

Meeting Details:

FAC:	Denman/Hornby Islands and Comox Valley Ferry Advisory Committee
Date:	March 23, 2004
Location:	Denman Seniors & Museum Society
Time:	11:30a.m. – 2:15 p.m.

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Chair, Roxanna Mandryk	Captain Tony Monaghan Marine Superintendent
Tony Law	Senior Captain Wayne Maxted Vancouver Island – Denman Island
April Lewis	Senior Captain Pete Kimmerly Denman Island – Hornby Island
Giff LaRose	Virginia Moore Manager Terminal Operations, IIS(N)
Alex Graham	Pam Young A/ Regional Communications Manager
Andrew Carmichael	Gary Leitch Manager, Consultation & Stakeholder Relations
Louise Bell	Liette MacMillan A/Secretary, Marine Superintendent
Melissa Petlock	
Mike Comeau	
John Ralston	
David Freeman	

1. Call to Order:

Roxanna Mandryk called the meeting to order. Self-introductions were made by all present.

2. Approval of Agenda:

- a. The agenda was revised to add Cost Allocation to Vessel Refit Procedures under New Business.

3. Minutes of the Previous Meeting:

- a. Minutes of the meeting held on November 19, 2003 were approved and distributed on December 22, 2003.
- b. Discussion on item 5(k) Black Smoke from Denman Vessel from previous minutes. Senior Master Wayne Maxted responded to further queries from a resident with environmental allergies:
 - Quinitsa engines are expected to be re-powered at the next scheduled dry-docking in Fall 2006.
 - Masters run the engines at reduced power and avoid "spiking" the throttles during landings and departures.
 - Results of Air Quality testing have found that BCF is not in violation of emission standards.
 - Personal Breathing Apparatus have been issued to crew to avoid personal discomfort and Captain Maxted would provide the same equipment to the resident at a cost of approximately \$50.
- c. Review of Action Items:
 - Commercial Assured Loading passes are an option being considered by BCF Management, but no timeline has been set for implementation.
 - Residents only lanes at Buckley Bay for both Denman and Hornby during the summer season. Leslie Gillett will provide more information on this proposal at the next Ferry Advisory Committee Meeting.
 - Watson & Ash is currently experiencing changes in contracts; Virginia Moore will follow up regarding the buses that currently connect with the last ferry.
 - An article regarding questions and concerns from ferry passengers written by Judy Cryer was published in the Grapevine.
 - A more detailed Strategic Plan for vessel replacement will be published on the BCF website as the Company gets closer to the ship building phase. BCF will review which routes need new vessels and that review will include consultation with the Ferry Advisory Committees.

4. Correspondence - None

5. New Business:

- a. Vessel Refit Procedures and Cost Allocation
 - Refit schedules are complex and involve many factors including availability of dockyards; regulatory requirements; budgets' relief vessels; and Engineering work plans.
 - When the docking is unplanned, the notice given the Marine Superintendent and Senior Master is generally very short and there is little flexibility.
 - Docking schedules can occasionally be altered but usually the "window" is too tight. Most often it is more important that the vessel goes on schedule.
 - Refit is charged to the route the vessel operates on. Where there is more than one vessel the charges are allocated according to the time spent on the route.
 - Quinitsa charged to Route 21

- Tachek – mostly charged to Route 22 but some costs are allocated to Route 25 when the Tachek provides relief
- Kahloke costs are split with Inter Island Services, South
- b. Local Hiring (Re: Emergency Call Out Staffing)
 - Leslie Gillett to provide more information at the next Committee meeting.
 - The local fire department and ambulance station are happy with the efforts of the vessel crews to provide emergency services.
- c. Residents Only Lane and/or Assured Loading at Buckley Bay (Summer Season)
 - Leslie Gillett to provide more information at the next Committee meeting
- d. Future of Ferry Advisory Committee Process
Presentation from Gary Leitch, Manager Consultation & Stakeholder Relations
Review of the Past Year for BCF
 - Continuing restructuring and change fleet wide to increase revenues and efficiency. Revenues received through retail are money that doesn't need to be raised through tariff.
 - Tsawwassen and Swart Bay Terminals scheduled for major overhauls of food and retail areas.
 - Labour Relations issues are still in negotiation with the Arbitrator.
 - On March 30/31 the new Board of Directors will be announced.
 - Company is working to build traffic which is still below 1994 levels. While commuter/resident traffic is stable, tourist traffic has been difficult to increase due to the public perception of long lines, difficulty boarding, etc.
 - A rate increase of 4.4% was implemented on minor routes and 2.8% on major routes.
 - BCF now provides ferry services on a level playing field with other private sector competitors.

Fleet Rebuilding

- BCF is striving to standardize the size of the ships in the fleet (e.g. Minor routes 120 car vessels and 65-70 car vessels). This will allow more flexibility for relief; reduce maintenance and repair costs; and decrease the amount of training required for crew. It is not certain if the initial standards will be adequate for all routes or if modifications will be required on routes which experience rougher weather.
- Proposals for two new ships to be built should be released within the next two months.
- One smaller vessel is planned for the Bowen Island Route; the Capilano will then move to Route 7, Saltery Bay.
- There are no vessel changes on the horizon for Routes 21/22 at this time. The Quinitsa is due to retire in 2025 and the Tachek in 2013. The 50 car Quinitsa is a good fit for Route 21.

Accountability and Customer Satisfaction

- Despite some public perception, BCF is in fact more accountable both financially and to the traveling public.
- Annual General Meetings are now open to the public.
- The financial statements are audited each year by a large accounting firm. Annual statements will be available at the General Meeting.
- BCF is accountable to the Commissioner (Martin Crilly) to provide sound and efficient financial management. Failure to do so can result in fines being assessed against the Company.
- Capital Plans (e.g. New ships); impacts on fare structures; major service changes must be filed with the Commissioner for approval. After the first two years of the contract, the Ferry Advisory Committees and BCF may approach the Commissioner together to make changes to service levels.
- Customer satisfaction surveys are being conducted each year with the results from the first survey being published in June.

Master Plans

- A master plan is being prepared for each terminal. The plan for Denman and Hornby Islands is expected to begin in the next fiscal year.
- Master plans will contain detailed technical reviews of traffic patterns, holding areas, upland portions of service and future requirements including terminal building or new vessels.
- Consultation to take place with various parties including Islands Trust; Department of Highways; and the local Ferry Advisory Committee.
- The FAC may want to consider inviting Carol Prest, Director of Customer Service Improvement to speak on the master planning process and timeline.

Denman/Hornby Improvements

- Approximately 10 million dollars will be spent in the next 1.5 years to replace or improve the marine structures on the Denman and Hornby routes.
- While the existing structures are safe, the Buckley Bay marine structures require serious rebuilding; Denman structures are in a little better condition but repairs are needed.
- Improvements are not intended to enlarge the existing docking areas to accommodate larger vessels. The Denman docking area will already accommodate a 70 car vessel like the Quinsam.

e. Denman and Hornby Residents Pre-Meeting

- Committee members residing on the islands met March 22, 2004 to discuss their involvement on the committee and future consultation. Discussion today included:
 - Committee members are willing to be advisors but want more involvement before decisions are made.
 - Tariff structure of Minor Routes

- Consolidated consultation between BCF and committees
- Standardization of discounts provided to minor routes
- Understanding that routes are not subsidized through the Coastal Ferry Services Contract, service fees are paid to BCF for each sailing
- Major route revenues will not subsidize minor routes
- If operating costs vary significantly then the Government can be approached for changes in the service fees
- Rob Clarke, Vice President – Finance is very aware of the balancing required between increasing fares and risking a drop in traffic. The committee may want to consider inviting him to speak about the financial terms of the Coastal Ferry Services Contract.
- Review of the Terms of Reference
 - Clear definition of advice as used in the Terms of Reference is required.
 - Where is advice best directed; to politicians, Coastal Council; Islands Trust.
 - The committee questions the usefulness of input if a decision has already been made.
- Performance Review as Set Out in the Act
 - Review would be more in terms of the next performance term.
 - Gary Leitch believes that input/consultation from the public will be crucial to the reviews.
- Frequency of Meetings
 - Terms of Reference state that two meetings be held per year minimum or more often as required.
 - Time and budgetary concerns make it difficult for BCF personnel to commit to additional meetings being scheduled per year, however if there are large planning items or construction issue to be resolved – then additional meetings can be scheduled and relevant BCF personnel would be invited to address specific issues.
- Alternate Service Providers
 - Section 69 of the Coastal Ferry Services Contract requires that BCF “test the market” to see if there are other operators who are willing to provide the same or better service for the same or less money.
 - Logical contracts include reservations, parking and food services at terminals.
 - There are no plans for pay parking on Routes 21/22.
 - Significant financial savings, an increase in customer service and a drop in tariffs would need to occur before BCF would consider a bareboat charter. A new operator would not receive a break in labour costs.
 - Alternate services on the island could be in the form of vendors at the terminals; these services would be considered during the master planning.
- Future of Ferry Services on Denman and Hornby Islands
 - Denman and Hornby residents met with the commissioner, Mr. Martin Crilly for discussion of the future of the island ferry service.

- Mr. Crilly asked the residents to consider what services they wanted or needed and what service is too much.
- Discussion on the Gerald Hodge Report "Drawing the Line".
- Island committee members voiced the concern that changes to accommodate more traffic will impact the community and increase the issues of through traffic. A copy of the OCP Transportation Policy was provided to Captain Monaghan and Gary Leitch.
- Planning from a BCF perspective is focused on transporting people quickly, safely and economically.
- The community vision of joint, long term planning could potentially move forward if the communities were able to invest time and money in the large undertaking of obtaining a consensus on social-economic factors; land use planning and integrated travel planning.

6. Action Items:

- a. Gary Leitch will provide CD copies of the Coastal Contract and Legislation to Roxanna Mandryk.
- b. Gary Leitch to report back to BCF that the Denman/Hornby Committee supports consultation at a layer below Coastal Council.
- c. Wayne Maxted to respond to the committee regarding the black smoke from the Quinitsa and Refit Schedules. Completed – *see Appendix A and B.*
- d. Virginia Moore to follow up with Watson & Ash regarding buses connecting with the last Denman sailing.
- e. Leslie Gillett to provide further detail on the following agenda items: *Local Hiring (Re: Emergency Call Out Staffing); Residents Only Lane and/or Assured Loading at Buckley Bay – summer season.*
- f. Future meeting agendas will include the name of the committee member intending to speak on each item.

7. Next Meeting:

- a. To be scheduled by Melanie Christensen and Roxanna Mandryk for November 2004.

8. Meeting adjourned: 2:15 p.m.

Approved:

Captain Tony Monaghan
Roxanna Mandryk, Chair

Date: April 23, 2004
Date: April 23, 2004

Attachments:

- 1. Appendix A**
- 2. Appendix B**

Appendix A

March 23, 2004

To: Roxanna Mandryk, Chair
Denman/Hornby Islands and Comox Valley Advisory Committee

Re: Smoking Engines

As per the F.A.C. meeting today I am briefly responding to the question raised about the Main Engines smoking on the M.V. Quinitsa. B.C. Ferries has just approved \$50,000 in funding to conduct torque studies to determine the re-powering package. It is expected the vessel will be re-powered at the next scheduled dry docking which is anticipated to be in the Fall of 2006. It has taken significant effort on the part of local Ferries management to move these items forward so that there is now a timeline in sight and monies available.

Until such time as we can be re-powered the Masters run the Engines at reduced Revs and try and avoid "spiking" the throttles when landing and departing. We have conducted air quality testing and have found Ferries are not in violation of any emission standards. The poor air quality is not something any of us enjoy and our crews including myself breathe it all day. In order to alleviate the personal discomfort I have issued Personal Breathing Apparatus and solid particulate cartridges to any crew members requesting them.

In terms of the individual forwarding their concerns to the F.A.C., I can only suggest that we will attempt to accommodate them if we can load them in a location that minimizes their exposure. The only other thing I can think of is to offer to provide them with the same P.B.A. and cartridge at a cost of approximately \$50 that I provide for the crew.

I am sure the complainant has already determined some days are worse than others in terms of exposure and would suggest this person try and avoid traveling on hot, airless days. If they are dealing with serious allergies or medical issues obviously they need to consult with their Physician in which case they may be advised to restrict their Ferry travel completely.

Short of re-powering which we are attempting to have done as soon as possible there isn't much else we are able to do at this time.

Wayne Maxted, Senior Master, Rte. 21

Copy: Captain Monaghan, Marine Superintendent, IIS(N)

Appendix B

March 23, 2004

To: Roxanna Mandryk, Chair
Denman/Hornby Islands and Comox Valley Advisory Committee

Re: Refit Timing

As per the F.A.C. meeting today I am briefly responding to the question raised about the timing of Refits. There are generally two types of dockings. One as explained at today's meeting is scheduled and is planned months if not years in advance. The other is unscheduled and may result from any number of problems that arise such as repairs necessary because of Grounding, Fire, Flooding and Equipment or Hull failure. The specific timing is determined by the availability of Dockyards, Regulatory requirements, Budget, Relief Vessels and the Engineering work plan.

With the size of the fleet B.C. Ferries operates a small vessel like the Quinitsa doesn't drive the process. Obviously a Spirit Class going in for millions of dollars worth of work is going to be a key piece in a planned docking schedule. We get fit in where there is time and space available. If we see a conflict we can raise the issue and might get a little wriggle room or maybe not if the schedule is just too tight. So far we haven't been scheduled in July, August, Christmas or Easter so I think the planners have been doing a pretty effective job.

In terms of the current docking Quinitsa is undergoing it falls into the category of an unscheduled or unplanned docking. Transport Canada wished to see the Vessel docked as soon as possible to ascertain the condition of the bottom plate after a pin hole leak was discovered in one of the Void spaces in way of a worn striker plate. This is a small piece of steel that is doubled up in the bilge at the bottom of a sounding pipe and was worn through after 25 years of contact every day by the brass sounding bob on the end of the tape measure. Unfortunately the availability of a Dockyard and Relief vessel did not permit a lot of options when planning to get Quinitsa in for what hopefully will be no more than 2 weeks worth of work. The exact timing of the arrival of the replacement Vessel was really determined by a whole chain of events that had to happen first.

The Klitsa came out of VanShip and arrived at Thetis Island late Friday afternoon and relieved the Kahloke. The Kahloke was then freed up to be delivered to Denman Saturday night. Sunday morning the Quinitsa was delivered to VanShip. The Kahloke goes right in to Dock when finished at Denman and then right back to Hornby. As well as all of the other details in the end the weather has to cooperate in order for the sailing plans to be executed. The ship moves alone cost thousands of dollars and require a fair bit of planning to minimize any disruption in service. This weekend at Denman we delivered two vessels within minutes of the planned requirements, had crews working around the clock and accomplished this with only two sailings impacted with minor delays. The bottom line is we didn't get to pick which 2 weeks the Quinitsa would be off the run—we

simply had to make it work when the "window" presented itself and our crews responded accordingly.

Wayne Maxted, Senior Master, Rte. 21

Copy: Captain Monaghan, Marine Superintendent, IIS(N)