

Meeting Details:

FAC:	Chemainus-Thetis-Kuper Ferry Advisory Committee
Date	November 21, 2007
Location:	Chemainus Inn, Chemainus
Time:	11:00 a.m.

Attendees:

Committee	BC Ferries
Ian Ralston, Co-Chair Thetis	Rob Clarke, Executive Vice President, Finance and Chief Financial Officer
Doug Snyder, Thetis	Captain Christian (Chris) A. Frappell, Marine Superintendent, Southern Islands
John MacKay, Municipality North Cowichan	Amar Johal, Director Sales and Community Relations
Sharon Cross, Co-Chair Kuper	Paul McDaniel, Regional Director, Swartz Bay/Southern Gulf Islands
Fred Mitchell, Kuper	Phil Benbow - Terminal Manager - Southern Gulf Islands
Absent: Maurice Blackhurst, Cowichan Christopher Pegg, Thetis	Steve Anderson – Manager, Fleet Deployment and Scheduling
Public:	Captain Bill Dickie, Senior Master Rte 20
Cecilia Harris – Education for Kuper Beverly Vrieswick	Cheri Maisonneuve - Manager, Sales & Community Relations

- 1. Call to Order:** The meeting was called to order at 11:29 a.m.
- 2. Introductions:** Round table introductions were completed.
- 3. Approval of Agenda:** The agenda was approved.
- 4. Correspondence:** There was no correspondence presented at this time.
- 5. Reports:**

Marine Superintendent's Report.

Captain Chris Frappell presented the Marine Superintendent's report, which covered information on safety, traffic and a corporate update.

There was a brief discussion around factors that could be affecting the increase in traffic such as; an increase in tourism, the public's knowledge that with the extra capacity on the Kuper the public has more opportunity to get on the ferry. Captain Chris Frappell commented that there had been far fewer overloads than last year due to the greater capacity of the Kuper.

On Time Performance (OTP) was negatively affected by the increased capacity of the MV Kuper due to increased dock time required to load and unload greater volumes of traffic.

Steve Anderson provided an analysis of the existing published schedule and the actual schedule performance of the MV Kuper, with suggested changes to the current schedule to reflect the actual performance of the vessel.

Discussion of possible issues with lengthening sailing time and/or distributing catch up time differently in relation to timekeeping at the end of shifts.

FAC discussed that users on rte 20 generally value opportunity of access/not being left behind due to overloads over exact OTP.

Rob Clarke emphasized that people have to arrive on time for the ship to be on time. Currently people's tendency is to arrive just before any sailing time, and that may not change even if the schedule were adjusted. This results in additional costs with over time, staffing, fuel etc. There is a possibility to solve both problems; adhering to the schedule and changing the schedule for optimal fuel burn, optimal staffing levels, optimal utilization of the vessel, but only if everyone plays their part.

Safety Initiative

SailSafe – BC Ferries, and the Union, with the assistance of two international companies, are working together to introduce this enhanced safety program throughout the fleet.

Ticket Sales Cut-off times

Captain Chris Frappell presented the new policy for Ticket cut-off sale times. Cut-off times have been in effect for some time at Major Terminals (5 Minutes for Vehicles & 10 Minutes for Foot Passengers). He went over the new policy for cut-off times at minor and intermediate terminals; 3 minutes vehicles and 5 minutes for foot passengers. Safety, security and OTP are the drivers for this initiative.

At most minor terminals the practice has been to continue selling tickets and loading traffic right up to and after sailing time. The purpose of this new policy is to allow sufficient time for **SAFE, CONSISTENT** and **CLEAR** Shore Closure Procedures, **SAFE** on time vessel departure, an **ACCURATE PASSENGER COUNT** to be given to the vessel prior to departure at sailing time, an **EFFICIENT**

operation minimizing fuel consumption and to show **RESPECT** to our customers who arrive on time.

FAC felt that the customers on route 20 are negatively affected in terms of cost, safety and on time performance because Chemainus has historically been used for training employees. They went on to say that standardized practices were necessary but that at minor terminals such as Chemainus differ greatly to major terminals. At smaller terminals, you can see the ship dock and depart – often from your home. Locals know the employees and being strict will be an issue for these personal relationships.

Situations with student runs, late bus arrivals, camp changes with 100 passengers who may show up 5 minutes before the sailing were discussed. The FAC commented that there may be customer confusion and/or frustration if late school buses are accommodated but the public are not.

Action: BC Ferries (Captain Chris Frappell) to send out further information on ticket cut-off time exceptions.

Comments were made on the issue of shift change at the ticket booth and impact on customer service. Fred asked if the Ticket Booth could be open earlier to sell tickets in order to have more time to load the ship on time, especially when it is raining.

Action: BC Ferries (Phil Benbow) will investigate issues regarding ticket booth closure and ticket sales.

Financials

Rob Clarke presented Route Financials – Route Statement. Highlights – operating expenses increase due to wages. Year over year it looks great.

6. New Business:

FAC members handed out a spreadsheet with current issues/initiatives and wanted to assess the progress of the FAC group.

The FAC proposed that the meeting format change in order to identify projects for FAC members, allocate contacts and then do follow ups and status reports on the projects. It was proposed that a status report be provided at every meeting from each FAC member who is responsible for an action or subject.

Perceptions are not necessarily consistent with BC Ferries investment in time and resources and the group would like to explore ways that communication between the two groups can improve.

Action: BC Ferries (Amar Johal) to look into web based tool for FAC communications, reporting and task management.

The FAC proposed that the agenda be more focused on the Chemainus/Thetis/Kuper group and their needs, not general presentations. They asked that the presentations and documents on general information be sent to the group prior to meetings. The material can be discussed at the meeting.

Action: BC Ferries (Cheri Maisonneuve) to forward FAC presentation to the FACs at least 48 hours prior to the meeting.

Cecilia Harris informed the group that the Kuper band had hired a youth coordinator to work with kids in the evenings which they hope will help address vandalism issues.

Fred requested that a safety presentation be made to the band members and children traveling on the ferries. Fred stated that many members in his band do not know who to contact on board the ship when they have an issue they need addressed such as an injury.

BC Ferries replied that on the MV Kuper, crew are easily identifiable, the crew mess is accessible from the car deck and the wheelhouse has a clear view of the car deck and their attention is readily drawn.

Action: BC Ferries (Phil Benbow) will coordinate with Fred to get safety information and a presentation to the residents on Kuper Island.

Action: Send BC Ferries information (Cheri Maisonneuve) to Sharon Cross for their newsletter. Contact receptionist – Denise.

Action: BC Ferries (Cheri Maisonneuve) to set up meeting to present to Chief and Council a BC Ferries update.

Action: BC Ferries (Cheri Maisonneuve) to set up annual Kuper Island Community Session.

Action: BC Ferries (Cheri Maisonneuve) to do a safety tour with Kuper Island.

Action: BC Ferries (Cheri Maisonneuve) mail out updates on community investment to FAC.

a. Public

A member of the public brought up an issue with Chris Pegg (Absent), regarding single fares (discount tickets) on the Mill Bay Brentwood Bay ferry. She would like to explore the opportunity of that being available on this run.

7. Action Items from previous meeting:

Minutes of Previous Meeting – Review of Action Items May, 2007

Action Item	Description	Responsibility	Timing
Washroom locks	BC Ferries to look into solution	Capt. Chris Frappell	Completed
No Smoking msg	BC Ferries to add to MV Kuper	Capt. Bill Dickie	Completed
Webcam proposal	Further review req'd	Gregg Clackson	Completed
Jr. Assoc. Travel	Cheri to provide update	Cheri Maisonneuve	Completed
Response to Dr. Kelly Bannister	Re: Liability and vehicle/schoolchildren solution	Customer Service: Stephanie Sherlock	Completed

Action: Paul McDaniel will report back to the FAC if there is anything further in regards to safety and cameras at minor terminals.

8. New Business

a. Update on Chemainus terminal Master Planning

The Strategic Planning department has submitted a plan to the District and is working towards incorporating their suggestions into the final plan.

Fred requested an update for the Kuper Master Planning and one for Thetis was also requested. He went on to explain that the last visit from Marlane Christianson, Manager of Aboriginal Affairs presented two options and they would like to know what was chosen.

9. Old Business

a. Coast Card / Smart Media update

Amar Johal, Director, Sales and Community Relations presented the new 'Smart Card'. The design of this product addresses the original concerns brought up by FAC's consultations in 2006.

Action: BC Ferries (Amar Johal) to report back to the FAC. Is there a replacement card? What does one do in the interim when a card is lost?

Action: As a sub card, can you add monies to the secondary card? If there was a discount and there was not enough cash on it (get coast card fare)

Action: Phil Benbow suggested if Kuper Island residents finish a sub card then the card could be left with the Chemainus ticket booth for collection by a single Kuper Island contact. This would allow the sub cards to be reloaded and distributed on Kuper Island, as needs required. Phil Benbow will make the necessary arrangements with the Chemainus ticket booth.

b. PT2, Smart Card Update

Was mailed out to the FAC members and had no comment at this time.

c. Super C Class Vessels presentation was emailed to the group, no comments at this time.

d. Community Initiatives

Cheri Maisonneuve, Manager of Sales & Community Relations provided an update on some community initiatives.

e. FAC Survey

10. Next Meeting: At the call of the co-chairs and BC Ferries.

Action Item	Description	Responsibility
Report Back to FAC	Will take questions regarding early ticket sales back to see if there is anything that can be done.	Phil Benbow
Coordinate with Fred on Kuper	Will coordinate with Fred to get safety information and a presentation to the residents on Kuper Island.	Phil Benbow
Coordinate with Sharon Cross	Send information to Sharon Cross for their newsletter. Contact receptionist – Denise.	Cheri Maisonneuve
Coordinate with Sharon Cross	Send information to set up meeting to present to Chief and Council about BC Ferries update (BCF representative)	Cheri Maisonneuve
Coordinate with Sharon Cross	set up annual Kuper Island Community Session.	Cheri Maisonneuve
Coordinate	Do a safety tour with Kuper Island.	Cheri

with Sharon Cross		Maisonneuve
Report Back to FAC	mail out updates on community investment to FAC.	Cheri Maisonneuve
Report Back to FAC	(Kuper island) if their members finish a sub card then the booth could keep it and give it back to one contact who picks it up instead of them having the responsibility.	Phil Benbow
Report Back to FAC	Will find out if there is anything happening in regards to safety and cameras at minor terminals.	Paul McDaniel
Report Back to FAC	What does one do in the interim when a card is lost? As a sub card, can you add monies to the secondary card? If there was a discount and there was not enough cash on it (would you get coast card fare)?	Amar Johal
Report Back to FAC	BC Ferries to look into web based tool to check up on what is going on?	Amar Johal

11. Meeting adjourned: The meeting adjourned at 2:10 p.m.

Approved:

Captain Chris Frappell, Marine Superintendent

Sharon Cross, Co-Chair

Ian Ralston, Co-Chair

Date: Approved December 10, 2007

Date: Sent for Approval December 11, 2007
& Phone call follow ups

Date: Approved December 12, 2007

**Subject to final approval at the next meeting