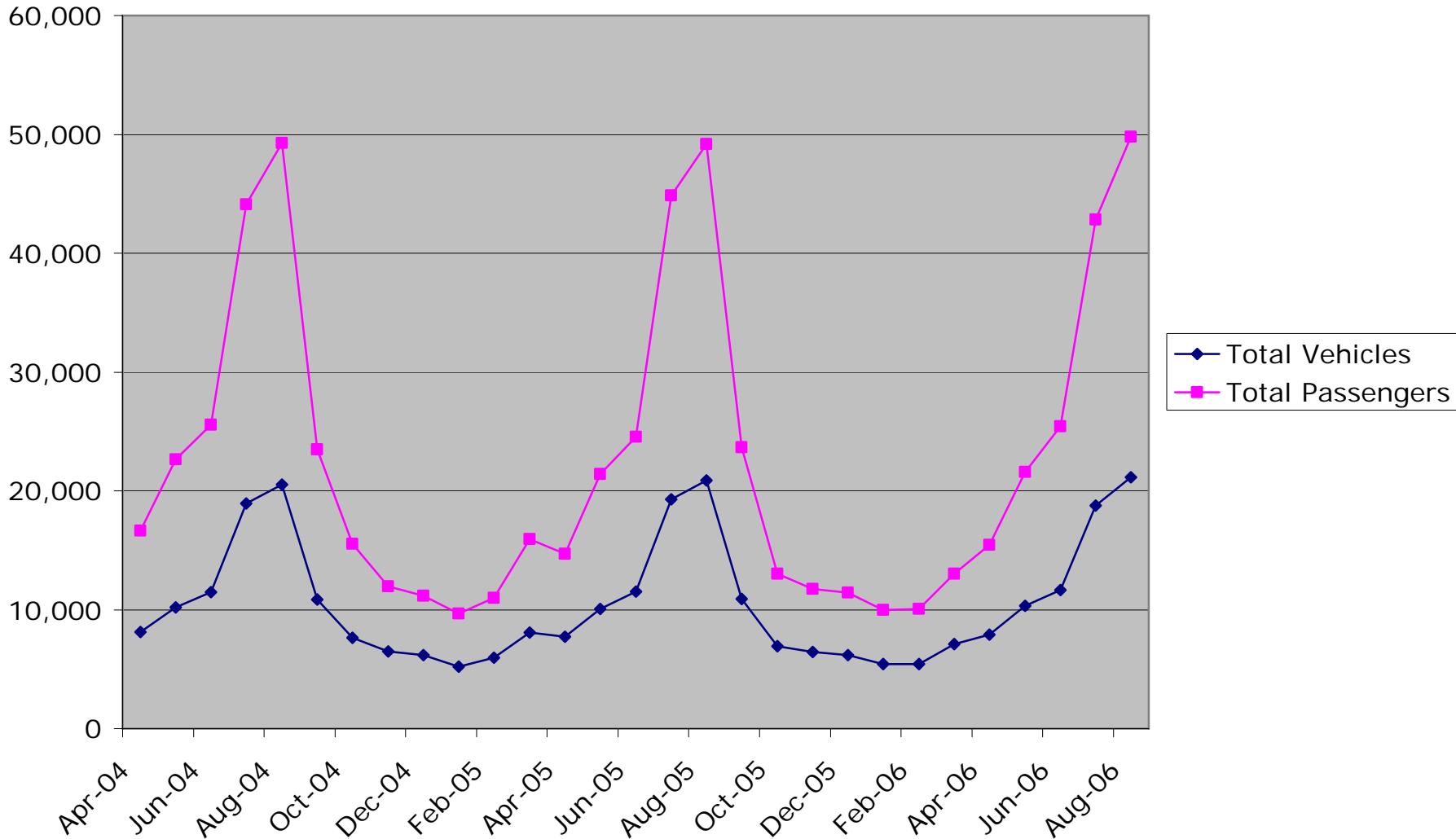
Route 22 YTD August



Route 21 Traffic



Route 22 Traffic



Year to Date April to August	Route	Total Vehicles	Total Passengers
2006	21	138,025	286,049
2005		141,364	289,182
2006	22	69,831	155,068
2005		69,517	154,735



- Level of Service

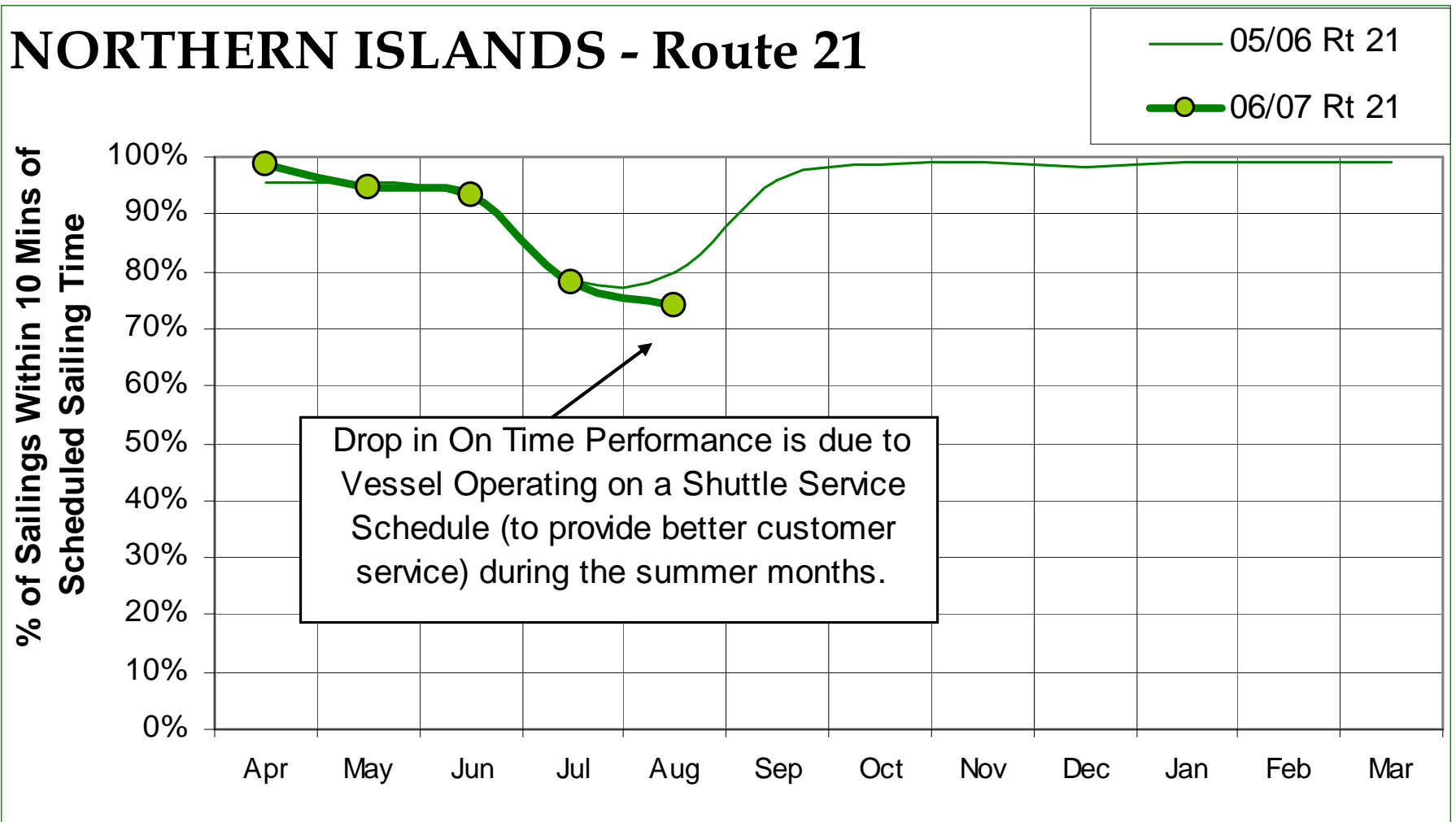
# of Contracted Sailings to # of Actual Sailings April to August 2006						
Route		April	May	June	July	August
R21	Contracted	1010	1046	1012	1044	1046
	Actual	1018	1076	1058	1154	1180
R22	Contracted	734	760	742	758	760
	Actual	744	798	824	988	1036

(Excerpt from: "Operations Summary Report for the Year Ended March 31, 2006" - BC Ferries 2005/06 Annual Report to the BC Ferry Commissioner)

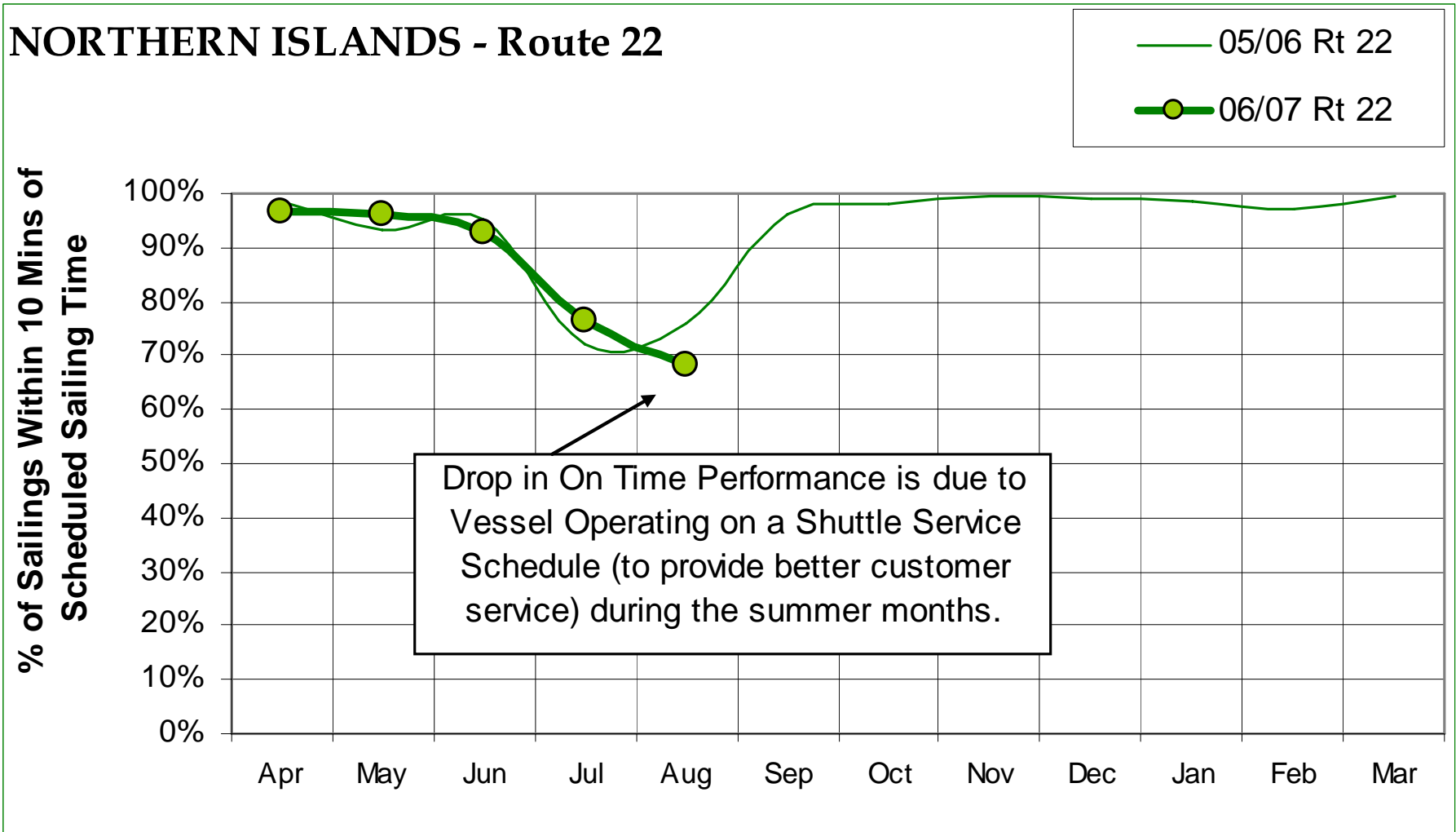
	A	B	C	D	E	F	G
Route	Actual Round Trips	Capacity Provided (AEQs)	AEQs Carried Fiscal 2006	Capacity Utilization (C/B)	AEQs Carried Fiscal 2005	AEQ Growth (C-E)	AEQ Revenue Fiscal 2006
21	6,366	636,600	285,355	44.8%	288,246	(2,891)	\$ 1,085,176
22	4,800	288,000	123,424	42.9%	125,336	(1,912)	525,362

	H	I	J	K
Route	Passengers Fiscal 2006	Passengers Fiscal 2005	Passenger Growth (H-I)	Passenger Revenue Fiscal 2006
21	537,259	548,612	(11,353)	\$ 745,234
22	247,645	256,994	(9,349)	387,641

- On Time Performance



- On Time Performance



- Cancelled Sailings – April to August 2006

Route 21					
April	May	June	July	Aug	TOTAL
0	2	0	0	0	2

Route 22					
April	May	June	July	Aug	TOTAL
0	0	0	0	0	0



- Mechanical Breakdowns

Engineering Problems Affecting Sailings April to August 2006		
Situation	R21	R22
Delays 10 minutes or greater	1	3
Sailing cancels	2	0
Terminal – berth closure	0	0
Terminal – other problems	1	1
Vessel – propulsion control	0	2
Vessel – propulsion system	0	0
Vessel – steering system	2	1
Vessel – other problems	0	0
Accumulated mechanical delays	3	21

New Berth at Buckley Bay

- Supported on a floating concrete pontoon
- Few moving parts beyond hydraulically controlled apron
- Enhanced flexibility for better safety loading & unloading
- “Environmentally-friendly” – no creosoted timber under the water & uses vegetable-based hydraulic fluid



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- Queen of the North Update
- New Builds – Super C
- New Build – Queen of Prince Rupert Replacement
- New Intermediate Vessel
- Hull 259

