

**Meeting Details:**

FAC:	Salt Spring Island Ferry Advisory Committee
Date:	October 11, 2007
Location:	Harbour House Hotel, Ganges
Time:	6:00 p.m.

**Attendees:**

<b>Committee</b>	<b>BC Ferries</b>
Bob Jones, Chair	Captain Christian (Chris) A. Frappell, Marine Superintendent, Southern Islands
Harold Swierenga	Amar Johal, Director, Sales and Community Relations
George Ehring	Phil Benbow - Terminal Manager - Southern Gulf Islands
Garry Holeman	Cheri Maisonneuve, Community Relations Manager
Bryan Denton	Rebecca Bailey, Manager of Corp Marketing
Lorne Bunyan	Senior Master Captain Hardeep Grewal Route 6
<b>Absent:</b> Janice Harkley	Steve Anderson - Manager, Fleet Deployment and Scheduling
Bruce Patterson	Joanna Doyle - Planning Analyst Fleet Deployment & Scheduling

**Observers:**

- Reporter: The Driftwood, Craig Cressin?
- Mary-Anne Pape -Chamber of Commerce Rep
- Robert Downy & Greg – Local 7 President & employee of BC Ferries
- Ms. Natalie Johnstone – Public

**1. Call to Order:** The meeting was called to order at 6:10 p.m.

**2. Introductions:**

- a. George Ehring acknowledged Bob Jones work as FAC Chair, and announced that Bob was stepping down as Chair.
- b. Harold Swierenga has agreed to take over the position of FAC Chair.

**3. Approval of Agenda:** The agenda was approved without amendments.

**4. Correspondence:**

- a. "Friends of Fulford" email: stated that this group would like the FAC to endorse their cause and boycott BC Ferries if it did not address their concerns. Bob stated that it should be added to the record but it was out of the jurisdiction of the FAC to support it or not. Gary Holeman stated that BCF's 5 year plan would need to be addressed sooner-particularly in the summer, where emergency vehicles etc need to be able to access that area due to safety issues. Trustees and community are working with the Ministry of Highways on this issue.

The OCP – Official Community Plan for Fulford wants the traffic problem on the hill to be resolved. The community is recommending opening an emergency access route through the community; does not want it open on an ongoing basis as a thoroughfare. Emergency vehicles need access to the Fulford neighbourhood. The Fulford community are very aware of this issue and wish it to be dealt with urgently as it is a serious concern.

Bob Jones stated that the FAC and BC Ferries tried to get comments out of the community and addressed this issue 5 years ago but Fulford did not come forward, so nothing happened. Bob stated that BC Ferries did try to address this issue and it was inappropriate to blame them now.

**5. Presentations** Captain Chris Frappell presented the Marine Operation's report with information on traffic, on time performance and vessels (attached).

a. Highlights :

- Vehicle & passenger numbers: ongoing downward trend on all routes (see graph)
- The paving project on SSI challenged Route 4s On Time Performance (OTP), as did the heavy Saturday morning traffic during the summer schedule, explaining the slight decrease in OTP performance.
- Route 6 had a significantly improved OTP while the Bowen Queen relieved the Howe Sound Queen during the latter vessels refit earlier this year. This improved OTP was at the expense of considerably higher fuel consumption/costs. Route 9, ongoing upward trend in OTP, partially attributed to improved performance during the shoulder season schedule.

b. Phil Benbow presented Terminal Operations & upgrades:

- A conversation regarding the return route from the East Exit at Swartz Bay and that it was not going to be possible as originally planned in the construction project. The FAC members commenting on the importance of East Exit return route and/or a thoroughfare for them to catch the next ferry. Captain Chris Frappell stated that the original East Exit was only used when

there was conflict with other vehicle traffic being discharged from the vessels in Berth # 1..It had not been the intention to use the East Exit on a regular basis to feed vehicular traffic into the return route and due to construction/safety issues the return route is no longer part of the construction project.

- It is the current practice to hold the 9pm sailing at the captain's discretion for SSI. The 7pm can also been held when appropriate, and where arrangements have been made between the Rt. 1/Rt. 4 vessels and co-ordinated by the Swartz Bay Tower. BC Ferries listens to customers and tries to accommodate.

Phil Benbow commented that he has worked with this issue and currently the corporate plan is not to change the throughfare policy/procedure. The FAC suggested that people could CHECK IN at the entry point of the system rather at the transfer point (Swartz Bay). Current technology within BCFS prevents this from being possible or manageable.

- c. Safety Initiative: SailSafe – Company and Union are working together and moving forward, getting out into the fleet – getting frontline feedback on how we can do this. International companies helping us with this initiative.

## 6. New Business:

- a. Coast Card / Smart Media update (presentation attached)  
Rebecca Bailey presented the new Smart Card. The design of this product addresses the original concerns brought up by FAC's consultations in 2006.

**Action: BC Ferries (Cheri to coordinate with Rebecca) will hold a separate meeting to advise the committee of the new and different Smart Media.**

### b. Public

- Ms. Johnstone: Issues for a foot passenger:

A throughfare on the Skeena Queen is only \$6.00 and if BCF is looking at removing the ticket machines and having to go directly to a deckhand, how would it work with the Smart Card.

An FAC member was interested in finding out how it would work for people with mobility issues (luggage, disability, children etc) as well.

**Action: BC Ferries (Rebecca Bailey) will advise the committee of how these issues will work with the Smart Media.**

Idling vehicles on the deck and uncomfortable passenger areas on the Skeena Queen were also issues according to Ms. Johnstone. Chris Frappell stated that BC Ferries is looking at addressing the passenger area in the next few years.

She also proposed that BC Ferries look at supporting more green ways (i.e. water taxi was delightful compared to the Skeena Queen)

- Mary Anne Pape

There is a new Transportation Commission on the island and they are working on policies to help reduce car traffic and push foot traffic especially in the summer. They would like to work with the FAC and BC Ferries on these issues.

**Action: FAC Members Gary Holeman and Harold Swierenga will advise the committee work with Mary Anne on this.**

- c. Second Performance Term (attached)

Amar Johal advised the committee of the critical dates. He further explained the process to deal with future fuel price changes. He highlighted the amendments made to the Coastal Ferry Service Contract (CFSC) and went over some highlights of the Commissioner's ruling.

A discussion around minor routes, trends and what the commissioner took into consideration when making his forecasts ensued. Bob Jones suggested that traffic is going up on the major routes and down on the minor routes before increases in tariffs. He does not think it is possible to keep the current service to the minor routes.

- d. There was a brief discussion regarding fuel efficiency and emissions. BC Ferries explained some initiatives (i.e. new technology, increasing on time performance so vessels are not maxed out trying to make up late time) and are continuously researching options to decrease fuel consumption as well as exploring other options.

- 1.2 million decrease in fuel consumption
- Undercoating for fuel efficiency
- On time performance = fuel efficiency

- e. Captain Chris Frappell presented on Ticket Cut Off Sales (slide at the end of the Marine Superintendents report)

Captain Chris Frappell went over cut off times; 5 minutes vehicles and 3 minutes for foot passengers which will be enforced. Safety, security and on time performance are the drivers for this. FAC members suggested BC Ferries ensures there is additional signage.

**Action: BC Ferries (Phil Benbow) will look into signage and PA announcements to educate the public around this topic and advise FAC members.**

- f. Captain Chris Frappell gave a brief wrap up summary of the Shoulder Season statistics. For the same time last year there was a 743 passengers increase.

**Action: Captain Chris Frappell will get the summary to Bob Jones who will advise FAC members.**

- g. Super C Class Vessels presentation was done by Amar Johal (attached)

Highlights: more commercial space, largest double ended vessel, increased client services and better accessibility. Amar gave a comparison between the Spirits, C-class and Super Cs.

- h. George Ehring informed BC Ferries that SSI has received provincial funding for public transit and they will have a bus route that will be running between Long Harbour and Fulford Harbour. The community is hoping to increase foot fares and lessen cars and this will commence Jan 7, 2008.

Captain Chris Frappell thanked Bob Jones and expressed BC Ferries' appreciation for his service and support as the Chair for the Salt Spring Island FAC.

**7. Next Meeting:** At the call of the chair and BC Ferries.

**8. Meeting adjourned: 9: 21 pm**

**Approved:**

Captain Chris Frappell, Marine Superintendent  
Bob Jones, Outgoing Chair

Approval: November 26, 2007  
Approval: November 29, 2007

**Attachments:**

- 1. Marine Superintendent's Report
- 2. Smart Media Cards
- 3. Performance Term 2
- 4. Coastal Class Vessels Arrival

**Summary of Actions:**

**Action:** BC Ferries (Cheri to coordinate with Rebecca) will hold a separate meeting to advise the committee of the new and different Smart Media.

**Action:** BC Ferries (Rebecca Bailey) will advise the committee of how these issues will work with the Smart Media.

**Action:** FAC Members Gary Holeman and Harold Swierenga will advise the committee work with Mary Anne on this.

**Action:** BC Ferries (Phil Benbow) will look into signage and PA announcements to educate the public around this topic and advise FAC members.