

Meeting Details:

FAC:	Northern Services
Date:	November 10, 2004
Location:	Crest Hotel, Prince Rupert
Time:	8:30 a.m. to 4:00 p.m.

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Chair, Steve Smith, Prince Rupert	Captain Gordon Nettleton Marine Superintendent, IIS & NS
David Crosby; Q C Islands	Gary Leitch Manager Stakeholder Relations & Consultation
Jim Hadley; Shearwater	Pat Morris Manager, Operational Planning
Jim Nyland; Ocean Falls	Wendy Magnes Marketing Coordinator, IIS & NS, Marketing
Kathy Nysten; Bella Coola	Captain Don Frandsen A/Marine Superintendent, NS
Pete Rauch; Shearwater	Captain Dave Woodman Senior Master, M/V Kwuna
Brian Roe; Bella Coola	Arlene MacLeod Recording Secretary
IV Villani; Port Hardy	
Carol Kulesha; Q C Islands, Via Tele-conferencing 09:00 to 11:00 a.m.	

Alternates:

Joe Kersey for Jennifer Case, Port Hardy
Nelson Kinney for Mayor Herb Pond; Prince Rupert
Elmer Starr for Ben Robinson, Larry Greba; Klemtu

Absent:

Larry Greba; Klemtu
Earl Newman; Bella Bella
Ben Robinson; Klemtu
Ross Wilson; Bella Bella

1. Call to Order:

S. Smith called the meeting to order at 8:30 a.m.

2. Approval of Agenda:

Agenda Additions: New Business

- h: Business update on BC Ferries Annual General Meeting;
- i: Reminder to Committee Members to elect Chair and advise results to Secretary;
- J: Members to tour BCF Prince Rupert Terminal and *Queen of Prince Rupert*;
- k: Summary of M. Kask visit to the mid-coast this summer;
- l: C. Kulesha, QCI to be linked on conference line;

- m: Kitasoo request for additional stop in Klemtu to assist teachers returning from Christmas break.
M/S/C Starr/Roe

3. Public Presentations:

- a. G. Leitch presented the Company Video that was shown at the Annual General Meeting.

4. Minutes of Previous Meeting:

- a. Review of Action Items of FAC Meeting May 26, 2004.

1: Secured Parking at Klemtu, Bella Bella and Shearwater:

- G. Nettleton advised he is in process with this request and will have an answer before the spring meeting.

Status: On Going.

2: Shipboard Services, Refreshments to Klemtu customers:

- G. Nettleton confirmed that the night crew will provide light refreshments and beverages upon departure from Klemtu.

Status: Closed.

3: Health Related Transportation: Wheelchair Stateroom Availability:

- G. Nettleton advised that advance notice assists availability; the older vessels have limited w/c staterooms.
- J. Nyland asked if funding could be received from the BC Northern Health Care Services.

MOTION: BCFS to engage in dialogue with the three health authorities represented on the North Coast to determine a method of funding assistance for these health issues.

M/S/C Nyland/Hadley

4: Customer Service Officer (CSO) Route 40:

- The CSO will not be re-instated unless Canada Transport requires us to up the crew levels. The Chief Steward will take over this function. G. Nettleton advised that BC Ferries will work with the mid-coast port delegates to provide tourism information.
- B. Roe asked that Bella Coola Tourism be permitted to use the CSO office.

ACTION: W. Magnes will work on that project with K. Nylen.

5: Availability of Northern Schedules on southern ships:

- Tabled to later on the agenda.

6: The FAC supports a Tourism Marketing Strategy Exercise this fall:

- W. Magnes advised that the foundation is being set to have collaborative marketing opportunities available to include the input of tourism regions and community interests moving forward. A meeting will be set in early spring 2005 to solidify these plans.

7: Reservation space held for Commercial Traffic:

MOTION: This committee supports BCF to invoke a cancellation fee to commercial vehicles.

M/S/C Kulesha/Nylen

8: What and How Statistics are gathered:

MOTION: Request BC Ferries track calls at BC Ferries Reservation Centre of customers who request a reservation and are not able to reserve the sailing they want.

M/S/C Kulesha/Kersey

9: Car Deck Waiting List Management:

- August / September / October reports of vehicles 'left-behind' at Prince Rupert sent to C. Kulesha.

10: Scheduling / Traffic Stats:

- This is a presentation in New Business.

11: Scheduling / Res Supervisor to attend next meeting:

ACTION: G. Nettleton advised that a Reservation Supervisor will be invited to attend the spring FAC meeting.

12: Scheduling / Left Behind Stats:

- This issue included in #9.

13: Additional Runs for Bella Bella / 2005 All Native Basketball Tournament:

- G. Nettleton advised this is not possible due to crew change dates.

14: Sequence of Stops between Bella Bella and Ocean Falls:

- Schedules are published continually 24 months in advance.
- Earliest implementation date would be summer 2007.

ACTION: G. Nettleton advised he will investigate the possibility of stopping at Bella Bella before Ocean Falls. Ocean Falls is okay with this.

5. Correspondence:

Nil.

6. New Business:

MOTION: To invite G. Capacci, VP, II & NS, to the next Northern Services FAC meeting.

M/S/C Kulesha/Nylen

MOTION: To ask BCF to investigate the possibility of multiple sizes for deck AEQ allocation.

M/S/C Kulesha/Starr

a. Summer Traffic

G. Nettleton gave a Cognos Traffic Analysis Cube review of traffic stats for Routes 10, 11, 26 and 40.

MOTION: This FAC committee support BC Ferries employee pass privileges be reinstated to include Route 40.

M/S/C Roe/Nylen

Discussion:

- W. Mages advised that she is to be contacted for traffic stat information for marketing on all northern routes.
- G. Nettleton advised that all traffic stats are on the internet.
- E. Starr elaborated on the annual All Native Basketball Tournament held in Prince Rupert being a huge tourist event.

b. Northern Strategy

P. Morris reported that this report is at the government document stage. It was delivered to the government on schedule and that is all he may disclose at this time.

c. Operational Issues

d. Queen of Prince Rupert condition of refit schedule

G. Nettleton advised that the *Queen of Prince Rupert's* anticipated refit dates are April 2 to May 6, 2005.

e. Queen of the North condition of refit schedule

D. Frandsen advised that the *Queen of the North* is currently in refit, which is expected to be completed shortly, and that the anticipated date of her return to Northern Services operations is April 2, 2005.

f. Marketing

W. Mages gave a presentation entitled, 'BC Ferries Marketing Overview and Planning 2005' including the new 2005 Schedule brochure. The presentation was very well received by the committee.

g. Reservation System

- Cargo priority and holdbacks. This issue discussed in commercial allocation.

h. BC Ferries' AGM Update

G. Leitch gave an update on the first BC Ferry Services Inc. Annual General Meeting held in Nanaimo on September 27, 2004.

i. Reminder to elect Chair

G. Leitch reminded committee members to elect a chair and to advise A. MacLeod of the result.

j. Tour of Prince Rupert Terminal Facilities

FAC members toured Prince Rupert terminal and the *Queen of Prince Rupert* at the conclusion of the meeting.

k. Summary of Marketing (M. Kask) trip to the mid-coast

G. Leitch gave an update.

l. C. Kulesha to be linked to the meeting on conference call line.

C. Kulesha on line until 11:00 a.m.

m. Kitasoo Special Stops 02 January 2005 for teachers

G. Nettleton to arrange to advise E. Starr by Friday November 12, 2004 with regard to their request for the *Queen of Prince Rupert* to stop northbound into Klemtu on January 2, 2005 to assist the teachers returning from Christmas break. (Approved, completed and closed.)

n. Other: Extension or altering of set schedule time frames

MOTION: This committee requests BC Ferries develop shoulder season schedules for Northern Services Routes 10, 11 and 40 with the goal to extend the summer season.

M/S/C Villani/Nylen

7. Next Meeting:

a. March 30, 2005

8. Meeting Adjourned: 2:35 p.m.

Approved:

Captain Dave Woodman, A/Marine
Superintendent
Steve Smith, Chair

Date: December 22, 2004

Date: December 22, 2004

Attachments:

1. Summary: Action & Motions

2. New FAC Membership List (revised November 2004)