



Ferry Advisory Committee Meeting Minutes

Gambier-Keats Ferry Advisory Committee

Date: November 5, 2008

Time: 12:00 pm – 2:00 pm

Location: Cedars Inn

895 Gibsons Way , Gibsons BC

Attendees:	
Committee	BC Ferries
Joyce Clegg, Chair	Captain Gordon Nettleton, Marine Superintendent
Donna Pearson	Rob Clarke – Chief Financial Officer
Nels Nyberg	Penny Lidstone, Manager Sales & Community Relations
Sharon Romanovich	Grant Bierlmeier – Director, Pricing & Revenue Performance
	Chris Morris, Regional Manager, Terminal Operations
Absent:	Amar Johal – Director Sales & Community Relations
Gordon Hardwick	Paul Madsen – Executive Director, Strategic Planning
Kim Benson	
Guest: Bruce Kerr, Kona Winds Yacht Charters Ltd.	
Public: 0 members	

1. **Call to Order:** The meeting was called to order at 12:10 p.m.
2. **Introductions:** Introductions were made by each meeting participant.
3. **Approval of Agenda:** Agenda was approved.
4. **Presentations:**
 - Public – There were no public presentations.
 - 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.
 - Traffic was down due to cold spring, illness outbreak and other factors ie gasoline prices, economic situation and fare increases.
 - Tariff Rationalization – Grant Bierlmeier presented this report and it is attached. A discussion around charging for stowage ensued and what constitutes stowage.

Action: Kona Charters and the FAC to provide feedback to BC Ferries on simplest system for them to implement the 33% reduction in December and January.

Action: Rob Clarke/Rob Bierlmeier to then confirm how this will be implemented.

Action: BC Ferries will eliminate group and seasonality fares and will work with Kona to determine the best temporary system to provide route discount in the absence of the Experience card.

Action: Rob Clarke/Rob Bierlmeier to define what stowage means for Route 13

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

- BC Ferries will keep the FAC informed of its on-going negotiations with Transport Canada on Langdale Terminal security plans. 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 – this action is complete.
- Captain Nettleton will forward the proposed Route 13 Summer Schedule to the Ministry of Transportation – this action is complete.
- 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 – Captain Nettleton has worked on this with Captain Graham and they will meet with Route Masters to further improve this.
- 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 – this action item is complete.

6. FAC Items

- FAC Chairs Report – no major updates except the group is working well.
- How does the FAC engage with the community – Some of the major initiatives mentioned were giving Regional District and Chamber presentations, holding Town Hall meetings, writing articles for local newspaper and meeting with First Nation groups. If there are any additional items please send to Penny Lidstone as BC Ferries is building best practices document for the FAC's.
- Security – this was addressed earlier in the meeting. FAC had additional questions on what will happen with the Stormaway dock. It is possible that the gate will lock and only the contractor can open or close. There are a lot of options being looked at by BC Ferrries. This is the only facility in BC Ferries where outside groups can use the facility and there are major liability and security implications around this and BCF needs to be able to control this area. FAC feels if we shut this down to the public there needs to be a major communications campaign executed.
- Update on POS re Experience Card – BC Ferries systems will not currently support a handheld unit or kiosk that will enable the card to work at the dock so all passengers would have to go up to the terminal and that would create a lot of issues. BC Ferries needs to look into a long term solution. A temporary solution would be to go back to the grandfathered ticket system in lieu of the Experience card. Another option may be to have one rate and it may get to the point where people don't see any point in buying tickets and would just use cash. This may be hard for the contractor as the trip is so short it's hard to make that much change and transactions during the length of the trip.

- Current minor schedule changes for Stormaway – Captain Nettleton has them and will notify the MOT of the updates for the Winter schedule.
- Regulations for "free" travel for those accompanying school kids – there is no policy for parents or teachers accompanying on school events. FAC asked about parents accompanying kids just to attend school.

Action item: Penny Lidstone to confirm the government policy on parents accompanying students to school and advise the FAC and Kona Charters to implement accordingly.

- Route 3 Summer Schedule - will it be the same as 2008? It currently is the same and is on the website but is still subject to change.
- On time performance for Route 13:
 - Q1: 3 out of 2333 departures were considered delayed (99.9 % On time)
 - Q2: 24 out of 2666 departures were considered delayed (99.1 % On time)

7. New Business:

- FAC Appointment Process - Amar Johal presented the FAC Appointment Process report. The presentation is attached.
- Promotional Initiatives/New Business Opportunities – Amar Johal presented report and it is attached.
 - Travel & Tourism Center – Fall 2009
 - Grow Commercial Sales – created new business unit
 - Management Services of our expertise – national and international opportunities for BC Ferries to provide our services, which in turn will spread overhead costs over a wider revenue base, taking pressure off of fares.
- Medical Assistance Travel Update- Chris Morris provided update on this process and that it will be implemented in December 2008 by the BC Ferries Customer Care department. The FAC has issues that they can't make it to the Langdale terminal in 30 minutes.

Action: BC Ferries to share this concern with Customer Care.

- Next Meeting:** The next regular meeting of the committee will be in the Spring of 2009.
- Meeting adjourned:** 2:15 p.m.

Approved:	
Joyce Clegg, Chair	Date: November 28, 2008
Captain Gordon Nettleton	Date: November 26, 2008