

**Meeting Details:**

FAC:	Chemainus-Thetis-Kuper Ferry Advisory Committee
Date	May 18, 2007
Location:	Chemainus Inn, Chemainus
Time:	11:00 a.m.

**Attendees:**

<i>Committee</i>	<i>BC Ferries</i>
Ian Ralston, Co-Chair Thetis	Captain Christian (Chris) A. Frappell, Marine Superintendent, Southern Islands
Doug Snyder, Thetis	Amar Johal, Director Sales and Community Relations
Christopher Pegg, Thetis	Rebecca Bailey, (Outgoing) Manager, Sales & Community Relations
John MacKay, Municipality North Cowichan	Cheri Maisonneuve, (Incoming) Manager, Sales & Community Relations
Sharon Cross, Co-Chair Penelakut	Stephen Nussbaum, Manager, Terminal Operations, Southern Islands
Absent: Fred Mitchell, Penelakut Maurice Blackhurst, Cowichan	Gregg Clackson, Regional Director Terminal Operations
Public: Dr. Kelly Bannister, Thetis	Captain Bill Dickie, Senior Master Rte 20
	Alan Reid, Planning Analyst, BC Ferries

**1. Call to Order:** The meeting was called to order at 11:05 a.m.

**2. Introductions:** Round table introductions were completed.

**3. Approval of Agenda:** The agenda was approved as circulated.

**4. Correspondence:** There was no correspondence.

## 5. Reports:

Marine Superintendent's Report.

Captain Chris Frappell presented the Marine Superintendent's report, which covered information on safety, traffic, capital expenditures at the terminals and a corporate update including information on the new vessel the MV Kuper.

Members were reassured that reliability on the MV Kuper is expected to improve over the previous vessel on the route, but that there will be a certain period of breaking in.

## 6. Action Items from previous meeting:

- a. Capt. Frappell to check on wheelchair accessibility on the MV Kuper.

Capt. Frappell identified a variety of areas on-board including the washroom, lounge and access points to each, which were designed to be wheelchair friendly.

Comments were made by those present that the locks on the washrooms are quite difficult and have been broken recently. In fact the women's washroom was out of service for a significant period of time. Suggestions were made to investigate an alarm for the washrooms and to look alternative locking mechanisms.

**Action item: Capt. Chris Frappell to look into solution for washroom locks. We need to forward the item to the person tasked so they can get on with it.**

FAC Chair also suggested that BC Ferries crew look out for accessible vehicles needing preferential treatment and provide assistance as necessary. Sensitivity training for crew members was also recommended prior to taking on such a task.

- b. BC Ferries to add No Smoking message on vessel

No smoking message was added to MV Klitsa. No smoking message is not currently in place on the MV Kuper.

**Action item: Capt. Bill Dickie to look into adding no smoking message to MV Kuper.**

FAC members commented that they have seen crew members smoking on the car deck and that the smoking policy needs to be clearly enforced with crew.

- c. Organization of local school presentation

Chris Pegg thanked BC Ferries for continuing to push forward in organizing a presentation with local school officials and parents to discuss school travel-related issues. The meeting has been set-up for June 15<sup>th</sup> and he expects that attendees will bring challenges, but also solutions.

d. Addition of project tracking spreadsheet to minutes

Rebecca Bailey reported that the project tracking spreadsheet will be added to the set of minutes related to this meeting.

e. Project funding for webcam prototypes

Doug Snyder briefly reviewed the webcam proposal. Stephen Nussbaum reported that BC Ferries would not be able to provide support for the proposal mainly due to privacy concerns. FAC members objected to this argument and suggested that funding for the project fits within BC Ferries' mission statement. Gregg Clackson, Regional Director for BC Ferries' Terminal Operations agreed to review the proposal once more.

**Action Item: Gregg Clackson to provide further review to Thetis Island webcam proposal.**

## 7. New Business

a. Update on Chemainus terminal Master Planning

Alan Reid, BC Ferries reported that Master planning for the Chemainus terminal had fallen behind due to additional projects and work resulting from the Queen of the North however, the project is back underway again.

The first step in the Master planning process will be to take the original draft plan and go back through the oversight committee. Following committee approval, the plan will be taken back to the FAC and community for feedback.

Discussion followed about the type of information included in a Master plan. Alan explained that the plan does not detail finances, but speaks to the functional requirements for the terminal over the next 20 years. FAC Co-Chair was reassured that the plan will include recommendations for sorting traffic more effectively along with a pick up and drop off area.

FAC members strongly encouraged BC Ferries to be proactive in working with the municipality, the marina and the wider community prior to finalizing any master plans.

b. PT2, Coast Card and Commuter Card Update

Amar Johal, Director, Sales and Community Relations provided an update on the status of PT2, the Coast Card and the Commuter Card.

FAC members were reassured that they would be able to use paper with the introduction of the Coast Card. Other members commented that the discounts available with paper is something that should be available to all BC residents because the discounts are supported by BC tax dollars.

Discussion turned to whether or not there needed to be an eligibility for the card and in particular that members of the Penelakut tribe living on Kuper Island should have a status card with funding from the federal government.

c. Review of Thetis Island Residents and Ratepayers Association (TIRRA) PT2 Update Meeting

Doug Snyder provided a review of a presentation made by FAC members to the TIRRA on the impact of PT2. 29 residents were in attendance and the presentation reported that traffic on 2/3 of the routes within the route group are down. The group also recommended that although PT1 parameters may have been appropriate for that time frame, more is required for PT2.

Chris Pegg outlined the following questions from meeting attendees:

- Residents do not understand how assets are depreciated – straight-line depreciation?

- Residents also don't understand the utilization rate.

- There are concerns about the increased cost of additional security.

- They also feel that the user pay process is flawed and the act should be changed.

Public member in attendance also reported that the overtone of the meeting was that the capital/economic discussions cannot be divorced from the health and sustainability of the coastal communities.

Discussion continued around PT2 and awareness on Kuper Island. Sharon Cross indicated that Marlane Christensen, BC Ferries was intending to visit Kuper to speak, but that hadn't happened yet. The Penelakut Chief has traveled with native and government leaders to raise awareness for issues and lobby. Cecelia Harris, Penelakut and Chris Pegg have also addressed the treaty to motivate the ferry group.

Ian Ralston suggested quick movement and a position paper to the government for consideration with PT2 coming up. Sharon Cross agreed and suggested that she would request a letter from the Chief of the Penelakut tribe.

d. BCF Complaint Handling Process/Junior Association Travel

Cheri Maisonneuve, BC Ferries presented information from Customer Relations regarding the BC Ferries Complaint Handling Process and Junior Association Travel.

FAC members requested that the Customer Service phone number be widely distributed so that customers know where to call. Public member suggested more education for employees so that they know where to direct customers with complaints.

FAC members also suggested that Cheri Maisonneuve provide a complete explanation of Junior association travel at the school meeting on June 15<sup>th</sup>.

**Action Item: Cheri Maisonneuve to provide Junior Association travel explanation at June 15<sup>th</sup> meeting.**

e. MV Kuper design explanation

Capt. Frappell explained that the MV Kuper was designed with the intention to provide as much interior seating as possible given the restrictions required for space for the muster station. Capt. Frappell also suggested that BC Ferries will be looking into options to add possible additional sheltered space on the MV Klitsa before that vessel returns to the route.

FAC members reiterated that FAC members can be utilized in all BCF processes (design, operational efficiency, etc.) and asked that BC Ferries remember that when considering management processes.

f. Public Presentation: Concern Re: vehicles and schoolchildren

Dr. Kelly Bannister presented her concern for the current mix of vehicles and schoolchildren particularly during offloading as children run to follow and mix in with vehicles. She is concerned both for her own liability and the safety of the children. She has recognized that BC Ferries has tried to manage on-board gates to keep children back however, she is not convinced that this is a long-term solution and will continue to push for a better option. She would like both a solution and a clear answer to her question of where liability lies should someone get hurt.

BC Ferries committed to providing a hard copy response to Dr. Bannister. Discussion followed on potential solutions. It was suggested that a separate meeting with Kuper Island children and supervisor, which might be helpful in indicating the dangers of mixing with vehicles and enforcing proper offloading procedures.

**Action Item: BC Ferries to provide written response to Dr. Kelly Bannister.**

**8. Next Meeting:** At the call of the co-chairs and BC Ferries.

**9. Meeting adjourned:** The meeting adjourned at 1:08 p.m.

<b>Action Item</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timing</b>
Washroom locks	BC Ferries to look into solution	Capt. Chris Frappell	Prior to next mtg.
No Smoking msg	BC Ferries to add to MV Kuper	Capt. Bill Dickie	Prior to next mtg.

Webcam proposal	Further review req'd	Gregg Clackson	Prior to next mtg.
Jr. Assoc. Travel	Cheri to provide update	Cheri Maisonneuve	June 15 <sup>th</sup> mtg.
Response to Dr. Kelly Bannister	Re: Liability and vehicle/schoolchildren solution	Customer Service: Stephanie Sherlock	As soon as possible

**Approved:**

Captain Chris Frappell, Marine Superintendent

Sharon Cross, Co-Chair

Ian Ralston, Co-Chair

Date: **September 12,2007**

Date: September 17,2007

Date: September,13, 2007

Subject to final approval at the next meeting

**Attachments:**

1. Operations Report
2. PT2 Update
3. Coast Card/Commuter Card Update
4. BCF Complaint Handling Process