

## Campbell River/Quadra/Cortes Ferry Advisory Committee

**Date:** May 5, 2008

**Time:** 11:30 a.m. - 3:30 p.m.

**Location:** Cape Mudge Community Hall, Quadra Island

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### Attendees:

#### *Committee*

John Sprungman, Chair  
Jim Abram  
Bob Brown  
Connie Burns  
Terry Hooper  
Gerry Hornby  
Jenny Hiebert  
Myrna Kerr

#### *BC Ferries*

Captain Gordon Nettleton, Marine Superintendent  
Captain Jay Holliday, Senior Master, *MV Tenaka*  
Captain Lynn Hagen, Senior Master, *MV Powell River Queen*  
Rob Clarke, Chief Financial Officer  
Parv Bal, Regional Director, North Region  
Robert Seitz, Project Manager, Terminal Construction  
Kim Macaulay, Regional Manager, North Region  
Jane King, Manager, Sales & Community Relations, Northern Islands  
Sarah Cotton, Manager, Sales & Community Relations, Southern Islands  
Patricia Ing, Business Planner, Operations Administration

### 1. Call to Order: 11:32 a.m.

2. **Introductions:** FAC Chair, John Sprungman confirmed the resignation of Alois Stranan from the Committee and introduced Myrna Kerr from Cortes Island as the new member of the FAC Committee.

### 3. Approval of Agenda:

- a. FAC Committee Member, Connie Burns asked for clarification between the Smart Card and the Experience Card on the BC Ferries web site.
- b. Chief Financial Officer, Rob Clarke to present New business of behalf of Amar Johal, Director of Sales and Community Relations.

4. **Election or Affirmation of Chair:** FAC Chair, John Sprungman to continue as Chair.

### 5. Presentation - Public:

- a. Member of the public, Phil Hockins asked whether the costs to run the ship (fuel,

wages, etc) on a monthly basis were available to the public. Chief Financial Officer, Rob Clarke advised the costs are filed annually to the BC Ferry Commissioner by route group, not by route. The information is available on the BC Ferry Commissioner's web site.

A member of the public requested clarification on the rumours of the changes in policy for Emergency call outs. BC Ambulance Unit Chief, Donna Ross also asked for clarification. Marine Superintendent, Captain Gordon Nettleton confirmed there are no changes in policy for ambulance call outs. Senior Master Lynn Hagen advised there have been three occasions where the crew was unavailable for a call out. BC Ferries confirmed there are challenges finding crew and especially finding crew to live on the Island. **ACTION: BC Ferries to review the call outs in the last month and verify why the crews were unavailable.**

- b. Operations Report: Captain Gordon Nettleton presented the Operations Report.

FAC Chair, John Sprungman asked whether the refit schedules for 2009 and 2011 for the *MV Tenaka* and the *MV Tachek* could be switched so Cortes could have the larger ferry in the busier summer months instead of in May and June. **ACTION: Captain Nettleton to look into the possibility of switching the refit dates for the *MV Tenaka* and the *MV Tachek*. (*MV Tenaka: April 20-June 26, 2009 and April 18 – June 10, 2011, MV Tachek: July 8-August 30, 2009*).**

**6. Minutes of Previous Meeting held on May 17, 2007 were approved and distributed on August 30, 2007. Review of action items:**

- a. Captain Nettleton to advise FAC of *MV Tachek's* future service plan. **COMPLETED.**
- b. BC Ferries to investigate the possibility of making the Disability Cards plastic and whether or not the disabled status can be linked to the Experience Card in the future. **ONGOING.**
- c. BC Ferries to email drawings of Quathiaski Cove terminal to the FAC. **COMPLETED.**
- d. BC Ferries to outline procedures for doctors and patients to follow in the case of medical emergencies. BC Ferries also to advise the FAC of the outcome of future discussions with the Vancouver Island Health Authority. **COMPLETED.**

**ACTION: FAC Member, Bob Brown requested clarification on whether or not when a customer displays a wheelchair sticker they have assured loading. He also requested further clarification on the turnaround time at the Customer Service Centre for medical requests as well as confirmation on the policy of loading livestock.**

**7. FAC Business:**

- a. Coastal Communities FAC: FAC Chair, John Sprungman provided an update on the mandate of the CCFAC and advised he sits on the Committee in the capacity of Vice-Chair.
- b. Traffic Management – Quathiaski Cove/Campbell River: BC Ferries confirmed traffic was managed with extra terminal staff during construction at Quathiaski Cove.

FAC Chair, John Sprungman asked whether further signage was required to direct traffic in the holding lanes on the hill. **ACTION: BC Ferries to investigate whether or not further signage is required to direct traffic in the holding lanes on the hill at Quathiaski Cove.**

Regional Manager, Terminal Operations, Kim Macaulay advised the plans for managing traffic at Campbell River remained the same as last year, whereby traffic is mixed when there is an overload situation.

c. Cut-Off Times: FAC Member, Gerry Hornby complained about having to leave curling early twice in order to make the cut-off times. CFO, Rob Clarke advised the policy will not change.

e. Quathiaski Cove Terminal: Project Manager, Robert Seitz confirmed the Quathiaski Cove Terminal construction will be completed in June 2008. The final building construction would likely come in under or around \$500,000. CFO, Rob Clarke confirmed the costs are amortized over 40 years. FAC Chair, John Sprungman asked how \$500,000 spent on the Q-Cove terminal building would impact fares, with discussions concluded it would likely be less than \$.20 cents. Project Manager, Robert Seitz advised the bus shelter roof, which is a different colour than the terminal building, would not be changed as it would cost about \$3,000 to replace it. Senior Master, Captain Lynn Hagen confirmed the passengers leaving the islands are counted with a counter on the deck of the ship.

f. Experience Card: FAC Chair, John Sprungman complimented the work BC Ferries has done in listening to the community's needs. He confirmed the two advantages around the Experience Card system are: 1) the amount that must be prepaid to get the Experience Card fares is much less than the ticket books cost, and 2) being able to use one Experience Card to get the prepaid fares on any route that used to have ticket books. Further discussions were deferred to Experience Card Update in 8. New Business.

g. Student "Swipe" Cards: FAC requested rather than students signing in at Campbell River, they be given a "swipe" card to be used similarly to the Experience Card. BC Ferries confirmed to move forward would involve getting the Province on board and there would be a cost attached.

h. Smoking policy: FAC Chair, John Sprungman asked for clarification on the Province's smoking policy put in place at the end of March and how it affects BC Ferries. Marine Superintendent, Captain Gordon Nettleton advised changes were made to signage, smokers are not allowed within three meters of entrances. Smoking areas have also been reduced. FAC Chair, John Sprungman advised the FAC on the coast would support a non-smoking policy fleet wide. **ACTION: CFO, Rob Clarke and Marine Superintendent, Captain Gordon Nettleton to investigate whether or not there could be a no-smoking policy across the line.**

## **8. New Business:**

a. FAC Appointment Process: CFO, Rob Clarke reviewed the FAC Appointment Process and confirmed the importance of the FACs broad representation. "It's important that

the people that are advising us are representing the interests of their community, rather than their interests." He further advised the Terms of Reference would be standardized to be consistent amongst all of the Committees. The FAC requested an evening meeting once a year, so more people would be involved. CFO, Rob Clarke advised a Town Hall and an FAC meeting are different. **ACTION: BC Ferries to work with the FAC to schedule an evening meeting.**

- b. Survey Results: CFO, Rob Clarke presented the results of the recent FAC Survey.
- c. Experience Card Update: CFO, Rob Clarke provided an update on the Experience Card usage and responded to the questions around card pooling. BC Ferries is working on a solution, but it is still some time away. Non POS terminals have also been an issue to address. Transit Tax Credit receipts have to be electronic to qualify. BC Ferries is continuing to work on a solution at non POS terminals. BC Ferries plans to discontinue the sale of paper tickets mid-summer, however paper may have to continue to be sold at Heriot Bay.

The FAC Committee advised the BC Ferries web site currently reads that Visa and MasterCard are accepted at Heriot Bay, when in fact they are not. The web site also says Smart Card and Experience Card which is confusing. **ACTION: BC Ferries to ensure the web site information on collecting fares at Heriot Bay is correct and the information for the Experience Card is also clear.**

BC Ferries confirmed once the POS system is updated, there will only be one receipt, rather than the current two receipts.

- d. BC Ferries Environmental Initiatives: CFO, Rob Clarke updated the FAC on current environmental initiatives by BC Ferries and informed the FAC a \$40 million sewage treatment upgrade is also being carried out fleet wide.

**7. Correspondence:** None.

**8. Next Meeting:** September or November.

**Meeting adjourned:** 3:15 p.m.

**Approved:**

John Sprungman

Date: August 30, 2008

Captain Gordon Nettleton

Date: July 22, 2008