

Meeting Details:

FAC:	Gambier/Keats Ferry Advisory Committee
Date:	January 22, 2004
Location:	Black Fish Pub, Gibsons
Time:	12:30 p.m.

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Chair, Morgan Campbell Kim Benson	Captain Jock Palmer Marine Superintendent
Joyce Clegg Gordon Hardwick	Melanie Christensen Secretary, Marine Superintendent
Bruce Kerr	Stephen Nussbaum Regional Communications Manager

1. Call to Order:

Morgan Campbell, Chair introduced himself followed by round the table self introductions.

2. Approval of Agenda:

a. The membership contact list was circulated to the Committee for updating.

3. Minutes of Previous Meeting:

a. This is the first advisory meeting between BC Ferries, Kona Wind Yacht Charters Ltd and the Advisory Members.

4. Correspondence:

- a. Letter from Dodie Errico, Route 13 commuter; see attached
- b. Sheila Weaver – Concern regarding ventilation on the Stormaway III during the winter and can the air quality during winter season be improved?
 - Morgan Campbell shared this concern with Bruce Kerr prior to the meeting.
 - Bruce Kerr reported that Kona Winds has installed a heater on the vessel which provides warmth to the passengers and allows for the front windows of the passenger area to be open allowing fresh ventilation.

5. New Business:

- a. Impact of Labour Dispute on Route 13
 - Labour Relations Board has rescheduled the hearing to February 16, 2004 due to the labour disruption in December at BC Ferries.
- b. Service and Performance Issues on Route 13
 - Kona Winds Yacht Charters have purchased a vessel as back up for the Stormaway III. The requirements of insurance by BC Ferries and Transport Canada are very strict and limit the number of water taxi services certified to

relieve on Route 13. The safety requirements by Transport Canada are under review and the new requirements should be known in approximately 2 months.

- The Transport Canada training and safety regulations are the same for Kona Winds and BC Ferries to obtain an SIC16. The SIC16 licenses the vessel to transport passengers.
- The Stormaway III will under go a 3 day refit in Spring 2004. The relief vessel transports 10 – 12 passengers, has more speed; thus Kona Winds would operate during this time performing double trips to transport the passengers on Route 13.
- A request was made to Kona Winds for steps at the escape hatch regarding emergency evacuation.
- There is some noise on the aft deck but vast improvements have been made are apparent in sound proofing the inside of the vessel. Passengers are easily able to converse inside the vessel while traveling.
- If a holiday falls during the week, other than Mondays, the normal schedule will be in effect.
- The committee asked if BC Ferries and Kona Winds could ensure connections between the Langdale – Horseshoe Bay Route 3 and the Gambier/Keats Route 13 when the Route 3 vessel is delayed. This would enable the Gambier/Keats passengers to park their vehicles and connect with the Stormaway III vessel.

c. BC Ferries Fare Increase

- The new fare increase effective January 7, 2004 was part of the annual fare increase planned every year for five years. The fare increase is 2.8% on major routes and 4.4% on minor routes. The individual fare minimum increase of .25 would have brought the fare increase for Route 13 over 4.4% so the discount ticket books was increased to stay within 4.4%. The increase of 4.4% applies to both sailings of a round trip. The total cost of the round trip last year versus this year has been increased within the 4.4% price cap guideline.
- The committee feels the present fare and increase is not equitable when compared to the passenger fare between Horseshoe Bay and Bowen Island.

d. Eastborne request of 6:20 pm. sailing from Langdale

- This would be a request sailing (procedures on published schedule for request sailings). If the Stormaway III does not receive a request, it would not complete this sailing.
- As defined in the Coastal Ferry Services Contract, the core service level for Langdale – Keats – Gambier Island Route is:

Number of Round Trips departing from
Langdale per day

Peak	10
Off Peak	11

Peak
Off Peak

The end of the school year through Labour Day weekend
Post Labour Day weekend to the end of the school year

BC Ferries website for access to ferry schedules is www.bcferrries.com

e. FAC Process and Procedures

- A BC Ferries draft copy of "Terms of Reference" for advisory members was reviewed. The document describes the committee's functionality, including representation, length of terms, responsibilities, structure, decision making and meeting processes. Information binders are being prepared for each advisory member from Gary Leitch, Manager Stakeholder Relations. The binders encourage members to channel their concerns or those passed onto them by ferry users, through the chair and then to the Marine Superintendent or Communications Manager.
- Ferry Advisory Meetings are held twice per year, spring and fall unless operational requirements dictate otherwise. These meetings are scheduled by Melanie Christensen in conjunction with Morgan Campbell, Chair Person. The schedule meetings will be held on a Friday afternoon.
- Stephen Nussbaum explained the e-mail "Heads Up" distribution list. Interested persons are asked to provide Stephen with their email information and they would be put on this list which provides up to date information pertaining to their routes used for sailing, i.e. sailing delays at Langdale or Horseshoe Bay Terminals. Interested parties may email Stephen Nussbaum at Stephen.nussbaum@bcferries.com or access BC Ferries website for current information at www.bcferrries.com

f. Langdale Terminal Concerns

- Ferry Advisory committee would like to be consulted in the planning process for Langdale Terminal.
- The Ferry Advisory Committee also expressed concern regarding future of parking at Langdale Terminal for island residents.

6. Action:

- a. Ferry Advisory Members will respond to Sheila Weaver.
- b. The Labour Relations decision will be emailed to each ferry advisory member.
- c. Bruce Kerr will speak with advisory members to schedule the refit of the Stormaway III with the least impact on Route 13.
- d. Bruce Kerr will look into the request for steps at the escape hatch.
- e. Bruce Kerr will install a "Suggestion Box" on the Stormaway III for passengers to submit their comments.
- f. BC Ferries and Bruce Kerr will work together to discuss Langdale dock issues.
- g. Jock Palmer will check if BC Ferries can call the Stormaway III to make requests for the Stormaway III to delay their sailings for connecting passengers delayed on Route 3, Langdale.
- h. Stephen Nussbaum will check with Deborah Dykes for a list of outstanding concerns from the ferry advisory members.
- i. Ferry Advisory Members are requested to get together with their communities to determine any schedule change requests and approach Kona Winds. Kona Winds operates Route 13 with a Summer (Peak) and Winter (Off Peak) Sailing Schedule.

- j. BC Ferries will follow up with the committee to provide service change information on a timely basis.
- k. BC Ferries will work with committee members to formalize a terms of reference document suitable for this committee within approved guidelines.

7. Next Meeting:

- a. September 2004

8. Meeting adjourned: 2:30 p.m.

Approved:

Captain Jock Palmer
Morgan Campbell, Chair

Date: February 10, 2004

Date: February 24, 2004

Attachment: 1

Attachment 1: Email from Bill and Dodie Errico as read by the Ferry Advisory Committee at the January 22, 2004 Meeting.

Due to circumstances beyond my control I am unable to attend the meeting on January 22/04 so I would like to pass on my comments re the service performance of the Stormaway III.

I have been a regular user of the route for 26 years. I feel very comfortable traveling on this boat. The competence and abilities of the crew make me feel safe and I know that if the crew aren't comfortable going out in extremely stormy seas and weather, they will postpone the run until the weather and seas are calmer.

The crew on the boat have always been friendly and helpful to me. At time I felt that they go beyond the terms of their contract. During a recent spell of snowy weather, I arrived to catch the Stormaway III in New Brighton and the crew was shovelling snow off the New Brighton government dock, so the passengers wouldn't hurt themselves.

I personally enjoy being able to sit on the back deck during the nice weather. Even during inclement weather it is nice to be outside and there isn't the all pervading smell of diesel fuel present.

I feel that the service performance of this crew and boat have met and/or exceeded my expectations.