



Ferry Advisory Committee Meeting Minutes

Tri-Island Ferry Advisory Committee

Date: May 3, 2007

Time: 10:30 a.m.

Location: Black Bear Resort
1812 Campbell Way, Port McNeill

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Josephine Mrozewski, Chair John Rowell (Mayor) Doug Anweiler Michael Seaborn Lauren Klingbeil Emily Feffer Debbie Garrett	Captain Gordon Nettleton, Marine Superintendent Captain Richard Burnett, <i>Quadra Queen II</i> Judy Cryer, Manager, Terminal Operations Gary Leitch, Manager, Stakeholder Relations Melanie Christensen, Administrative Assistant Jane King, Manager, Sales & Community Relations

1. Meeting called to order at 10:42 a.m.

2. Approval of Agenda: The agenda was approved with the following additions:

- a. FAC Chair update to be included in New Business as A.1.
- b. Gary Leitch will present the *Performance Term 2* and Coast Card updates.

3. Presentations:

- a. Public Presentations: None.
- b. Operations Report: Captain Gordon Nettleton presented the Operations Report and the following action items arose:

ACTION: BC Ferries to confirm how stats are collected for the school children traveling on the *Spirit of Yalis* and whether or not they are included in the passenger travel stats.

ACTION: Captain Burnett to meet with the medical and ambulance professionals to clarify the obligations for both Sointula and Alert Bay. BC Ferries also to break down OTP stats to include ambulance delays and non-ambulance delays for future presentations.

ACTION: Captain Burnett to investigate loading delays and whether a Standard Loading Guide is being followed. Judy Cryer to ensure the Ticket Booth agents knows why the ferry is delayed so that information is correctly passed onto customers.

ACTION: BCF to determine whether vehicles that don't stay in the lot due to an overload situation are recorded at the Port McNeill ticket booth and included in the overload numbers.

ACTION: BCF to investigate an opportunity for the Tri-Island FAC to have a tour on board the *MV Northern Adventure* when she is back in service.

4. Minutes of Previous Meeting:

- a. Minutes of the meeting held on September 13, 2006 were approved and distributed on November 6, 2006.
- b. Review of action items:
 - Marlane Christensen to forward the *Queen of the North* Environmental Impact Update by email to FAC members. **Completed.**
 - BC Ferries will keep the committee advised regarding the CRA Commuter Card as more information becomes available from the Federal government. **Update included in New Business.**
 - Amar Johal and Gary Leitch to provide Route 25 specific information to assist the FAC with *Performance Term 2*. **Completed.**
 - The FAC to forward the committee's comments regarding the *Terms of Reference* to Gary Leitch. **Completed.**
 - BC Ferries to advise the committee when the "Unaccompanied Minor Policy" review is complete. **Judy Cryer advised the FAC of BC Ferries' "Unaccompanied Minor Policy." BCF does not allow unaccompanied minors onboard vessels.**
 - Captain Burnett to work with Community Relations to issue a Service Notice regarding passengers offloading shopping carts from the ferry and leaving them at the Sointula Terminal. **Completed.**
 - BC Ferries to communicate the Alert Bay Terminal construction dates and details to the FAC. **The Alert Bay Terminal construction completion date has been delayed to August 2007. Ongoing.**
 - BC Ferries to forward the Sointula and Port McNeill *Terminal Master Plan* functional requirements to the FAC for their input prior to commencement of Stage 2. The FAC will forward their input to the Strategic and Corporate Planning Department at BC Ferries. **Terminal Master Plans are delayed due to the work required for the Northern Terminals. Communication will take place prior to Stage 2. Ongoing.**

5. New Business:

- a. Gary Leitch presented the *Performance Term 2* update.

ACTION: BCF to email action contacts from *Performance Term 2*.

- b. All FAC Chairs met with the Ministry of Transportation and FAC chair advised of the discussions.

- c. Coast Card Update: Gary Leitch presented the Coast Card update.

REQUEST FOR ACTION: As BC Ferries considers how the *Performance Term 2* fare caps are apportioned among the different fare types, will BCF consider adjusting the discount fares, to offset the higher percentage increase to the discount fares resulting from the absolute value of the fuel surcharge being rolled into base fares at the start of *Performance Term 2*? (Question provided by FAC Chair).

ACTION: BCF to report back providing an update on the status of this request.

- d. CRA Commuter Card Update: Canada Revenue Taxation update was also presented by Gary Leitch.

ACTION: BCF to email both presentations to FAC members.

- e. Modify Port McNeill – Sointula route to decrease travel time

ACTION: Captain Burnett to investigate whether the routing manual can be changed.

- f. Parking and ferry line-ups at Sointula

ACTION: BCF to ensure Sointula's concerns over a parking lot are included in the Terminal Master Planning sessions, not when the public consultation process begins. BCF also to update FAC on where the planning process is currently.

- g. Port McNeill Waiting Room – Locked Doors

ACTION: Judy Cryer to investigate why the waiting room facilities are locked before the end of the day.

- h. *Spirit of Yalis* early morning sailing from Sointula

- FAC advised the request was taken to the Ministry of Transportation and subsequently denied due to lack of funding.

i. Spirit of Yalis Service to Alert Bay

- FAC Chair requested clarification on the posting of the safety inspection certificate on the *Spirit of Yalis* and whether it included capacity figures. Captain Nettleton advised all ships have to post a safety certificate to comply with Transport Canada regulations. He also advised the ship has a graduated licenses and the contract states the school children are a priority.

ACTION: Captain Nettleton to clarify how the contractor decides on a daily basis what license is needed based on capacity.

j. Fare Signage at Port McNeill

ACTION: BCF to investigate whether a sign can be put up at the Port McNeill ticket booth advising of round-trip fares.

k. Terminal Staff Interaction with Tourists

ACTION: FAC to consider exterior signage at terminal for visitors and BCF to look into a FAM tour for employees at Port McNeill.

l. AVICC Resolutions re Fare Increases

ACTION: Mayor John Rowell to forward to Minister of Transportation.

6. Correspondence: None.

7. Next Meeting: Sointula, date TBC.

8. Meeting adjourned: 12:44 p.m.

Approved:

Josephine Mrozewski, Chair

Date: August 14, 2007

Captain Gordon Nettleton, BC Ferries

Date: July 20, 2007

Attachments:

- Operations Report
- Performance Term 2
- Coast Card Product Update
- Canada Revenue Taxation Update
- Village of Alert Bay Council Resolution