

Gambier-Keats Ferry Advisory Committee

Date: April 18, 2008

Time: 9:00am –
12:00pm

Location: Cedars Inn
895 Gibsons Way , Gibsons BC

Attendees:	
Committee	BC Ferries
Joyce Clegg, Chair	Captain Gordon Nettleton, Marine Superintendent
Donna Pearson	Chris Morris, Manager, Terminal Operations
Kim Benson	Gabe Tonin, Manager, Sales & Community Relations
Nels Nyberg	
Absent:	
Sharon Romanovich	
Gordon Hardwick	
Guest: Bruce Kerr, Kona Winds Yacht Charters Ltd.	
Public: 5 members	

1. **Call to Order:** The meeting was called to order at 9:05 a.m.
2. **Introductions:** Introductions were made by each meeting participant.
3. **Approval of Agenda:** The agenda was amended with two additional items – Parking at Langdale and Route 13 Policy.
4. **Correspondence:** There was no correspondence.
5. **Presentations:**
 - Public – There were no public presentations
6. **Marine Superintendent’s Operations Report**
 - Capt. Nettleton presented the Operations Report summarizing operations for the period since the last meeting. This report was distributed to FAC members.
 - Annual passenger traffic grew by 1% versus the previous year.
 - Captain Nettleton provided an overview of SailSafe, the joint company and employee safety program designed to take the company's existing safety system to the highest level in the industry.
 - Captain Nettleton confirmed that a four year contract is in place between Kona Winds Charter and the company whereby Kona Winds Charter will continue as the contractor on Route 13.
 - Captain Nettleton provided updates on 2008 new vessel introductions and introduction of the Experience Card stored value payment system design to replace paper tickets.

7. Minutes of Previous Meeting - Review of Action Items:

a. Langdale Terminal Master Planning & Security

- **The FAC Chair will solicit further public input on alternatives for securing Rte 13 dock access. BC Ferries (Jason Bowman) and the FAC will convene a meeting prior to January 2007 to discuss alternative proposals to secure Rte 13 dock.**
- Negotiations are continuing with Transport Canada on Langdale Terminal Security
- Security plans (concept drawings) are expected in Fall 2008
- Anticipate that customers connecting between Routes 3 & 13 will be required to walk from the berths out to the baggage area and re-enter the terminal. This would be due to the differing security levels between the routes
- Route 13 dock is considered part of the Terminal and access to private vessels will be restricted.
- Anticipating that we can make arrangements with Commercial Operators (Water Taxis) to continue to use the dock on a prearranged basis provided we could work on a usage fee structure to offset the additional labour that would be required to monitor activity.

Action:

BC Ferries will keep the FAC informed of its on-going negotiations with Transport Canada on Langdale Terminal security plans. The FAC is also encouraged to voice its concerns to Transport Canada and explore planning alternatives for public dock facilities with the Sunshine Coast Regional District

b. 2008 Summer Schedule

- **Once Route 3 schedule is finalized, Captain Nettleton will be presenting it to the FAC for review.**
- The FAC has forwarded a recommended Route 13 Summer 2008 schedule to Captain Nettleton for review.
- The proposed schedule captures the input of Gambier and Keats Island residents and can be accommodated by the Route Contractor.

Action:

Captain Nettleton will forward the proposed Route 13 Summer Schedule to the Ministry of Transportation.

c. After Hours Medical Use of Route 13 Dock

- **The FAC will review the situation with Sunshine Coast Emergency Planning and report back to BC Ferries.**
- There was no update from the FAC on this issue.
- BC Ferries will continue to liaise with the Sunshine Coast Regional District and other emergency planners on this issue. Hopkins Landing is the alternative dock for after hour emergencies.

8. New Business:

- a. Route 13 Passengers Connecting to 8:20 am Route 3 Sailing
- The FAC requested that BC Ferries modify its reservation cut off times (30 minutes prior to the scheduled sailing time) to allow Route 13 passengers connecting to Route 3 to maintain their reservation.
 - BC Ferries reiterated that this is firm policy that cannot be modified. The only exception to this policy is in the event of a service disruption.
 - BC Ferries and the FAC agreed that modifying the Route 13 to allow for an early arrival at Langdale would be a detriment to school children.
- b. Access To Route 3 Elevators For Wheel Chair Passengers
- The FAC expressed concern that due to general parking congestion following loading, that passengers in wheel chairs have difficulty reaching the elevators aboard the Route 3 vessel.
 - Upon request, BC Ferries will provide assistance to passengers who require assistance with boarding, during a sailing, or disembarking from a sailing.

Action:

Captain Nettleton will review this situation with Captain Graham to request that loading procedures for Route 3 specify that vehicles are parked in such a manner as to leave adequate space for passengers in wheel chairs to easily reach the service elevators.

c. Route 13 Policies

- The Route Contractor and the FAC requested that general policies on Route 13 operations be posted on the BC Ferries website as an enhancement to customer service.

Action:

Working jointly with the Route Contractor, Captain Nettleton will work to develop a list of general policies for Route 13 that will be posted on the company website beside schedule information.

d. Parking at Langdale

- The FAC reiterated it's on going concern of limited parking for monthly parkers at the Langdale terminal.
- Chris Morris advised that BC Ferries is assessing use of perimeter areas in the overflow parking lot as a means to add more spaces.

e. FAC Appointment Process

- Gabe Tonin outlined the mandate of Ferry Advisory Committees and the appointment process and timeline for the next three year term (2009-2011).
- The FAC expressed that an orientation program for new FAC members would be beneficial.

f. FAC Survey Results

- Gabe Tonin 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.

g. Experience Card Update

- The FAC were advised that the BC Ferries Experience (stored value) Card could not be implemented on Route 13 until such time as a point of sale system is in place. Prepaid paper tickets will continue to be used on this route.

h. Environmental Initiatives

- Gabe Tonin 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.

9. **Next Meeting:** The next regular meeting of the committee will be in the Fall of 2008.

10. **Meeting adjourned:** 11:05 a.m.

Approved:	
Joyce Clegg, Chair	Date: April 25, 2008
Captain Gordon Nettleton	Date: April 25, 2008