

Meeting Details:

FAC:	Northern Sunshine Coast Ferry Advisory Committee
Date:	January 21, 2004
Location:	Malaspina Room, Powell River Town Centre, Powell River
Time:	1:00 p.m.

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Rob Stewart, Chair Person Chuck Childress	Captain Jock Palmer Marine Superintendent
Ted Cooper Jim Johnson	Senior Captain Martin Doyle Saltery Bay – Earl's Cove
Jack Metcalf Kathy Penner	Senior Captain Neil Keeper Comox – Powell River
Andrew Pinch Pete Stiles	Senior Captain Lance Lomax Texada Island – Powell River
	Melanie Christensen Secretary, Marine Superintendent
	Virginia Moore Manager, Terminal Operations, Inter Island Services, North
	Ann Carpenter Regional Communications Manager
Guests:	
Ali Ismail Malaspina Coach Lines Ltd.	Stephen Nussbaum Regional Communications Manager
Stu Craig Malaspina Coach Lines Ltd.	Gerry Parker Terminal Manager, Langdale Terminal

1. Call to Order:

Captain Palmer, substituting for Captain Monaghan, introduced himself followed by round the table self introductions. Greg Aivazoff, Chair Person sent his regrets to being unable to attend the meeting. Rob Stewart chaired the meeting.

2. Approval of Agenda:

a. Additional items added:

Circulation of advisory committee membership contact list

Additional information for Ferry Advisory Committee Members

Role of Malaspina Coachlines and connections with Langdale – Horseshoe Bay (Route 3), Saltery Bay – Earls Cove (Route 7), Comox – Powell River (Route 17) and Texada Island – Powell River (Route 18).

3. Public Presentations:

- a. Nelle Maxey enquired on the status of her e-mail to the Marine Superintendent with questions surrounding the Coastal Ferry Services Act. A response will be forthcoming from Gary Leitch, Manager Stakeholder Relations for BC Ferries.
- b. To ensure year round consistency in customer service, Ali Ismail, Malaspina Coachlines Ltd, requests a year-round mid-day sailing between Saltery Bay to Earls Cove, similar to the summer schedule.
 - Ismail explained his drivers are having difficulty making the connection for the Texada arrivals at Westview, bound for the 7:30 am southbound departure from Saltery bay. He asks BC Ferries to review the sailing times to allow reasonable connections.
 - Malaspina Coachlines also expressed safety concerns transporting customers for connections between Langdale Terminal and Earls Cove on the very winding road.
 - BC Ferries acknowledges Langdale – Horseshoe Bay (Route 3), Saltery Bay – Earls Cove (Route 7) and Texada Island – Powell River (Route 18) are connecting routes to the mainland. Participation by all BC Ferry Managers at the affected routes will be involved in future scheduling discussions.

4. Minutes of Previous Meeting:

- a. Minutes of the meeting held on February 20, 2003 were approved and distributed on April 11, 2003.
- b. Review of Action Items:
All complete

5. Correspondence:

- a. None

6. New Business:

- a. Circulation of advisory committee membership contact list for updates.
- b. 8:10 a.m. Westview departure to Comox – Concern was expressed about the timeliness of the Westview 8:10 am departure. The school administrators have stated they would also like an earlier sailing to utilize a full day in the Comox Valley for school and sport related events.
Statistical history on the 8:10 am Westview departure was provided for September 2003 to December 2003, indicating the 8:10 am latest average departure time was 8:14 am. This occurred in December and factors included weather related conditions, labour disruption and the Christmas Day sailings.
After reviewing the above traffic statistics, it was suggested that the on time arrival at the destination port is the critical time, not the departure time.

A historical review of the early morning sailings was provided, including the fact that the early departures from Westview were significantly under utilized when provided.

Commercial traffic departing Comox with goods and services for the Powell River area were unable to make their transfers of goods arriving in the Comox Valley from Vancouver in time to catch a 6:20 am departure from Comox. The sailing was therefore moved to 6:30 am.

The 8:00 am Westview departure was moved to 8:10 to reflect the reality of the actual departure time. This enabled a published departure time that provided realistic timing and did not raise false customer expectations.

Last minute arrivals at Westview Terminal still remain a problem for processing fares before the check-in deadline.

To cut down on delays for all customers, those passengers traveling under the Ministry of Health's Travel Assistance Program are required to present their paperwork at the ticket booth one-half hour prior to the schedule sailing time. BC Ferries has provided information handouts to passengers and also to Powell River physicians to increase customer awareness. BC Ferries continues to work on this operational issue, including research into self-ticket machines for foot passengers.

- c. Route 7 (Saltery Bay) Summer Schedule – Summer traffic has increased on Route 7 and the M.V. Queen of Tsawwassen is operating at full capacity with a tight schedule. Because the vessel was operating on time, overload traffic was handled very smoothly.
- d. The committee requested a year round schedule instead of different schedules for summer and the balance of the year. This is not a feasible option at this time due to the availability and differences in speed and capacity of the two vessels serving the route, M.V. Queen of Tsawwassen and M.V. Queen of Chilliwack.

Under the Coastal Ferry Services Act, BC Ferries is required to publish the schedule for each route for the next twenty-four months and cannot adjust the schedule during the first two years of the first term. The committee will discuss a schedule change to Route 7's winter schedule, proposed to take place April 1, 2005 or earlier if permitted. This will be on the agenda for an upcoming conference call.

- d. Additional information for Ferry Advisory Committee Members – Gary Leitch, Manager Stakeholder Relations will be providing members with updates to their binders advising of following two revisions to enhance communication.
 - Committee members who resign are requested to advise their Chair in writing. The Chair will then forward the resignation to the Marine Superintendent.
 - Encourage members to channel their concerns, or those passed onto them by ferry users, through the Chair and then to the Marine Superintendent or Regional Communications Manager.

7. Action:

- a. Melanie Christensen will forward the updated membership information contact list to all Northern Sunshine Coast Ferry Advisory Members.
- b. Melanie Christensen to provide Route 7 statistical history to committee members as outlined in 6(d) and accordingly schedule a conference call two weeks later.
- c. Ann Carpenter will forward meeting notices for the Northern Sunshine Coast Ferry Advisory Committee to the vessel on Route 18, Texada.

8. Next Meeting:

- a. September 2004

9. Meeting adjourned: 4:00 p.m.

Approved:

Captain Palmer
Rob Stewart, Chair Person

Date: January 30, 2004

Date: February 9, 2004