

L Meeting Details:

FAC:	Southern Gulf Islands Ferry Advisory Committee
Date:	October 12, 2007
Location:	Room 4 - Mary Winspear Centre, 2243 Beacon Avenue, Sidney
Time:	9:30 a.m

Attendees:

Committee	BC Ferries
Bill Noble – Galiano Island	Amar Johal - Director, Sales & Community Relations
Dave Smith – Galiano Island	Captain Chris A. Frappell - Marine Superintendent, Southern Islands
Barry Wilks – Mayne Island	Captain Lewis Mackay - Senior Master Route 9
Jim Deverill – Mayne Island	Captain Steen Jessen - Senior Master Route 5, 5a
Dave Dryer – Pender Island	Cheri Maisonneuve - Manager, Sales & Community Relations
Jill Justice – Pender Island	Joanna Doyle - Planning Analyst Fleet Deployment & Scheduling
Jim Clelland – CRD alternate (Pender Island)	Phil Benbow – Terminal Operations Manager - Southern Gulf Islands
Brian Hollingshead – Saturna Island (for Val McMillan)	Roberta Chartier – Manager, Customer Service
Susan Jamieson-McLarnon – Saturna Island Absent: Don Watson – Pender Island Mike Skuce – Galiano Island Donna Branston – Mayne Island	Steve Anderson – Manager, Fleet Deployment and Scheduling
Public: Michael – CBC Radio out of Victoria	Steve Nussbaum - Regional Manager, Terminal Operations -Swartz Bay & Southern Islands

1. Call to Order: The meeting was called to order at 9:32 am.

2. Approval of Agenda:

The FAC Chair Dave Dryer opened the meeting and advised the group of his displeasure with the meeting set-up (agenda items, timing, location etc.).

Action: BC Ferries (Cheri Maisonneuve) will work with the FAC and ensure early communication with the chair to ensure future dates/location & agenda items are organized well in advance.

- a. David Dryer requested that approximate times be put with presenters and the agenda.

Action: BC Ferries (Cheri Maisonneuve) will add approximate time allocations for each presentation next FAC meeting.

- b. An issue was raised regarding route 5, 5A and Mayne Island with the ability for a customer to know if they were likely to be able to get on the Mayne Queen for the 7:20 am direct sailing to Swartz Bay. The uncertainty causes customer concern. The alternative is to take the earlier 7:10 sailing of the Queen of Cumberland, which makes a stop at Otter Bay and hence arrives at Swartz Bay later than the direct Mayne Queen service. It was explained that this was fundamentally a traffic management issue and that BCF, to the best of their ability, matches capacity with demand. During this past summer, the Mayne Island customer uptake on the guaranteed spaces on the Cumberland was minimal (regularly less than 5). Concern was expressed by local business owners who incur additional costs to have their trucks arrive at Village Bay early enough to ensure that they travel on the Mayne Queen. It was noted that no commercial vehicles were left behind this summer. Generally the people who are left behind are those who arrive at the terminal immediately prior to the scheduled departure.

Action: BC Ferries (Captain Chris Frappell) will visit Mayne Island to go over the statistics to help FAC members understand BCF's rationale behind what it is doing if the FAC members would like.

- c. Pender Island representative raised the Shoulder Season Schedule and suggested that 50% of people from their island are not able to make a 4:05pm sailing and if they would like to make the busy 6:00pm Route 1 sailing they have make a reservation or not get on. Suggests that Pender Island travelers inform the chief steward that they are intending to catch the connection to Pender on Friday nights specifically.

Captain Allan Bell stated that BC Ferries can not guarantee any connection, but that to his knowledge there has never been an issue with making the connection. Even with a ten minute delay, passengers still have a 40 minute cushion to transfer on to Route 5. There is always a potential that something might happen to get to an island on Friday night.

It was pointed out that Pender is the only island that has to travel via Route 1/Route 5, and pay a reservation fee, in order to have a second opportunity to travel to Pender during the Friday Shoulder Season. All other SGI bound customers have two opportunities to travel from Tsawwassen via the Queen of Nanaimo, Rt. 9.

Action: BC Ferries (Captain Chris Frappell) will analyze the reservation fee and traffic numbers and get back to Pender in regards to this.

3. Correspondence:

Cheri was unsure whether emails and correspondence with the FAC members constituted as correspondence, which it does not. Therefore there was no correspondence.

4. Presentations

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

a. Highlights :

- Traffic & passengers: ongoing traffic trend downward on all routes (see graph)
- The paving project on SSI made on time performance (OTP) more difficult this year, explaining the slight decrease.
- Route 6 had much improved OTP while the Bowen Queen was relieving the Howe Sound Queen for her refit.
- Route 9, ongoing upward trend in OTP, attributed mainly to the shoulder season schedule.

A discussion around minor routes, trends and what the commissioner took into consideration when making his forecasts ensued. FAC suggested that traffic is going up on the major routes and down on the minor routes before increases in tariffs. FAC believes that tourism is down as a group. Demographics on the islands are changing, older ones dying off and younger ones replacing who spend more time off the island.

A discussion around the Village Bay Berth closure, and the impact on schedules took place. BC Ferries stated that the preliminary construction work should not affect schedules but when Berth 1 closes, the need for 3 ships to share one berth will cause delays.

Phil Benbow gave a summary of terminal information. (see Capital Expenditures Slide). The Swartz Bay East Exit will no longer be an option due to geological/construction challenges.

- Bill Noble – suggestion on town hall for community to understand / increased communication / signage etc will be made.

All past action items were addressed.

6. New Business:

- a. Coast Card / Smart Media update (presentation attached)

Amar presented the new Smart Media. Addresses original concerns that were brought up by FAC's consultations in 2006. Currently 15.1% tax benefit with a trip 16 round trips within a 31 day period.

FAC commented and were generally very pleased that BC Ferries listened to concerns of FAC and encouraged the group to aggressively support it.

- b. 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). He went over some highlights of the Commissioner's ruling.

- c. 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

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

Chris went over cut off times, 3 minutes for vehicles and for 5 minutes foot passengers, for safety, security and on time performance. An existing practice at major terminals, this just formalizes it throughout the fleet for consistency.

Action: BC Ferries (Captain Chris Frappell) will include Jim Deverill for discussions around pick up/ drop off of passengers at terminal.

- e. 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.

- f. Captain Chris Frappell gave a brief wrap up summary of the Shoulder Season statistics. Compared to the same period last year there was an increase in 743 passengers carried.
- g. Brian Hollingshead requested to freeze commercial traffic fees or come up with a suggestion on revenue neutral. He also brought up a suggestion to the SGI FAC to petition BC Ferries not to collapse the pre-paid tickets, discounted rate and the full fare.

Action: BC Ferries (Amar Johal) will share this motion with BCF pricing department and CFO.

- Bill Noble *made a motion* for BC Ferries to allow commercial traffic to maintain their rates. i.e. getting garbage off the island contributed to the fuel costs and ferry costs.
- David Smith *seconds the motion* and unanimous approval by committee.

- h. Dave Dryer suggested FAC meet outside of FAC & BC Ferries.

Action: BC Ferries (Cheri Maisonneuve) will follow up with Dave Dryer and organize the facilities for the SGI FAC to meet outside of the bi-annual regular meetings with BC Ferries. The FAC will book in advance and have the possibility of conference call facilities from Community Relations.

Action: BC Ferries (Cheri Maisonneuve) will email the FAC Survey to the group.

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

8. Meeting adjourned: 12:11pm

Summary of Actions:

Action: Cheri Maisonneuve will work with the FAC and ensure early communication with the chair to ensure future dates/location & agenda items are organized well in advance.

Action: Cheri Maisonneuve will add approximate time allocations for each presentation next FAC meeting.

Action: Captain Chris Frappell will visit Mayne Island to go over the statistics to help FAC members understand BC Ferries' rationale behind what it is doing if the FAC members would like.

Action: Captain Chris Frappell will analyze the reservation fee and traffic numbers and get back to Pender in regards to this.

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Action: Cheri Maisonneuve will email the FAC Survey to the group.

Approved:

Captain Chris Frappell, Marine Superintendent Approved November 9, 2007

David Dryer, Chair Approval November 11, 2007

Attachments:

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