

Northern Sunshine Coast Ferry Advisory Committee

Date: May 1, 2007

Time: 13:00

Location: Town Centre Hotel
466 Joyce Avenue, Powell River

Attendees:

Committee

Greg Aivazoff, Chair
Jack Metcalf
Brenda DeGraag
Denise Reinhardt
Jane Cameron
Ted Cooper
Bill Cripps
David Moore
Jim Johnson
Ken Barton

BC Ferries

Captain Gordon Nettleton, Marine Superintendent
Senior Captain Neil Keeper, Comox – Powell River
Judy Cryer, Manager, Terminal Operations
Gary Leitch, Manager, Stakeholder Relations
Melanie Christensen, Administrative Assistant
Jane King, Manager, Sales and Community Relations
Marlane Christensen, Aboriginal Relations

1. **Call to Order:** The meeting was called to order at 13:05.
2. **Approval of Agenda:** The agenda was approved with the following additions:
 - a. Captain Nettleton to advise on plans for the return of the *Queen of Burnaby* and the May long weekend.
 - b. Gary Leitch to provide Coast Card Product and Canada Revenue Agency updates under New Business.
3. **Presentations:**
 - a. Public
 - Joyce Carlson, President of the Powell River 2007 BC Disability Games Board of Directors, announced the City of Powell River is hosting this year's Disability Games July 11-15, 2007.
 - Rob Tremblay of TMS Moving and Storage addressed his concerns over Route 17's 08:10 on-time performance.
 - b. Operations Report: Captain Gordon Nettleton presented the Operations Report. The following action item arose from the report:
 - Definition of a safety incident: Captain Nettleton advised all safety incidents are reported and may include a car door opening and scratching another car, to a bee sting or a nose bleed.

ACTION: BC Ferries to provide a more detailed breakdown of safety stats including crew and passenger incidents.

4. Minutes of Previous Meeting:

- a. Minutes of the meeting held on September 27, 2006 were approved and distributed on December 1, 2006.
- b. Review of Action Items:
 - BCF met with Malaspina Coachlines regarding Route #7 and Route #3. **Ongoing.**
 - Route #7 and #18 schedules were adjusted for the summer season. Sailings to leave 15 minutes earlier from Texada. **Completed.**
 - BCF to issue Service Notices to radio stations and community television stations. **Completed.**
 - FAC Chair forwarded DRAFT minutes to committee for review. Chair reports the process worked well for all members and would continue. **Completed**
 - Gary Leitch advised that BCF is not reviewing discount rates at this time.

ACTION: FAC requested that the discount rates be reviewed and an update be provided at the next meeting.

- FCA Chair reported the Tariff Equity issue was not something that would be dealt with at this time. **Ongoing.**
- Canada Revenue Agency update to be provided in New Business.
- BCF met with all FACs to provide assistance in *Performance Term 2* service requirements. **Completed.**
- Gary Leitch revised the *Terms of Reference* based on input from the FAC members and is awaiting final approval. **Ongoing.**
- FAC member contact information to be published in all future FAC advertisements. **Completed.**

5. New Business:

- FAC Chair provided an update on FAC Chair's meetings with Ministry of Transportation regarding *Performance Term 2*.
- b. *Performance Term 2* Update
 - Gary Leitch presented the *Performance Term 2* update.
 - ACTION: BCF to forward a copy to FAC members.**
- c. *Coast Card Product* Update
 - Gary Leitch also presented a *Coast Card Product* Update.
 - ACTION: BCF to forward a copy to FAC members.**
- d. Canada Revenue Agency (CRA) Commuter Card
 - Gary Leitch provided an update from the Canada Revenue Agency.
- e. Election of Chair for second year – FAC Committee
 - Greg Aivazoff was re-elected.
- f. Route #17 08:10 sailing, problems and solutions – Greg Aivazoff

- Route #17's 08:10 on-time performance problems were further discussed. Captain Keeper advised BCF tried scheduling the sailing at 7:30 a.m. a year ago but no one came. Since the 08:10 sailing there has been a notable increase in commercial traffic.
- The FAC reiterated they are not happy with the on-time performance on Route 17, in particular the 08:10 sailing leaving Westview. Captain Nettleton advised the OTP should improve once the *Queen of Burnaby* returns to service.

ACTION: Captain Keeper to email dates for an operational tour of the 08:10 sailing once the *Queen of Burnaby* resumes service. Captain Nettleton suggested two FAC Committee Members come to Comox the night before in order to experience the 06:30 sailing first.

- Further discussions around solutions for the 08:10 on-time sailing included changing the one-minute cut-off time for purchasing tickets to five minutes.
- The FAC recommended electronic notice boards for the parking lot and the ship to help alert customers to sailing issues, i.e. delays.

ACTION: BCF to look at streamling operations for a five minute cut-off and executing a communications plan to the public.

ACTION: BCF to look into the feasibility of different methods of communicating important messages such as delays.

g. Thru Tickets for Comox to Texada Passengers – Greg Aivazoff

- Judy Cryer advised Texada foot passengers can buy tickets for Route#18 at the Comox Ticket Booth. Vehicles however must go through the ticket booth at Westview to pay the fare and take their place in line.

h. *Queen of Burnaby* Update - Captain Nettleton

- Captain Nettleton gave an update on the *Queen of Burnaby* and the work that is being done. Refit is scheduled to be completed so she can be back in service for May 19th.

6. Correspondence:

- a. No written correspondence was received.

7. **Next Meeting:** Greg Aivazoff and Melanie Christensen to determine the Fall 2007 date.

8. **Meeting adjourned:** 16:10

Approved:

Greg Aivazoff, Chair

Date: July 3, 2007

Captain Gordon Nettleton

Date: June 5, 2007

Attachments:

- Operations Report
- Performance Term 2 – BC Ferry Commissioner's Preliminary Price Cap Report
- Coast Card Product Update
- Canada Revenue Agency (CRA) Commuter Card Update