

**FERRY ADVISORY COMMITTEE MEETING MINUTES**

**Southern Sunshine Coast Ferry Advisory Committee Meeting
Wednesday, December 4, 2002
Sechelt Municipal Hall
10:00 a.m. – 2:00 p.m.**

Attendees:

Committee	BC Ferries
Ed Steeves, Chair District of Sechelt	Captain Steve Graham Marine Superintendent, Mainland Services
Jakob Knaus Sechelt	Senior Captain Jim Barnes Queen of Surrey, Route 3
Don Murray Sunshine Coast Regional District	Gary Leitch Manager, Stakeholder Relations
Conchita Harding Gibsons	Gerry Parker Terminal Manager, Langdale
Angela Letman Town of Gibsons	David Elliott Terminal Manager, Horseshoe Bay
Allan Crane Sunshine Coast Regional District	Captain Tony Monaghan Marine Superintendent, Inter-Island Services
Byam Cameron Sechelt Indian Government Band	Clive Johnston Operational Planning & Resource Officer
Barry Cavens Commuter Representative	Wayne Kondruk Market Research Coordinator
Kenan McKenzie Town of Gibsons	Deborah Dykes Communications Coordinator

1.0 Call to Order

Chair Steeves welcomed everyone to the meeting. The Chair informed the committee that the Town of Gibsons has nominated Councilor Kenan McKenzie as their representative to the committee. He thanked Angela Letman for her service on the committee, as this will be her last meeting.

2.0 Approval of Agenda

The five-minute cut-off at Langdale and a presentation from Bob Jones were added to the agenda.

3.0 Minutes of Previous Meeting

- a. Minutes of the meeting held on February 7, 2002 were approved and distributed on February 19, 2002.

Gary Leitch advised that Ferry Advisory Committee minutes would soon be available on BC Ferries' website.

- b. Review of action items: (no action items).

4.0 Correspondence

- a. Richard Hopkins submitted a letter to the Chair on December 2, 2002 regarding the closure of a pedestrian gate at Langdale terminal.
- b. John and Barbara Hunt submitted a letter to the Chair on December 1, 2002 regarding the fact that there are no tolls on inland ferries and there are tolls on BC Ferries.

5.0 New Business

a. Review of 2002 Summer Schedule

Clive Johnston, Operational Planning and Resource Officer, made a presentation about the capacity utilization of the Queen of Surrey and the Queen of Esquimalt for July and August 2002.

The graphs show that the extra capacity is needed on the Langdale run on Thursdays, Fridays, Saturdays, Sundays and Mondays throughout the summer.

A discussion ensued about alternate vessels for extra service. The Bowen Queen had been used as a supplemental vessel in the past, however it is being utilized in the Southern Gulf Islands. The Queen of Esquimalt is the currently the only vessel of appropriate size available for supplemental service on the Langdale route. Passenger-only service was discussed.

Information was presented about the increase in the length of an average commuters' day as a result of the summer schedule and the unavailability of an express bus connection.

b. Five-Minute Cut-Off

Gerry Parker presented a graph showing the on-time performance of the 6:20 a.m. sailing and discussed the positive impact that the five-minute cut-off has had.

c. Discussion of 2003 Summer Schedule

Captain Graham advised that BC Ferries is proposing the same summer schedule for 2003 as was implemented in 2002. The budget is the same as last years and the Queen of Esquimalt will be the supplemental vessel. The on-time performance improved 50% over the previous summer. Next summer, the impact of the Horseshoe Bay terminal construction won't be an issue, as the terminal is now complete.

A discussion occurred about the advanced notice to public transit about changes in BC Ferries' schedules.

The congestion caused by the construction at Horseshoe Bay was discussed. With only a portion of the upper holding compound opened last summer, traffic for all three routes was being funnelled down one lane at points. The project was scheduled to be further along, however delays in the schedule compounded the congestion problem at the peak time of year.

Commuters' concerns about the lack of a 5:30 p.m. sailing on Tuesdays and Wednesdays and that the 5:35 p.m. sailing on Mondays, Thursdays and Fridays was serviced by the Queen of Esquimalt, which is a slower vessel, were raised.

The Queen of Surrey is not able to maintain the winter schedule during the summertime, given the increased volume in traffic. Extra time in the schedule is required to maintain on-time performance, so the Queen of Surrey is not able to make a sailing at 5:30 p.m. from Horseshoe Bay in the summer.

Traffic statistics show that the busiest days of the week in the summer where extra service is required on the Langdale run are Thursdays through Mondays. BC Ferries has funding to operate the second ship five days per week at the peak traffic times. The option of running the extra vessel Monday through Friday to accommodate commuting customers was analyzed, however heavy overloads would be certain to occur on Saturday mornings from Horseshoe Bay and Sunday afternoons from Langdale. The five-day per week operation requires one ferry crew. A seven-day per week schedule calls for two crews. Not only does a two-crew operation have a huge financial cost to the corporation, it also has recruitment, training, familiarization and other logistical

challenges. BC Ferries operational budget does not include funding for two crews for the supplemental ship.

The issue of a passenger-only service was discussed. BC Ferries does not have any plans to start such a service. Several private operators are proposing passenger-only service.

Barry Cavens made the following motion:

“The committee doesn’t find the same schedule with no 5:30 p.m. sailing [from Horseshoe Bay] on Tuesdays and Wednesdays and the slow boat [Queen of Esquimalt] at 5:30 p.m. acceptable”. Seconded by Byam Cameron. All in favour. Motion passed.

d. Customer Satisfaction Survey

Wayne Kondruk, Market Research Coordinator, presented Customer Satisfaction Tracking Survey – Wave 2, which was conducted in August 2002. (Study attached).

e. Review of Financial Performance

Ken Brown, BC Ferries’ comptroller was unable to attend the meeting. A meeting in early January 2003 will be scheduled to discuss the financial performance of Route 3.

f. Status of Core Review

BC Ferries is still undergoing a review of its mandate and services by the governments’ core review task force. The corporation expects the core review to be released before the end of this year.

g. Status of Reservations on Route 3

BC Ferries is not planning to extend the availability of vehicle reservations to the Horseshoe Bay-Langdale route, at this time. Significant infrastructure upgrades would be required at the Langdale terminal to implement a reservation system. Infrastructure upgrades would involve a considerable investment of resources. Any changes to preferred loading would also have to consider the competing needs of all Sunshine Coast residents -- including Powell River, as well as commuters, businesses, and tourism operators.

Barry Cavens made the following motion:

“The Committee requests BC Ferries to develop a plan in the next four months to implement reservations on Route 3”. Seconded by Angela Letman. All in favour. Motion carried.

h. Inflation-Based Tariff Increase

BC Ferries budgetary requirements call for an increase in tariff revenue this fiscal based on inflation since the last tariff increase. The most recent tariff increase was February 15, 2001. The exact timing of the planned increase and the way in which it will be applied is still under discussion with the provincial government.

The committee is interested in how any tariff increase would affect Route 3.

i. Horseshoe Bay Parking

David Elliott explained that the Horseshoe Bay parking facilities are now operated and managed by Imperial Parking. The parking rates were circulated. There is an attendant in the parkade and customers pay as they exit the parkade for the amount of time that they parked. Customers can use pay-on-foot stations or pay the attendant. The surface lot is metered.

j. Queen of Surrey Refit

The Queen of Surrey will be going out for refit March 11, 2003 – April 16, 2003. The replacement vessel will be the Queen of Oak Bay. The Queen of Coquitlam will be undergoing a five-month midlife upgrade this winter, so vessels on Route 30 and Route 2 are being redeployed to ensure Route 3 is serviced by a “C” Class during it’s refit.

6. Action

BC Ferries to consider the two motions made by the committee.

7. Public Presentations

Bob Jones made a presentation about his analysis of the summer schedule and on-time performance, which can be found on his website at www.robertwjones.ca

8. Next Meeting

The committee would like to schedule an extraordinary meeting with BC Ferries’ Comptroller, Ken Brown in early January 2003 to discuss the financial performance of Route 3 as well as the tariff.

A regular committee meeting will be scheduled in mid-February 2003.

Approved: Captain Steve Graham Date: January 3, 2003
 Dr. Ed Steeves, Chair Date: January 13, 2003

Attachments:

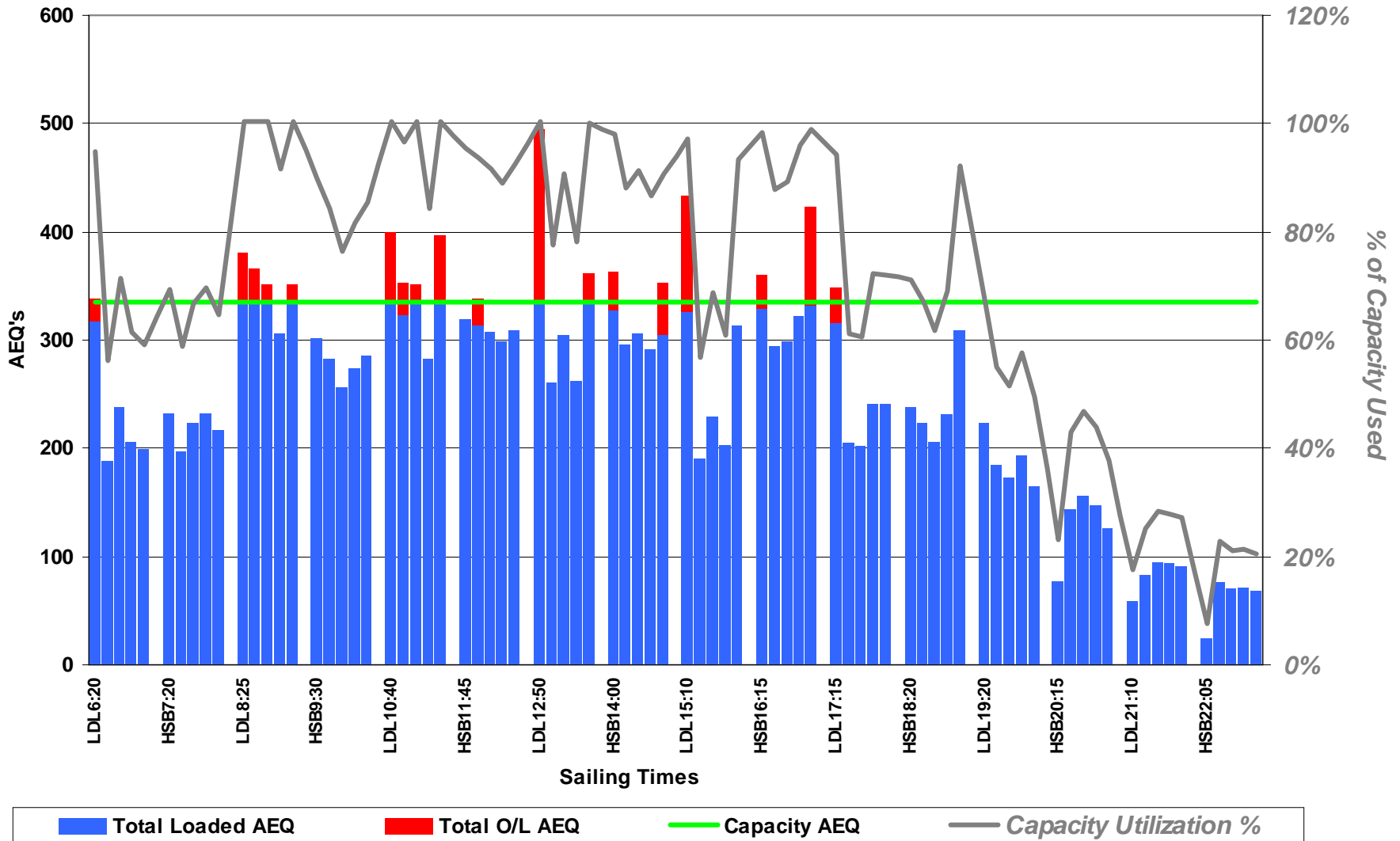
1. Capacity Utilization Graphs – Route 3 – Summer 2002
2. Customer Satisfaction Tracking Study

**SOUTHERN SUNSHINE COAST FERRY
ADVISORY COMMITTEE MEETING**

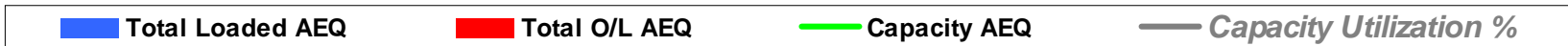
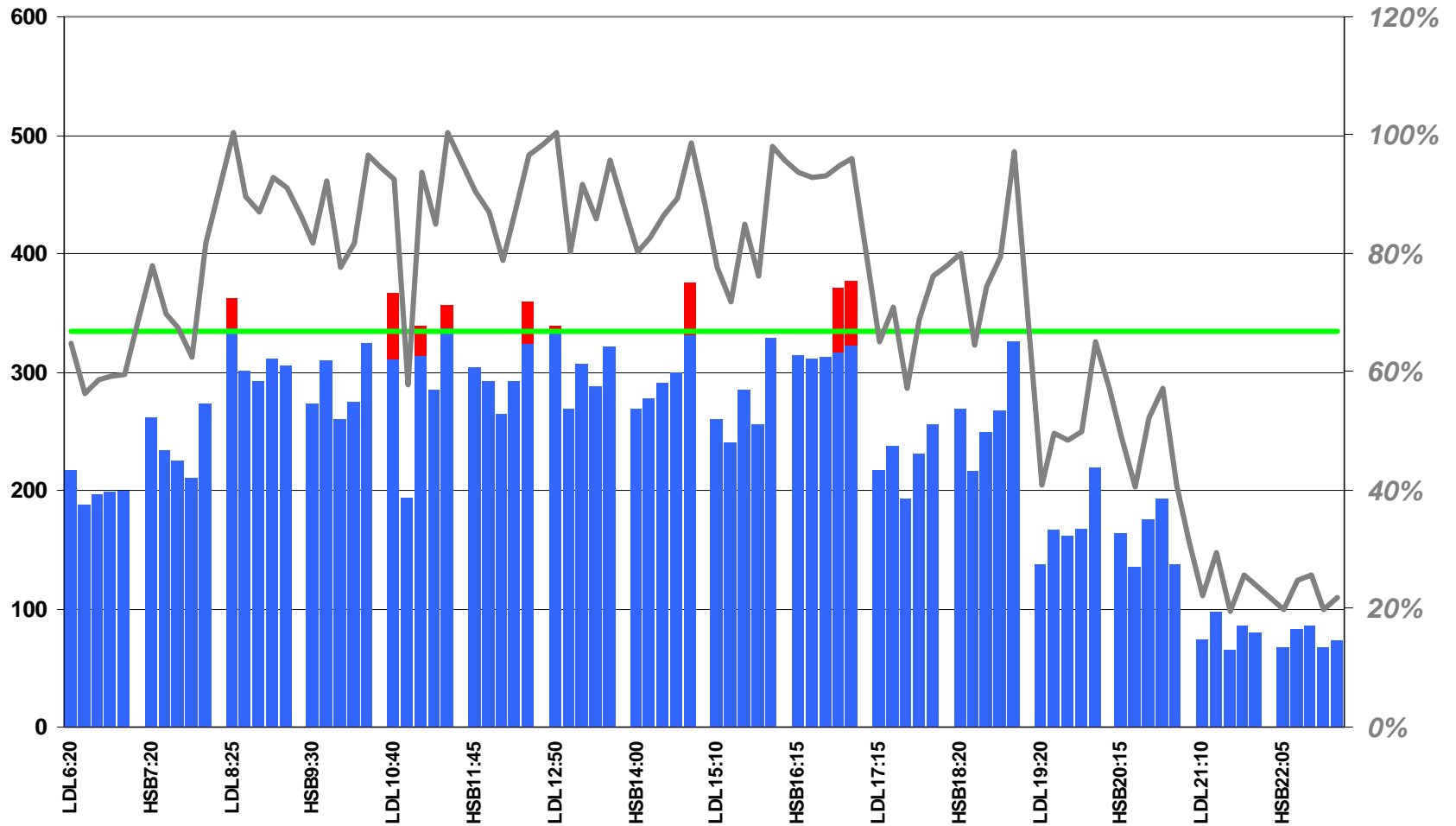
WEDNESDAY, DECEMBER 4, 2002
SECHELT MUNICIPAL HALL
10:00 A.M. – 2:00 P.M.

ATTACHMENT 1

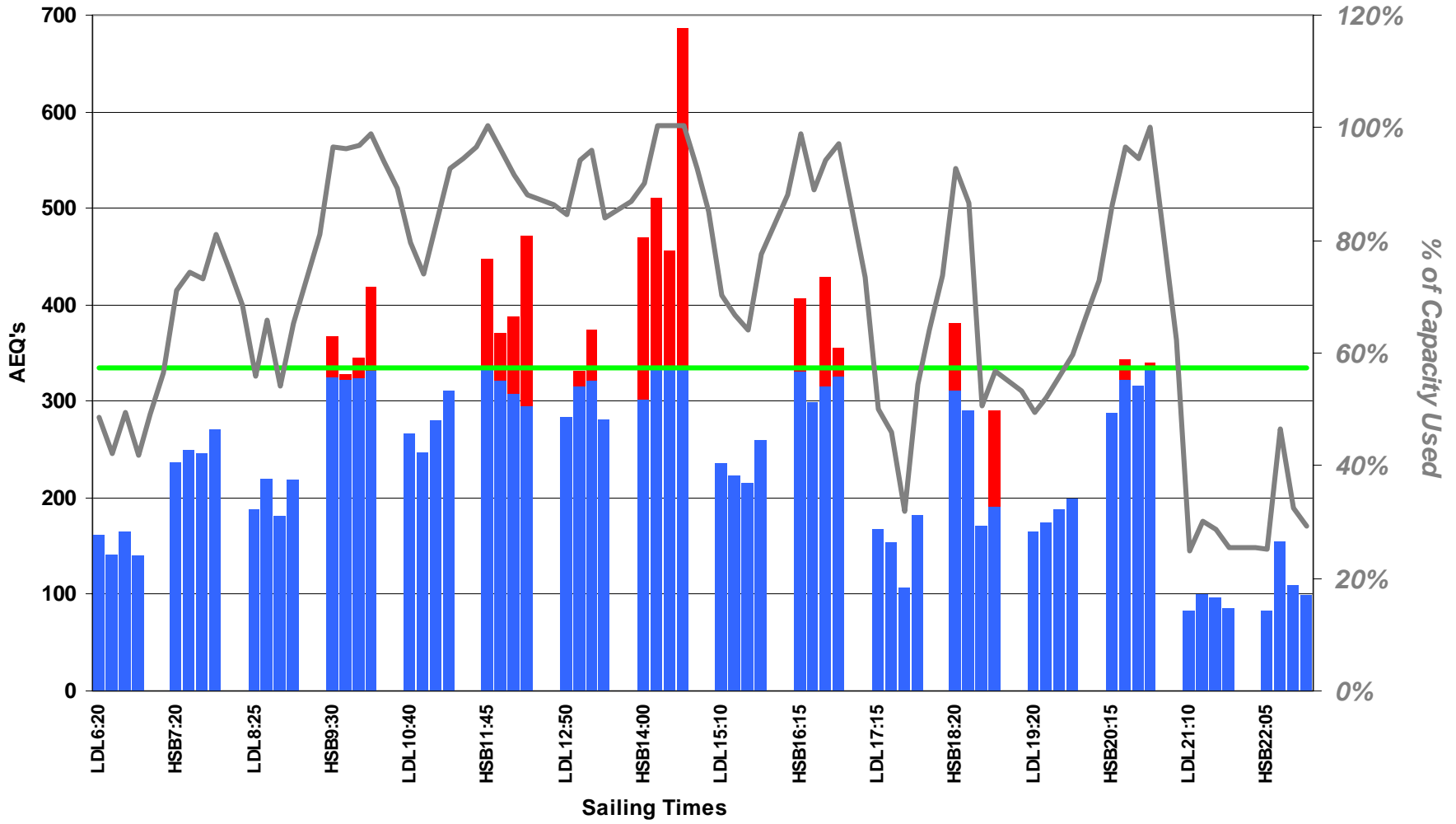
Route 3 - All July 2002 Tuesday Sailings (Queen of Surrey - Grouped by Sailing Time)



Route 3 - All July 2002 Wednesday Sailings (Queen of Surrey - Grouped by Sailing Time)

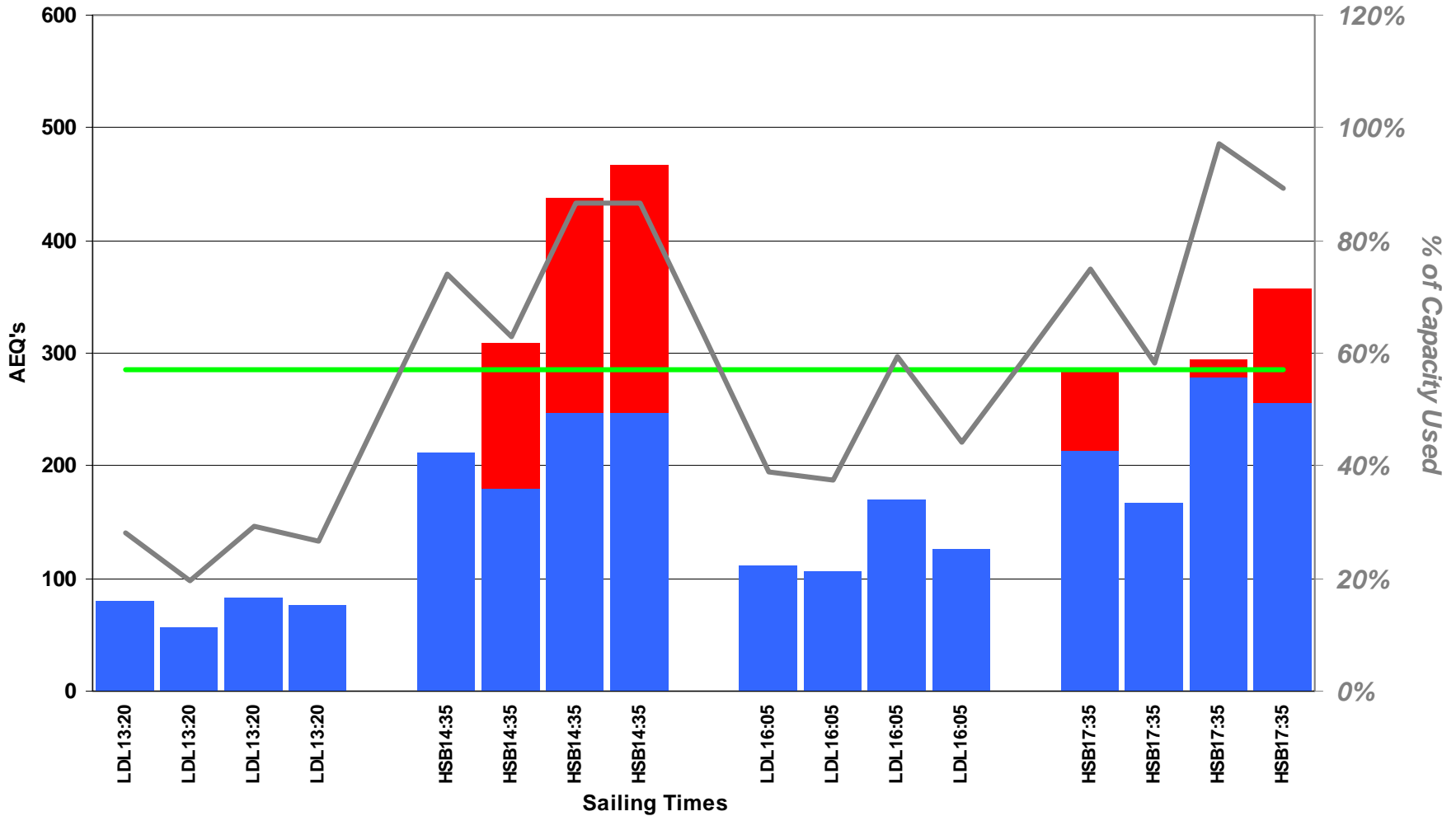


Route 3 - All July 2002 Friday Sailings (Queen of Surrey Only - Grouped by Sailing Time)



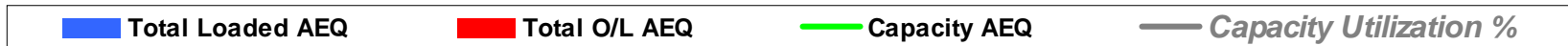
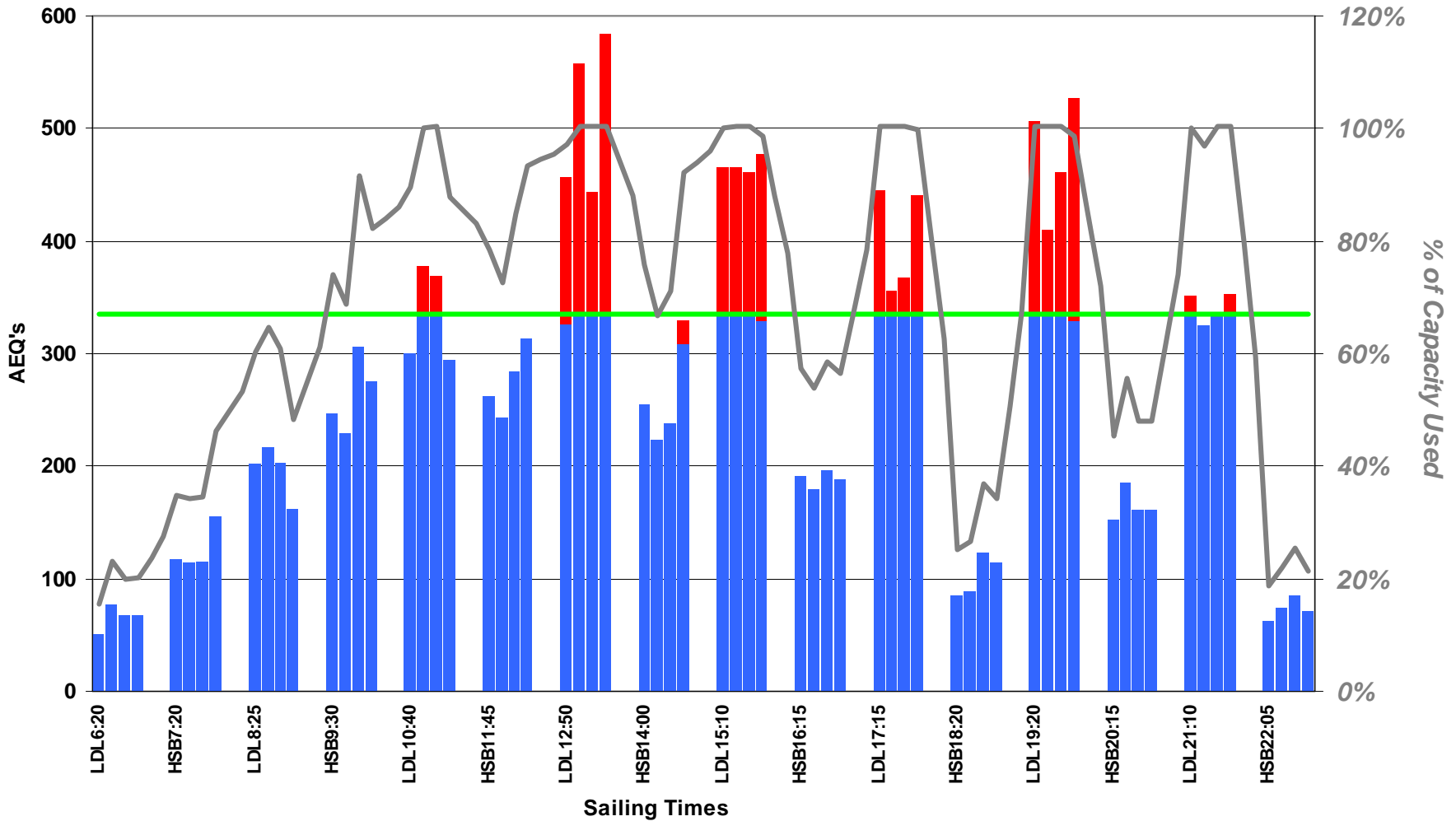
■ Total Loaded AEQ
 ■ Total O/L AEQ
 — Capacity AEQ
 — Capacity Utilization %

Route 3 - All July 2002 Friday Sailings (Queen of Esquimalt Only - Grouped by Sailing Time)

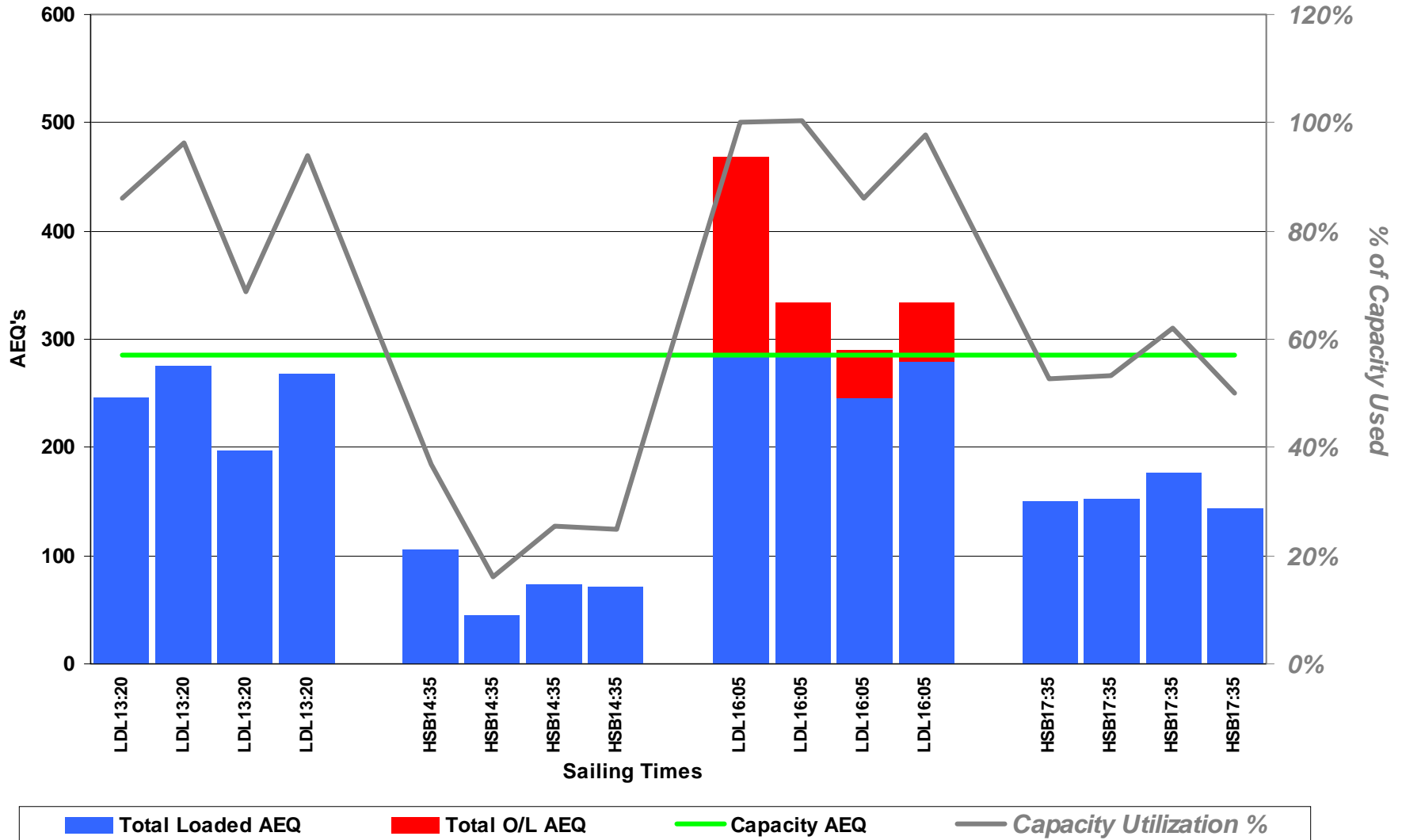


■ Total Loaded AEQ
 ■ Total O/L AEQ
 — Capacity AEQ
 — Capacity Utilization %

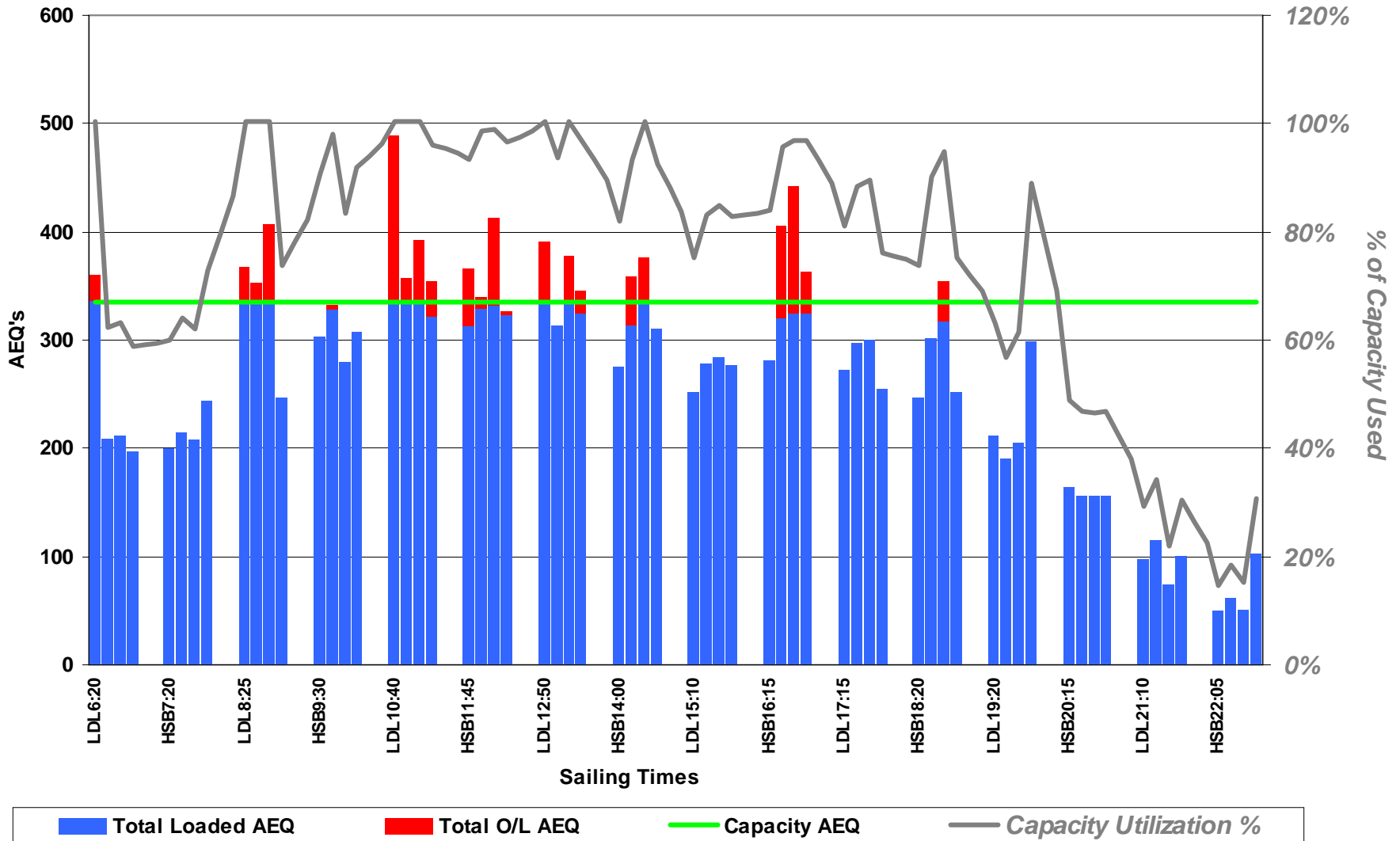
Route 3 - All July 2002 Sunday Sailings (Queen of Surrey Only - Grouped by Sailing Time)



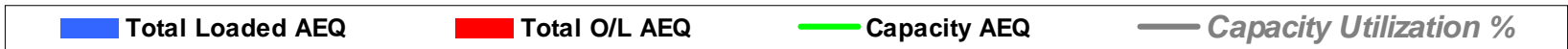
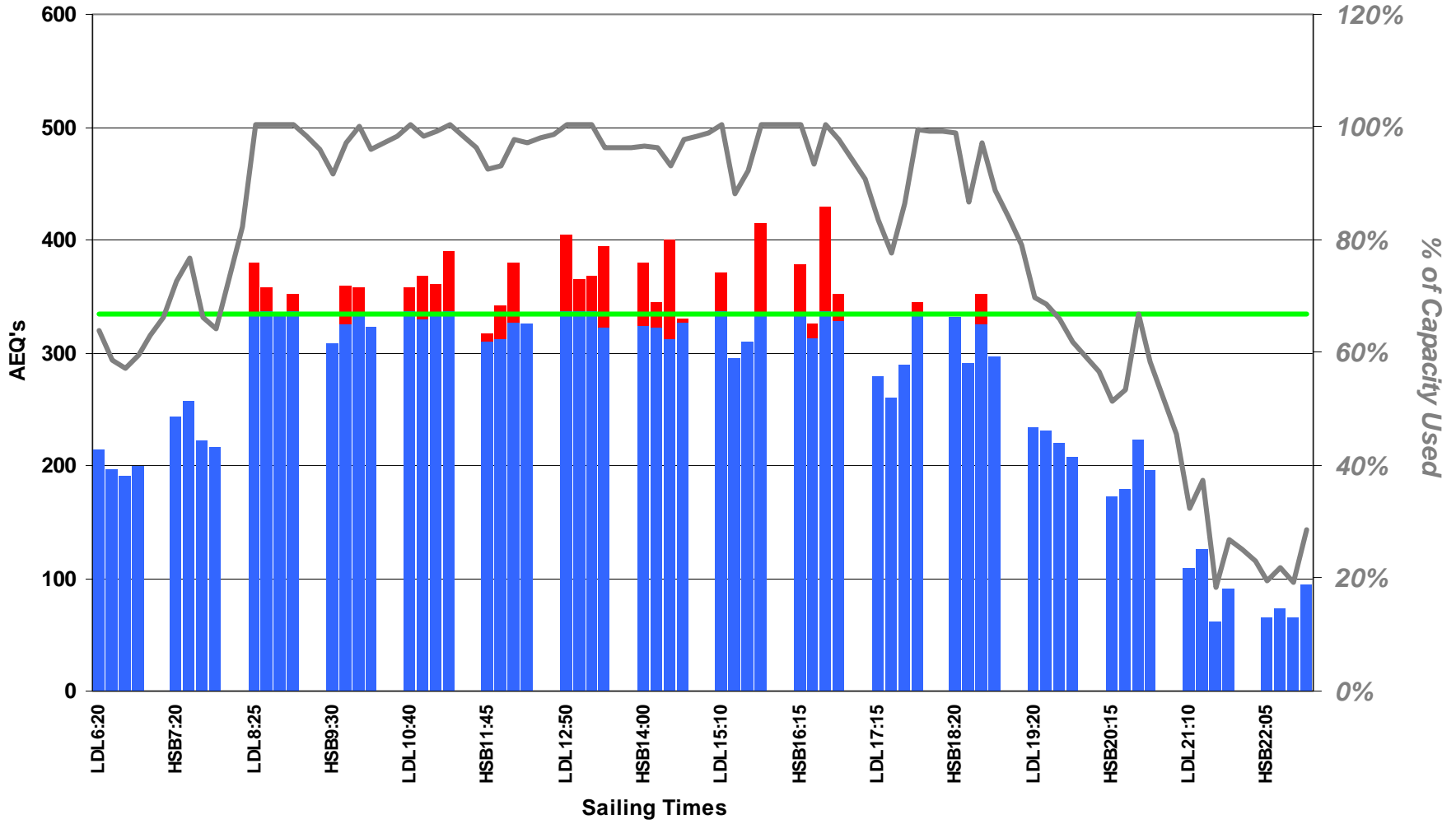
Route 3 - All July 2002 Sunday Sailings (Queen of Esquimalt Only - Grouped by Sailing Time)



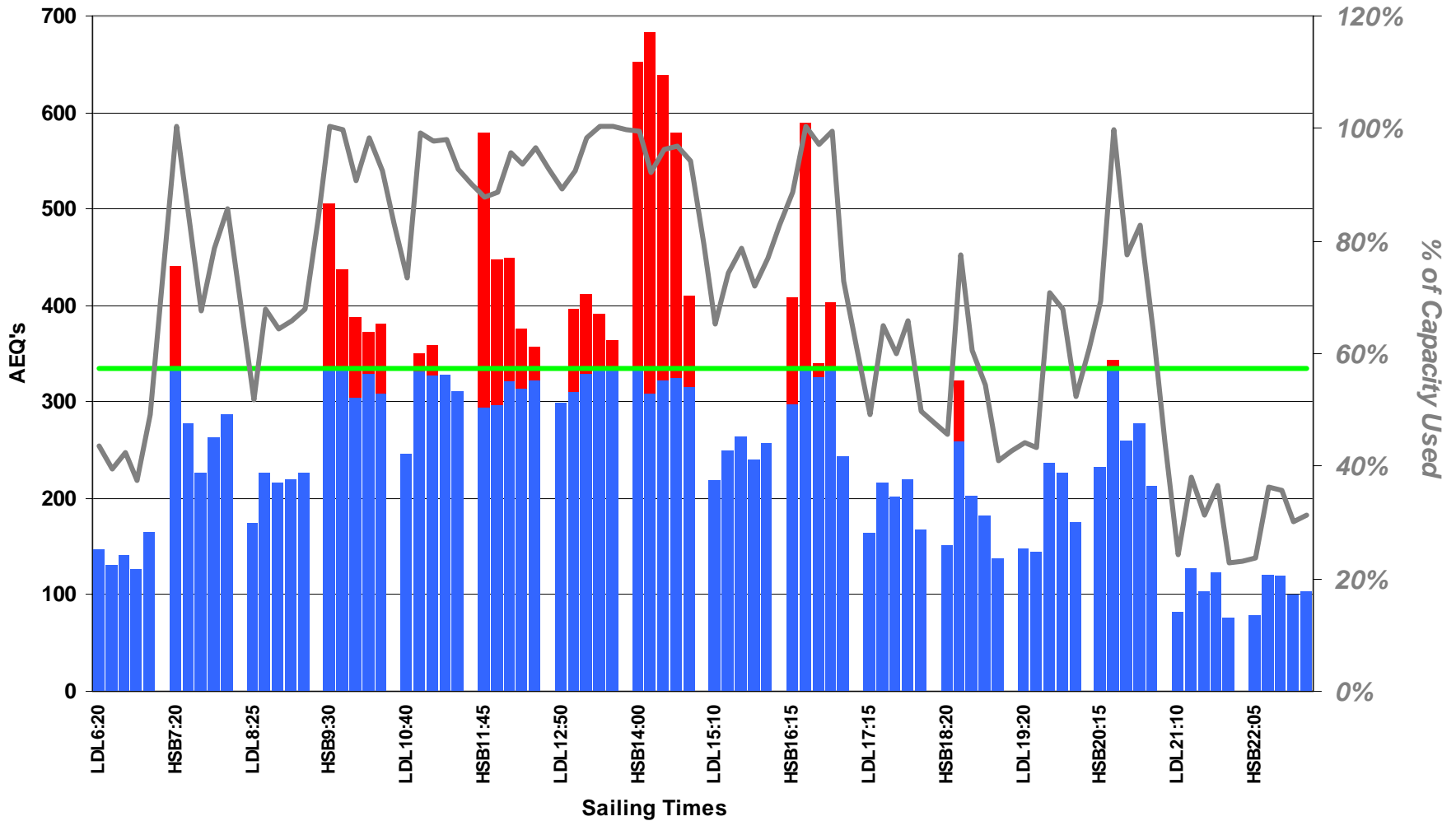
Route 3 - All August 2002 Tuesday Sailings (Queen of Surrey - Grouped by Sailing Time)



Route 3 - All August 2002 Wednesday Sailings (Queen of Surrey - Grouped by Sailing Time)

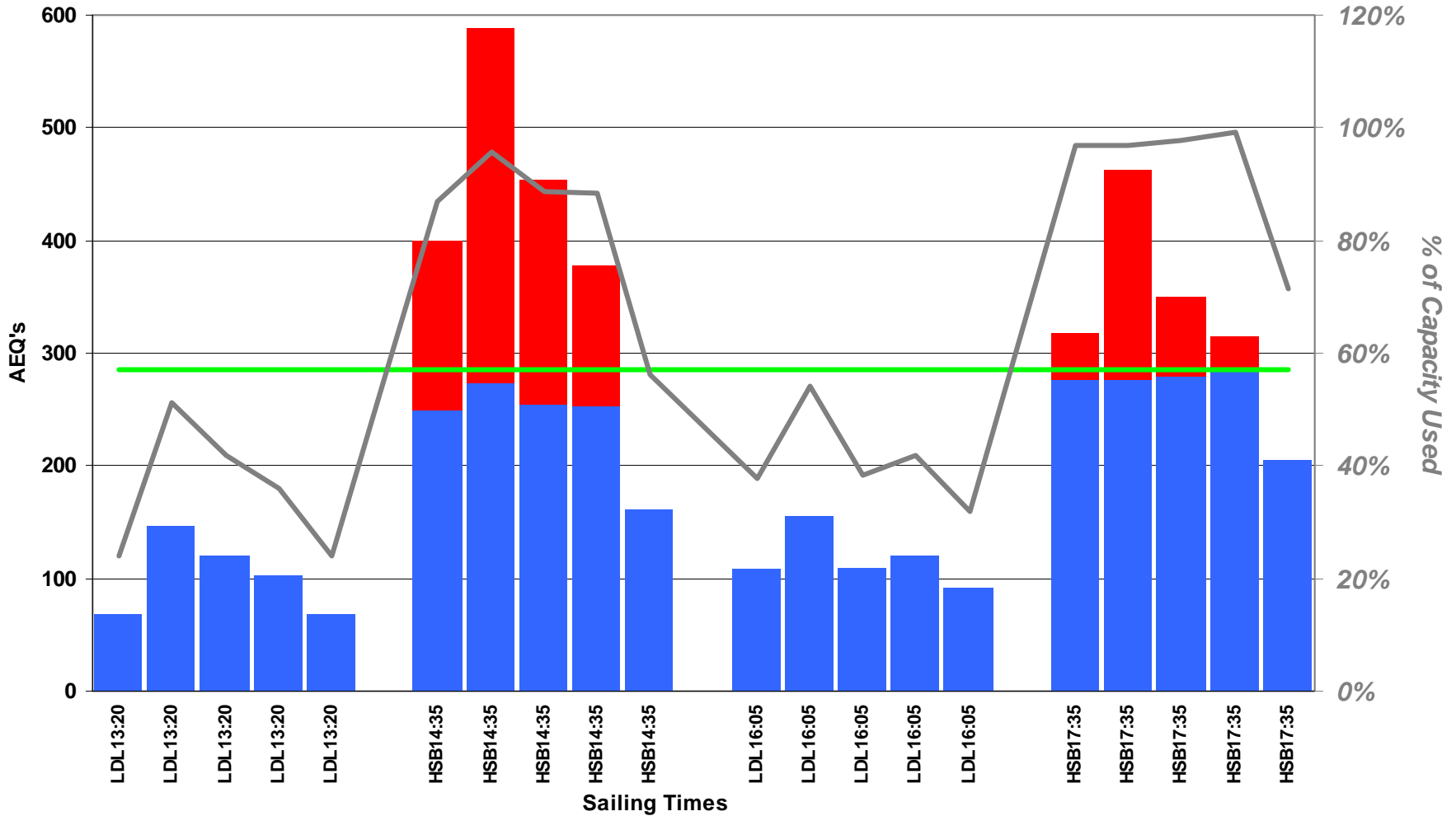


Route 3 - All August 2002 Friday Sailings (Queen of Surrey Only - Grouped by Sailing Time)



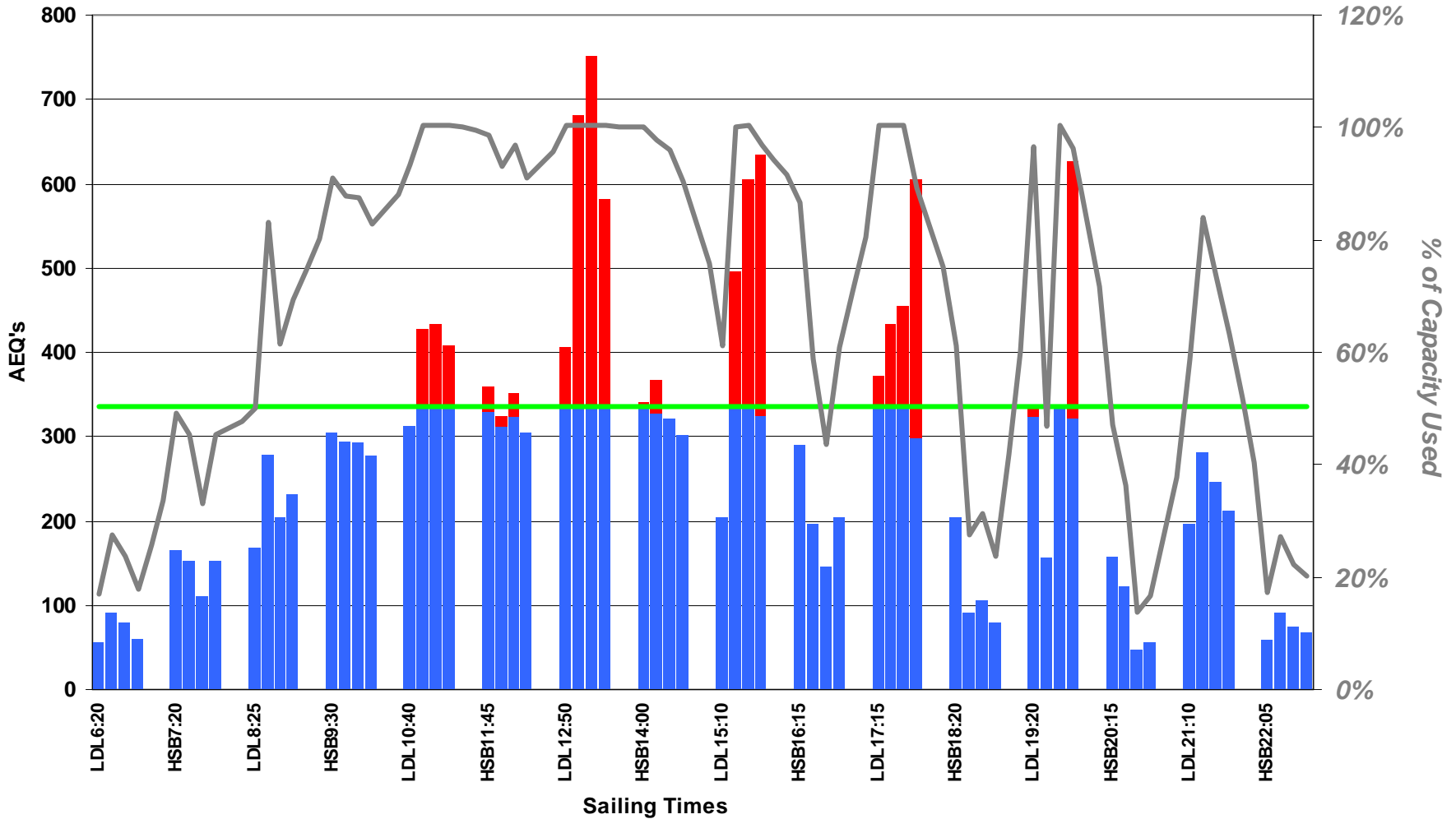
■ Total Loaded AEQ
 ■ Total O/L AEQ
 — Capacity AEQ
 — Capacity Utilization %

Route 3 - All August 2002 Friday Sailings (Queen of Esquimalt Only - Grouped by Sailing Time)



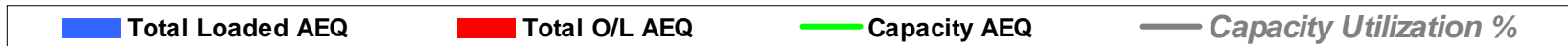
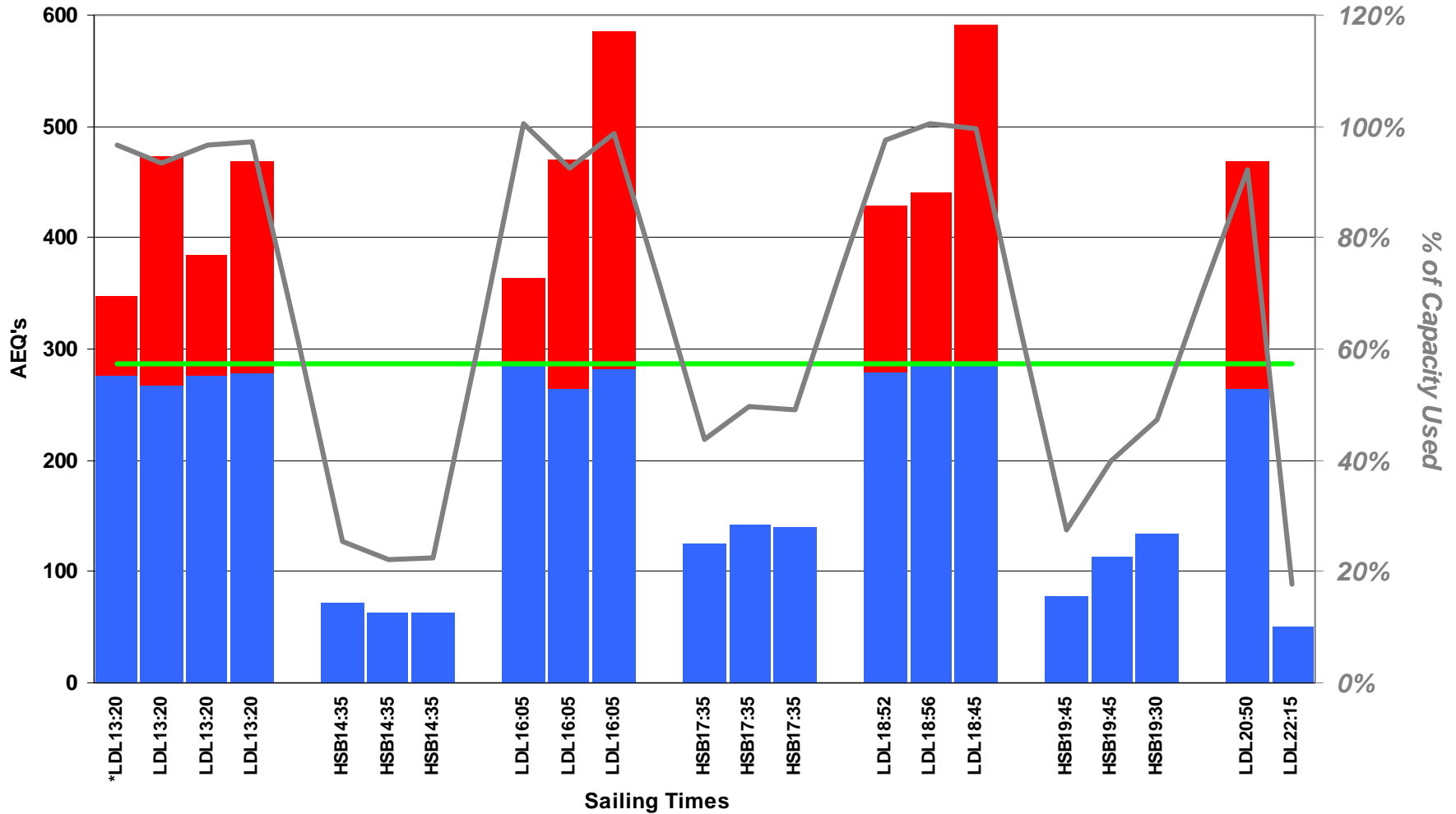
■ Total Loaded AEQ
 ■ Total O/L AEQ
 — Capacity AEQ
 — Capacity Utilization %

Route 3 - All August 2002 Sunday Sailings (Queen of Surrey Only - Grouped by Sailing Time)



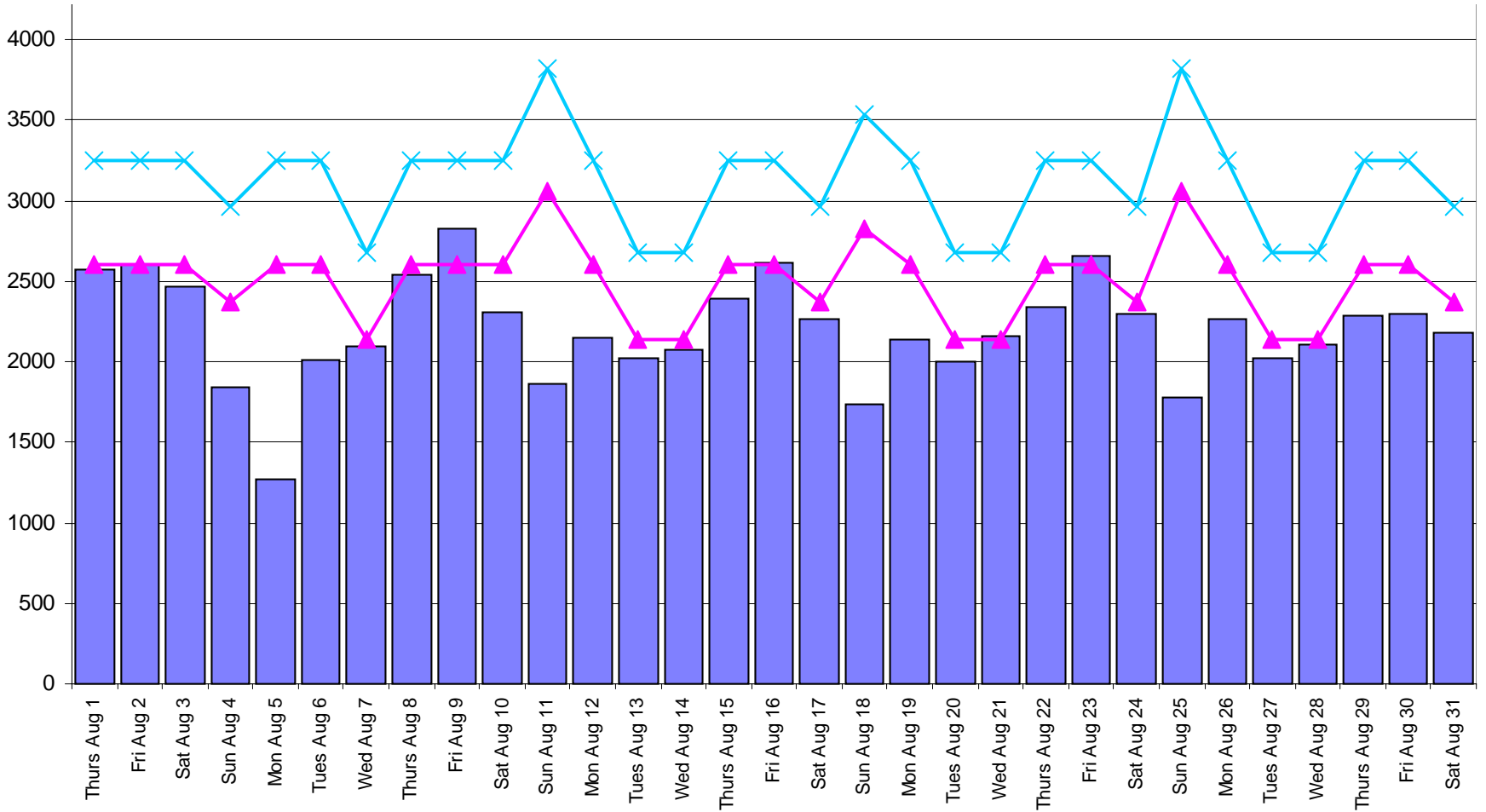
■ Total Loaded AEQ
 ■ Total O/L AEQ
 — Capacity AEQ
 — Capacity Utilization %

Route 3 - All August 2002 Sunday Sailings (Queen of Esquimalt Only - Grouped by Sailing Time)



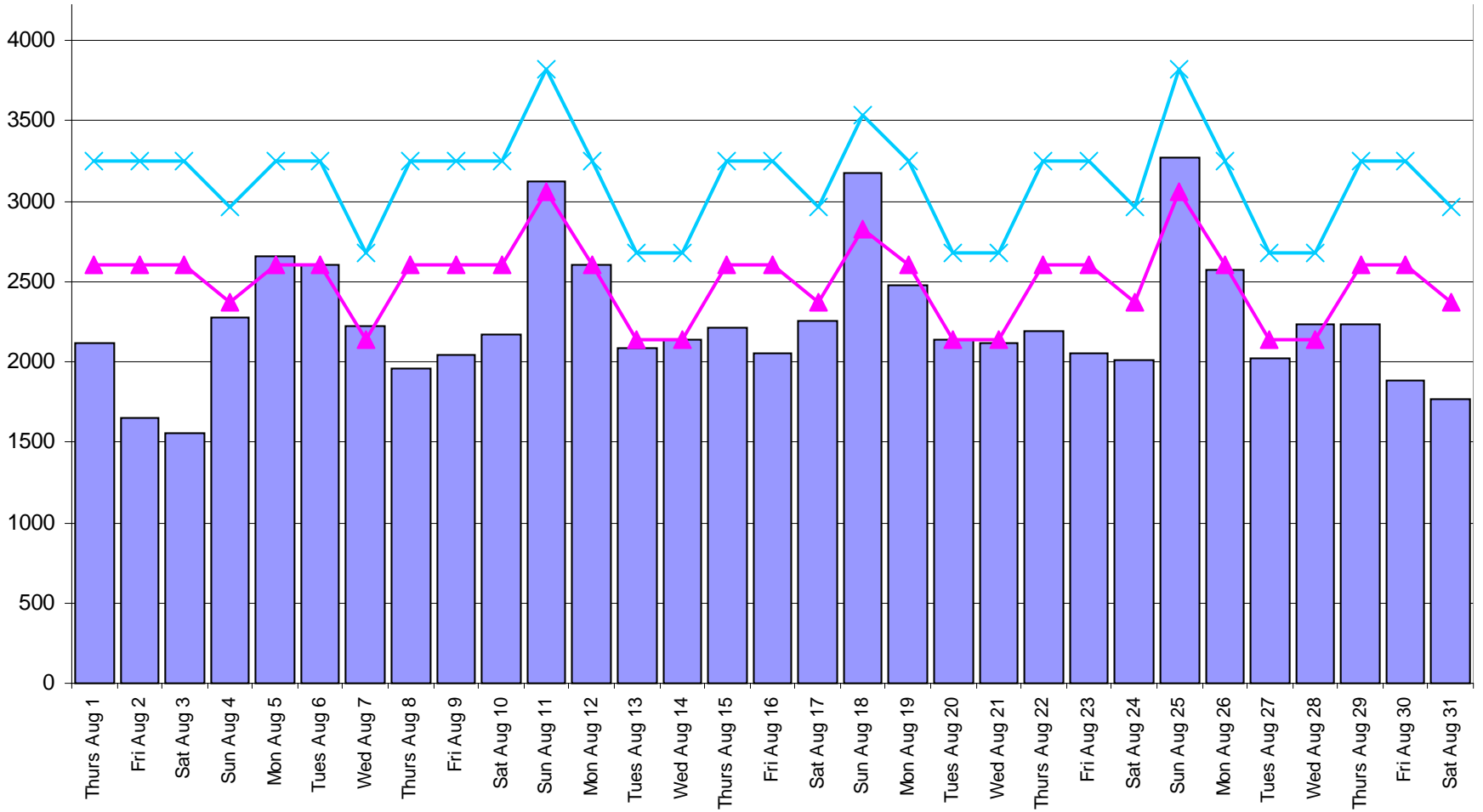
Route 3: Horseshoe Bay - Langdale (August 2002 Data)

■ Daily AEQ Loaded
 ▲ Capacity: 8xSURREY + MD Sailings ESQ x80%
 ✕ Capacity: 8xSURREY + MD Sailings ESQ x100%

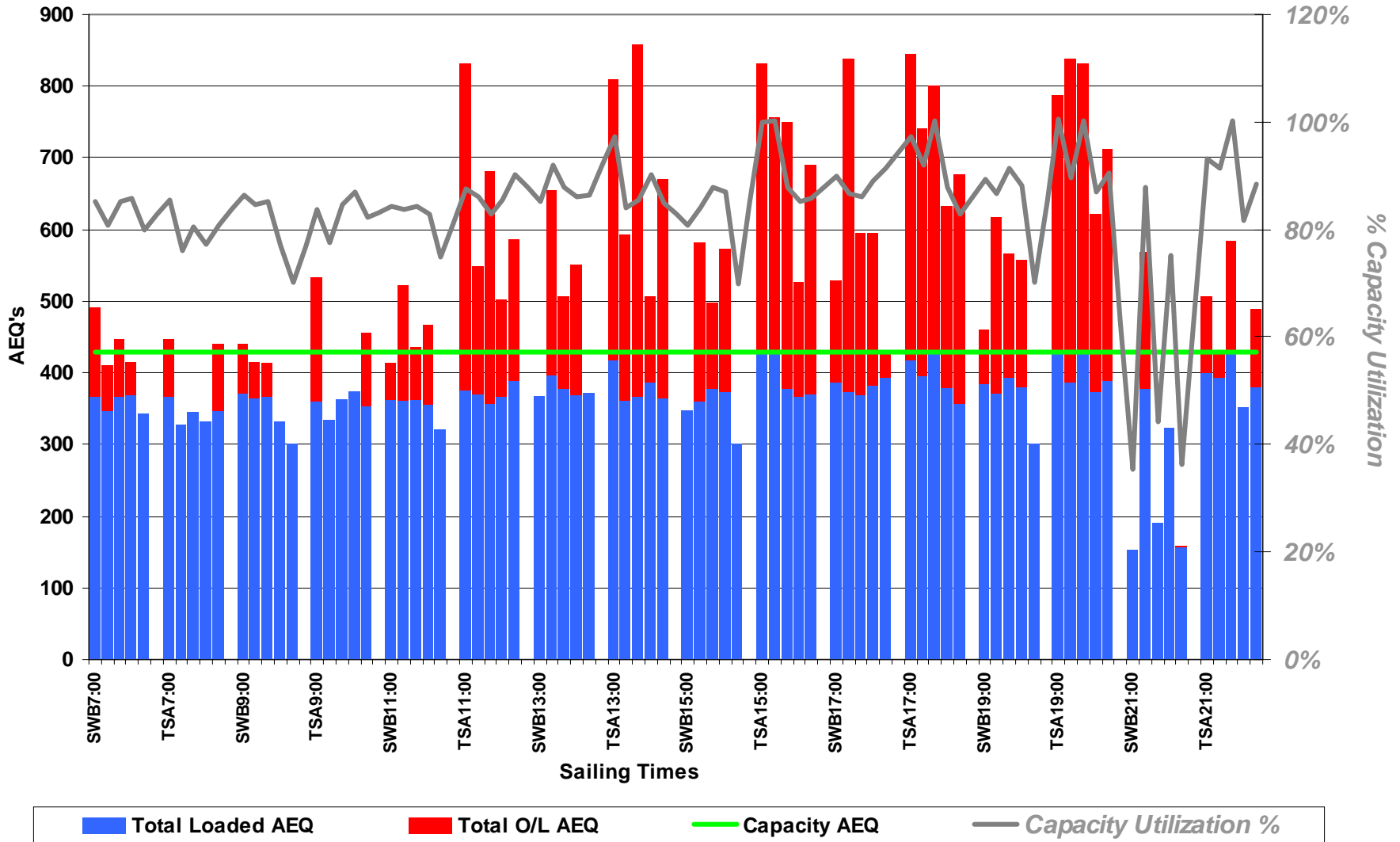


Route 3: Langdale - Horseshoe Bay (August 2002 Data)

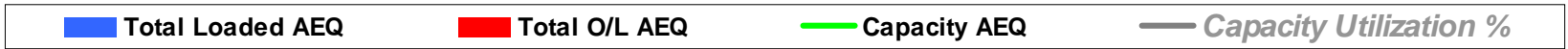
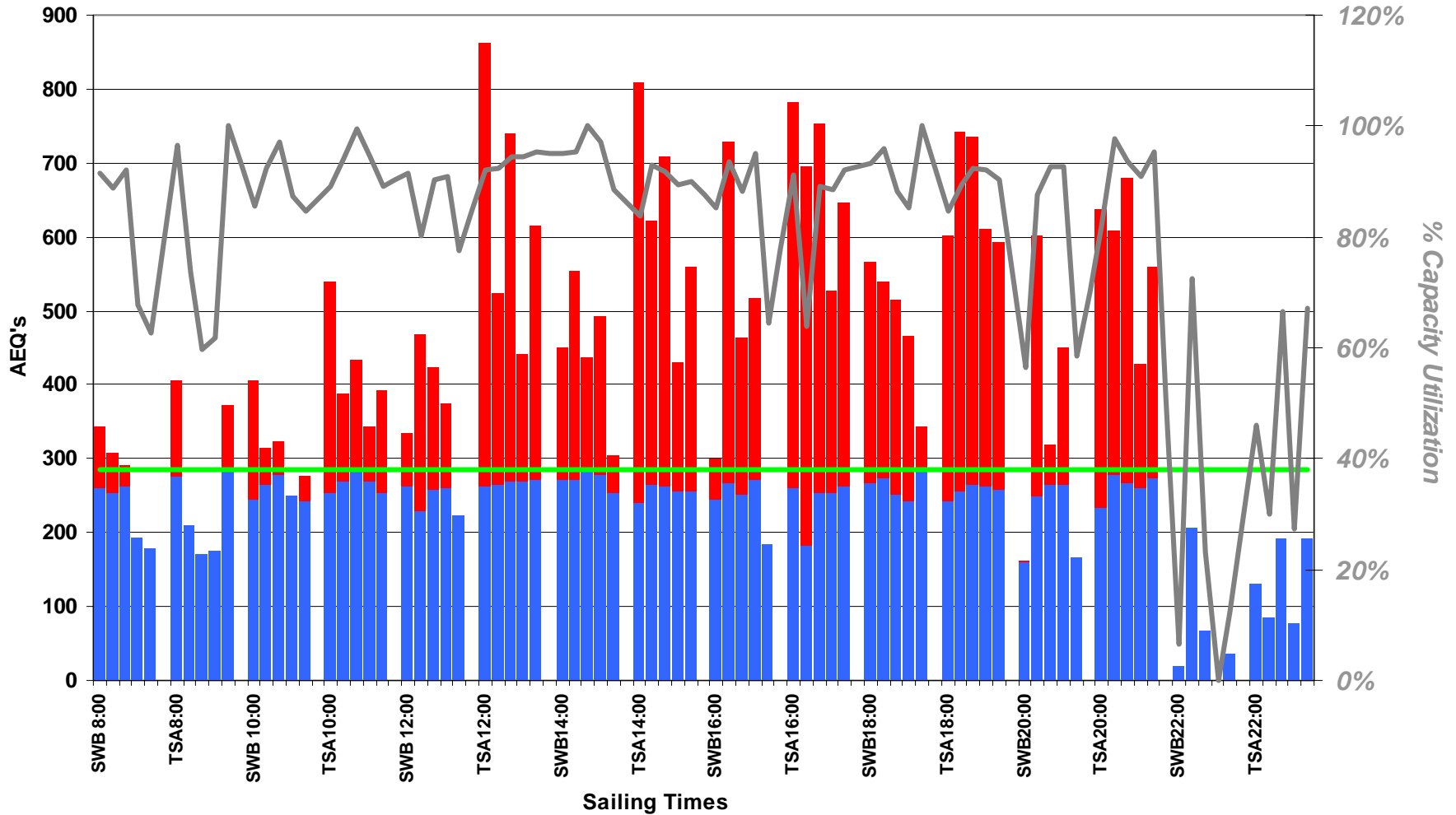
■ Daily AEQ Loaded
 ▲ Capacity: 8xSURREY + MD Sailings ESQ x80%
 ✕ Capacity: 8xSURREY + MD Sailings ESQ x100%



Route 1 - All August 2022 Friday Sailings (S-Class Vessels Only - Grouped by Sailing Time)



Route 1 - All August 2002 Friday Sailings (V-Class Vessels Only - Grouped by Sailing Time)



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ATTACHMENT 2



British Columbia Ferry Corporation

Customer Satisfaction Tracking Study

Wave 2 - August '02



Conducted by:

mcintyre&mustel

Conducted for:

British Columbia Ferry Corporation

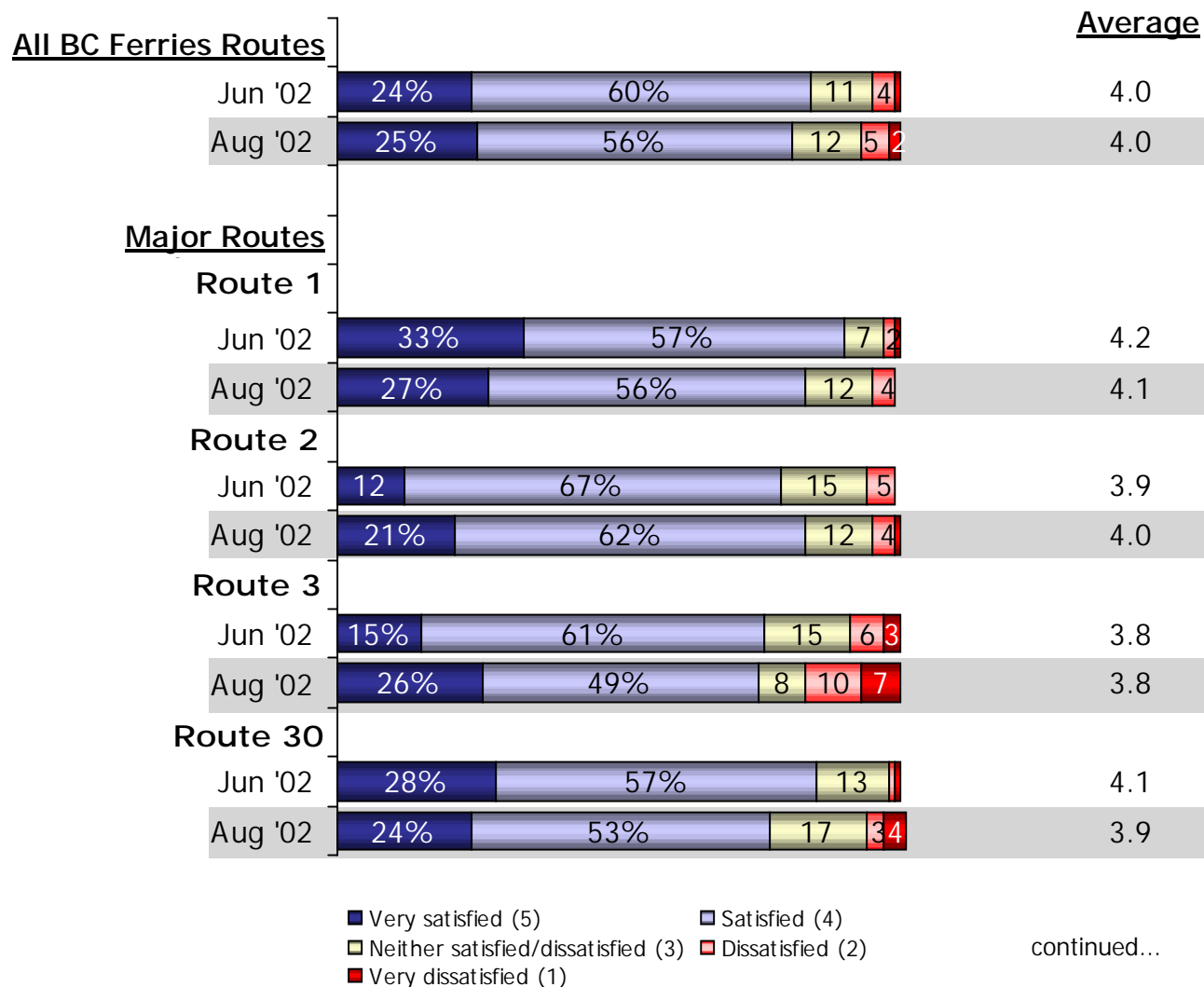
Research Methodology

Source of Customer Feedback

- ❖ 3,323 short one-on-one interviews
 - Four major routes, two minor routes
 - Frequency, origin/destination, trip purpose, etc.
 - Given take-away questionnaire to mail back
 - Onboard from August 26 to September 03

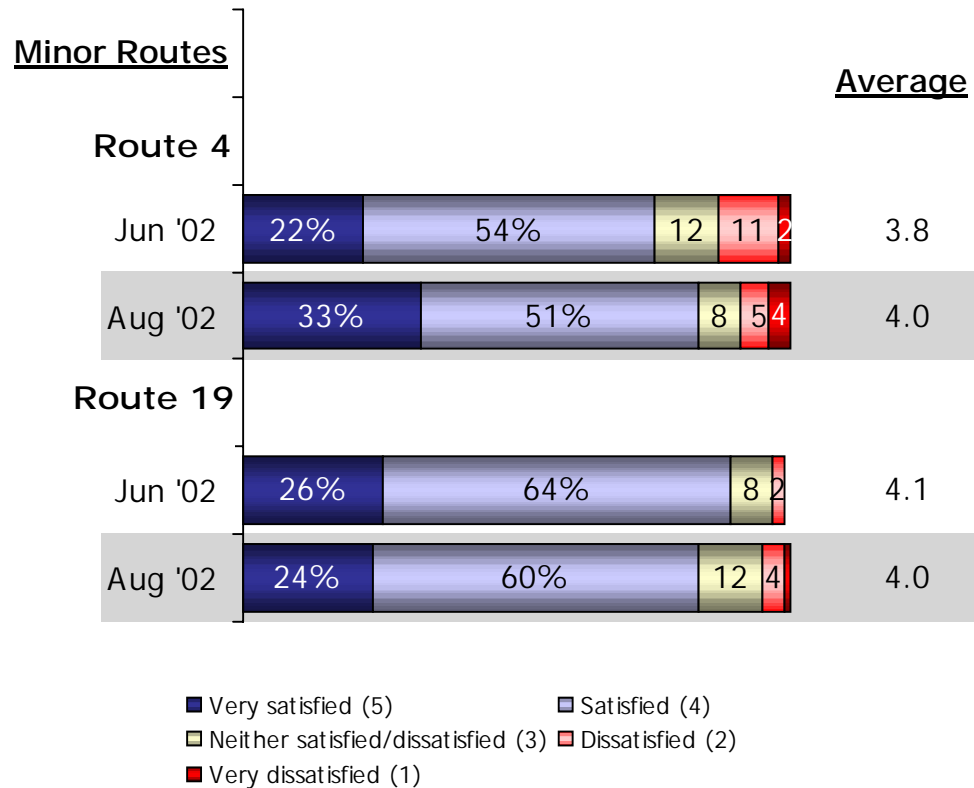
- ❖ 1,060 longer surveys mailed back
 - Satisfaction ratings for over 80 attributes
 - Margin of error +/- 3.01%

Overall Satisfaction Level with Recent Experience Travelling with BC Ferries

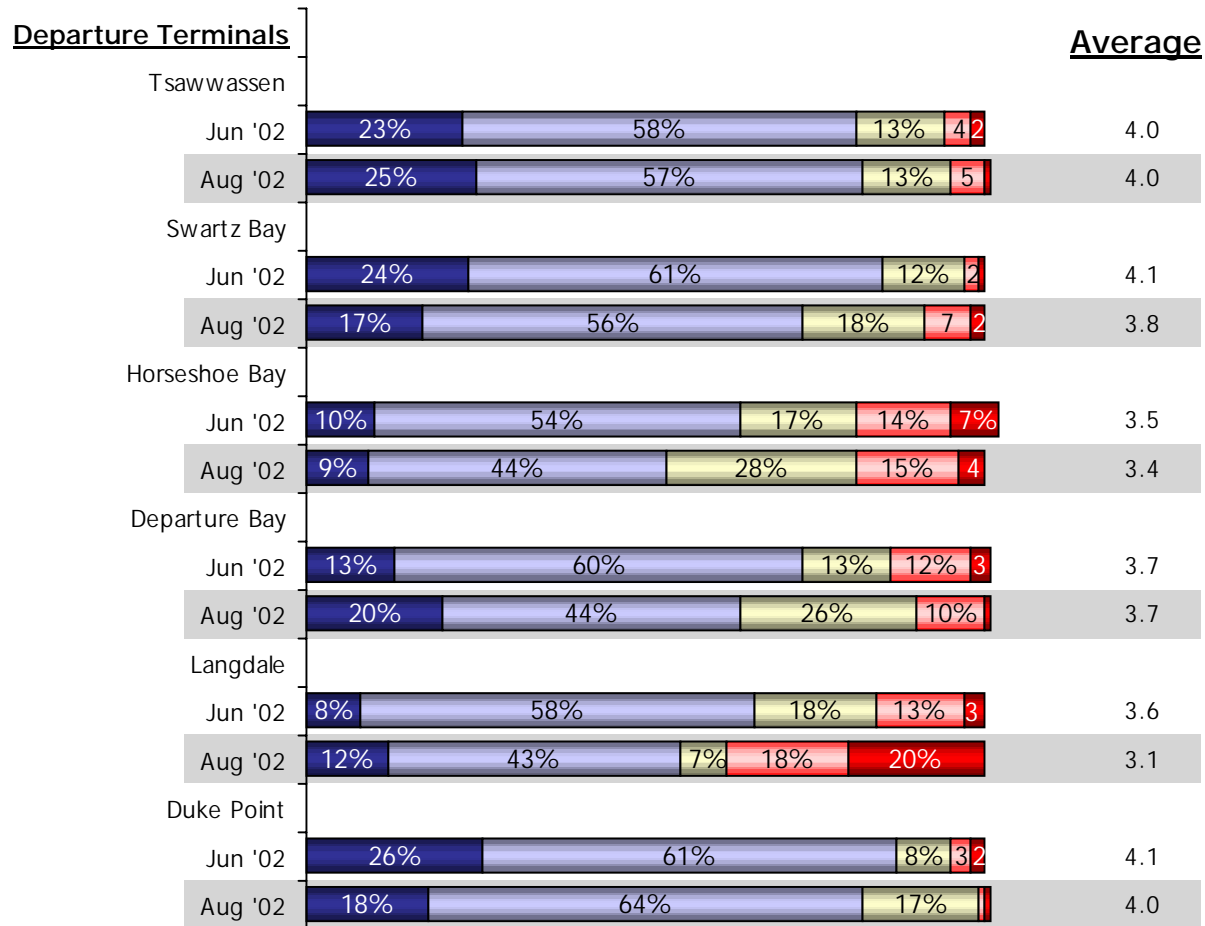


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Overall Satisfaction Level with Recent Experience Travelling with BC Ferries (continued)



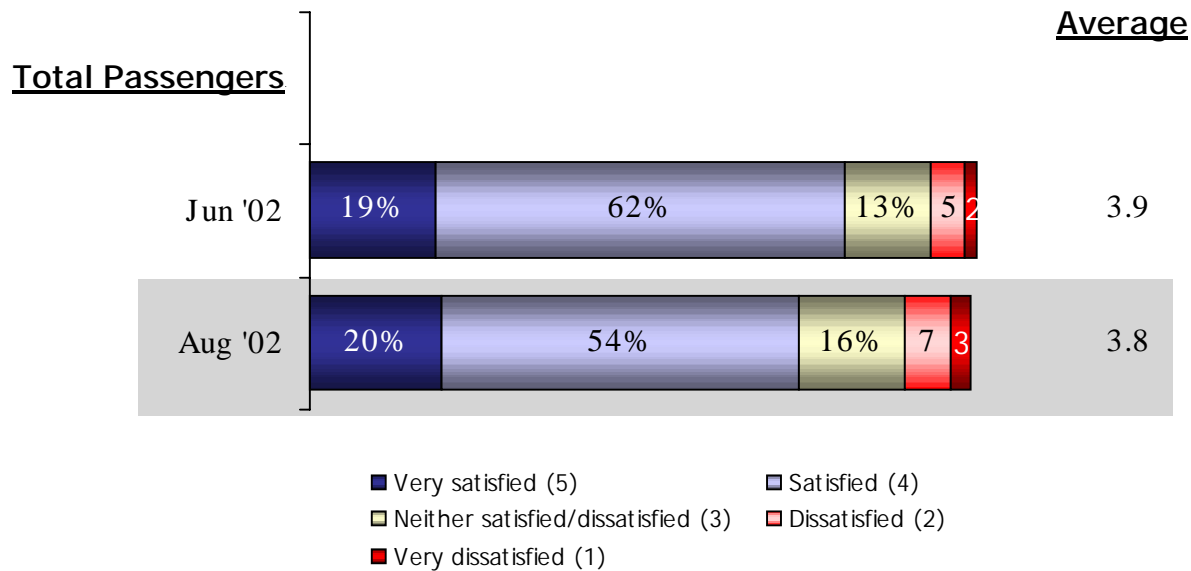
Satisfaction with Highway Signage* (continued)



■ Very satisfied (5) ■ Satisfied (4)
■ Neither satisfied/dissatisfied (3) ■ Dissatisfied (2)
■ Very dissatisfied (1)

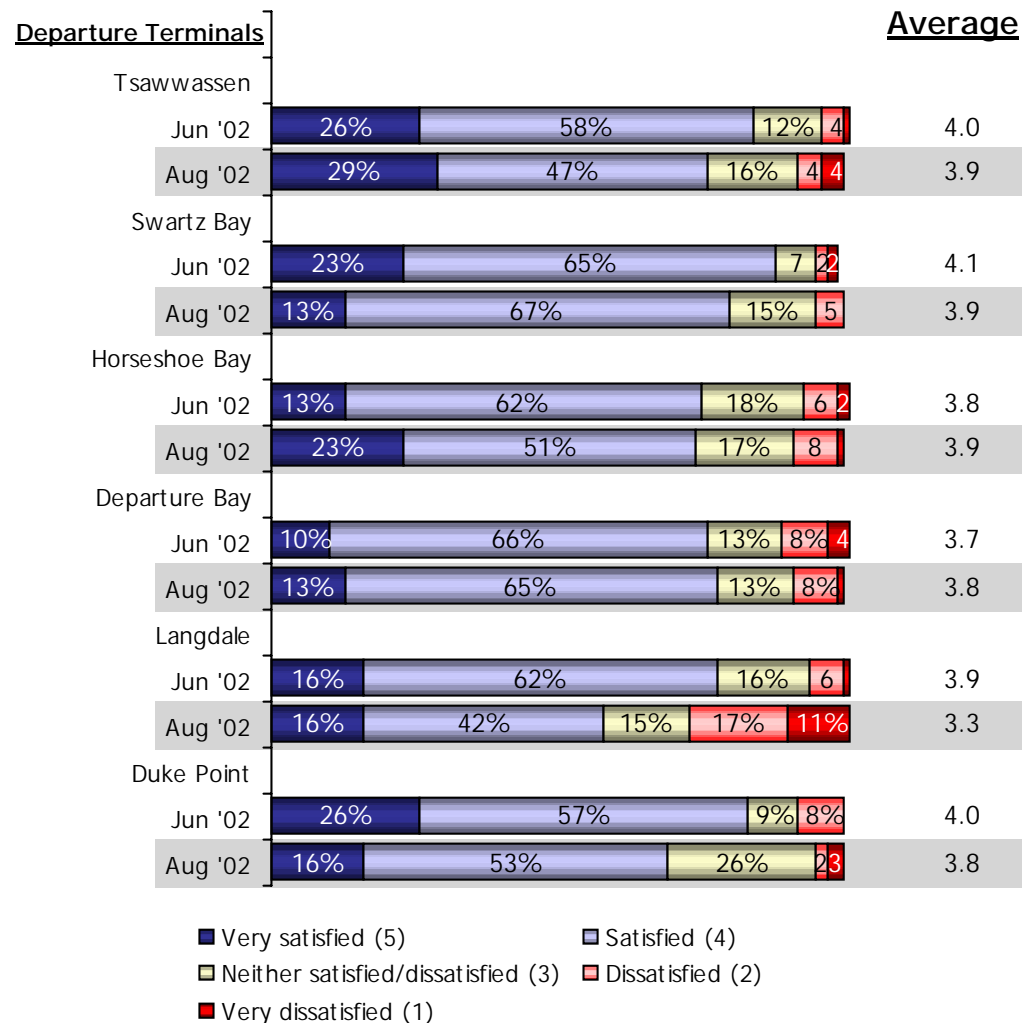
* 65% usage.

Overall Satisfaction with Experience at the Terminal Before Boarding

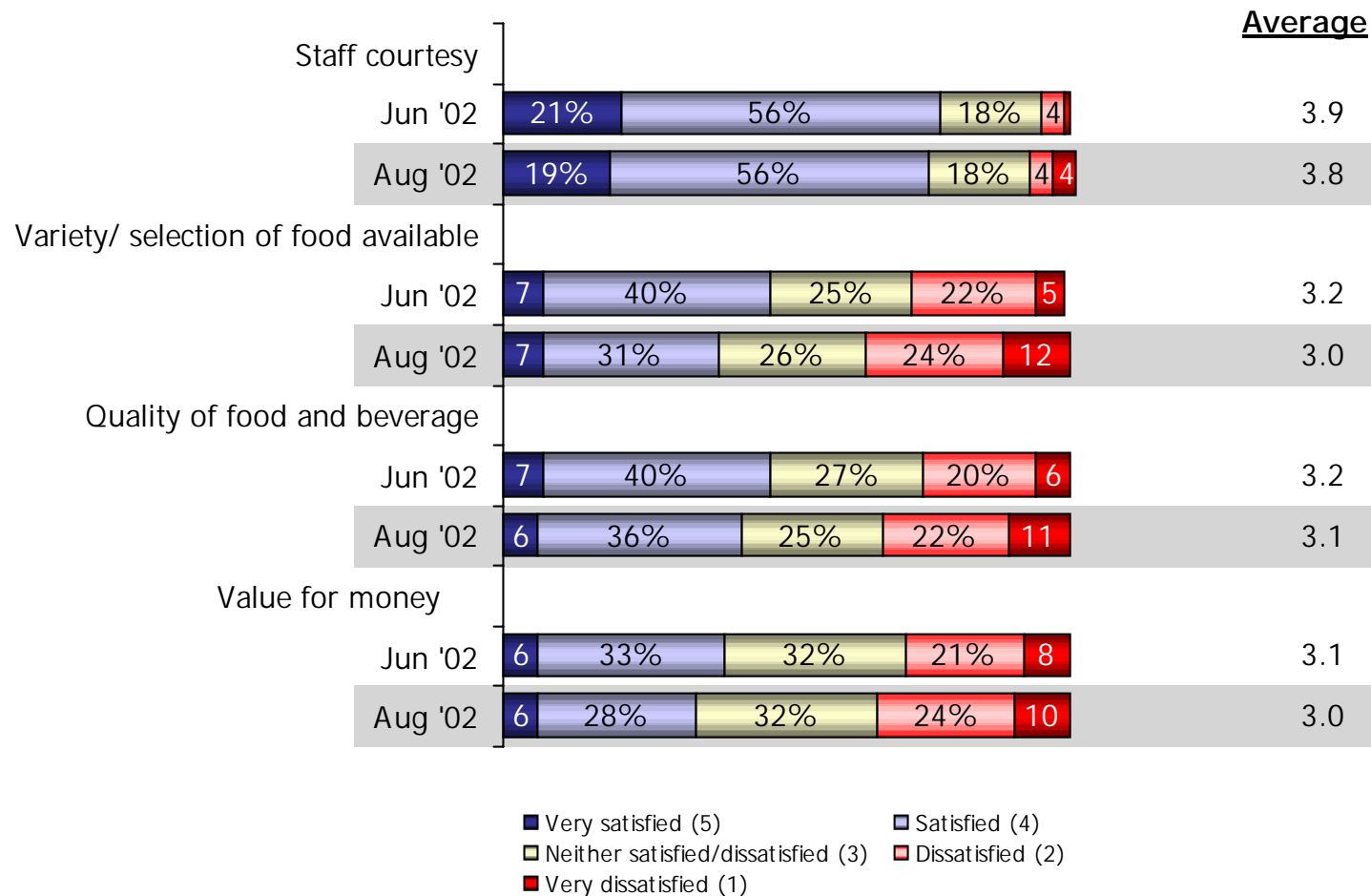


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Overall Satisfaction with Experience at the Terminal Before Boarding (continued)

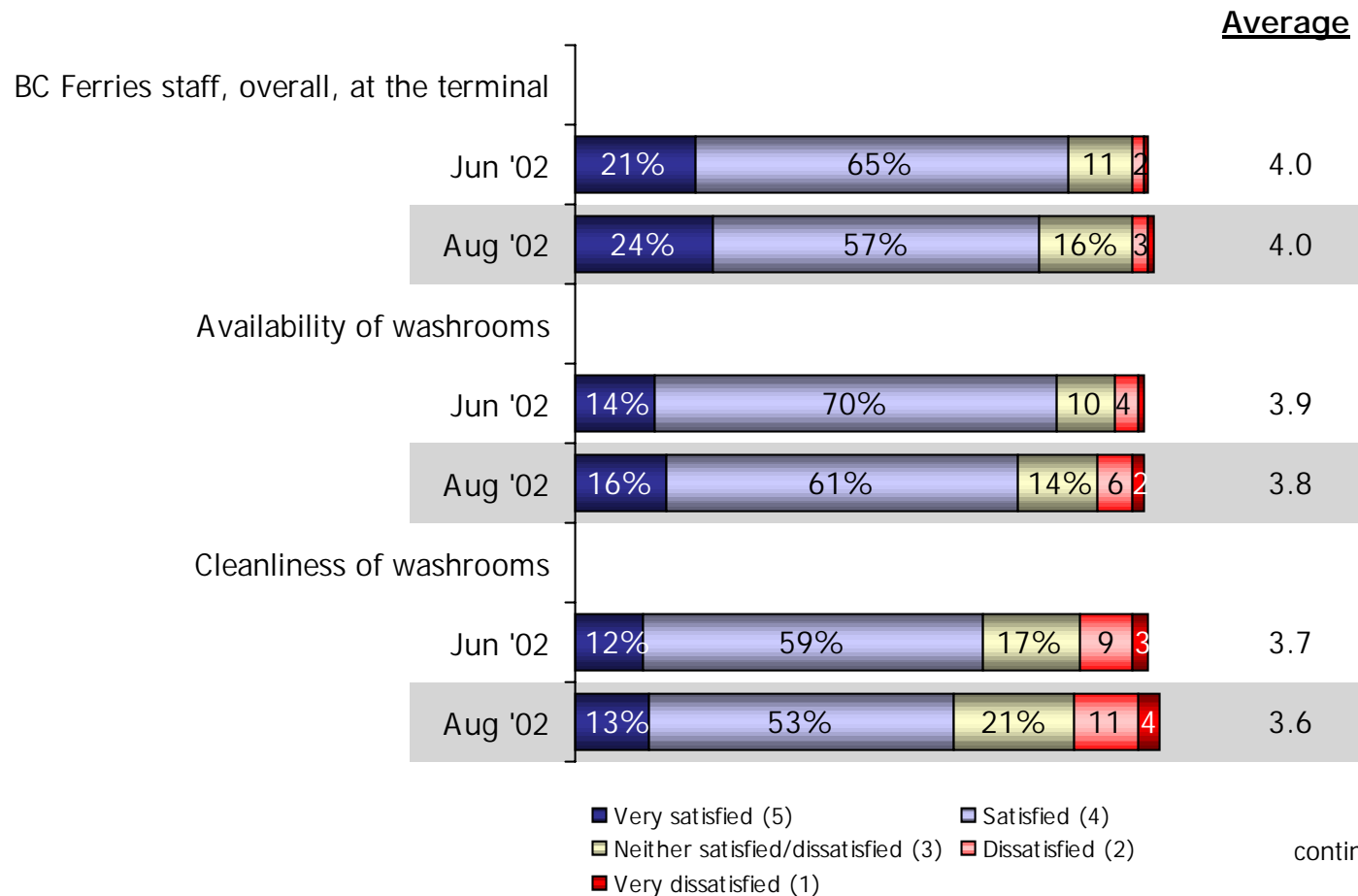


Satisfaction with Aspects of Food and Beverage Services* at Terminal



* Excludes Route 19. 45% usage among remaining routes.

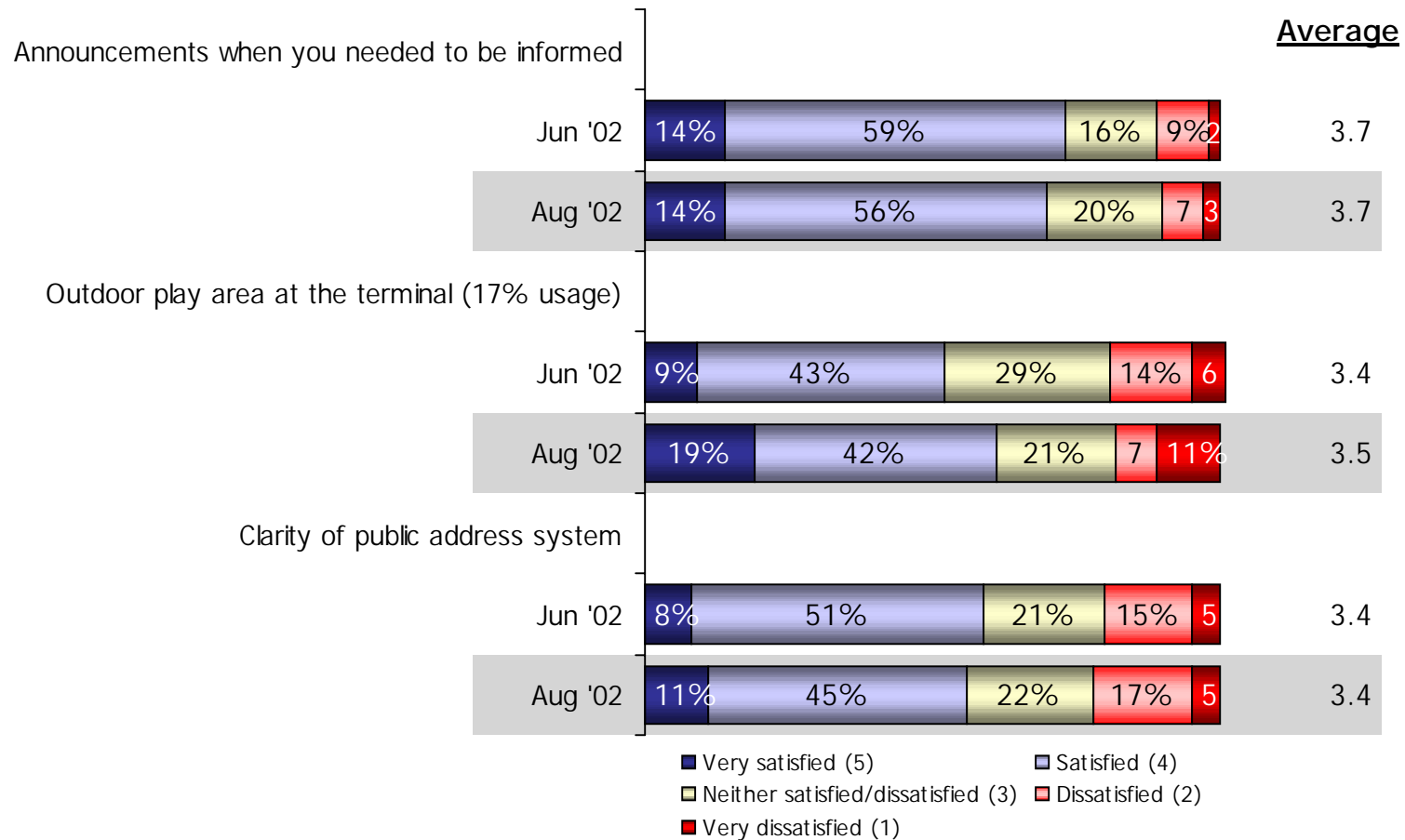
Satisfaction with Other Terminal Services



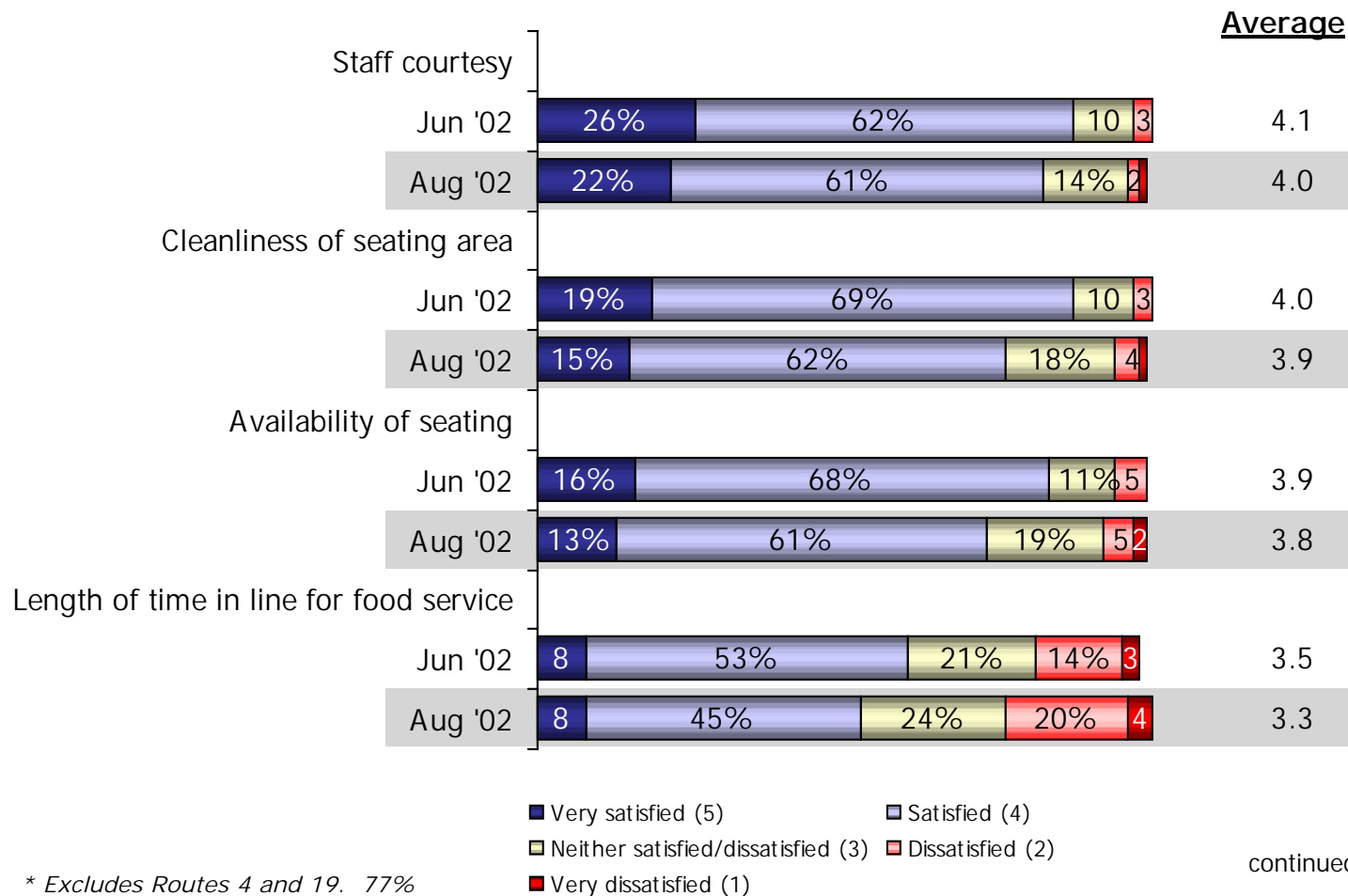
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Satisfaction with Other Terminal Services

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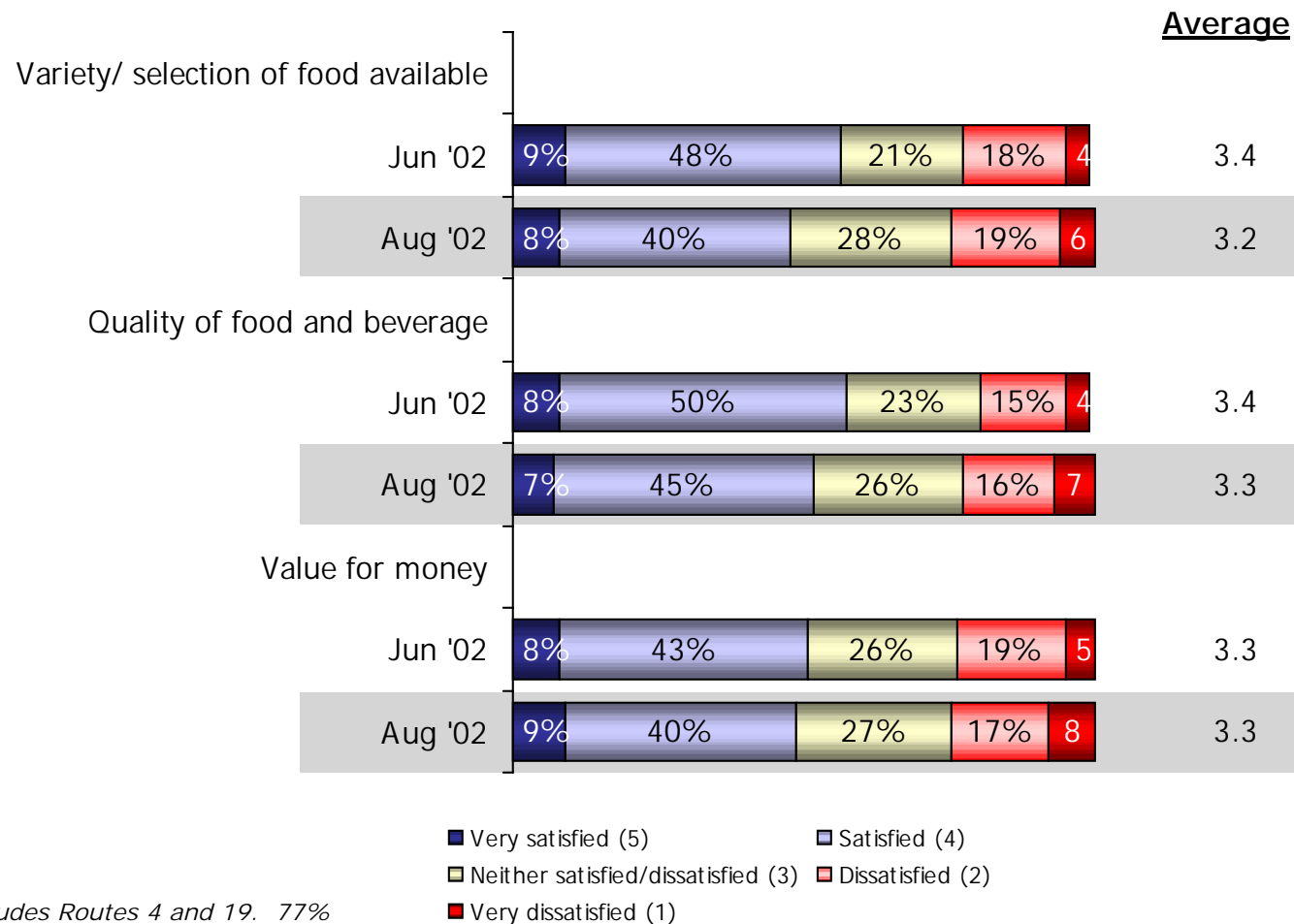
Satisfaction with Aspects of Food and Beverage Services Onboard*



* Excludes Routes 4 and 19. 77% usage among major routes.

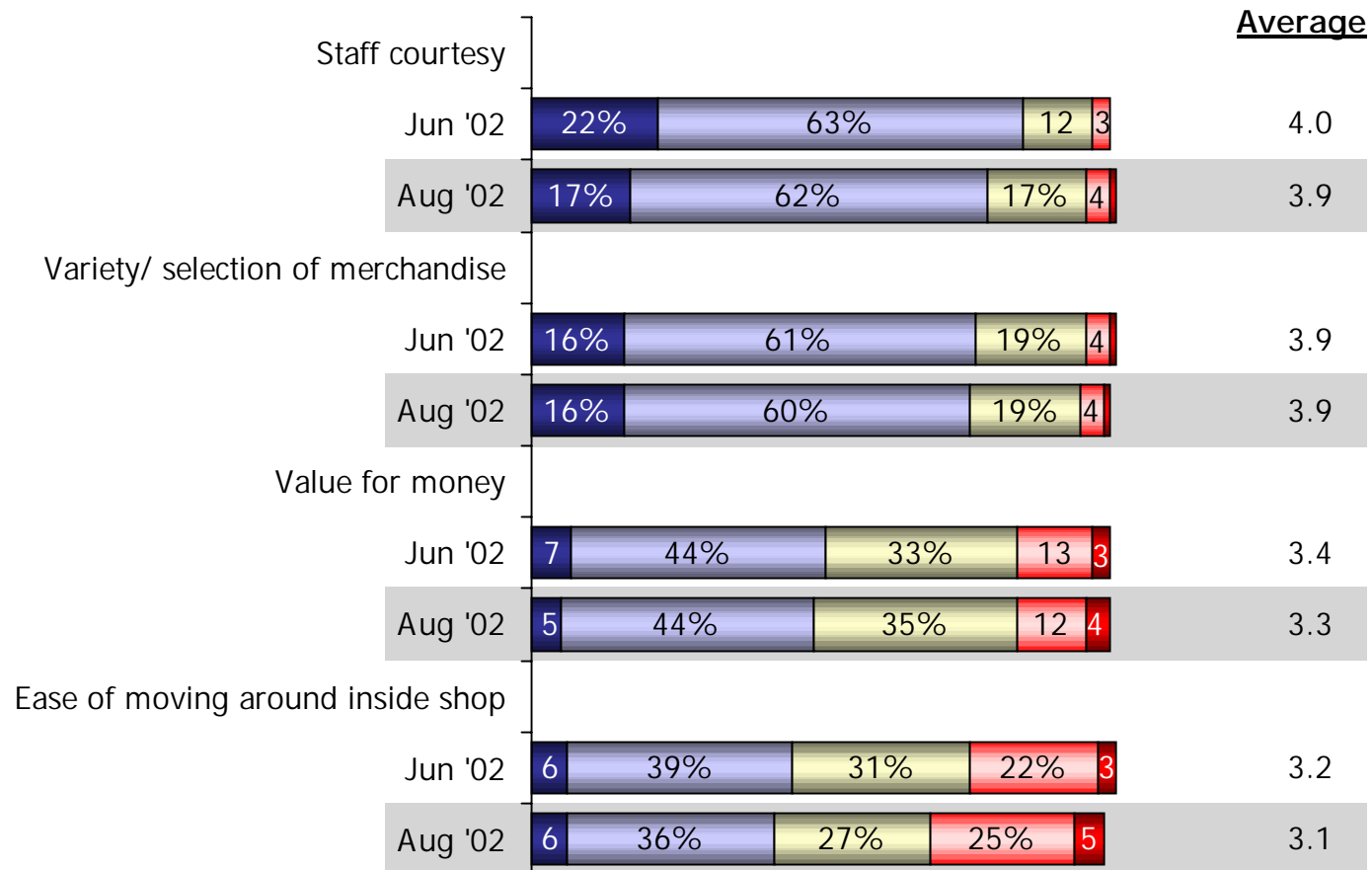
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Satisfaction with Aspects of Food and Beverage Services Onboard* (continued)



* Excludes Routes 4 and 19. 77% usage among major routes.

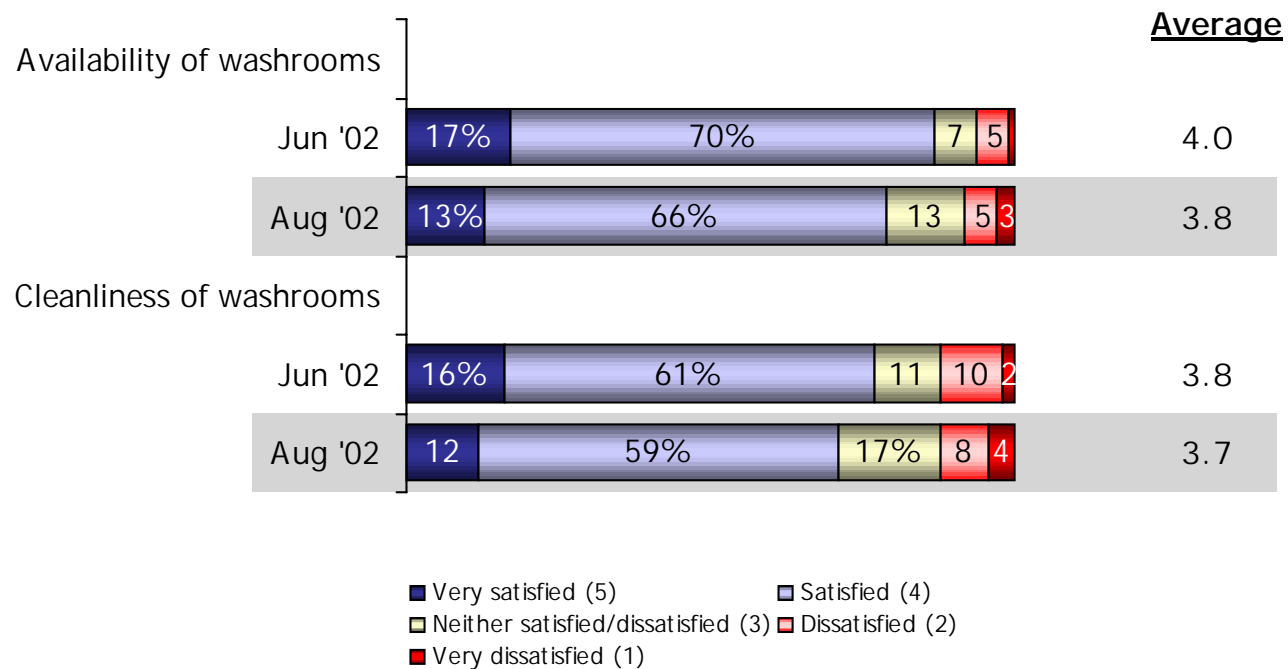
Satisfaction with Aspects of Retail Services Onboard*



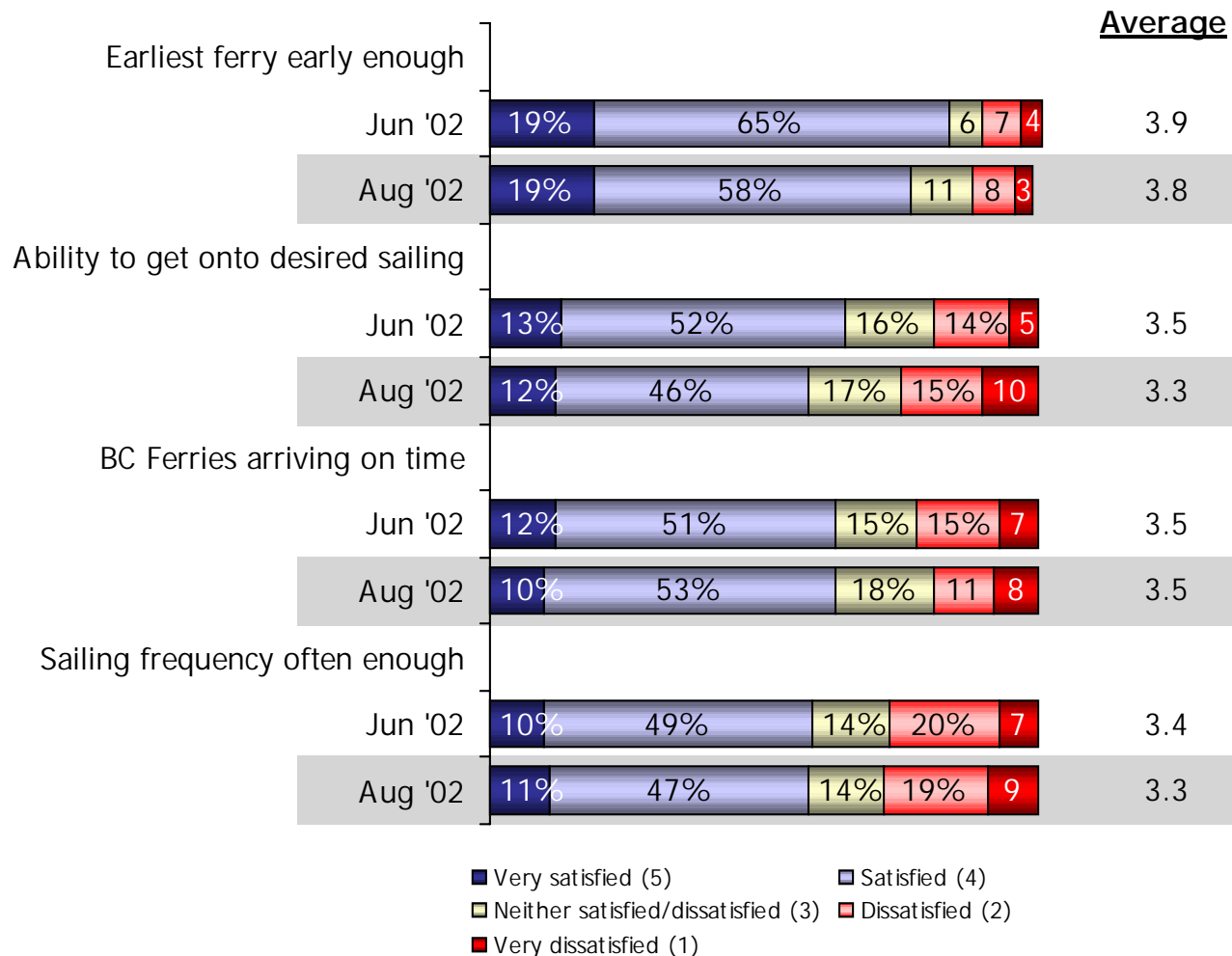
* Excludes Routes 4 and 19. 61% usage among major routes.

■ Very satisfied (5) ■ Satisfied (4)
■ Neither satisfied/dissatisfied (3) ■ Dissatisfied (2)
■ Very dissatisfied (1)

Satisfaction with Aspects of Onboard Washrooms

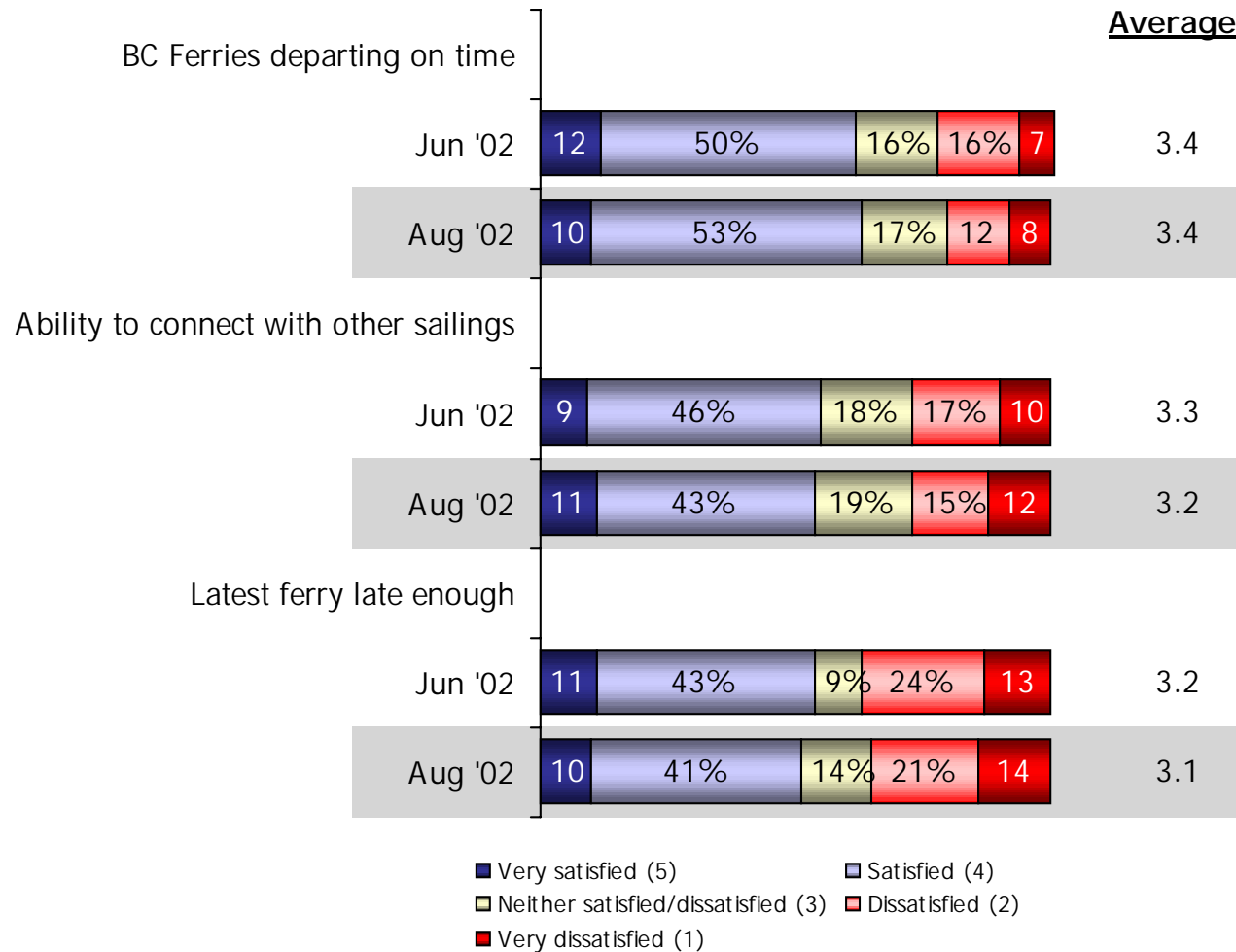


Satisfaction with Experience with Sailing Schedules

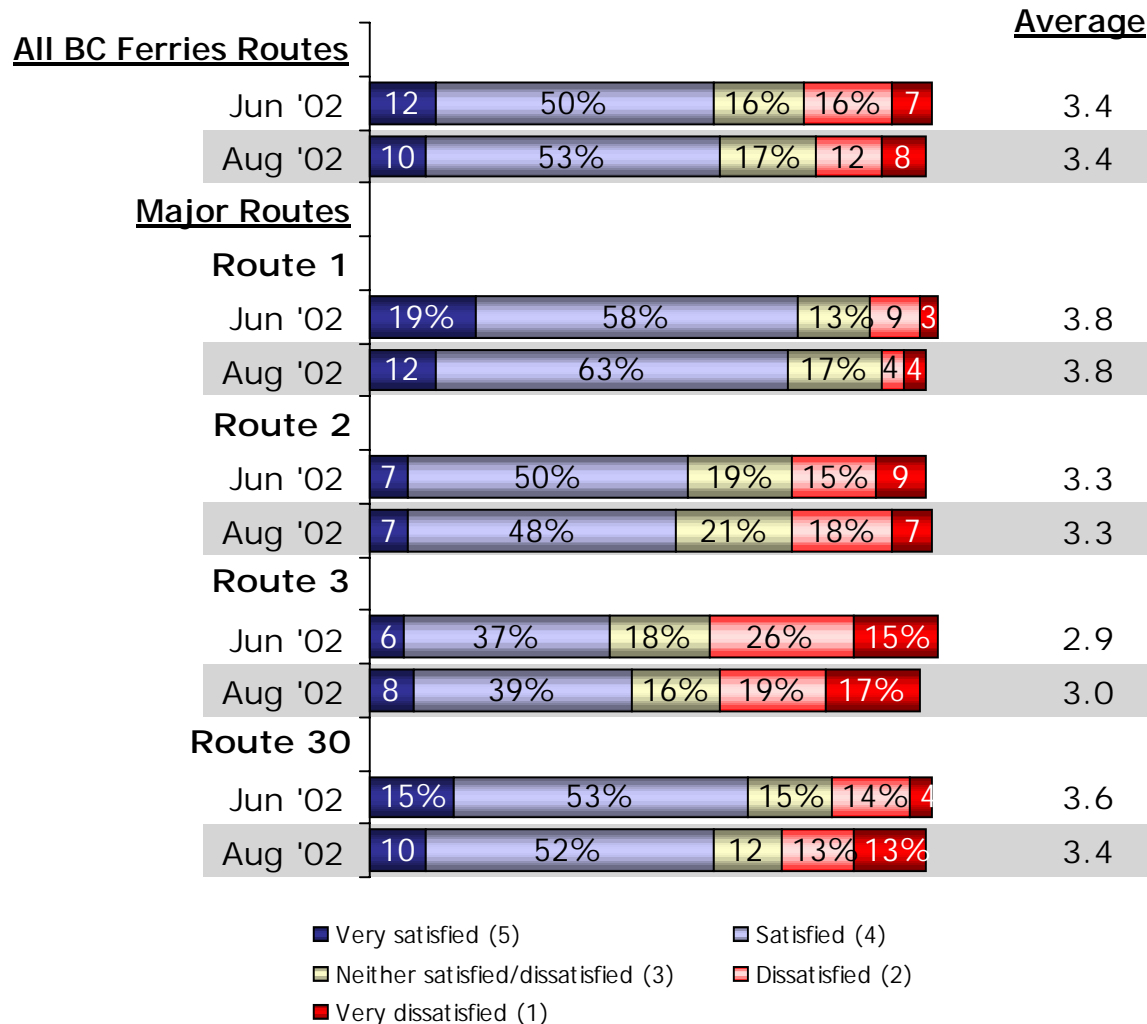


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Satisfaction with Experience with Sailing Schedules (continued)



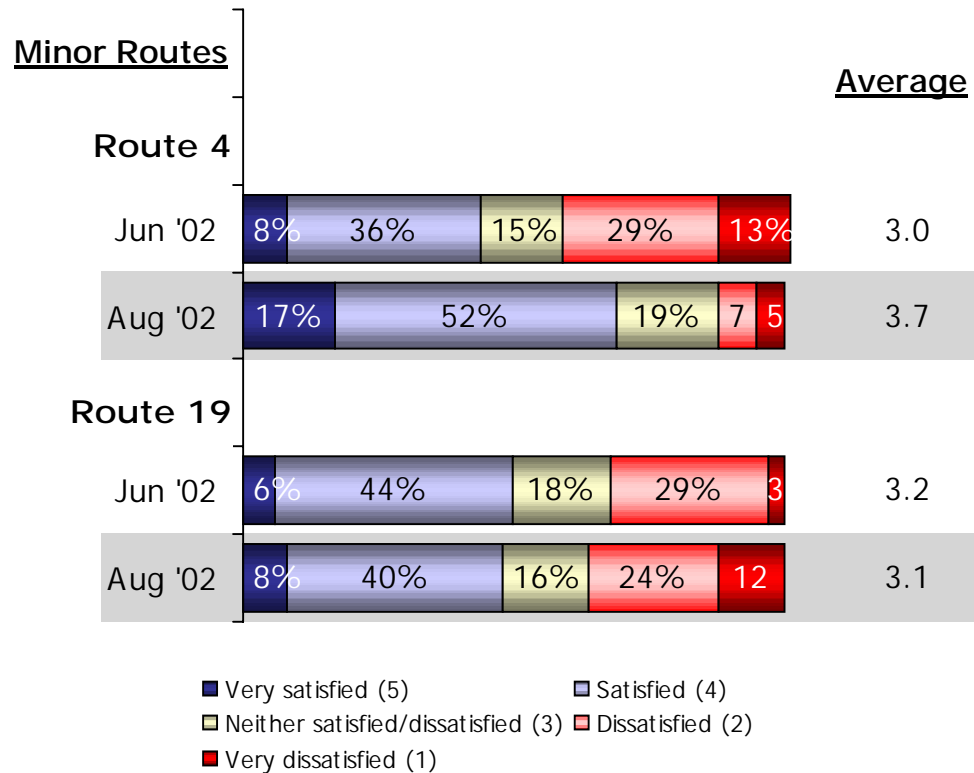
Satisfaction with "Departing on Time"



continued...

Satisfaction with "Departing on Time"

(continued)



Summary

Customers Continue to be Pleased with BC Ferries:

- ❖ Staff
- ❖ Safety
- ❖ Website
- ❖ Ticket booth
- ❖ Loading/unloading
- ❖ Route 1 on time departures (improvements on route 4)

81% satisfied overall with experience travelling with BC Ferries (average score = 4.0 out of 5)

Summary

Main Areas of Opportunity Continue to be:

- ❖ Overall value for money
- ❖ Terminal-related issues
 - F&B, HWY signage, fare signage
- ❖ Scheduling concerns
 - Frequent, later, connections; mainly Route 3
 - On time departure; mainly Routes 3 & 19 (also Route 2)
 - Parking facilities for foot passengers
- ❖ F&B onboard, room in gift shop
- ❖ Cleanliness of washrooms