Ferry Advisory Committee
Action Minutes

Meeting Details:

FAC:	Bowen Island Ferry Advisory Committee
Date:	July 2, 2009
Location:	Horseshoe Bay Boardroom, 6750 Keith Road, West Vancouver, BC
Time:	6:30 p.m. – 9:00 p.m.

Attendees:

Committee	*BC Ferries*
Bob Lalonde	Rob Clarke Executive Vice President and Chief Financial Officer
Trish Jacquet	Captain Dale Phipps Marine Superintendent, Central Coast
Alison Morse	Mark Stefanson Vice President, Public Affairs
Absent: Daniel Heald	Grant Bierlmeier Director, Tariff and Revenue
Doug Elliott Kim DeSante	Jason Bowman Terminal Director, Central Region
	Captain David Woodman Senior Master, Route 8
	Sarah Cotton Manager, Stakeholder Relations
	Liz Szeder, Ticketing Supervisor
	Doug Hanning, Terminal Manager

1. **Call to Order:** The meeting was called to order at 6:15 p.m.

2. **Introductions:** Roundtable introductions were completed.

3. **Approval of Agenda:** The agenda was approved with the addition of confirmation of the Chair, summer schedule and Torch Relay.

4. **Confirmation of Chair:** Bob Lalonde noted that the Chair is appointed by Bowen Island Municipal Council and that BC Ferries (BCF) has accepted the Bowen Island Municipality FAC (BIMFAC) as the FAC. Rob Clarke, Chief Financial Officer, asked for documentation from the

municipality regarding confirmation of the committee and Chair to be sent to him for BC Ferries' records.

ACTION: Sarah Cotton to forward a copy of January 2008 BIMFAC minutes confirming Bob Lalonde as Chair to Rob Clarke. COMPLETED.

5. Correspondence: There was no correspondence.

6. Presentations:

a. Marine Superintendent's Operations Report – Captain Dale Phipps, Marine Superintendent, presented the marine operations report with information on safety and security, traffic, on time performance, master planning and vessels.

ACTION: Sarah Cotton to send first quarter traffic statistics to Bob Lalonde.

ACTION: Sarah Cotton to review Service Issues slide and check numbers for the last year as it doesn't match with actual cancelled sailings.

ACTION: Sarah Cotton to confirm if the environmental brochure is available on the BCF website.

ACTION: Rob Clarke to confirm if the process of signing up for Service Notices can be streamlined so less information is required.

ACTION: Sarah Cotton to follow up with BIMFAC on the status of the Artisan Display Case.

b. Tariff Rationalization – Grant Bierlmeier led a discussion around tariff rationalization on Route 8 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 overheight 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 (BCF) 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 remain relevant as fares increase.

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 TBD) and the price would subsequently increase each year.

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

7. FAC Items

- **Capilano Refit – safety inspection and hull inspection schedule –** The FAC would like BCF to commit to three things: 1) Confirm the refit is in 2011 2) As BCF is required to have Transport Canada inspections completed before the license expiry in November, the inspections should be done in November (not in December like last year) and fully coordinated with Transport Canada 3) Give BIMFAC appropriate notice of service cancellations and disruptions.

  Captain Dale Phipps responded that the next refit is scheduled for January 30 – February 25, 2011. He added that we will complete the Transport Canada inspections in November and will give the FAC and the community appropriate notice of any impacts to service.

  Bob Lalonde suggested that if a ferry is going to be out of service, take it out for one full day rather than having service disruptions for 3 consecutive days, and provide Bowen Islanders with a replacement vessel. Rob Clarke responded that we don't have any extra ships so we likely can't replace the vessel for a day.

- **Loading Cut-Off Times** – The BIMFAC proposed that the loading cut-off times move from 10 minutes back to 5 minutes. BCF responded that this is not an option as it is a fundamental safety issue. Dale Phipps added that the 5 minute cut-off will delay the sailing and we'll lose on-time performance as it takes 5 minutes before the traffic even gets down to the vessel.

- **Clarification on cut-off times for late sailings:** When the boat touches the ramp and arrives on time, the cut-off time is 10 minutes from the arrival time. If it comes in late (i.e.) at 8:37 p.m., then the cut-off is 8:37 p.m. so we don't go further behind in the schedule.

- **Good relations with BCF frontline employees:** Doug Hanning, Terminal Manager, and Liz Szeder, Ticketing Supervisor, were asked to attend this meeting as Bob Lalonde wanted to let the frontline staff know that the BIMFAC does not condone any inappropriate behavior

by Bowen Island residents and this type of behaviour is not acceptable. Bob suggested that his phone number be given out to those who want to vent.

- **Loading of battery operated vehicles at Horseshoe Bay which are not allowed on the Upper Levels Highway:** Jason Bowman noted that the only vehicular entrance to the Horseshoe Bay Terminal is off Highway #1. The association behind these vehicles and potential future owners may wish to contact the Ministry of Transportation for authorization to approach this stretch of highway.

- **Terminal WiFi:** WiFi will not be available at the terminals in the near future as it is currently cost prohibitive.

- **Ticket Kiosks:** Jason Bowman informed the FAC that Ticket Kiosks will be coming in October.

- The remainder of the agenda items will be tabled to email due to lack of time.

9. Next meeting: The next full committee meeting is scheduled for October/November 2009.

Meeting adjourned: At 8:31 p.m.

Approved:

Captain Dale Phipps, Marine Superintendent Date: August 6, 2009
Bob Lalonde, Chair Date: August 27, 2009