

**Meeting Details:**

FAC:	Bowen Island Ferry Advisory Committee
Date:	May 2, 2007
Location:	Horseshoe Bay Boardroom
Time:	5:35 p.m.

**Attendees:**

<i>Committee</i>	<i>BC Ferries</i>
Chair, Gil Yaron	Captain Steve Graham Marine Superintendent Central Coast
Doug Elliot	Ian Downie Terminal Director, Horseshoe Bay
Trish Jacquet	Mark Collins Vice President Engineering
Alison Morse	Captain Dave Woodman Senior Master, Queen of Capilano
Terry Cotter	Penny Lidstone Manager, Sales & Community Relations
Absent: Bob Lalonde	Captain Dave Woodman Senior Master, Queen of Capilano Gary Leitch Manager, Stakeholder Relations & Consultation
2 Observers: Joan Lord Owen Claremont	Captain Dave Woodman Senior Master, Queen of Capilano

1. **Call to Order:** The meeting was called to order at 5:35 p.m.
2. **Introductions:** Round table introductions were completed.
3. **Approval of Agenda:** The agenda was approved without changes.
4. **Correspondence:** There was no correspondence.
5. **Presentations:**
  - a. Public
    - None

b. Marine Superintendent Operations Report

- Capt. Graham presented the Operations Report summarizing operations for the period since the last meeting. This report is attached.
- The report prompted questions and comments as follows:
  - Why are traffic stats down when the population increasing? BC Ferries had no specific explanation for this.
  - What happens when a log strike occurs? Dave Woodman stated the engine room is called and they analyze the damage. If it is serious they will send divers down at night when the vessel is docked to examine the impact of log strike.
  - Why was the propulsion system replaced? Mark Collins stated the number of mechanical breakdowns in 2005 was unacceptable and the system needed to be replaced. He also noted that should a RAD be damaged now there are 2 additional RADs stored in Richmond that are used exclusively for the Queen of Capilano and it would take approximately 1 day to insert them.
  - Alison Morse stated the BC Ferries website says the Queen of Capilano is capable of 14 knots and this should be changed to reflect the real speed of 12.5 knots.
  - Gary Leitch gave a brief overview of Master Planning and stated that we would provide updates and ask for input from Bowen Island. Ian Downie cited an example of what may change; the single lane chute may turn into 3 or 4 lanes.

**6. Minutes of Previous Meeting – Review of Action Items from November 22, 2006**

- a. BC Ferries Traffic Study/Statistics: Betsy Terpsma did provide some excel worksheets with traffic statistics to the committee.
- b. Queen of Capilano Refit: The finished refit and newly installed propulsion system was reviewed by Mark Collins in the Operations Report. A special rate at Impark was implemented for the refit dates. BC Ferries continues to work on improving On Time Performance.
- c. Temporary displays on the vessel: There is temporary space on the Queen of Capilano and Dave Woodman will need to allocate where that is. A 24x36 Snap Frame by Arc will need to be properly mounted on the wall for info to be inserted into. BC Ferries reserves the right to remove this display if needed at any time.

**Action: Gary Williams of BC Ferries has the Water Poster and will be installing it.**

**Action: Dave Woodman to allocate appropriate space for temporary displays and provide frame.**

- d. Emergency Communications with Bowen Customers: An Emergency Communication plan was presented to the FAC by Betsy Terpsma prior to the FAC meeting. The FAC accepted it with some revisions and those have been added to Draft #2. The group also discussed if signage could be installed at Snug Cove to indicate sailings delays and cancellations. Placement, management and costs of signs need to be reviewed.

**Action: Penny Lidstone to review the plan and break it into 3 Delay Categories, ensure that it reflects the new Customer Service Recovery Policy at BC Ferries and to prioritize the actions for the Horseshoe Bay Tower as they have limited time to implement policy when issues arise.**

**Action: Gil Yaron and Ian Downie to set up a meeting to discuss where and what kind of potential signage could be placed at Snug Cove that would indicate sailing delays and cancellations.**

**Action: FAC will talk with West Vancouver Municipality on priority queuing and shelter especially at Horseshoe Bay on these issues.**

- e. Length Based Pricing: Gary Leitch arranged a meeting on February 8, 2007 with the FAC. The outcome of this meeting was for BIM to clarify their objectives and proposal for this initiative before anything could be done.

**Action: Gil Yaron to follow up with the BIM to see the status of this as they will be discussing it at their May 22<sup>nd</sup> meeting.**

- f. FAC Terms of Reference: BC Ferries proposed a new simpler version of the Terms of Reference and asked the FAC's to approve. Bowen FAC has approved the BC Ferries Terms of Reference.

## **7. New Business:**

- a. Emergency Communications with Bowen Island Customers

See above for action items.

- b. Performance Term Two – Commissioner Report

- Gary Leitch presented on Performance Term II and the BC Ferry Commissioners Preliminary Price Cap Report. BC Ferries strongly communicated that now is the time for FAC's and communities to act and notify the Government and the Ferry Commissioner of their concerns as BC Ferries cannot do this for them.
- Terry Cotter who sits on the FACC gave an update of their progress. They met with Kevin Falcon on March 19<sup>th</sup> and with other officials on March 27<sup>th</sup>. It is evident from these meetings that the Ministry does not know a lot about this situation and therefore the best role for the FACC is to act as an advisory group to the Ministry and this is their major accomplishment to date. The message of the FACC is that Fare Caps cannot increase as rider ship will decrease and ultimately small coastal communities dependant on the ferry and tourism will decline. They believe that the province has historically cherished the social diversity of the islands and in preserving affordable access to them. They encourage communities to keep statistics on how they are being affected. The FACC says it is not realistic for all required revenue to come from increased ticket prices. They say the Minister is open to cost saving ideas (ie less service) and agrees that these savings could be applied directly to they route that they occur on.

c. Coast Card Update

- Gary Leitch presented an update on the development of the Coast Card platform and associated products. The various products are pre-paid tickets, stored value card and monthly pass. BC Ferries will be doing research to find the best product for BC Ferries and for our customers. The presentation also reviewed the Tax Credit for Public Transit Passes.

**Action: BC Ferries to provide updates when available.**

d. Elasticity Review

- Some research has been done by BC Ferries. More discussion is required internally at BC FERRIES and any options must be revenue neutral. The FAC is also interested in pursuing the idea of a general pricing review aimed at abolishing the discount fare. The FAC commented that a Frequent User Discount is a popular idea on Bowen Island.

**Action: BC Ferries to provide elasticity research at the next FAC meeting in the Fall if available.**

e. Smoking Areas

- BC Ferries told the FAC that new smoking policies would be announced soon and that BC Ferries has been asked by various groups to designate areas. Gil Yaron asked for no smoking on route 8 as it is such a short run. Capt. Graham noted this would be hard to police and that BC Ferries does not have the crew to dedicate to this. He also noted that it would be tough to implement this policy as some of the crew smoke.

**Action: BC Ferries to communicate policy to FAC when it is available.**

f. Scheduling: 5:35am sailing; late Saturday sailing

- The FAC asked if the 5:35pm sailing could be moved to a later Saturday sailing. Capt. Graham said that these late sailings have not been used in the past when they have been offered due to overloads. BC Ferries will review possible schedule changes but before this occurs the FAC needs to conduct proper community research and present conclusive research showing what the need is and that the community supports it.

**Action: The FAC to provide research clearly showing the objective and community support for this schedule change.**

g. Implications of the BC Ferries Safety Report for Bowen Island

- Capt. Graham handed out the highlights from the Morfitt Report and noted that none would significantly impact Route 8. Gil Yaron noted he would like to see more control of the 3:30pm sailing and Alison Morse would like to see lights and or signs in the stairs on the Queen of Capilano. The FAC stated they would like to know more about how safety initiatives would impact Route 8 and BC Ferries said that these implications will become clearer over time.

h. BC Ferries Security initiatives

- This item was not fully discussed due to time. It was briefly communicated to the FAC that BC Ferries is waiting for Transport Canada to decide if customers can move off the

terminal into the Village once they have entered terminal.

i. Terminal cost allocations

- The FAC would like to see Terminal Upgrade costs allocated to communities based on usage i.e., number of vehicles. They also feel it is unfair to pay for upgrades required for the new Super C's arriving in the near future. Ian Downie says all upgrades to the Terminal will benefit Bowen Island users but it is hard to attach a specific cost to it so they must be shared equally to all Terminal users.

j. Summer schedule – communication

- This was not discussed due to time but the FAC would like to know how the summer schedule will be communicated.

**Action: Penny Lidstone to communicate to the FAC how the schedule will be communicated.**

k. Snug Cove ferry marshalling update

- This was not discussed due to time.

l. Snug Cove clean-up

- This was not discussed due to time.

**8. Next meeting:** The next full committee meeting is scheduled for Fall 2007.

**9. 9. Meeting adjourned:** At 8:10 p.m.

**Approved:**

Captain Graham, Marine Superintendent

Date: June 6, 2007

Gil Yaron, Chair

Date: June 11, 2007