

# MINUTES OF MEETING

## SOUTHERN GULF ISLANDS FERRY ADVISORY COMMITTEE MEETING

May 29, 2002

9:00 a.m. – 2:00 p.m.  
Swartz Bay Retail Room

### Attendees:

#### Committee Members:

Ross McKinnon, Co/Chair, Pender Island  
Brian Hollingshead Co/Chair, Saturna Island  
Al Ruggles, Mayne Island  
Barry Wilkes, Mayne Island  
Jim Deverill, Mayne Island  
Bob Todrick, Pender Islands  
Jill Justice, Pender Islands  
Dave Dryer, Pender Islands  
Dave Morgan, Galiano  
David Hutton, Galiano Island  
Bob Jones, Salt Spring Island  
Janet Land, Saturna Island  
Val McMillan, Saturna Island

#### BC Ferries:

Capt. Trafford Taylor  
Capt. James Grimmer  
Gregg Clackson  
Clive Johnston  
Mia Aleksich  
Stephen Nussbaum

### 1. Call to Order:

1.1. Brian Hollingshead called the meeting to order.

### 2. Approval of the Agenda:

### 3. Election of the Committee Chair:

3.1. Brian Hollingshead and Ross McKinnon were appointed co-chairs by the members of the Southern Gulf Islands Ferry Advisory Committee (SGI FAC).

3.1.1. As the chairs, Brian and Ross have been appointed as the SGI FAC delegates to the Coastal Council.

### 4. Presentations:

4.1. No presentations were offered from the public.

### 5. Minutes of the Previous Meeting:

Review of the action items of the minutes of the November 21, 2001 meeting as approved and distributed in February 2002.

Following a discussion of the proposed procedures for joint approval of the minutes by the Co-Chairs and the Marine Superintendent, the Committee agreed that the Co-Chairs would ask for and receive any comments from the Committee before approving the minutes. The Minutes will be made available publicly in Island libraries and on the vessels.

**Old Business:**

**5.1. SGI Winter 2001/2002 Schedule Adjustment:**

The Schedule adjustments for Monday to Thursday afternoons were made and implemented effective February 11, 2002

**No Further Action Required**

**5.2. SGI Summer 2002 Schedule:**

Changes were finalized according to comments received. The SGI Summer schedule has been available on the BC Ferries web site since mid-April.

**Action:**

**The Committee asked that the consultation process related to schedule changes include a final notice that the schedule has been completed and is ready for distribution.**

**5.3. Reestablishing the Southern Gulf Islands Ferry Advisory Committee:**

The SGI FAC was formally established by advertising for positions on the Committee in local newspapers. A committee of Islands Trust Trustees and the CRD Director met on March 21 to appoint SGI FAC committee members from the applications received.

**No further Action is Required.**

**5.4. Through-fare between SGI – SWB – SSI:**

**No Further Action is Required-Pending Future Tariff Reviews.**

**5.5. Saturna Island Sailings to Salt Spring Island via a transfer connection at Village Bay:**

Steve Clapton is implementing a system to have the ticket system include Saturna/Saltspring as one inter-island fare via Village Bay.

**No Further Action is Required-Pending Feasibility of ticketing system..**

**5.6. Priority Loading for Early Morning Customers**

Priority loading is not feasible because the SGI service is first come first served; under this policy it wouldn't be fair to create different classes of customers. Customers are asked to identify any special requirements to the ticket agent for loading or unloading needs.

**No Further Action is Required.**

**5.7. Identification cards for through-fare customers from TSA via SWB:**

The understanding is that the Identification card will assist in loading vehicles to streamline unloading to help with connections; it is not intended as assured loading nor guarantee a connection.

**Action:**

**BC Ferries will implement a pilot of this initiative this fall.**

### **5.8. Vending Machines on the Mayne Queen:**

Newspaper vending boxes are feasible and will be installed. Ryans Vending has been asked to review the current machines for upgrades or additions.

**No Further Action is required.**

### **Capital Projects:**

Capt. Taylor provided the Committee with an update on the terminal improvements needed.

#### **5.9. Otter Bay:**

The main project is the replacement of the dock wing-walls requiring the complete closure of the dock for two weeks. The closure dates have not been completely finalized yet, however, the best period for a closure is in the low travel demand period of the late fall and before the winter storm season. In any case, BC Ferries will provide a minimum of two months notice and will host an open house to discuss alternate service plan combining parking, daily water taxi service and limited barge transportation.

#### **5.10. Village Bay:**

Terminal improvements include a review of the emergency generator and updating the hydro service connections from three separate services to one common service connection.

#### **5.11. Sturdies Bay:**

Terminal improvements include a major hydro service upgrade.

#### **5.12. Lyall Harbour:**

No Major terminal improvements are required in the near future.

#### **5.13. Swartz Bay:**

The dolphins in Berth #2 will be replaced requiring its complete closure for the fall winter period.

### **6. Review the Terms of Reference:**

Following a discussion, the committee would like to see the following items addressed:

- For purposes of representation and committee membership, North and South Pender are referred as 'The Penders' and 3 regular and 1 alternate comprise the representation from North and South Pender islands.
- While the alternate members from each island are welcome to the meeting, the committee agreed that the 3 regular representatives from each island will be reimbursed for their ferry travel costs. It is noted that if an alternate member is attending on behalf of a regular member, only at that time will the alternate member be compensated for ferry travel costs.
- The minutes will be posted on all SGI vessels in addition to the public Libraries.
- Committee reappointment terms may be staggered if necessary to provide a balance between continuity and the infusion of new members. A new Committee member replacing one who leaves the Committee in mid-term, shall be appointed for a full three year term, starting January 1 of the year he/she is appointed.
- BC Ferries noted that the scope of issues for discussion at FAC meetings is not limited.

### **7. Correspondence:**

None was received.

#### **8. Communications Activities:**

- Communications activities have revolved mainly around the capital projects at various terminals and service/vessel changes and interruptions. BC Ferries will continue to provide immediate information to the committee of any service disruptions or other changes that customers may ask questions about.
- BC Ferries provided the committee with an overview of the Service Recovery Plans that are in place for the SGI Service.
- The FAC asked that BC Ferries provide more announcement information, both in the terminals and on the vessels, to explain to customers the reasons for any exceptional delays.
- Once the customer satisfaction survey, currently under way, is completed BC Ferries will provide the FAC with a presentation on the results.

#### **9. Review the Winter 2002/2003 Schedule:**

9.1. BC Ferries provided the FAC with a summary of the changes made to the 2003 Winter Schedule. Changes to the schedule were kept to a minimum as recommended, and are based on both feedback from this committee, and on comments received from an internal review.

- 9.1.1. The Friday PM Route 5 schedule was returned to last winter's schedule.
- 9.1.2. The Saturday AM Route 5a schedule was adjusted 15 minutes to allow better on-time performance.
- 9.1.3. The Tuesday/Wednesday AM Route 9 schedule was adjusted to 1050 from 1000 to allow for fueling at Tsawwassen.
- 9.1.4. Monday/Thursday PM Route 5 and Route 9 departures from Sturdies Bay still needs adjustment following additional internal analysis for best on-time performance.

9.2. Additional comments were provided from each island as follows:

9.2.1. Mayne Island:

- Would like a Friday PM sailing to Tsawwassen in addition to the later sailing at 8:10 p.m. While discussed, this request cannot be accommodated.
- Would like more sailings that pass Mayne Island to stop enroute. These stops can be reviewed.

9.2.2. Galiano Island:

- The Monday/Thursday PM Route 5 and Route 9 departures from Sturdies Bay need adjustment to eliminate late departures/arrivals. This will be solved.
- Would also like an earlier arrival from Tsawwassen on Saturday evenings but realize it is not possible with existing vessel fueling requirements.
- Would also like a more direct return to Swartz Bay Friday evenings. This request can be reviewed for future consideration.

9.2.3. Saturna Island:

- While generally happy with the proposed 2003 Winter schedule, residents would like a later Sunday PM return to the mainland.

9.2.4. Salt Spring Island:

- Would like to reduce the number of ports on Route 9 to create more direct sailings between Tsawwassen and Long Harbour. Due to the vessel availability and the service requirements of the other SGI islands, there is presently no capacity to accommodate this request.
- Rt 4 – Rt 1 connections need to be improved. This will be done once the Skeena Queen returns and the regular schedule goes into effect again.

9.2.5. Pender Islands:

- The Monday-Friday 11:30 a.m. direct sailing to Swartz Bay is increasingly oversold. This part of the schedule will be reviewed internally for potential changes.
- Would like the early morning sailing to Swartz Bay and the late afternoon sailing from Swartz Bay to depart earlier.
- Would like the Rt 9 ship to arrive at Tsawwassen at 9:20 a.m. instead of 9:30 a.m. to reduce conflict with the arrival of the Rt 1 ships. This change will be reviewed internally for potential adjustments.

**10. New Business:**

- 10.1. A temporary schedule was presented to the Committee, in response to a request for a later sailing from Saturna Island on July 1 to accommodate the Annual Lamb BBQ. The Committee concurred with the schedule and recommended it's implementation. Service Notices will be issued 3 weeks prior to the change.

**11. Next Meeting:**

The next meeting will be held as required; likely in the fall to discuss the summer schedule for 2003.