



# Ferry Advisory Committee Meeting Minutes

## Tri-Island Ferry Advisory Committee

**Date:** April 30, 2008

**Time:** 1 p.m.

**Location:** Royal Canadian Legion Hall, Alert Bay

### Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Josephine Mrozewski, Chair	Captain Gordon Nettleton, Marine Superintendent
John Rowell (Mayor)	Captain David Willows, A/Senior Master, <i>Quadra Queen II</i>
Doug Anweiler (Regrets)	Rob Clarke, Chief Financial Officer
Michael Seaborn (Regrets)	Steve Anderson, Manager, Fleet Deployment & Scheduling
Lauren Klingbeil	Amar Johal, Director, Sales & Community Relations
Emily Feffer	Parv Bal, Regional Director, Terminal Operations
Debbie Garrett	Gail Kelly, Terminal Manager, North Region
Jerry Alfred	Jane King, Manager, Sales & Community Relations
Brian Wadhams	
Three members of the public	

1. Meeting called to order at 12 p.m.
2. Introductions: Marine Superintendent, Captain Gordon Nettleton introduced Captain Willows as the interim Senior Master on the route and informed the Committee Captain Dick Burnett is retiring.
3. FAC Chair Jo Mrozewski to continue through until the end of the term.
4. The agenda was approved with the following additions to add to 7. FAC Business:
  - e. Early morning Ferry Initiative (Sointula)
  - f. Clarification on Commercial Fares vs. Overheight Fares
  - g. Lack of Signage on the Ferry
  - h. Line-up Problems in Sointula
  - i. Operational Complaint
5. Presentations:
  - a. Public: There were no public presentations

- b. Operations Report: Captain Gordon Nettleton presented the Operations Report. The following discussions arose:

FAC Committee requested traffic stats be broken down by community. **ACTION: BC Ferries to supply traffic stats for Sointula and Alert Bay in future presentations.**

In light of the recent act of vandalism at the Sointula terminal, the FAC Committee requested any issues of vandalism be forwarded to them right away.

Manager, Fleet Deployment and Scheduling, Steve Anderson discussed the reasons behind the proposed schedule adjustments. Adjustments to the schedule have been made to reflect the actual times required to unload and load traffic.

FAC Chair, Jo Mrozewski challenged this as achievable and raised previous discussions with regards to addressing operational concerns first.

**ACTION: BC Ferries to supply more detailed information on On Time Performance and the correlation to shifts, and peak/off-peak traffic, etc.**

**ACTION: BC Ferries terminal staff and Senior Master to work to further address the delays in loading/unloading due to student travel.**

FAC Committee member, Debbie Garrett raised the concern with students and commuters who won't get home until late with the proposed schedule adjustments, especially if the sailing is already running late.

Chief Financial Officer, Rob Clarke questioned the value of a schedule that is irrelevant. BC Ferries wants to adjust the schedule to become more reliable.

**ACTION: Further comments around the schedule adjustments to be forwarded by the FAC Committee to BC Ferries within 30 days.**

**ACTION: BC Ferries to supply a list of operational challenges and the procedural changes to address them since December.**

The FAC Committee asked why the refit schedule couldn't happen in the winter, rather than in the busy summer time. BC Ferries advised the K-Class (relief vessel for the *MV Tachek* which runs on the Hornby Island route) can't run in the winter due to weather.

Further to the Master Planning Schedule and Sointula, CFO Rob Clarke advised the committee BC Ferries would not permit investments to terminals if it were on someone else's property. Currently there is no land available in Sointula. FAC

Committee members Debbie Garrett and Lauren Klingbiel informed BC Ferries there is now land available near the terminal.

**6. Minutes of Previous Meeting – Review of Action Items:**

- a. Captain Burnett to clarify with crew the capacities of both vessels. **COMPLETED.**
- b. BC Ferries to provide dates and timing on the Master Planning for Sointula and Port McNeill before the end of the year, as current FAC Member on the Regional District's term ends January 2008. BC Ferries to confirm liaison contacts for Sointula FAC Members and Regional District representatives for future community input in the planning process. **ONGOING.** Discussion as above.
- c. FAC Chair requested a discussion on On Time Performance with Captain Burnett to further understand the impact of the Cut-Off Times. **ONGOING.**
- d. Captain Nettleton to confirm names of support workers and their roles aboard the vessel. **COMPLETED.**
- e. Captain Burnett to speak to crew on where they are parking. FAC Chair to speak with the Harbour Master to clarify the concerns on public parking. **ONGOING.** BC Ferries terminal and ship staff to work further on enforcement with the crew parking in crew parking areas, not ferry use areas.
- f. Parv Bal, Regional Director, Terminal Operations, to confirm the breakdown of the final cost for the Alert Bay Terminal. **COMPLETED.**
- g. The FAC requested that a sign be posted on the building that "The waiting room is locked due to vandalism." **COMPLETED.** BC Ferries advised the waiting room has been re-opened on a trial basis.
- h. FAC to report to BC Ferries (Kim Macaulay) immediately after an incident such as this occurs, along with the time of day and loading officer working the shift. BC Ferries to also review the loading procedures with the light system currently in place. **ONGOING.**
- i. Captain Burnett advised crew had previously been instructed to sit with the students. He will request them to do that again. **ONGOING.**
- j. Captain Burnett to instruct the crew to enforce the no-smoking policy and to inform passengers with idling cars to turn their engines off and to use parking brakes. **ONGOING.** BC Ferries confirmed announcements are made when individuals are found smoking in their vehicles or running their cars on the vehicle deck. Further signage has also been posted on the ship.

**7. FAC Business:**

- a. Terminal Upgrades: as discussed above.
- b. Cut-Off Times/On Time Performance: FAC Committee member, Jerry Alfred expressed regret over the implementation of the Cut-Off times and the inconvenience it causes people. Captain Nettleton confirmed it is designed to improve safety and on time performance. FAC Committee member, Debbie Garrett advised it is not consistently being enforced in Sointula. FAC Committee member John Rowell informed the

committee he had written to BC Ferries President and CEO, David Hahn. Confirmed that the cut-off is at the Master's discretion. He also advised he had written to the Transportation Safety Board with no response.

- c. Tariff Review: FAC Chair, Jo Mrozewski asked what BC Ferries intentions are with regard to a Tariff Review. CFO, Rob Clarke confirmed discussions have begun with the FAC Chairs. Currently BC Ferries has over 4,000 tariffs, including peak/off peak and group rates. Further to that there are a number of inequities, for example some routes charge for bicycles, and some do not. He advised each FAC has their own set of issues. Seasonal fares is something BC Ferries would like to eliminate. Mrozewski expressed concern over the fact that the discount rates are rising faster than the regular fares. Clarke confirmed BC Ferries is reviewing the tariffs now and should have certain agreements in place towards the end of 2008, although it will take a couple of years before the entire process has been reviewed. He further advised the Committee that BC Ferries is committed to a consultation on the tariff review.
- d. Alternative Service Provider Submission: CFO, Rob Clarke advised BC Ferries is considering swapping the order to bring this route's ASP Requests for Proposals sooner.
- e. Early Morning Ferry Initiative: tabled due to time.
- f. Clarification on Commercial Fares vs. Overheight Fares: FAC Committee member, Lauren Klingbeil asked for clarification on fares for vehicles over 5000 kg (considered commercial), when motor homes are longer are considered a recreational vehicle and are charged less. **ACTION: CFO Rob Clarke advised commercial vs. recreational fares would be reviewed with the fare structures.**
- g. Lack of Signage on the Ferry: FAC Committee member, Debbie Garrett expressed concern over the lack of directional signage to the lounge on the ship. **ACTION: BC Ferries to look at erecting directional signage on board the ship to the lounge.**
- h. Line-up Problems in Sointula: addressed above with Sointula terminal upgrades.
- i. Operational Complaint: Captain Willows confirmed a mistake was made whereby a commercial vehicle was loaded ahead of an ambulance.

## 8. New Business:

- a. Schedule Adjustments: as discussed above.

- b. Sointula Vandalism: Regional Director, Terminal Operations, Parv Bal informed the committee the cost of the recent act of vandalism at the Sointula terminal was \$2,500. **ACTION: FAC Committee to post the costs of the vandalism in their communities.**
- c. FAC Appointment Process: Director of Sales and Community Relations, Amar Johal reviewed the upcoming FAC Appointment Process.
- d. Survey Results: Survey results from the last FAC meetings were presented.
- e. Experience Card Update: Director of Sales and Community Relations, Amar Johal presented an update on the Experience Card. The FAC Committee confirmed there has been an overwhelmingly positive response to the Experience Card, although there is still some confusion over the passenger only vs. the vehicle only card.
- f. BC Ferries Environmental Initiatives: Director of Sales and Community Relations, Amar Johal also presented an update on BC Ferries Environmental Initiatives which includes \$40 million worth of upgrades to the fleet's sewage treatment plants.

**9. Public Questions/Concerns:**

- A member of the public discussed how there used to be one ferry a day at 10 a.m., and it was never on time.... "the ferry is going to arrive and it's going to leave. We're all going to be on it. I think you're doing a good job – thank you - you know you're going to get to Port McNeill safely."

**10.**Next Meeting: Fall

**11.**Meeting adjourned: 3:17 pm.

**Approved:**

Acting Chair, Mayor John Rowell

Date: June 25, 2008

Captain Gordon Nettleton, BC Ferries

Date: June 13, 2008