

Meeting Details:

FAC:	Gabriola Island Ferry Advisory Committee
Date	November 3, 2009
Location:	Gabriola Golf & Country Club
Time:	6:30 p.m.

Attendees:

Committee	BC Ferries
Andre Lemieux, Chair	Rob Clarke, Executive Vice President, and Chief Financial Officer
Randy Young	Captain Christian (Chris) Frappell, Marine Superintendent, Southern Islands
John Woods	Mark Stefanson, Vice President, Public Affairs
Dodd Pellant	Grant Bierlmeier, Director, Tariff and Revenue
Erik Andersen	Carla Barthel, Terminal Operations Supervisor, Nanaimo Harbour
Eric Moeller	Sarah Cotton, Manager, Stakeholder Relations
Public: There were 2 members of the public in attendance.	
Media: Derek Kilbourn of the Gabriola Sounder and Chris Bowers of the Flying Shingle	

- 1. Call to Order:** The meeting was called to order at 6:31 p.m.
- 2. Introductions:** Round table introductions were completed.
- 3. Approval of Agenda:** The agenda was approved.
- 4. Correspondence:** There were no items of correspondence presented.
- 5. Presentations:**

a. Operations Report

Captain Chris Frappell presented the Marine Operations report with information on safety and security, traffic, on time performance and financial performance. This report is attached.

Captain Frappell spoke to the risk assessment that took place regarding loading procedures of foot passengers on route 19. It was found that foot passengers should disembark after the vehicles are discharged. John Woods noted that this is problematic for commuters because if the ferry is late, a number of people may miss buses. Woods suggested that BCF look at bus

schedules in Nanaimo to determine if this is feasible. **ACTION: BCF to look at bus schedules and work with the FAC to discuss issues with the change of procedure.**

b. Tariff Rationalization

Grant Bierlmeier continued the discussion from last spring around Route 19 and tariff rationalization for April 1, 2010.

Guiding Principles:
Revenue Neutrality
Simplicity
Reasonability

Bicycle rates – Grant stated that BCF is looking to charge \$2.00 for bicycles across the fleet. Those customers who use an Experience Card will receive a discount of \$2.00 at the \$75 load level. The Gabriola FAC were in favour of the new bicycle rates.

Oversize Rationalization – The current tariff considers an overweight vehicle to be over 7 feet tall and 7 feet wide. With the proposed changes April 1, 2010, BCF would charge the underheight vehicle rate for the first 20 feet and the commercial per foot rate for extra feet. The Gabriola FAC had no objection to the oversize rationalization.

Experience Card Buy In Levels – BCF will be increasing the buy-in level for the Experience Card when the fares go up April 1st of each year. This will ensure that buy-in levels remain relevant as fares increase. As of April 1, 2010, the \$40 buy-in level will be increased to \$45 and the \$75 buy-in level will be increased to \$85. At the Spring FAC meeting, BCF identified the passenger only buy-in level as potential tariff clutter due to the very low usage. The FACs felt the passenger only buy-in level provides an alternative for those who cannot afford to load their accounts at the passenger and vehicle buy-in level. In the future, BCF will continue to monitor the usage of the passenger only discount accounts.

CirclePac and SailPass – These products are the last two paper based products in the BCF system and have very low utilization. BCF would like to remove these products on April 1, 2010. The Gabriola FAC had no objection to the removal of these products.

The demographic study commissioned by BC Ferries was discussed. The Gabriola FAC were in favour of holding a separate meeting to discuss the study. Rob Clarke replied that he would like to hold an FAC Chairs meeting first to discuss the study, and he and Grant will then follow up on a meeting with the Gabriola FAC.

ACTION: Sarah Cotton to send the overall demographic study to all Gabriola FAC members. COMPLETED.

6. FAC Business

- Andre Lemieux distributed the Bridge Survey to the media and members of the public and provided an overview of the survey. Andre noted that the survey would have cost \$25,000 - \$30,000 but Vancouver Island University (VIU) volunteered their time and resources completed the survey for \$5,000. **ACTION: Rob Clarke to write a letter to VIU on the request of the FAC to thank them for their services. COMPLETED.**

ACTION: Andre Lemieux to send copies of the survey to the Islands Trust, Regional District of Nanaimo, the local MLA and regional library.

- The FAC asked what the order of priority is for loading foot passengers as it is unclear who bought their ticket first and who bought it last. The FAC feels a procedure needs to be put in place. Captain Frappell replied that at this time, there is no way to sort people out. John Woods suggested providing passengers with numbered boarding cards at the ticket booth. **ACTION: Captain Frappell to look into this and follow up with the FAC.**
- **First In First Out (FIFO) Loading of Vehicles** – Randy Young noted that there have been recent complaints as the 'First On First Off' procedure does not seem to be in place. Captain Frappell responded that Route 19 seems to have a very fixed process and is much more consistent than other minor routes. On the Bowen Queen, commercial vehicles have to be loaded in the centre lane, so this will have some impact on FIFO. Captain Frappell will pass this on to the crew but there's no way to guarantee this.
- The FAC asked for BC Ferries' support regarding improvement of the passenger crossing at the stop sign at the corner of Easthom and North roads. In the area in front of the parking lot where the school bus drops off, people are making very quick u-turns and pedestrians have almost been hit. The Gabriola FAC have discussed this with the RCMP and the police believe there should be restrictive signs in place – they also suggest that the stop sign be turned into a yield sign and believes there is a need for a pedestrian crosswalk. **ACTION: Sarah Cotton to get Regional District of Nanaimo contacts to John Woods and Andre Lemieux and BCF will work with the FAC on this.**
- With the sailing reductions at Departure Bay – Horseshoe Bay, the FAC asked if it is possible to alert the Gabriola Ferry if there is a delay of the Tsawwassen sailing to adjust its departure to accommodate those users. Rob Clarke replied that BCF does not have a contract with the government to make through connections so this option is not available.

Seniors Travel - The Gabriola FAC is on record for requesting a change in redistribution of the times and days that the seniors travel free. The Gabriola FAC requested from BCF management, its cooperation in engaging an immediate dialogue with the proper governmental authority for the purpose of rationalizing the times and days that seniors can be given free travel. Rob Clarke replied that seniors travel free, but the system gets paid. He does not want route specific travel for seniors – it needs to be kept system wide. In addition, because there is no fare paid at Descanso Bay, there is no way to control the travel.

7. Next Meeting: Spring 2010.

8. Meeting adjourned at 9:10 p.m.

Approved:

Chair, Andre Lemieux

Date:

Captain Chris Frappell, BC Ferries

Date: February 12, 2010