

**Meeting Details:**

FAC:	Southern Sunshine Coast Ferry Advisory Committee
Date:	May 31, 2007
Location:	Seaside Centre, 5790 Teredo Street, Sechelt
Time:	9:30 a.m. – 1:30 p.m.

**Attendees:**

<i>Committee:</i>	<i>BC Ferries:</i>
Chair, Ed Steeves	Captain Steve Graham – Marine Superintendent
Pat Barber	Esther Rossitter – Terminal Supervisor, Horseshoe Bay
Jakob Knaus	Nathan Maddrell – Terminal Manager, Langdale
David Dick	Amar Johal - Director, Sales & Community Relations
Barry Cavens	Penny Lidstone – Manager, Sales & Community Relations
LeeAnn Johnson	Captain Janice Lloyd – Senior Master, Queen of Surrey
<b>Absent:</b> Candace Campo Marita Paul Frank	
<b>Guests:</b> John Henderson, BC Ferries Board Member Sean Eckford, Coast Reporter Alan Crane, Past member of FAC 8 members of the public	

1. Call to Order: The meeting was called to order at 9:35 a.m.
2. Introductions: Round table introductions were completed.
3. Approval of Agenda: The FAC asked to add this agenda item: Idling at the terminals.
4. Correspondence: There was no correspondence.
5. Public 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 is the on-time performance suffering? Captain Graham stated the berth construction at Horseshoe Bay is a major factor and should be completed by June and that the summer schedule will help relieve some of the congestion and cross traffic at the Terminal. He also noted that Route 2 is the most affected as they have 4 vessels and only 2 berths to use.
  - What work has been done on Berth 3 in the last 10 years? Captain Graham replied that a lot of terminal infrastructure updates have occurred but that most of the recent berth construction has focused on Berth 1 & 2.
  - When will Master Planning for Langdale begin? Amar Johal to follow up on that information with the FAC.
  - The Municipality has been involved in environmental studies showing that sea levels are rising which will impact BC Ferries operations. They asked what environmental planning has been done by BC Ferries? Captain Graham asked for them to submit their questions and we would look into it.

## **6. Minutes of Previous Meeting – Review of Action Items from November 8, 2006**

- a. Provide a copy of the revised livestock policy:  
Penny Lidstone provided the FAC with a revised copy for their reference.
- b. Clarify process for assured loading for medical reasons:  
Captain Graham reviewed this process. He reviewed the Travel Assistance Program (TAP) and stated it is run by the Ministry of Health and is for non-medical emergency travel. He reiterated that TAP forms alone do not guarantee assured loading and that they are for non-emergency medical procedures. He stated the Medical Assured Loading Policy is managed internally by BC Ferries and is a process used for emergency medical travel that is reviewed on a case by case basis. If assured loading is being requested for a medical situation then Customer Relations must be contacted well in advance and a Doctor's letter or letter from an appropriate agency is required for them to review and a decision will then be made.

The FAC members pointed out that the process seems to be different for unplanned medical travel between Langdale and Horseshoe Bay Terminal. They felt that there were issues with receiving ALT at Horseshoe Bay and that the staff in Langdale lacked empathy and could be rude. BC Ferries reiterated that these decisions should not be made by the Terminal staff and that customers must use the policy correctly and plan in advance. Captain Graham said that even in the case of a day-of-emergency that they still needed to call ahead and talk to the Terminal Manager about ALT.

The FAC asked if BC Ferries worked with the Ministry of Health when making policies regarding health travel.

**Action: Captain Graham to review loading processes with the Terminals and respond to the FAC.**

**Action: Penny Lidstone to confirm if BC Ferries works with the Ministry of Health when implementing policies.**

- c. Provide detailed traffic statistics (OH & UH): Captain Graham provided these.
- d. Find the terms of reference for the Southern Sunshine Coast sent in May 2006 and advise the committee of current status: Amar Johal provided these and said he would discuss later in the meeting.
- e. Monthly Commuter Card updates - Government & BC Ferries: Amar Johal said he would discuss later in the meeting.
- f. BC Ferries will meet with all FAC's by March 31 to assist FAC's to articulate service requirements for the next PTII: BC Ferries met with the SSC FAC on January 9 and the FAC's are meeting regularly with the Ministry to discuss PTII.
- g. Review Gibson's Library request to do promotions on the Queen of Surrey: Captain Graham has approved this and the Library is free to contact Penny Lidstone to discuss ideas and a decision will be made pending they fit within the Community Investment guidelines.

## 7. New Business:

- a. Performance Term Two Update- Commissioner Report
  - Amar Johal advised the committee that BC Ferries filed its report on the costs of service in the second performance term with the BC Ferry Commission on September 30. He advised that BC Ferries would work with the FAC's to assist them by providing information to help with service level changes. Critical dates and roles of participants in the process on determining the service levels for the second performance term were outlined.

The FAC asked if the Board would approve the hedging of fuel prices. John Henderson of the Board was present and said this is being discussed but it is a risky issue and the question remains if prices should be locked in. The Board does review this quarterly and any updates will be passed along.

The FAC asked that if fluctuations over \$.05 cents occur will the difference be shared equally between BC Ferries and the route groups? The cost of price fluctuations beyond the range of 5 cents above or below the set price will be transferred to deferral accounts by route groups. The FAC asked about being moved into a separate route group so they don't have to subsidize the other routes in their group and John Henderson noted that fuel deferral accounts are linked to individual routes ie routes that use more fuel pay more. BC Ferries said that Route 3 cannot be treated like the Northern Routes as that was an exceptional event that they would never have financially recovered from. The FAC feels that these rate structures are only conducive to BC Ferries and not productive for Coastal communities. They feel that other transportation initiatives better consider the impact to the local economies and communities. The FAC asked if Langdale Terminal Upgrades have been capture in PT2 or PT3 and BC Ferries said we would get back to them.

**Action: Amar Johal to confirm if Langdale Terminal upgrades are covered in PT2 or PT3.**

- b. Coast Card Update
  - Amar Johal 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.

- The FAC said the tax credit for Public Transit Passes is now 11 months late to market and the public is losing millions of dollars. BC Ferries recognizes that this product is late to market and the delays are due to IT challenges. However the project is now moving ahead on the Smart Card platform. The FAC feels it is unfair that these passes will be based on full fare prices as most other transit initiatives are based on discount prices. The FAC also does not feel that these passes should be provided to vehicles as the initiative was to minimize traffic and encourage foot traffic.

**Action: Amar Johal to keep the FAC updated on progress of the Tax Credit for Public Transit Passes.**

c. Terms of Reference

- Amar Johal reviewed the 2 conditions that the FAC does not accept:
  - #1- BC Ferries reserves the right to directly solicit and appoint member(s) to represent interests it feels are not adequately represented on the committee.
  - #2-The agenda for meetings is jointly set by the Chair and the FAC and the Marine Superintendent. The Chair may consult FAC members prior to setting the agenda. The agenda is finalized and adopted at the beginning of each meeting.
- The FAC says that they do accept condition #2 re joint setting of the agenda by BC Ferries and the FAC and this does not pose a problem for them. The FAC says they do have updated wording for this condition and will submit it to BC Ferries.
- The FAC did note that the setting of the agenda should reflect "Concerns of the FAC and the Community". BC Ferries agrees and said this is why there is allocated agenda time for public presentations and public communication about the meetings. The FAC wants this reflected in writing in the Terms of Reference and will submit this to BC Ferries.
- The FAC says that condition #1 is not acceptable and that Committee appointments should be made by the community and to allow the FAC to maintain ownership of the committee. The FAC says this revised condition was accepted before by BC Ferries and they do not understand why this is a problem now. Amar Johal said this revised condition was never agreed to by BC Ferries or approved by BC Ferries legal department.
- Ed Steeves made reference to the fact that the FAC and BC Ferries have been thru this issue before and that BC Ferries Senior Management already knows the Committee's position if this revision is not accepted and that there is no middle ground. Ed Steeves finished by saying the #1 condition is unacceptable and the FAC is unanimous on this decision. Amar Johal said that BC Ferries Senior Management is aware of the FAC position and that he would re-communicate this message to David Hahn and Dan Wong of BC Ferries and next steps would be decided.

**Action: Amar Johal to advise the FAC of next steps regarding the Terms of Reference.**

d. Community Investment Update

- Penny Lidstone provided an update on the Community Investment process for BC Ferries. The intent is to invest and be a part of local coastal communities and assist in driving tourism for BC Ferries and these communities. Any partnership requests must be emailed to [communityinvestment@bcferries.com](mailto:communityinvestment@bcferries.com). Due to high volume of

requests please allow a minimum 8 weeks for a response and more time is even better as planning and activation may need to occur. Current major current activities for Route 3 and the Southern Sunshine Coast were also noted: BC Bike Race which would attract international media July 1-7, Scouts Jamboree July 7-14, Disability Games July 11-15, Howe Sound Outrigger Race July 7-8, Sunshine Coast Golf and Country Club Championships, Sea Cavalcade July 27-29.

- e. Group 2 (Route #3) to be Treated as a Separate Group
- Ed Steeves said that the FAC was told that Route 3 would be put into their own group like the North in 2006. He says the FAC has a letter stating this and BC Ferries asked for this to be sent to us as we have no recollection of this. Route 3 is almost completely user pay and they feel that being grouped in with other minor routes is penalizing them. The FAC states it is their expectation that customers should pay the operation costs of BC Ferries but the Government should pay for all infrastructure costs (vessels and terminals). They object to these costs being passed onto the customer and feel that Route 3 is being penalized for other routes that are not profitable and for Terminal upgrades that are not benefiting Route 3. The FAC requested that BC Ferries treat Group 2 (Route #3) as a separate group in all of their action and in all of their proposals to the BC Ferry Commissioner.
- f. Bunkering at Langdale
- The FAC asked if BC Ferries could bring the fuel trucks over on the Ferry at night vs barging them over and driving them down to the terminal as this may be cheaper. Captain Graham has confirmed this is the current practice.

**Action: The FAC wants to receive further clarification on the negotiations between fuel supplier and BC Ferries.**

- g. Medical Travel
- This item was previously discussed please see the above notes.
- h. Allocation of Corporate Overhead to Route 3
- FAC members raised a question around the allocation of costs to Route 3 and why their share of the corporate overhead has increased from 6.9% to 7.4 % on Route 3. Since the overall amortization costs have decreased they feel this should be reflected on Route 3 fares. They want a fair and predictable fee system. BC Ferries replied that our fares have been submitted and approved by the BC Ferries commission. The FAC wants to go on record that they object to this allocation method of corporate overhead costs.
- i. Horseshoe Bay Terminal Upgrade - Cost Allocation
- The FAC does not feel that Route 3 should be paying \$5.4 million dollars for the current berth upgrades at Horseshoe Bay Terminal as do not directly benefit Route 3. They feel that overall terminal upgrades are a valid cost to be shared among all routes but this upgrade focuses on specific berths for the Super C's that will not be used for Route 3. The FAC strongly objects to paying for this current berth upgrade at Horseshoe Bay and feels that it should be acceptable to allocate costs proportionately to the routes that will benefit. The FAC wants to go on record that they object to this allocation method of amortization and financing costs for route specific upgrades at the Horseshoe Bay Terminal. BC Ferries reiterated that all cost allocations have been submitted and approved by the BC Ferries Commissioner. The FAC wants to know what the next steps are when we reach an impasse such as this.

The FAC is also concerned about the holding of traffic outside the ticket booths at Horseshoe Bay. They say that when a vessel is full the ticket booths hold traffic at

the top of the traffic chute. The FAC feels this is a great inconvenience for customers as there are no washrooms, amenities or phones to use. The FAC says that during the last terminal upgrade at Horseshoe Bay BC Ferries promised to get traffic off the highway, into the terminal and close to amenities. They feel that while BC Ferries has succeeded in getting them off the highway they are now being held off the terminal and thus the terminal upgrade is not being fully utilized.

**Action: Captain Graham to review this traffic holding process with the Terminals and respond to the FAC.**

- j. 5:30 pm sailings Tuesday & Wednesday during peak periods
- The FAC has asked for additional sailings or if there could be a year-round schedule that is supplemented in the summer. BC Ferries replied that this is not possible with the current fleet of ships. Captain Graham says there quite a few reasons why this would be hard to implement. If Route 3 changes its schedule than all routes have to be revamped, the cost to staff and operate additional vessels is a factor, recruiting and hiring and extra crew during the summer which is the busiest time for BC Ferries would be challenging and finally all schedule changes need to be reviewed and approved by the BC Ferry Commissioner. The FAC feels that not having these extra sailings are a detriment to the community and wants us to review it. They also asked what BC Ferries was doing to improve recruitment issues. Captain Graham said that BC Ferries has been actively recruiting staff since February 2007 and that 14,000 training hours have been implemented this year compared to 9,000 in previous years. In addition development programs to assist juniors to progress and to move thru the ranks have been implemented. He noted that there are challenges in recruiting for Horseshoe Bay and Langdale and the FAC asked if housing costs impacted this. Captain Graham does not think that is a major factor.

**Action: Captain Graham to review this schedule request.**

- k. Idling at Terminals

- The Municipality is involved with the Sea to Sky Air Share Program. The studies show that all major air contamination is coming from vehicle traffic and the air quality control station by Langdale Elementary School is showing major increases. The FAC would like to see a 'no idling policy" implemented at the Terminals and wants to know the BC Ferries policy on idling at the terminals. Captain Graham says this policy is very tough to implement as it is hard to control all the customers at all times but that BC Ferries recognizes the importance of the environment.

**Action: Penny Lidstone to determine if there is any Idling Policy at BC Ferries and share it with the FAC.**

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

**9. Meeting adjourned:** At 1:35 p.m.

**Approved:**

Captain Steve Graham, Marine Superintendent  
Ed Steeves, Chair

Date: July 2, 2007  
Date: July 12, 2007