

Meeting Details:

FAC:	Campbell River/Quadra Island/Cortes Island Ferry Advisory Committee
Date:	December 14, 2005
Location:	Room 3, Quadra Community Centre, Quadra Island
Time:	1:00 p.m. – 4:30 p.m.

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Michael Stahnke	Captain Gordon Nettleton Marine Superintendent, Northern Islands
Jim Abram	Gary Leitch Manager, Stakeholder Relations & Consultation
Bob Brown	Wayne Maxted Senior Captain, Quadra Island – Campbell River
Terry Hooper	Jay Holliday Senior Captain, Cortes Island – Quadra Island
Les Lengyel	Ann Carpenter Community Relations Manager, North Coast & Northern Islands
Ralph Nursall	Mark Stefanson Vice President, Communications
John Sprungman	Judy Cryer Manager, Terminal Operations
	Rory Kulmala Project Manager, Terminal Construction
	Melanie Christensen Administrative Assistant, Marine Superintendent, Northern Islands

1. Call to Order:

Gary Leitch called the meeting to order at 1:05 p.m. Self-introductions were made by all present. George Sirk and Noel Lax have resigned from the Committee. BC Ferries would like to thank George and Noel for their contributions to the Ferry Advisory Committee (FAC). The FAC sends their best wishes to retired Captain Palmer and his family, also expressing their thanks and appreciation for his time and support.

Approval of Agenda:

Items added to the agenda under New Business:

- i. Powell River Queen Update – Captain Nettleton
- j. Coast Card – Mark Stefanson

2. Public Presentations:

Susan Wilson, Quadra Island Chamber of Commerce

Quadra Island – Campbell River, Route 23 continues to have a high number of overloads in peak season; overloads are now increasing in the off season as well. Suppliers have indicated they do not want to travel to Quadra Island due to the overload sailings. The Chamber would like to know what plans BC Ferries has to address this situation.

Discussion: The size of BC Ferries fleet is fixed and there are no extra vessels available during the busy times of the year. A larger vessel is not available. Traffic management options were discussed such as encouraging customers to use under utilized sailings (through differential pricing), or car pooling.

Ruth Amiabel, Quadra Island Seniors

Concern was expressed regarding the removal of the disabled shelter on the MV Powell River Queen. This presents difficulties and hardship for seniors and disabled persons who cannot access the stairs to washrooms and dry shelter.

Discussion: The disabled shelter was removed from the vessel to allow a thorough inspection of the car deck. Transport Canada will not allow the shelter to be reinstalled. The FAC unanimously and strongly recommends BC Ferries build a replacement shelter on the Powell River Queen when the new deck is installed during the refit in April 2006. Captain Nettleton and Captain Maxted will meet with island representatives of the disabled and seniors to explore what can be done to provide an adequate service for disabled customers in the interim. Ruth Amiabel, Jim Abram and Michael Stahnke to discuss a solution for the interim.

3. Minutes of the Previous Meeting:

Minutes of the meeting held on April 7, 2005 were approved and distributed on May 19, 2005.

Review of Action Items:

- a. Ann Carpenter and Captain Holliday will issue a service notice dealing with the perceived health issue of the vessel radars operating in berth at Heriot Bay.
Captain Holliday distributed information from the World Health Organization which indicates the radars such as those used on the Route 24 vessel are not a health hazard.
- b. Judy Cryer will have "No Smoking" signs posted in the Quathiaski Cove washrooms.
Completed
- c. Judy Cryer and Erinn Cousins will meet with Dockers (coffee kiosk operated on BC Ferries property) to discuss their current and future use of space at Quathiaski Cove Terminal.
BC Ferries is required to seek the best possible return on its facilities. This is done through a competitive bidding process. Interest has been expressed by another

potential operator. BC Ferries will advertise for "Expressions of Interest" for the retail space in the new terminal building at Quathiaski Cove. A bid by Dockers would be welcomed.

- d. BC Ferries will invite the manager of Reservation Division to attend the next FAC meeting.

Roberta Chartier sends her regrets and was unable to attend due to conflict of scheduled meetings. The Reservation Division is researching potential technological solutions regarding assured loading at unmanned terminals. The results of this research will be presented at the next FAC Meeting.

- e. Captain Palmer will install a larger public notice board on the Quadra vessel.

Completed

- f. BC Ferries will request Erinn Cousins to forward a specific date outline of the Quathiaski Cove Terminal Project to all FAC members.

Completed

4. New Business:

- a. **Senior Master Route Reports**

- Route 23, Quadra Island – Campbell River

- Captain Maxted has been appointed the new Senior Master for the Quadra Route. Captain Maxted reported the MV Powell River Queen replacement car deck project will start in April 2006. Currently the vessel is restricted to 10 ton capacity on the outer lanes limiting the transport of commercial traffic.

- Route 24, Cortes Island – Quadra Island

- Captain Holliday reports traffic statistics decreased year to date over last year by:

- Vehicle (.30%)

- Passenger (1.82%)

- The crews on Cortes and Quadra continued to work through challenges of managing the through fare traffic from Campbell River to Cortes during the summer season. Providing an early morning charter service for the Emcon paving project on Cortes in the summer greatly assisted travelers by not overloading the regular sailings. This action was appreciated by the FAC.

- b. **FAC Membership Process** – Mark Stefanson

- BC Ferries is committed to the FAC process and looking for suggestions on how the process can be improved. Committee members are requested to forward their suggestions to their FAC Chair, Michael Stahnke. Gary Leitch has interviewed Michael and most other FAC chairs for input. BC Ferries aims to have the FAC process review completed by December 31, 2005. BC Ferries anticipates that the FACs will be reappointed early in the New Year. With the completion of municipal elections, interested committee members and local residents have the opportunity to submit their names to local government to serve on the Ferry Advisory Committee. Ads will be placed in the local newspapers to solicit interest. Elected local government officials from the Regional District and the City will select from those who put their names forward, and those persons will form the FAC for the next 3 years.

c. **On Time Performance** – Judy Cryer

A major initiative by BC Ferries is to improve and maintain a consistent standard of on time performance. Ticket sales will be cut off 1 minute prior to the scheduled sailing time. This will enable the vessels to complete safety clearance procedures and sail on time.

The FAC expressed concern over the vessel sailing half empty with customers left behind due to the implementation of the check in time. The FAC felt that the current system works well and that on these routes on time performance is not an issue. The FAC would like to see Master's discretion utilized, particularly for the last sailing connecting passengers from Campbell River to Cortes and Campbell River to Quadra Island at the end of the day. BC Ferries is under pressure from the BC Ferry Commissioner to improve on time performance. This feedback is important and Captain Nettleton and Judy Cryer will take this information back to Fleet House.

d. **Quathiaski Cove Development Update** – Rory Kulmala

Redesign of the Quathiaski Terminal includes increased waiting room seating capacity to 40 persons, relocated retail space and redesigned roof lines which provide more outside shelter. Current time frames would see clearing of the construction site in September 2006, four months for building with an approximate completion of December 2006. The road work, lane widening and sewer system will commence in April 2006. The road widening will increase the holding compound by 23 vehicles, reducing the impact of vehicles up the hill and providing easier loading for the vessel crew. The well has been drilled to 450 feet, double its planned depth; the yield is only $\frac{3}{4}$ gallon per minute. Terminal Construction will review options to increase the water flow. The FAC thanks Gary Leitch, Rory Kulmala, Erinn Cousins and the Planning Department for their support and recognition of community interest in incorporating their initiatives into the project's design.

e. **Overload Solutions** – John Sprungman

Previous meeting discussions included deploying the MV Tachek to Route 24 for the summer season. Due to environmental issues (lack of adequate sewage treatment facilities) and the probable need to install holding tanks, the Tachek did not go to Route 24 during the summer of 2005. BC Ferries does not foresee any change of vessel for the next summer season.

f. **Fuel Surcharge**

BC Ferries has submitted a Fuel Surcharge Application to the BC Ferry Commissioner. Previously, BC Ferries was granted half of the Fuel Surcharge application submitted in July 2005.

g. **Joint Ferry Advisory Committee** – Michael Stahnke

The FAC would like to know what plans are in place for a joint FAC meeting to discuss common issues. Mark Stefanson is planning a Spring 2006 meeting for the Ferry Advisory Committee Chairs. Discussion continued, with a suggested annual meeting scheduled for the day after BC Ferries' Annual General Meeting.

h. **School Children** – John Sprungman

Student travel to and from school and for school and junior association and sporting events on Routes 23 & 24 is provided for child students aged 5–11 and adult students aged 12–18. This is funded by the BC Provincial Government. Judy Cryer and Jenny Hebiert, Regional Director Cortes Island, will work together to submit a “Student Travel” article for the Cortes Island newspaper.

i. **MV Powell River Queen Update** – Captain Nettleton

The MV Powell River Queen returns from refit approximately December 15, 2005. Due to Transport Canada Regulations, the vessel will return without a disabled shelter. Captain Nettleton and Captain Maxted are jointly working on a business case to have a new shelter installed on the Powell River Queen when the deck is replaced in April 2006.

The vessel will return to refit in April 2006 for the Car Deck Replacement Project.

j. **Coast Card** – Mark Stefanson

BC Ferries plans to implement a Coast Card in the spring 2006 which will replace the paper discount books of tickets and have a 90 day expiry date. Purchasers will be able to check card usage online or from a 1-800 telephone number.

The FAC expressed strong disagreement with the plans for the Coast Card and in particular the 90 day expiration date. Also of concern is the inability to share with family members when using the ferry system at the same time but at different locations. Mark will take these comments back to David Hahn and the Executive Committee.

5. Correspondence -

- a. Michael Stahnke reported correspondence from a local business operator expressing dismay that tourists get priority loading on sailings at Quathiaski Cove for 2 sailings a week, and that is not fair for Quadra residents.

6. Action Items:

- a. Judy Cryer and Jenny Hebiert will produce a Student Travel article for the Cortes newspaper.

7. Next Meeting:

May 2006 as scheduled between the new FAC Chair and Melanie Christensen.

8. Meeting Adjourned: 4:30 p.m.

Approved:

Captain Gordon Nettleton

Date: December 20, 2005

Gary Leitch, Co-Chair

Date: December 29, 2005