



Ferry Advisory Committee Minutes

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| FAC Name: | Southern Gulf Islands Ferry Advisory Committee | | |
| Date: | May 26, 2005 | | |
| Start Time: | 09:15 | End Time: | 12:00 |
| Location: | Dunsmuir Lodge – Arbutus Room | | |

Attendees:

Brian Hollingshead, Saturna Island, Co Chair
David Birchall, Galiano Island, Co Chair

Saturna Island

Janet Land

Mayne Island

Barry Wilks, Jim Deverill

Pender Island

Jill Justice, Dave Dryer, Susan Kelly

Galiano Island

David Hutton, David Morgan

Capital Regional District

Rich Tamboline

Salt Spring Island

Bob Jones, Scheduling Liaison

Regrets

Valerie McMillan, Saturna Island
Donna Branston, Mayne Island

BC Ferries

Captain Ratch Wallace, Marine Superintendent, Southern Islands
Stephen Nussbaum, Manager, Terminal Operations, Southern Islands
Nancy Cameron, Communications Manager, Southern Islands

Scribe: Mia Kaye, Administrative Assistant, Southern Islands

1. Call to Order - Brian Hollingshead called the meeting to order

2. Approval of Agenda –

Items added to the Agenda

- \$10.00 cancellation fee
- Mayne Queen food service
- Communication between Marine Superintendent's office and the Committee

3. Public Presentations

None at this time. The question was raised, who should be receiving requests to be on the agenda – BC Ferries or the Ferry Advisory Committee.

Action: Stephen Nussbaum will clarify the process of submitting public presentations at FAC meetings.

4. Minutes of Previous Meeting, October 2004 – Accepted. The point was raised about the four month wait time for previous minutes being too long. Nancy Cameron indicated the BC Ferries commitment is fourteen days.

Action: BC Ferries will strive to have the minutes to the FAC within 14 working days of the meeting.

5. Old Business – Review of Previous Action Items

a. Route 9a – extend summer schedule, if possible, into September for this route.

- Captain Ratch Wallace advised that this cannot be accommodated due to the vessel being scheduled for refit right after the end of the summer schedule.
- BC Ferries may consider such an extension for next summer, but again, it would depend on circumstances at the time.

b. Hourly parking increments at Tsawwassen terminal: The committee felt the Tsawwassen rates are substantially higher than those at YVR. They would prefer to see them comparable, and with more useful time intervals.

- This committee requests a report evaluating the parking strategy at Tsawwassen terminal.

Action: 1) A representative from BCF Strategic Planning will present a report at the next meeting.

c. SGI Schedule Review – Update

- Stephen provided an update on the schedule review process. Highlights include:
 - 30 minute check-in time rather than the usual 40 minutes
 - Retaining the same number of sailings and order of stops as last year
 - Adjusted sailing times to provide more realistic travel times between ports and more time for loading/unloading.

- Summer schedule will commence on June 28 and run until the day after Labour day
- Dangerous goods sailings during the summer – two sailings a month to each Southern Gulf Island.
- Two critical areas cause delays on route 9:
 - Late departures from Long Harbour and loading delays at Sturdies Bay due to the long, narrow pedestrian walkway. The Committee noted that while the ramp has a new pedestrian walkway, no changes were made to widen the walkway on the trestle. BCF is planning to change the railing to create more walkway width.
- Other issues noted by the Committee:
 - Loading delays at Tsawwassen and Sturdies Bay
 - Suggestion to require 100% reservations for large commercial traffic to prepare terminal for necessary loading accommodations
 - Longer in-dock time at Tsawwassen is needed
 - The Committee felt that Route 9 is almost always sold out on Fridays and Sundays with heavy loads on Thursday evenings and Saturday mornings. Weekend trips generally require reservations year round now.

**Actions: 1) BCF will clarify 30-minute check in time with Res Centre.
2) Ratch Wallace will follow up on loading procedures on the Queen of Cumberland and the Queen of Nanaimo at Sturdies Bay and Tsawwassen.
3) Ratch Wallace to provide Route 9 traffic stats year over year.
4) Steve Nussbaum to set up Fall 2005 schedule review meeting.**

6. New Business –

a. Queen of Nanaimo and Bowen Queen – Food Service

- Ratch provided information on the upgrade of the galley and gift shop on board the Queen of Nanaimo, and as well as the upgrade on the Life Saving Appliances (slide and raft system) being installed. This winter's refit is intended to prepare the vessel for another 10 years of service.
- Crew level changes will be made after this refit period, reflecting fewer crew required to operate the Life Saving Appliances.
- New menu for hot food, prepared on board, will be provided.
- Ratch advised that the Queen of Nanaimo crew have been involved in the catering changes on board the vessel and are pleased with the results.

Action: Ratch Wallace will advise this Committee on the new menu items when finalized. Nancy Cameron will distribute a project update as soon as it is ready.

b. Route 5a – Food Service

- The question was raised whether BC Ferries would consider reopening the coffee bar on the Mayne Queen, perhaps to be

operated on a contract basis. The response was that the coffee bar facilities were removed as they were no longer operable, and the room has been converted for needed storage. Vending machines are now installed on the Mayne Queen. There are no plans to consider any other options.

- It was noted by the committee that Bowen Queen food facilities are used on route 9a but closed when it operates on routes 5 and 5A.

c. In potential overload situations from Village Bay, carry up to 15 vehicles on the Queen of Cumberland's dedicated Sturdies Bay - Otter Bay - Swartz Bay sailing.

Action: Stephen Nussbaum will confirm information route 5 can accommodate extra vehicles, in addition to the Galiano and Pender Island traffic during the Summer schedule

- The committee complimented Jill Justice for her research on this.

d. 1610 sailing on route 5 – to leave 5 to 10 minutes later from Swartz Bay

- This committee is asking for this adjustment during the winter schedule.
- Acknowledging it has now been incorporated into the summer schedule, the Committee would like to see it considered in the winter schedule.

Action: Stephen Nussbaum will ensure this is considered for the next winter schedule.

e. Gulf Island priority loading via Swartz Bay

- The Committee requested that consideration be given to in-terminal through fare transfers from routes 4/5/5A to Route 1, directing those vehicles to assured loading lanes.

Action: Stephen Nussbaum will see if there is a way to accomplish this through Reservations.

f. Boarding announcements at Tsawwassen terminal

- The Committee discussed firmer and timely announcements to get passengers back to their vehicles in time for boarding.
- It was suggested that ticket agents at Tsawwassen hand each driver destined for the SGI a card reading "YOU MUST BE IN YOUR CAR PRIOR TO LOADING TIME OR YOU MAY NOT BE LOADED"
- The Committee suggested more vessel arrival announcements in Tsawwassen for the benefit of people meeting the ferry to pick up foot passengers.

Action: Ratch Wallace/Nancy Cameron will discuss with Mike Menzies on the announcements timing and content prior to loading route 9.

g. Kayak stowage on board

- It was suggested that a more efficient system for stowing kayaks be considered, given the number of vehicles they presently displace. Perhaps some form of racks, or a trailer pulled by the BC Ferries van.

Action: Nancy Cameron will check with Bruce Patterson and the Senior Masters on this. The MV Queen of Chilliwack has a trailer for the kayaks and Nancy will follow up their procedures.

h. Communication between this Committee and Marine Superintendent's office

- Advised of move from Fulford to Long Harbour and the new address/telephone contacts
- The Committee suggested a 1-800 number for the Marine Superintendent's office

Action: Ratch Wallace to arrange for a 1-800 number for the new BC Ferries Southern Islands office

- The website, www.bcferrries.com, can be accessed for all updated information on specific routes.

i. Route 9/9A Reservation Block Booking

The committee expressed concern about the potential for block booking limiting availability of reservations for infrequent travelers and tourists. They made the following suggestions:

- limiting people to booking only two roundtrips at a time
- increasing the no-show penalty substantially, perhaps to the full price of the fare
- increasing the lead time required to avoid the cancellation fee.

Action: BCF to analyze reservation patterns on Route 9 and 9A.

7. Correspondence

- None at this time.

8. Next Meeting Date

October 13, 2005