

Meeting Details:

FAC:	Bowen Island Ferry Advisory Committee
Date:	November 7, 2007
Location:	Horseshoe Bay Boardroom, 6750 Keith Road, West Vancouver, BC
Time:	5:40 pm – 8:45pm

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Chair, Bob Lalonde	Captain Steve Graham Marine Superintendent Central Coast
Doug Elliot	Jason Bowman Terminal Director, Horseshoe Bay
Trish Jacquet	Dan Wong Vice President Corporate Development
Alison Morse	Captain Dave Woodman Senior Master, Queen of Capilano
Terry Cotter	Penny Lidstone Manager, Sales & Community Relations
	Gabe Tonin Manager, Sales & Community Relations
2 members of the public	

1. **Call to Order:** The meeting was called to order at 5:40 p.m.
2. **Introductions:** Round table introductions were completed.
3. **Approval of Agenda:** The agenda was approved without changes.
4. **Correspondence:** There was no correspondence.
5. **Presentations:**
 - a. Public
 - Judith Neale made a presentation recommending improved communications between the BC Ferries Horseshoe Bay Tower, Shore Staff and Ticketing Booths; a recommendation for a designated Bowen Island ticket booth for afternoon weekday sailings as solutions to improve service and customer relations.

6. Marine Superintendent's Operations Report

- Captain Graham presented the Operations Report summarizing operations for the period since the last meeting. This report is attached.
- Following the presentation discussion centered around on time performance which is lower than the same period one year ago. Captain Graham explained the factors that had inhibited performance were primarily vessel interactions (Routes 2 & 3) and reduced berthing capacity.
- Captain Graham cited a reduction in sailing cancellations year to date in 2007 compared to 2006.
- The FAC noted a \$1.5 million increase in total Route 8 operating expenses in 2007 versus the previous year. The rationale for the increase is due to refit costs associated with the Queen of Capilano.

Action – The FAC has requested a detailed (line item) break-out of expenses for 2007 compared to 2006. Also requested is a volume/traffic breakdown of 2007 revenue by fare type (for vehicles and passengers).

7. Minutes of Previous Meeting – Review of Action Items from May 2, 2007

- a. Emergency Communications with Bowen Island Customers – BC Ferries has initiated a customer service recovery plan in the event of delayed or cancelled sailings. Jason Bowman will provide specific contact information to the FAC.
- b. Smoking Areas – BC Ferries on board smoking area policy (See FAQ's on BC Ferries Website) was made effective fleet wide on October 15, 2007. BC Ferries is enforcing the policy.
- c. Elasticity Review – The elasticity review is not available at this time. The FAC may wish to follow up with the BC Ferry Commissioner.

8. New Business:

- a. Schedule Performance – Captain Woodman outlined operational challenges with maintaining Route 8 on-time performance particularly during high demand periods. The current schedule makes no time allowances for peak demand loading requirements. A new draft Route 8 schedule was presented to the FAC that better matches actual (historical) sailing departures and arrivals, while minimizing inter-action with Route 2 & 3 vessels. A report and draft schedule are attached.

Action – The FAC will review the proposed schedule with Bowen Island Municipality. The FAC will need to review connectivity of the proposed ferry schedule with Translink bus schedules. If further schedule adjustments are required, a meeting will be convened with Captain Graham.

The FAC has requested that BC Ferries provide supplemental data to indicate the proportion of Route 8 sailings that leave within 0 to 5 minutes of schedule. There is a concern that on time performance measures (sailing within 0 to 9 minutes) are not realistic for a commuter service with a crossing time of 20 minutes.

- b. BC Ferries Green Initiatives – Captain Graham presented current environmental initiatives including emission reductions, anti-idling policy, use of environmentally friendly cleaning products, composting waste and fleet fuel management programs. Dan Wong advised that a comprehensive corporate communication is in development that addresses the company numerous environmental initiatives.
- c. Disembarking Directions/Announcements – Captain Woodman advised the group that the ship board public address system has been recently refurbished and that announcements will continue to be made on which exit (ramp or car deck) is to be used to disembark the ship. He also advised that it is not feasible to install an electronic sign at the stairwells as suggested by the FAC.
- d. Ticket Selling Cut – off Time Procedures – Jason Bowman provided an overview of the current 5 minute ticket cut – off procedures at Horseshoe Bay for foot passengers and vehicles. A presentation is attached. The physical layout of the Horseshoe Bay terminal makes a 5 minute cut off unworkable. Factoring walking and driving distances, and without any time allowance for ticket processing or delays and allowing a minimum of two minutes for vessel clearance, makes the 5 minute cut – off unworkable especially in peak periods. A recommendation was presented to the FAC to move to a 10 minute cut-off which is the standard operating procedure at the balance of BC Ferries major terminals.

As part of Horseshoe Bay Terminal improvement plans, foot passenger ticketing area and queuing will be significantly reconfigured; automated ticketing machines added to enhance customer service and reduce wait times for Bowen Island commuters.

Action - The FAC will take the recommendation under advisement for a June 2008 implementation.

- e. Terminal Security – Jason Bowman presented to the FAC the Marine Security program as mandated by Transport Canada. The Horseshoe Bay Terminal is identified as a Class 1 (high risk) based on annual volume of vehicle and passenger traffic. Measures currently under review include plans for enhanced perimeter security, gate access control, random passenger and baggage screening, vehicle checks and closed circuit television. A presentation is attached.
- f. Communications – Loading Conditions at Snug Cove – Jason Bowman reported on options to provide enhanced communications to Bowen Island residents during service disruptions. An initial estimate to provide a large electronic signboard at Snug Cove will cost \$50,000 and is not available within the fiscal budget. An alternate option exists with BC Ferries existing 1-888-BC FERRY Customer Service Centre phone line.

Action – Jason Bowman will review customer service telephone options for Bowen Island and report back to the FAC.

- g. Performance Term 2 – Dan Wong updated the group on the BC Ferry Commissioners report on price caps for performance term 2 covering the periods of April 1, 2008 to March 31, 2012. A presentation is attached. Members of the FAC will be meeting with the BC Ferry Commissioner to review the price mechanism used to determine final price caps.
- h. Coast (Smart) Card Update – Dan Wong presented an update on the development plans for the introduction an electronic stored value (Smart) and payment card. The presentation is attached. The FAC supports the introduction of the Smart Card.
- i. New Vessel (Super C) Introduction – Dan Wong presented an update on the introduction of the Super C vessels in 2008. The presentation is attached. The FAC was reassured that once berth modifications at Horseshoe Bay have been completed that the new Super C's will fit into Berth 1 and 2 and that the wave and wash from the new vessels will be similar to current C class vessels in service.

9. Next meeting: The next full committee meeting is scheduled for Spring 2008.

Meeting adjourned: At 8:45 p.m.

Approved:

Captain Graham, Marine Superintendent

Date:

Bob Lalonde, Chair

Date: