

Denman/Hornby Islands Ferry Advisory Committee

Date: June 17, 2009

Time: 9:00 a.m. –
1:00 p.m.

Location: Seniors Hall, Denman Island

Attendees:

Committee

Jim Garton, Acting Chair
David Freeman
Dennis Forsyth
John Ralston
Jack Forsyth
Paddy O'Connell

BC Ferries

Rob Clarke, Executive Vice President and Chief Financial Officer
Captain Gordon Nettleton, Marine Superintendent, Northern Islands
Mark Stefanson, Vice President, Public Affairs
Parv Bal, Regional Director, Terminal Operations, Northern Region
Grant Bierlmeier, Director, Tariff and Revenue
Kelly Wheeler, Senior Business Analyst
Sarah Cotton, Manager, Stakeholder Relations

Absent:

Tony Law, Chair
David Graham
Lynn Nunley
Jan Kennedy
Giff La Rose
April Lewis

- 1. Call to Order:** The meeting was called to order at 9:01 a.m.
- 2. Introductions:** Round table introductions were completed.
- 3. Agenda:** The agenda was approved with the following additions:
 - a. Confirmation of Chair
 - b. Transportation of pets on the vessels
- 4. Election of Chair:** Tony Law was re-elected as Chair.
- 5. Presentations:**
 - a. **Operations Report** – Captain Gordon Nettleton presented the Marine Operations report with information on safety, security, traffic, and on time performance.

b. Tariff Rationalization: Grant Bierlmeier continued the discussion from last fall around the Denman and Hornby Islands routes and tariff rationalization for April 1, 2010.

Guiding Principles:
Revenue Neutrality
Simplicity
Reasonability

Grant stated that he wanted to get the FAC's thoughts on moving the fuel surcharges/rebates from a flat amount to a percentage surcharge/rebate.

Grant also proposed a \$2.00 charge for bicycles across the fleet. However, if a customer were to use their Experience Card, the customer would get a discount of \$2.00 on that charge at the \$75 load level therefore making the bicycle free of charge.

Grant discussed possibly eliminating the overweight vehicle charge. Overlength vehicles would potentially be charged the underheight base rate for the first 20 feet, and charged the commercial rate for the extra feet.

BC Ferries is looking at increasing the buy-in level for the Experience Card when the fares go up April 1st of each year. The buy-in level would then be relevant against the increase in fares.

BC Ferries is also looking at discontinuing the passenger only buy-in level as less than 2% of users actually purchase the \$40 buy-in level. In April 2010, BCF would look at one buy-in level of \$85 (Price TBC) and the price would subsequently increase each year.

ACTION: Denman/Hornby FAC to review the tariff rationalization proposals and get back to BC Ferries at the fall meeting with feedback on the aforementioned items.

c. Proposed Cable Ferry Alternative

Kelly Wheeler discussed the proposed Cable Ferry concept for Route 21. He provided an overview of the feasibility study and the Navigable Waters Protection Act application process. This presentation was the first phase of the public consultation process. A Denman Island public meeting and open house is scheduled for August.

ACTION: Denman Island Residents Association (DIRA) to provide potential dates for public meeting and open house to Sarah Cotton. BCF will work with the Islands Trust to ensure the timing is right and BCF to take guidance on this.

6. FAC Business:

Loading the Experience Card on the vessels rather than on online was discussed. It was asked if the majority of people load online, and if so, is it necessary to have the deckhands load the cards on the vessels with handheld devices? Rob Clarke pointed out that if the need isn't there, then the deckhands can focus on operations rather than loading cards.

ACTION: Grant Bierlmeier to find out how many people load online versus at the terminals.

The FAC wanted clarification of roles and expectations with respect to the FAC process. Rob Clarke responded that there is extensive interest from the executive level and there is a significant commitment on the part of the company. He noted that there are two kinds of issues that arise with respect to the FAC process. 1) Localized issues, and 2) Broader issues that are relevant to every committee. BC Ferries will utilize the Chairs more for these broader issues.

Mark Stefanson added that BCF very much appreciates the time and effort the committee members put in. The dedication and cooperation is first rate. He noted that as a company, BCF has limited resources now so we may have to look at the process moving forward, but we will work with the Chairs on this and the company won't make any radical, quick changes to the process.

Jim Garton added that the FAC appreciates the responsiveness of BCF. The introduction of the Chairs committee has proven to be very valuable. The Chairs are pulling on their local resources so there is a level of local representation.

7. Meeting adjourned at 12:05 p.m.

8. Next meeting: October/November 2009.

Approved:

Chair, Tony Law

Date: September 2, 2009

Captain Gordon Nettleton

Date: August 20, 2009