

BC Ferries Ferry Advisory Committee

Terms of Reference

Last updated: April 2024

Mandate

Ferry Advisory Committees (a “FAC” or a “Committee”) exist as part of BC Ferries’ strategic goal to be customer and community centred. Committees serve in an advisory capacity to BC Ferries and do not have decision making authority within the organization.

Committees provide input for BC Ferries consideration on decisions related to:

- Changing schedules
- Improving terminal facilities
- Solving route-specific challenges related to ferry service

Ferry Advisory Committees support their communities by providing route-specific input and advocacy, and supporting communications with BC Ferries by:

- Bringing forward opportunities, concerns, and ideas, in particular from key stakeholders and user groups within the community
- Bringing forward community-generated ideas to help solve challenges
- Providing advice and insight to help inform decision-making
- Advising on and assisting with effective ways for BC Ferries to communicate and engage with local communities, including connecting BC Ferries to established community networks and channels

Note: BC Ferries welcomes the participation of First Nations on Ferry Advisory Committees, and is also committed to working directly with First Nations to build relationships, develop protocol agreements where desired, and to ensure Nations are involved in projects impacting their territories.

Members

Membership Composition

- Ferry Advisory Committees are comprised on average of 8-12 members representing a variety of local community interests, with one member functioning as Chairperson.

Member Representation

- Members are chosen to represent a variety of local community and interest holder interests based on the needs of the community being served.
- Members may be appointed by local government or a local organization, e.g. Chamber of Commerce, to serve on a Committee (Representative Members). Representative members are expected to function as a representative of their organization and to function in the same manner as volunteer members, including signing and adhering to the Terms of Reference and the FAC Code of Conduct
- Member representation will be reviewed by the Chair and BC Ferries when there is member turn over to ensure the mix of representatives is diverse and continues to reflect key community demographics and ferry user groups.

Member Appointment

BC Ferries supports equity and diversity and encourages applications from all individuals including women, visible minorities, Indigenous Peoples, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (2SLGBTQI+), and others.

Volunteer Membership Application & Appointment

- BC Ferries will work with the Chair and FAC members to promote opportunities for new volunteer members as required.
- Potential members will be requested to submit a membership application to the relevant Committee Chair.
- The FAC Chair will receive, review, and evaluate new member applications based on the needs of their committee and nominate new members to BC Ferries.
- The FAC Chair will share their nominations with the FAC membership for transparency.
- Successful nominees must sign the Terms of Reference and the FAC Code of Conduct to confirm their acceptance.
- BC Ferries will work together with the Chair to onboard new members within one month of their appointment.
- Current employees and Board members of BC Ferries, and families of Board members are not eligible for appointment to a Ferry Advisory Committee.

Representative Membership Appointments

Some committees may have members who are appointed on behalf of an organization or local government body. For these members:

- Appointment is the responsibility of the organization or government body they represent
- The FAC Chair will be the central contact for the organization or body making the appointment, and will notify BC Ferries as individuals turn over
- Members must sign the Terms of Reference and the FAC Code of Conduct to confirm that they will work under the same terms and guidelines as volunteer members
- Members will be onboarded in the same manner as new volunteer members within one month of their appointment

BC Ferries' Role in Appointments

- The final decision on all appointments rests with BC Ferries, who have the sole discretion to decline any nomination if they feel a nominee's inclusion is not a constructive addition to the FAC. BC Ferries will consult with the Chair prior to declining a nomination and will provide an explanation to the membership should a nomination be declined.
- BC Ferries reserves the right to directly solicit and appoint member(s) to represent interests it feels are not already adequately represented on the committee. BC Ferries will consult with the Chair prior to soliciting and appointing a new member.
- BC Ferries may also receive membership applications from stakeholder groups and/or volunteers from local communities and, if the application is not related to a direct BC Ferries appointment, will provide these applications to the relevant FAC Chair for consideration.

Member Role

The primary role of all Ferry Advisory Committee members is to provide well-informed, community-minded input, to help advocate for local community needs, and to perform liaison roles within their community.

Ferry Advisory Committees support their communities by providing route-specific input and advocacy to BC Ferries by:

- Bringing forward opportunities, concerns, and ideas
- Bringing forward community-generated ideas to help solve challenges
- Providing advice and insight to help inform decision-making
- Advising on effective ways for BC Ferries to communicate and engage with local communities

Ferry Advisory Committees also play an important liaison role for their communities by:

- Connecting BC Ferries with key community stakeholders and the community at large
- Assisting in the dissemination of information about local ferry service through established community networks and channels

Member Responsibilities

All members are responsible for engaging in a professional and respectful manner with fellow members, BC Ferries staff, decision makers, media, and members of the public, and adhering to the FAC Code of Conduct at all times. Failure to do so may result in membership removal.

All members, whether volunteer or a representative of an organization, are responsible for actively participating in all aspects of the Committee's work, including:

Participating in Committee activities

- Attending all committee meetings to the best of their ability, and informing the Chair when unable to attend
- Reviewing and responding to correspondence from the Chair
- Supporting BC Ferries community relations and engagement activities
- Refraining from using their position on the Ferry Advisory Committee as a political platform or for political gain

Sharing information

- Sharing information provided by BC Ferries with the community through FAC-specific forums and other community networks and channels as applicable/appropriate
- Ensuring the confidentiality of information identified as such by BC Ferries. When information has not been identified as 'confidential' it may be shared freely by members.
- Directing all questions and correspondence to BC Ferries through the Chair and/or cc'ing the Chair on correspondence sent directly to BC Ferries
- Using final, approved meeting minutes when reporting back to their representative bodies, or other community members about the work of the Committee

Member Term

- Members are expected to serve a term of two years.
- Membership terms begin January 1 of each year.
- A member joining the Committee part way through the year as a replacement for a previous member will assume the membership term of the member they replace.
- A member joining the Committee part way through the year who is not replacing a previous member, will have a membership term back-dated to January 1 of that same year.

Member Renewals

- At the end of each term, the Chair will conduct a review with the member to ensure BC Ferries, the Chair and the committee member are comfortable continuing with another term.
- With the pre-approval of the Chair and BC Ferries, a member may continue on a new, two year term without reapplication.
- Renewing members are required to re-sign the Terms of Reference and the FAC Code of Conduct.
- There is no maximum to the number of terms that may be served by a Committee member.

Member Resignations

- Members who resign are requested to do so in writing to the Chair, who will inform BC Ferries.
- A new member may be appointed by the Chair, in consultation with BC Ferries, to serve the remainder of the term of the member who has resigned.

Member Removal

- Members that miss more than three consecutive FAC meetings without explanation, will be considered to have resigned.
- Members who are consistently participating in a manner that is not in keeping with the Terms of Reference or the FAC Code of Conduct may be removed.
- Member removal may be suggested by the Chair, in consultation with their Committee, and must be approved by BC Ferries prior to action being taken.
- BC Ferries reserves the right to remove existing members, who in BC Ferries sole discretion are not advancing the mandate of the Committee. In these instances, BC Ferries will discuss these intentions with the Chair in advance.

Chairperson(s)

Chair/Co-Chair/Vice-Chair Appointments

- Committees are responsible for electing one member to serve as Chair.
- Co-Chairs may be elected if desired by the Committee.
- Co-Chairs share equal responsibility for management of the Ferry Advisory Committee.
- The Chair and/or Co-Chairs must be members who have served at least one year on the FAC.
- Each Chair will appoint an alternate who can act as their delegate should they be unable to perform their duties for any reason. Where Co-Chairs exist they will be considered each other's delegate.
- A Vice Chair may be appointed by the Chair if desired by the Chair and/or the Committee.
- A Vice Chair acts in a supportive role to the Chair, assisting with Chair duties when requested and acting as a delegate for the Chair as required.
- For committees representing more than one community, where a vice or co-chair exists, the Committee should consider choosing that vice or co-chair from the community not represented by the Chair.

Chair/Co-Chair/Vice-Chair Role

The primary role of the Ferry Advisory Committee Chair, Vice Chair and/or Co-Chair is to manage the activities of the FAC, and to encourage respectful and well-informed, community-minded participation of Committee members.

Chair/Co-Chair/Vice-Chair Responsibilities

The Chair, Co-Chair and/or Vice Chair is responsible for modeling respectful engagement etiquette at all times, including:

- Engaging with FAC members, BC Ferries staff, decision makers, media, and members of the public in a professional and respectful manner, and adhering to the FAC Code of Conduct at all times. Failure to do so will result in the Chair's removal from their position or from the FAC altogether.
- In partnership with BC Ferries, enforcing the professional and respectful behaviour of committee members, and their adherence to the FAC Code of Conduct at all times.
- In partnership with BC Ferries, requesting safe and respectful interaction from members of the public when attending FAC meetings, in keeping with the meeting and event Code of Conduct.

Chairs are responsible for ensuring Committees work towards the betterment of ferry service for all communities the Committee represents, and for assuming this perspective in all activities as Chair, Vice Chair or Co-Chair.

Chairs are responsible for managing the activities of the Committee and facilitating communications between the FAC and BC Ferries, including:

Communicating and corresponding with BC Ferries on behalf of the FAC

- Corresponding with the Manager, Community Relations on behalf of the FAC membership
- Ensuring all viewpoints and perspectives of committee members are represented and explored in discussions and correspondence with BC Ferries and other decision makers.
- When dissenting views are tabled within the Committee, Chairs shall note them and ensure a fulsome understanding of the various perspectives is captured and provided to BC Ferries.
- Striving to achieve Committee consensus when presenting advice or advocating for a particular solution to BC Ferries. In this instance, consensus is taken to mean the majority of members agree with the advice or solution being presented.
- Notifying BC Ferries when media has inquired with them about BC Ferries-related topics

Managing membership

- Collecting, reviewing, evaluating and recommending new membership applications to BC Ferries
- Ensuring all members have signed the Terms of Reference and the FAC Code of Conduct.
- Managing membership reviews, renewals, resignations and removals in coordination with BC Ferries
- Initiating election of a new Chair when their term is up, and working with the incoming Chair to pass on information and support their success
- Setting the agenda for FAC meetings in coordination with FAC members and BC Ferries
- Ensuring member support before acting on behalf of the FAC as a whole, e.g. signing a letter as 'FAC Chair'

Managing FAC meetings

- Chairing all FAC meetings in collaboration with a BC Ferries Meeting Facilitator
- Ensuring the approved agenda is followed at FAC meetings
- Reviewing and approving FAC meeting summary notes, and circulating final approved notes to all FAC members
- Participating in meetings of the Ferry Advisory Chairs Committee including the annual meeting held in Victoria. For committees with Vice or Co-Chairs both Chairs will be invited to participate in these annual meetings.

Vice Chair/Co-Chairs

- For Committees where Vice or Co-Chairs exist, the division of labour will be decided between the two Chairs involved based on the needs of the Committee and the Chairs.

Chair/Co-Chair/Vice-Chair Term

- Members will elect, or re-elect, by show of support, Chairs, including Co-Chairs and Vice Chairs, every two years.
- There is no maximum to the number of terms a Chair, Co-Chair or Vice Chair may serve.
- For committees representing more than one community, Committees should consider whether the Chair position should move to a representative from a different community when the Chair position changes.
- Chairs may continue as members at the conclusion of their term(s) as Chairperson.

- In the last year of their final term, the outgoing Chair will initiate the election of a replacement Chair with the committee.
- Once appointed, the outgoing Chair will work with the incoming Chair to pass on all relevant information and materials to ensure continuity and success of the new Chair.

Chair/Co-Chair/Vice-Chair Resignations

- A Chair may offer their resignation in writing to BC Ferries. In this instance, BC Ferries will work with the remaining committee members to elect a replacement.

Chair/Co-Chair/Vice-Chair Removal

- In the event a Chair is serving without the support/confidence of the FAC membership, or are consistently participating in a manner that is not in keeping with the Terms of Reference or the FAC Code of Conduct, BC Ferries may remove the Chair and will work with the remaining committee members to elect a replacement.
- In the event the membership wishes to raise a concern about a Chair, they may connect directly with BC Ferries to discuss these concerns.

Chair of the Chairs

Chair of the Chairs Appointment

- The Ferry Advisory Committee Chairs are responsible for electing one Chair to serve as Chair of the Chairs.

Chair of the Chairs Role

The primary role of the Chair of the Chairs is to assist all Chairs in identifying common concerns and interests to bring to BC Ferries, and to be the central touch point for the annual Chairs meeting.

Chair of the Chairs Responsibilities

The Chair of the Chairs is responsible for modeling respectful engagement etiquette at all times, including:

- Engaging with FAC members, BC Ferries staff, decision makers, media, and members of the public in a professional and respectful manner, and adhering to the FAC Code of Conduct at all times. Failure to do so will result in the Chair of the Chairs removal.
- In partnership with BC Ferries, enforcing the professional and respectful behaviour of all Chairs and committee members, and their adherence to the FAC Code of Conduct at all times.

The Chair of the Chairs is responsible for liaising with all FAC Chairs to:

- Identify system-wide concerns and interests that could be brought forward to BC Ferries for discussion
- Ensure Chairs are apprised of topics of relevance to all committees
- Gather feedback on meetings and agenda topics for the annual Chairs meeting

The Chair of the Chairs is also responsible for organizing the annual Chairs meeting with assistance from BC Ferries where appropriate. This includes:

- Setting meetings with decision makers, e.g. the Ministry of Transportation and Infrastructure, the BC Ferries Commissioner, etc. for the annual Chairs meeting
- Working with FAC Chairs to set meeting agenda topics and develop support materials for meetings with decision makers
- Keeping BC Ferries informed of meeting agenda topics and informational materials being used to support meetings with decision makers

Chair of the Chairs Term

- The Chairs will re-elect by show of support, the Chair of the Chair, every two years.
- There is no maximum to the number of terms a Chair of the Chairs may serve.
- When a new Chair of the Chairs is installed, the outgoing Chair of the Chairs will work with the incoming Chair to pass on all relevant information and materials to ensure continuity and success of the new Chair of the Chairs.

BC Ferries

BC Ferries Representation

BC Ferries staff representation at FAC meetings will vary depending on agenda topics and staff availability, however staff members responsible for discussion points on the agenda will attend the meeting virtually or in-person. Staff representation will include at least one representative from each of the following departments:

- External Engagement
- Terminal Operations
- Fleet Operations

BC Ferries' staff will ensure that executive are provided with the summary notes from FAC meetings within one business day of the notes being approved by the Chair.

BC Ferries' Role

BC Ferries' community relations staff will work with the Ferry Advisory Committee to understand the needs of the communities it serves when making decisions related to:

- Changing schedules
- Improving terminal facilities
- Solving route-specific challenges related to ferry service

In particular, staff are responsible for:

- Listening to and understanding constructive feedback from the Committee
- Ensuring feedback from Committees is provided within one week to the relevant department within the organization for consideration
- Responding to the Committee where possible and in accordance with strategic plans and available resources
- Reporting back to the Committee on actions taken, and/or reasons for not taking action

A member of the BC Ferries Community Relations team will serve as Meeting Facilitator at FAC meetings, to assist the Chair in maintaining alignment with the Code of Conduct, time keeping and other meeting logistics as required. The Meeting Facilitator also acts as the BC Ferries Person-in-Charge during meetings, and is responsible for shutting down meetings if respectful dialogue is not maintained.

The Manager, Community Relations is the primary contact for all Ferry Advisory Committee needs and will act as the liaison with BC Ferries executive and other departments.

BC Ferries' Responsibilities

BC Ferries staff are responsible for:

Maintaining respectful dialogue

- Serving as Meeting Facilitator at FAC meetings

- In coordination with the Chair, monitoring meetings to ensure respectful dialogue is maintained, and when necessary, shutting meetings down should the safety and security of participants be in question.
- Adhering to the FAC Code of Conduct in all interactions with the Committee

Meeting logistics

- Booking and paying for venues, food/beverage, and advertising to support FAC meetings and new members applications
- Promoting FAC meeting dates in the community through BC Ferries online community pages, targeted social media advertisements, and print advertising
- Working with the Chair to set the agenda for meetings
- Taking summary notes, and issuing to the Chair for review and approval prior to publication

Providing information

- Providing timely and up-to-date information for members' consideration when advising, advocating or liaising on behalf of their community
- Tracking, responding, and providing updates on the FAC's advice by reporting on how input has been incorporated and/or by explaining why input was not incorporated.
- Responding in a timely manner to correspondence from Chairs and FAC members in keeping with the communications triage system in place.
- Keeping FAC members apprised of community relations and engagement activities planned in their community, and seeking Committee input on engagement and communications plans when feasible.
- Working with FAC members at the beginning and end of all engagement activities to clearly identify the level of involvement the Committees will have in the process, and to evaluate their success
- Keeping FAC members apprised of issues and concerns raised through community relations and engagement activities, and of discussions with media pertaining to route-specific topics
- Reporting on the activities and priorities of the Committees to the Ministry of Transportation, the BC Ferry Commissioner, and the BC Ferries Services and Authority Boards as required

Supporting the FAC Chairs

- Working with the Chair to approve new members, and to support the process for member renewals, resignations and removals as required
- Working with the Chair of the FAC Chairs to organize the annual Chairs meeting

Conflict of Interest

FAC members, Chairs, Vice Chairs, Co-Chairs and Chair of the Chairs must declare any real or perceived conflict of interest as soon as one is recognized and discuss with BC Ferries whether it is appropriate to remove themselves from the advisory process on that topic, or from further participation on the Committee depending on the situation.

As most FAC members represent a user group or organization, in this context, conflict of interest is defined as any personal, political, occupational, or financial consideration(s) that disproportionately affect, or appear to disproportionately affect, the ability of a Chair or member to take an objective stand-point in performing their leadership role, or in performing their advisory, advocacy, or liaison roles.

Decision Making

- Ferry Advisory Committees perform an advisory role to BC Ferries and do not have decision-making authority within the organization.
- FACs advise and advocate to BC Ferries through regular semi-annual meetings, ongoing correspondence, and through other engagement activities (workshops, project-specific meetings etc.) throughout the year.
- When making a decision related to advice or advocacy, e.g. making an FAC-endorsed request to BC Ferries, writing a letter of advocacy to decision makers such as the Provincial Government, the Committee Chair will ensure all members have been consulted and agree to the content and actions being taken on behalf of the group.
- The Committee Chair will strive to achieve consensus when making decisions related to the group's advice or advocacy activities. In this instance, consensus is taken to mean the majority of members agree with the advice or solution being presented, and that while all members may not agree, they are comfortable in moving forward with the advice or solution being presented.
- Where there is dissent within the Committee, dissenting views must be noted and explained so that all perspectives are adequately represented in the advice or advocacy being offered.

Meetings

Frequency

- Meetings between BC Ferries and the Ferry Advisory Committee will be held twice per year.
- The committee is able to meet on their own as frequently as required. The Chair is responsible for calling and managing these meetings.
- Meeting dates will be set as far in advance as possible. Meeting dates will be suggested by BC Ferries for acceptance by the Chair before being finalized.

Agendas

- Meeting agendas are jointly set by the Chair and BC Ferries. The final decision for the inclusion of all topics rests with BC Ferries, who may decline to include a topic if it has been discussed and an answer

provided previously. BC Ferries will discuss these situations with the Chair and will provide an explanation to the membership should a proposed topic not be included on the agenda.

- The Chair will consult FAC members prior to setting the agenda with BC Ferries.
- Draft agendas are set at least three weeks in advance of a meeting to provide time for BC Ferries to invite the right staff members to the meeting and gather input on agenda topics.
- Public contributions to the agenda may be added up to five days before the meeting.
- BC Ferries will circulate the approved agenda at least one week prior to the meeting at which time it will be considered final. No changes to the agenda will be made once it has been approved by both the FAC Chair and BC Ferries.

Summary Notes

- BC Ferries will take summary notes of the meeting. These notes are a recorded summary of issues and relevant action items.
- Once drafted by BC Ferries, summary notes will be sent to the Chair within two weeks of the meeting.
- The Chair will review and return edits to BC Ferries within two weeks of receiving the notes.
- BC Ferries will share final meeting minutes with all members once approved by the Chair.
- If notes are not returned within two weeks, and no communication has been received from the Chair, BC Ferries will take the notes as approved and proceed with publishing them online on the relevant Community Pages to ensure timely public reporting on Committee activities.
- Members will use the information contained within the final, approved summary notes when sharing information about FAC discussions outside of the Committee.

Public involvement in FAC Meetings

- FAC meetings may be made open to the public for observation, but are not 'public meetings'.
- All FAC meetings will be subject to the meeting and event code of conduct
- Presentations from members of the public or organizations are welcome.
- Requests to present at an FAC meeting should be made to the Chair and reviewed jointly with BC Ferries prior to acceptance.
- Presentations should be made at the end of the meeting, and should be limited to one presentation per FAC meeting to provide adequate time for a presentation and subsequent Q&A.
- Committee members may also direct community members to attend community drop-in sessions to engage in dialogue regarding issues and concerns with BC Ferries as an alternate or additional channel to presenting at FAC meetings.

Resources

- BC Ferries will provide venues, catering, and materials to support all FAC meetings, whether organized by BC Ferries or the FAC directly.
- BC Ferries will reimburse FAC members for reasonable expenses e.g. travel, meals, accommodation etc., incurred for FAC meetings scheduled by BC Ferries and occurring more than 25 kilometers away from a members' home city, and/or requiring ferry or air travel

- Travel and accommodation can be arranged by FAC members, but should be done in consultation with the Manager, Community Relations.
- Expenses incurred outside of regular FAC meetings must be approved in advance by BC Ferries.
- BC Ferries will reimburse the cost of a single annual subscription to a virtual meeting platform up to \$200 to enable Chairs to meet with their Committees outside of regularly scheduled meetings with BC Ferries.
- There is no monetary remuneration to members for serving on the FAC.

Amendment

The Terms of Reference will be reviewed with Ferry Advisory Committee Chairs every four years, or at the request of the Chairs. This review will be a high-level read through to ensure there are no changes or updates required.

Any amendments identified will be shared with the membership for feedback prior to finalizing. Should revisions be made, members will receive a copy of the revised Terms of Reference and asked to sign a copy to indicate their agreement to operating within the revised terms.

I acknowledge and will adhere to the FAC Terms of Reference.

FAC Member Name

FAC Member Signature