

Meeting Details:

FAC:	Bowen Island Ferry Advisory Committee
Date:	April 2, 2008
Location:	Horseshoe Bay Boardroom, 6750 Keith Road, West Vancouver, BC
Time:	5:30 pm – 8:00 pm

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Doug Elliot – Vice Chair	Captain Steve Graham Marine Superintendent Central Coast
Trish Jacquet	Jason Bowman Terminal Director, Horseshoe Bay
Alison Morse	Amar Johal Director, Sales and Community Relations
Absent: Bob Lalonde - Chair Daniel Heald	Captain Dave Woodman Senior Master, Queen of Capilano Steve Anderson Manager, Fleet Deployment and Scheduling
	Rob Clarke Executive Vice President and Chief Financial Officer
	Gabe Tonin Manager, Sales & Community Relations
No members of the public in attendance.	

- 1. Call to Order:** The meeting was called to order at 5:35 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
 - There were no presentations from members of the public.

6. Marine Superintendent's Operations Report

- Captain Graham presented the Operations Report summarizing operations for the period ending December 2007.
- The report highlighted a 2% decline in vehicle traffic and a 1% decline in passenger traffic for the twelve month period ending December 2007.
- In 2007, on time performance for Route 8 tracked lower on a monthly basis than the same period one year ago.
- Moving to a 5 minute cut off at Snug Cove in January 2008, has significantly contributed to and improved on time performance compared to the same months as year ago as shown below.

Month/Year	All Sailings 0-5 min. %	Change
January 2007	71.4	
February 2007	70.2	
January 2008	87.9	+16.5%
February 2008	79.0	+8.8%

- Captain Graham provided an overview of **Sailsafe** a joint initiative between BC Ferries and the BC Ferry & Marine Workers Union that builds on the company's current safety practices. Employees will play an integral part in identifying areas and methods for enhancing current safety practices.
- Jason Bowman advised the FAC that the Horseshoe Bay Terminal will be moving to a 10 minute ticket cut-off for all passengers (foot and vehicles) effective June 25, 2008. The overriding factor in this initiative is safety. Over ninety percent of our customers are at the terminal 10 minutes prior to scheduled departure. This will facilitate effective shore closure procedures with the goal of having all traffic loaded 2 minutes prior to scheduled departure. To support this initiative a total of 12 digital clocks will be installed on the Horseshoe Bay facility.

Action: The FAC has recommended that the instructions on the BC Ferries website be amended to reflect the change in cut off times.

- Jason Bowman advised that Horseshoe Bay Master Planning is still in development stage.
- Consultation continues with Transport Canada on plans for the physical security of Horseshoe Bay Terminal.

- Automated, self-serve ticket kiosks are planned for installation at the Horseshoe Bay terminal in 2009. The new kiosks must be integrated into the redesign of Horseshoe Bay ticketing area with consideration for future physical security plans.
- Updates were provided on launch timing of new vessels (Super C's and Island Sky) and the new products (Experience Card).
- Updates for Community Investment included a \$2,000 donation made to the Bowen Island Historians Society in February to maintain ongoing operations.

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

- 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). Current traffic statistics were issued to the FAC on 2/15/2008
- The FAC will review the proposed summer 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. J. Bowman reviewed with B. Lalonde 1/8/2008
- 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. On time performance within 5 minutes of scheduled sailing data was issued to the FAC on 2/13/2007
- Horseshoe Bay Terminal improvement plans - The FAC will take the recommendations under advisement for a June 2008 implementation.
- 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 advised the FAC that in the event of a service disruption that customers should call 1-888-BCFERRY (223-3779) or outside normal service hours the Horseshoe Bay Switchboard 604-921-7414.

8. New Business:

- Summer Schedule 2008** - Steve Anderson presented an overview of key issues impacting Route 8 on time performance during the summer period. The presentation identified potential traffic flow conflicts with three major routes and one exit lane. The Route 8 2008 summer schedule takes into account actual on time performance with peak demand loading conditions; increased ship traffic and Terminal congestion.

Action – The FAC has recommended that BC Ferries actively promote the Route 8 Summer Schedule beginning June 1, 2008. Recommendations include a pocket schedule to be distributed on the Queen of Capilano and at the Horseshoe Bay Terminal, Service Notices and Newspaper Ads. The FAC has also requested that details of the new schedule be forwarded to Bowen Island and West Vancouver transit authorities.

- b. **FAC Appointment Process** – Amar Johal reviewed the mandate of Ferry Advisory Committees and presented details of the FAC appointment process for the upcoming three year term (2009 -2011). Concern was expressed by the FAC given its historical relationship whereby BIMFAC is an advisory committee to Bowen Island Municipal Council and operates under an establishment bylaw of the municipality and BCF has historically recognized that the members of BIMFAC are the members of the BCF FAC and BIMFAC should maintain its status as the primary advisory body to BC Ferries; consideration of municipal election timing (November) and consultation with local trust committees and municipalities as well as regional district directors for the selection of members of the other FACs . The FAC advised BC Ferries that they had unique Terms of Reference (TOR) dating to 1999 whereby BCF acknowledged that the members of BIMFAC would be the members of the BCF FAC. Amar Johal commented that new TOR were sent to the BIMFAC last year with two separate requests for feedback. As no feedback was provided, revised TOR were considered approved.

Action - BC Ferries and BIMFAC will consult as a means to clarify the FAC appointment process for Bowen Island.

- c. **FAC Survey** – Amar Johal presented findings of surveys conducted with FAC's across BC in November 2007. Key directional findings included: improving the flow of information from BC Ferries to FAC's, timely follow-up on action items; suggestions on a better process for dialoguing with stakeholders.
- d. **Experience Card Update** – Amar Johal presented details of the Experience Card rollout, Conversion Promotion running from April 1- 15; Effective April 16 2008, prepaid tickets purchased prior to April 1st will be required to pay the difference in fare. The FAC expressed concerns with the timing of the Experience Card introduction; nature of security questions used in the registration process and the recommendation for FAC members to test new products prior to implementation.

Action – BC Ferries will provide the FAC with rationale for nature of security questions posed and the safeguards around the protection of personal information.

- e. **Environmental Initiatives** – Amar Johal outlined key thrusts of environmental initiatives including: reduction of green house gases; reduction of solid waste going into landfills; incorporating best management practices for processing oily waste. A comprehensive communication plan is in development to convey BC Ferries environmental initiatives.
- f. **Other** – The FAC has recommended that BC Ferries investigate installation of WIFI capability at Horseshoe Bay as an enhancement to customer service. Neighboring establishments (Blenz's & Trolls Restaurant) in Horseshoe Bay are offering this service.

Action – BC Ferries will investigate this request and respond in a timely manner.

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

Meeting adjourned: At 8:05 p.m.

Approved:

Captain Graham, Marine Superintendent
Doug Elliott, Vice Chair

Date: May 12, 2008

Date: May 12, 2008