



Ferry Advisory Committee Meeting Minutes

Northern Sunshine Coast Ferry Advisory Committee

Date: November 8, 2007

Time: 9:00 a.m.

Location: Recreation Complex, Elm Room
5001 Joyce Avenue, Powell River

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Greg Aivazoff	Captain Gordon Nettleton, Marine Superintendent
Jim Johnson	Captain Neil Keeper, Senior Master, <i>MV Queen of Burnaby</i>
Jane Cameron	Captain Lance Lomax, Senior Master, <i>MV Nimpkish</i>
Ted Cooper	Captain Jack Renton, Senior Master, <i>MV North Island Princess</i>
Bill Cripps	Rob Clarke, Executive Vice President, Finance & Chief Financial Officer
Jack Metcalf	Rebecca Bailey, Manager, Corporate Marketing
David Moore	Amar Johal, Director, Sales & Community Relations
Denise Reinhardt	Parv Bal, Regional Director, Terminal Operations, North Region
Barbara Price	Kim Macaulay, Regional Manager, Terminal Operations, North Region Jane King, Manager, Sales & Community Relations

1. Meeting called to order at 9:01 a.m.

2. Approval of Agenda: The agenda was approved with the following addition:

- a. Business Structure – Chief Financial Officer, Rob Clarke

3. Public Presentations:

- a. Rob Tremblay of TMS Moving and Storage expressed his concerns over the communication between the Ferry Advisory Committee and BC Ferries and the need for improvements to the process.
- b. Captain Nettleton presented the Operations Report with the following discussions:
 - Denise Reinhardt discussed the Operation Tour on the *MV Queen of Burnaby* and asked why arrivals are not recorded as on-time departures are. **ACTION: BC Ferries to provide on-time performance records for the arrivals on route 17 to the FAC.**
 - Captain Nettleton advised the Ferry Advisory Committee since route 7's new winter schedule, on-time performance was running at 95%.
 - FAC Member, Bill Cripps asked for clarification on the communication to the public with the New Policy for Ticket Sales and Cut-Off Times as not every member of the public travels on a regular basis. BC Ferries advised a Communications Action Plan was in place which included advertisements in local newspapers as well as Service Notices and Terminal Handouts.
 - Captain Nettleton discussed the Safety Incident slide which was not included in the printed copies of the Operations Report. **ACTION: BC Ferries to email the Safety Incident**

slide to the FAC. Future Operations Reports to include the Safety Incident slide with the reporting time frame included.

- Chief Financial Officer, Rob Clarke discussed the Revenue page and referred to the note at the bottom of the page regarding the fuel deferral account. The Ferry Commissioner established the fuel deferral accounts to take out the volatility of fuel prices. Currently the fuel surcharge revenue isn't part of BC Ferries revenue -it is credited to the fuel deferral account.
 - Clarke further advised the FAC that Provincial and Federal government subsidies provide 47% of Route 17 revenues, with 53% from riders, 80% of Route 18 revenues (20% from riders), and 69% of Route 7 revenues (31% from riders).
 - Jane King presented the Community Investment Program's participation in the communities of Powell River, Texada Island and Comox Valley. **ACTION: The FAC requested a dollar value for the Community Investment Program as well as the advertising/marketing budget for BC Ferries fleet wide.**
- c. BC Ferries Business Structure: CFO, Rob Clarke presented an overview of BC Ferries Business Structure. **ACTION: BC Ferries to email a copy of the Business Structure presentation.**

4. Minutes of Previous Meeting:

- a. BC Ferries to provide a more detailed breakdown of safety stats including crew and passenger incidents. **ONGOING.**
- b. FAC requested that the discount rates be reviewed and an update be provided at the next meeting. **CFO, Rob Clarke advised the FAC that the Ferry Commissioner sets the price caps, not the fares. BC Ferries controls how fares are structured within the price caps. The FAC Chairs are meeting with the Ferry Commissioner next week to review the fare cap system. Clarke advised BC Ferries is hoping to get a dialogue started at the FAC level for guidance on future systems to find the best way to achieve revenue through fares. Clarke reiterated BC Ferries needs to maximize revenue in order to make reinvestments into the fleet so there is no disruption to service.**
- c. BCF to forward a copy of the PT2 Update and the Coast Card Product Update to FAC members. **COMPLETED.**
- d. Captain Keeper to email dates for an operational tour of the 08:10 sailing once the *MV Queen of Burnaby* resumes service. Captain Nettleton suggested two FAC Committee Members come to Comox the night before in order to experience the 06:30 sailing first. **COMPLETED.**

FAC members thanked Captain Keeper for the experience. Of note was the value of the fuel monitoring system. Captain Keeper advised since the installation there has been a 7% savings on fuel.

- e. BC Ferries to look at streamlining operations for a five minute cut-off and executing a communications plan to the public. **Implementation of a New Policy for Ticket Sales and Cut-Off Times is January 7. The cut-off times are five minutes for vehicles and foot passengers at Westview, Little River, Saltery Bay and Earls Cove (and Snug Cove); three minutes for vehicles and five minutes for foot passengers at all other minor terminals. ONGOING.**

- f. BCF to look into the feasibility of different methods of communicating important messages such as delays. **FAC Chair, Greg Aivazoff suggested electronic notice boards which he costed out at \$2,500 to \$3,000, so if someone is approaching the terminal and needs to be on that sailing (e.g. a doctor) and there is an overload – that person will know to go as a foot passenger. Regional Manager, Terminal Operations, Kim Macaulay advised the terminal attendants would not have time to update an electronic board. FAC Member Bill Cripps suggested BC Ferries communicate the arrival times of the ships. ACTION: BC Ferries to investigate improvements to the public service announcement system and suggested the FAC monitor for feedback.**

5. New Business:

- a. Corporate News: Super Cs: Amar Johal presented an update on the Super Cs.
- b. *Performance Term 2* Update: Amar Johal also presented an update on *Performance Term 2*. CFO, Rob Clarke congratulated the work of the Ferry Advisory Committees for the \$7,000,000 received from the Provincial Government to pay down the fuel deferral account.
- c. FAC Impact on Performance Term 2: FAC Member, Bill Cripps advised the FAC is unhappy with the process. Today was the first time they had heard that the FAC input made a difference. He further read out a statement, "The recently announced fare increases for the BCF second performance term are of great concern to this Committee. The chairs of 12 FAC's representing small coastal communities presented a well-reasoned and appropriate recommendation to Government as part of the consultation process prior to the price caps being established by the Ferry Commissioner. It appears this recommendation was completely ignored and the BC Government is prepared to put the economic and social viability of British Columbia's small, ferry dependent communities at risk for the foreseeable future.

The FAC Terms of Reference includes the opportunity to provide advice on local issues, cost being a significant issue. We recognize that BCF has little or no influence on the service fee level set for the minor routes, and therefore the tariffs announced for the second performance term, however, we request that our dissatisfaction with the outcome of this recent consultation process be included in the minutes of this meeting for the record. If the FAC process is to be useful, someone has to listen."

ACTION: CFO, Rob Clarke confirmed BC Ferries would ensure this message is communicated to the government.

- d. Smart Media: Rebecca Bailey presented an update on Smart Media, previously known as the Coast Card. **ACTION: BC Ferries to confirm whether identification will be required for registration and use.**
- e. Route 7 and 17 – On Time Performance (Ferry Commissioner Email): FAC Chair, Greg Aivazoff advised BC Ferry Commissioner, Martin Crilley travelled on route 17 and read part of an email from him with regards to On Time Performance, saying the "OTP is not showing a downward trend..." Captain Nettleton confirmed there are options being looked at to improve On Time Performance, including scheduling the crews earlier.

- f. Route 7 Winter Schedule All Year Long: FAC confirmed the community's desire to have the early morning sailing out of Saltery Bay year round, especially for the commercial traffic.
ACTION: BC Ferries to make a presentation detailing the implications for the two schedules.
- g. Malaspina Coach Lines Proposed Schedule Change: FAC Chair advised the FAC is not prepared to endorse the proposed schedule change at this time. The FAC would like to experience the new ship on the run first, to see if it will have an impact, before considering further. CFO, Rob Clarke confirmed it would still be worth looking at minor tweaks to the schedule.
- h. Future Plans for Route 7 and 17 (New Ships): BC Ferries confirmed the new ship will be in service on route 7 by the summer of 2008. There are no immediate plans to replace the *MV Queen of Burnaby* on route 17.
- i. Update on Alternative Service Providers: BC Ferries confirmed there is an ASP out for route 12, Mill Bay to Brentwood Bay.
- j. BC Ferries and the L.N.G. Terminal – Texada Island: BC Ferries confirmed Ron Byres of Moffatt and Nichol, who are working with WestPac LNG to review the feasibility of building a LNG receiving terminal on Texada Island, invited Wes Boyd, Director of Strategic Planning and Development with BC Ferries to attend a meeting in Vancouver, back on January 23, 2007 with the BC Coast Pilots.
- k. FAC Membership - Government and Union Members: Some FAC Members expressed concern that there is an imbalance in the Committee without representation from government and the BC Ferry Marine Worker's Union to participate in the Committee process. CFO, Rob Clarke advised it would be inappropriate for such representation on the Committee.
- l. BC Ferries Response to FAC Concerns and Suggestions: BC Ferries discussed the process for communication with Sales and Community Relations being the key point of contact.
- m. FAC Survey: BC Ferries presented the FAC Members with a survey to be filled out and returned.

6. Correspondence: None.

7. Next Meeting: April 2008.

8. FAC Survey presented to members by Amar Johal for take away.

9. Meeting adjourned: 12:32 p.m.

Approved:

Acting Chair, Bill Cripps

Date: January 3, 2008

Captain Gordon Nettleton, BC Ferries

Date: December 20, 2007

Attachments:

- Operations Report
- *Performance Term 2 Update*
- Smart Media
- Super Cs Presentation
- FAC Survey