



persons with disabilities making this less of an issue than it is now. BC Ferries has formed an advisory committee with the BC Coalition of Persons with Disabilities to deal with these issues.

- ii) Feasibility of reserved parking at Langdale terminal for residents of Gambier and Keats. There are between 240 and 260 pay parking spots at Langdale. The price for 24 hour parking has been increased and the maximum time permitted has been increased to three weeks. Vendors have been moved out of the paid parking area. Four spots at the top of the one-half hour zone have been reserved for island residents.
- iii) Cargo carts for Route 13. Cargo carts have been stolen from the parking lot when customers leave them there. Route 13 customers are reminded to return the carts to the shed after use. BC Ferries has put old unattractive carts in service to replace expensive ones stolen.  
**Action:** Captain Nettleton and terminal director Joubarne will put a notice on the vessel and at the terminal advising customers that the use of the carts is on the 'honour system' and the carts must be returned to the shed.
- iv) The crossing time on the Route 3 supplementary sailings was inserted on the BC Ferries' website.
- v) The spring conference call with the FAC on the Route 13 summer schedule was held. The proposed schedule has been sent to the Ministry of Transportation for approval.
- vi) Restricted use of the Langdale float. The Langdale float used by the MV Stormaway is private property owned by BC Ferries and leased to Kona Winds for their exclusive use. No other party has a right to use the float. However, it has been the practice in the past to allow private boaters, and others to use the float. This will continue until the Langdale Master Plan is completed and some other solution is found. Transport Canada is developing security requirements for ferry terminals and these are expected to have an impact on the operations at the float as well.
- vii) The process for making schedule changes has been determined. Minor revisions to schedules are permitted (as long as service levels are not impacted) if there is clear evidence of public demand as determined by active public consultation including a clear statement of support from the FAC.
- viii) Update on New Brighton. New Brighton dock is still owned by the federal government. Repairs have been made as required. Damage to the dock was due to wear and tear particularly from winter weather and not to actions of the Stormaway or the Dogwood Princess.

## 5. Correspondence:

None received

## 6. New Business:

- a. Ferry Advisory Committee Review. BC Ferries conducted a review of its ferry advisory committees to determine what changes needed to be made to make them more effective for the company and the communities it serves. BC Ferries remains committed to an effective public consultation program. The committee should advise Captain Nettleton if there are specific items it wishes to see in his regular presentation. The committee asked if BC Ferries would consider evening meetings. BC Ferries is willing to meet at any time of day to encourage participation. Few members of the public attend except when a very controversial issue is being discussed.

b. Election of the Ferry Advisory Committee Chair:

Joyce Clegg was elected chair.

c. Fuel Surcharge:

The fuel surcharge does not apply to route 13; however, it will apply to route 3. Fuel prices have continued to rise since the first part of the surcharge was implemented in February. BC Ferries anticipates that the surcharge will be about 10% on minor routes. BC Ferries expects a decision from the BC Ferry Commission shortly.

d. Second Performance Term:

BC Ferries has begun preliminary discussions with the Ministry of Transportation and the BC Ferry Commission concerning the process for determining the terms and conditions of the Coastal Ferry Services Contract in the 2<sup>nd</sup> performance term. The FAC should consider what changes it wishes to see to the levels of service and schedule in the 2<sup>nd</sup> performance term. These desires should be brought to the attention of your MLA. A public consultation process for the discussions has not been determined. BC Ferries will not lead this discussion. The public consultation process will be the responsibility of the Ministry of Transportation or the BC Ferry Commission.

e. Summer Schedule – change to 6pm sailing requested:

This change (to sail to Gambier before Keats at 6pm) will have to wait for next summer due to time constraints in receiving Ministry of Transportation approval for the schedule change.

f. Safety at top of Stormaway float:

The top of the ramp off the float is slippery when wet or when steep due to a low tide.

**Action:** Monique Joubarne and Joyce Clegg will review situation with Terminal Maintenance staff.

g. Transfer of monthly/annual parking passes:

Parking decals are issued for a vehicle, not an individual. If a person has two vehicles they can have two passes, although only one vehicle can be parked at the terminal at one time. Abuse of the parking privilege will result in the privilege being revoked. To vary conditions for extraordinary circumstances the owner of the vehicle should discuss with the Terminal Director.

h. Coast Card:

The Coast Card presentation is attached to these minutes. Members of the FAC were requested to send their comments to Joyce Clegg for consolidation and forwarding to BC Ferries.

i. Boarding Passes:

BC Ferries advised that boarding passes will be required for all passengers boarding a ferry. Dispensers will be located on either side of the ramp. This is a response to a requirement from Transport Canada to implement strict passenger counts.

**7. Next meeting:**

October 19, 2006 at 10:30 a.m.

**8. Meeting adjourned:**

1:30 p.m.

Approved:

Captain Gordon Nettleton

Joyce Clegg, Chair

Date: June 20, 2006

Date: June 22, 2006

Attachments:

1. Marine Superintendents report
2. Coast Card presentation



# Marine Superintendent's Report

Gambier/Keats Islands  
Ferry Advisory Committee  
May 30, 2006

 **BC Ferries**

- Traffic
- Revenue
- Action Items From Previous Meeting
- Corporate Update
- Questions

Fiscal Year	Month	Total Passengers
<b>2005/2006</b>	<b>April</b>	<b>4,437</b>
2004/2005		4,542
<b>2005/2006</b>	<b>May</b>	<b>4,874</b>
2004/2005		4,850
<b>2005/2006</b>	<b>June</b>	<b>5,193</b>
2004/2005		4,851
<b>2005/2006</b>	<b>July</b>	<b>6,761</b>
2004/2005		6,583
<b>2005/2006</b>	<b>August</b>	<b>7,462</b>
2004/2005		6,710
<b>2005/2006</b>	<b>September</b>	<b>4,902</b>
2004/2005		5,113

Fiscal Year	Month	Total Passengers
<b>2005/2006</b>	<b>October</b>	<b>3,795</b>
2004/2005		4,450
<b>2005/2006</b>	<b>November</b>	<b>3,333</b>
2004/2005		3,333
<b>2005/2006</b>	<b>December</b>	<b>3,443</b>
2004/2005		3,488
<b>2005/2006</b>	<b>January</b>	<b>2,974</b>
2004/2005		3,001
<b>2005/2006</b>	<b>February</b>	<b>3,019</b>
2004/2005		3,213
<b>2005/2006</b>	<b>March</b>	<b>4,057</b>
2004/2005		4,626

Fiscal Year	Route	Total Passengers
2005/2006	13	54,250
2004/2005		54,760



Route	A Actual R/Ts	B Capacity Provided (AEQs)	C AEQs Carried Fiscal 2005	D Capacity Utilization (C/B)	E AEQs Carried Fiscal 2004	F AEQ Growth (C-E)	G AEQ Revenue Fiscal 2005
25	3,961	237,660	96,569	41%	98,286	(1,717)	569,998
24	2,145	125,956	62,665	50%	64,095	(1,430)	351,289
23	6,262	802,550	456,219	57%	448,926	7,293	1,934,798
22	4,834	290,040	125,336	43%	125,068	268	659,711
21	6,482	628,120	288,246	46%	279,888	8,358	963,001
18	3,645	369,831	102,557	28%	100,534	2,023	503,987
17	1,450	513,252	171,388	33%	164,027	7,361	3,810,992
13	4,052	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	745 <i>(bikes &amp; freight)</i>
7	2,876	716,128	200,334	28%	191,579	8,755	2,809,073

Route	H Pass. Fiscal 2005	I Pass. Fiscal 2004	J Pass. Growth (H-I)	K Pass. Revenue Fiscal 2005
25	264,197	265,996	(1,799)	483,416
24	110,064	112,970	(2,906)	235,254
23	925,120	926,054	(934)	1,290,962
22	256,994	260,901	(3,907)	515,797
21	548,612	544,105	4,507	653,582
18	191,368	193,330	(1,962)	327,483
17	382,414	372,008	10,406	2,508,772
13	54,760	53,970	790	143,408
7	369,006	353,591	15,415	1,283,094

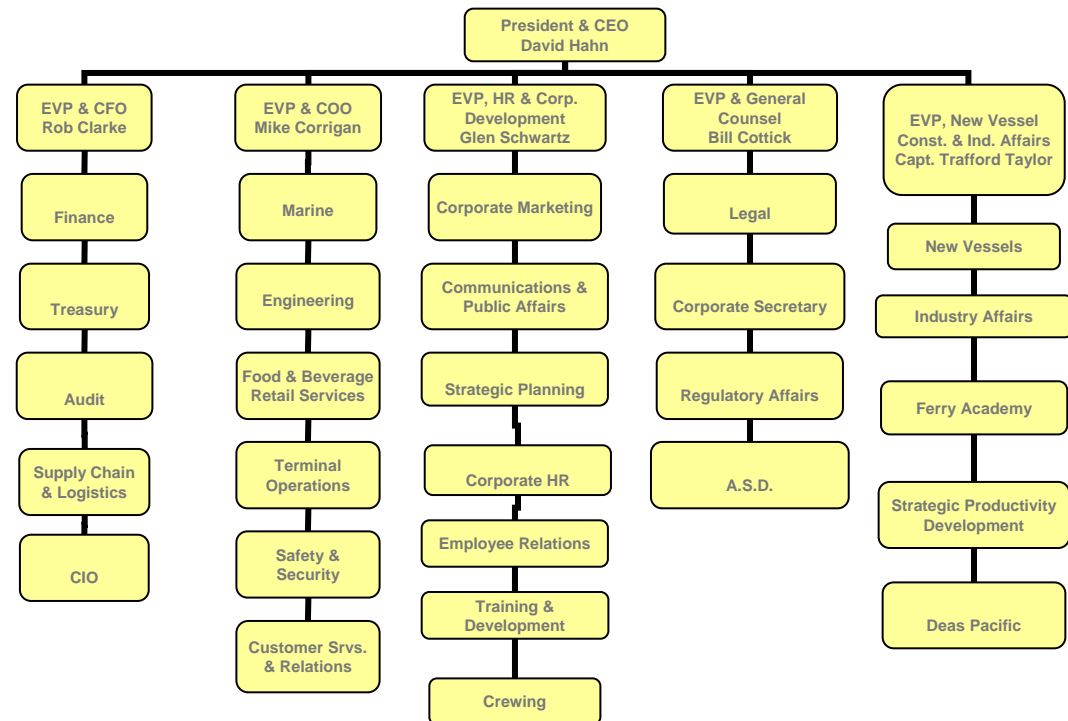
(Excerpt from: "Operations Summary Financial Report for the Year Ended March 31, 2005" - BC Ferries 2004/05 Annual Report to the BC Ferry Commissioner)

- Availability of prepaid books of tickets on Rte 3
- Designated parking at Langdale Terminal
- Cargo carts & baggage van procedures re Rtes 3 & 13
- Rte 3 supplementary sailing schedule addition
- Rte 13 Summer 2006 schedule discussion with FAC
- Restricted use of Rte 13 Langdale float
- Contractual obligation re Rte 13 winter schedule revision
- New Brighton Dock concerns

## Organizational Appointments

As of April 1, 2006

- **Captain Trafford Taylor** appointed EVP, New Vessel Construction and Industry Affairs
- **Michael Corrigan** appointed, EVP and Chief Operating Officer
- **Glen Schwartz** appointed, EVP, Human Resources and Corporate Development
- **Robert Clarke** continues at EVP and Chief Financial Officer
- **William Cottick** continues at EVP and General Counsel





# Coast Card

- i. To present the concept of the Coast Card
- ii. Determine if the initiative makes sense

- Prepaid discounts / commuter tickets are the pre-dominant fare type on inter island routes
- The program was designed for residents and regular users
- Right now the rules for these tickets are flexible and the ability to transfer coupons to anyone is possible
- Coast card and rule changes are very distinct issues
  - i. paper v. electronic
  - ii. rule changes – expiry dates (if at all), transferability

- The Coast Card was introduced to replace Assured Loading Tickets (ALTs) in June, 2005
- Nearly 8000 Coast Cards are in use with assured loading tickets
- The cost for a 'book' of ten ALTs is \$789.
- Benefits for customer
  - Ease of use
  - Loss protection
  - Companies can better track usage
- Benefits for BC Ferries
  - Cost savings from printing and fraud



- Wallet size and similar to credit card and debit cards
- Magnetic strip, stores card number only
- Signature block for personal use to uniquely identify cards
- Customer uses last nine digits of number to manage card and check balance
- Verification number (5 digits) is another security measure

- Card is purchased from ticket agents and terminal administration offices
- Purchase or load at same locations
- Card balance can be checked by calling 1-888-223-3379 or \*BCF from cell phone
- You can register online
  - Receive loss protection
  - Review account balance
  - Purchase product
  - Can select auto-reload feature (never run out)

- Island residents' perspective:
  - Expiry date may penalize less frequent users
  - We like the ability to transfer tickets among family members
  - Why are you doing this
  - Explain what this is all about
- BC Ferries' perspective:
  - Cost of producing tickets is substantial
  - Fraudulent use may be growing
  - Discount program should be for residents and commuters

- Discussions with Ferry Advisory Committees over the next three months
- Consider the issues and determine if the concept makes sense in any form