

Meeting Details:

FAC:	SGI Ferry Advisory Committee Meeting
Date:	Tuesday, June 3, 2003
Location:	Retail Room, Swartz Bay
Time:	0900 - 1400

Attendees:

<i>Committee</i>	<i>BC Ferries</i>
Brian Hollingshead, Co-Chair, Saturna	Captain Ratch Wallace
Jim Deverill, Co-chair, Mayne Island	Marine Superintendent
Valerie McMillan, Saturna	Steve Clapton
Donna Branston, Mayne Island	Manager, Terminal Operations
Barry Wilks, Mayne Island	Gregg Clackson
Jill Justice, Pender Island	Terminal Manager, Swartz Bay
Bob Todrick, Pender Island	Clive Johnston, Operations
David Birchall, Galiano	Gary Leitch Manager, Stakeholder Relations
	Betsy Terpsma, Regional Communications Manager, Mainland Services
	Stephen Nussbaum, Regional Communications Manager IIS & NS
Guests: Rob Clarke, EVP and CFO, BC Ferries	Huy Lam, A/Manager, Terminal Operations, IIS (S)
	Mia Aleksich, Secretary, Marine Superintendent, IIS (S)

1. Call to Order:

- a. Meeting called to order at 0900 hours.

2. Approval of Agenda:

- a. The Agenda was changed slightly to accommodate the presentations by Gary Leitch and Rob Clarke. Schedule discussions were added under new business in the Agenda.

3. Minutes of Previous Meeting:

- a. Minutes of the meeting held on November 26, 2003 were approved and distributed in February 2003.

4. BC Ferries' Presentation

- a. Gary Leitch provided a presentation discussing the provisions of the Coastal Ferry Services Contract. The Contract is available on BC Ferries' website.

- b. Rob Clarke provided a presentation on the financial organization of the new BC Ferries.

5. Correspondence:

- a. Letters were reviewed by this committee with regard to the unscheduled stops at Pender Island

6. Old Business:

- a. Progress Report for Identification cards for thru-fares – Steve Clapton
 - Stats on thru-fares and stats on route 9 were distributed to the Committee.
 - Identification cards for thru-fares are not available due to concerns of potential misuse.
 - The Swartz Bay terminal manager will discuss with the revenue department to develop a card explaining the Lyall Harbour transfers at Swartz Bay how to obtain the \$15.00 reservation refund.

Action: While no immediate solution is presently available, BC Ferries will continue to pursue the thru-fare issue with revenue and tariff departments. Reservations on the internet will be made available next week

- b. BC Ferries connection with Translink at Tsawwassen terminal: Translink advised BC Ferries that the bus schedule at Tsawwassen is based on the connections to the Rt. 1 schedule.
 - The Committee asked if BC Ferries would consider changing the Saturday morning schedule of Rt. 9 to arrive at Tsawwassen terminal 15 minutes earlier to connect to the Translink bus departure at 0835.

Action: BC Ferries, Gary Leitch, Ratch Wallace and SGI FAC Co-Chair, Brian Hollingshead, will work together to obtain this connection through Translink.

- c. The number of turn-a-ways from Otter Bay on the 1220 sailing:
 - Stats for turn-a-ways were not compiled for Otter Bay.
 - Unscheduled stop at Pender from the Mayne 1105 sailing.

Action: Mayne Queen and Queen of Cumberland will switch routes during the summer schedule which should alleviate the overloads. Over the next winter schedule the Mayne Queen and Queen of Cumberland will resume on the original route sailings. During this time BC Ferries will re-examine the impact.

- d. Upper Lounge on Rt. 9, is sometimes closed at night
 - Senior Master has sent out a directive to all Masters to keep the upper lounge open at all times.

- e. Customers would like to see the Newsstand on route 9 hours open more frequently:
Action: Captain Wallace will have the newsstand open on certain times of the day during the last three weeks of the winter schedule and will keep it open during the summer schedule.

7. New Business:

- a. Parking availability at Tsawwassen terminal:
Action: TFN and BC Ferries are working together to find a solution to reopen the Park and Sail lot.
- b. Mayne Queen – Cleaning
Action: BC Ferries has a fleet wide program for cleaning all lounges and washrooms. Captain Wallace advised that he has sent someone to inspect the vessel for cleanliness and will be meeting with the Senior Master to discuss the vessel inspections.
- c. Mayne Queen – Newspapers
Action: Captain Wallace will look into the availability of newspapers on the Mayne Queen in the morning
- d. Friday PM sailing to Tsawwassen from Mayne and Galiano:
 - The Friday PM sailing is presently at 1935 to Tsawwassen terminal.
 - A schedule change to the 1625 departure from Long Harbour was proposed to allow the Q of Nanaimo to stop at Mayne Island enroute to Tsawwassen.**Action:** BC Ferries will look at this request and report their findings to the committee at the next meeting.
- e. Monday to Thursday sailing 1610 Swartz Bay to Village Bay (Winter schedule) – Mayne Island Congestion:
 - The Committee suggested the 1610 Rt. 5 sailing leave at 1615 (later) to decrease vessel congestion waiting for a berth at Village Bay.**Action:** SGI FAC will work with BC Ferries on this issue.

8. Communications Activities

- a. Lamb Barbeque July 1 additional sailing for Saturna
- b. Refit service notices out over the winter
- c. Increased awareness of the new company service
- d. Publicity for Rt. 9, Euro-rail type pass will be available

9. Next Meeting:

- a. To be set by Co-Chairs

10. Meeting adjourned: 1430 hours.

Approved:

Captain Ratch Wallace
Brian Hollingshead, Co-Chair

Date: June 10, 2003
Date: September 22, 2003