

Adopted May 6, 2009 with amendments (depicted in underlined/italicized font herein)

## BOWEN ISLAND MUNICIPALITY

Minutes of the **Bowen Island Municipality Ferry Advisory Committee Meeting** held on Wednesday April 1, 2009 at 7:15 p.m. in the Council Chambers of the Bowen Island Municipal Hall, 981 Artisan Lane, Bowen Island, British Columbia.

### COMMITTEE IN ATTENDANCE

Bob Lalonde – Chair  
Kim Desante  
Doug Elliott  
Daniel Heald  
Trish Jacquet

### COUNCIL IN ATTENDANCE

Councillor Morse – Minute Taker

### STAFF IN ATTENDANCE

### OTHERS IN ATTENDANCE

### REGRETS

### CALL TO ORDER

The Chair called the meeting to order at 7:18 p.m. and welcomed new member Kim Desante.

### ADOPTION OF THE AGENDA

**It was Moved and Seconded**

That the agenda for the April 1st, 2009 Bowen Island Municipality Ferry Advisory Committee meeting be approved.

CARRIED

### ADOPTION OF THE MINUTES

Minutes of the March 9, 2009 Meeting

**It was Moved and Seconded**

That the minutes of the regular Bowen Island Municipality Ferry Advisory Committee meeting held on March 4, 2009 be adopted.

CARRIED

### BUSINESS ARISING FROM MINUTES

Meetings with water taxi and passenger ferry operators

The Committee reviewed the emails from the Chair to the operators which reiterated the invitation for the operators to meet with the committee.

### Transport Canada Crewing Levels and Certification Issues

The committee reviewed the memo in their agenda packages dated February 11, 2009 from David Hahn, CEO & President of BC Ferries to the FAC Chairs on Minimum Safe Manning. The chair advised that representatives of the FACC group would be meeting with Transport Canada on April 16, 2009 to discuss the new requirements. It was also noted that there had been no change for the crew compliment for the Queen of Capilano thus no direct impact to our route but since we were part of the minor route group costs due to increased crew on other minor routes could have an impact on our fares.

The chair advised that he would be having a separate meeting with Transport Canada in the morning of April 16 to discuss the process for certification and what can be done to reduce downtime in 2009.

### Queen of Capilano Refit

The chair read an email he had received from Sarah Cotton, BC Ferries about the refit schedule. The email indicated refit every two years so the next one would be 2011 and a major refit every four years. BC Ferries are looking to move the refit to every 4 years, however, before doing so they will operate on a 2 year refit cycle for an unstipulated period. The next refit is scheduled for 2011. The email also noted that a new alarm and monitoring system had been installed on the Capilano during the last refit. The committee raised questions as to how the 2yr and 4yr refits would be scheduled and the chair agreed to follow-up with BCF.

### Fare Increases

The committee reviewed the email correspondence in their agenda packages. BCF clarified how the percentage fare increases had been calculated for the April 1<sup>st</sup> increase. The chair noted that BCF had advised that they would be briefing front line staff so they could answer questions when passengers questioned the percentage increase and that they would also clarify the calculations in service notices.

### Priority Commercial Loading

- The committee discussed the concept of island based commercial trucking companies being given loading priority in HB on the afternoon sailings. The committee made the following comments:
- The trucks should be required to be in the terminal at least 10 minutes prior to sailing and perhaps 20 minutes as the van pools are required to do
- There is a cost to local stores to keeping staff on hand to unload the trucks
- Need for more information on the cost impact of

missing a ferry

- Should consider whether this should apply to all commercial trucks travelling to Bowen, the cost for a cement truck or moving truck to be left in HB
- This tentatively an item for the FAC/BCF meeting in June

Daniel agreed to have a meeting with the trucking companies to get more information

#### Snug Cove Information sign

The chair advised that BC Ferries is still working on how to install a sign. The sign would be operated from HB and would look like the sign that is in front of the HB toll booth. It will be able to advise of sailing cancellations, additional trips etc. BCF had originally planned to put it on the roof of the washrooms and has encountered installation problems due to the power lines

### **NEW BUSINESS**

#### BCF Snug Cove washroom issues

The chair advised that the BCF Terminal Manager had written a letter to the Mayor raising concerns about washroom vandalism, inappropriate use of the washrooms and them being left in unsanitary conditions and the difficulties they were having. The chair noted that he had met with BCF and other relevant parties to discuss the issue. It was noted that the washrooms are locked with the last sailing in the evening and opened with the first sailing in the morning. The chair advised that the RCMP will be increasing their surveillance of the area and that BCF will be installing signage asking patrons to leave the washroom clean for the next person and that BCF has experienced similar problems in other unmanned terminals. All agreed that the washrooms were a significant public benefit to the Cove, it is a community facility and the committee should work with BCF to arrive at a solution. Doug Elliott agreed to chair a meeting of BCF and BIM and other relevant parties such as the RCMP in order to facilitate a solution.

#### Loading cut off time in HB

The committee discussed whether it was time to revisit the issue as it will have been in place for a year this June. Was the 10 minute cut off the reason for on time performance? It was agreed to add it to the June FAC/BCF agenda. It was noted that it is a bigger frustration issue with foot passengers as they can see the boat in the dock and they have no control over what happens once they get on a bus heading for HB.

Restricted vehicle loading in  
HB

The question was raised as to how do vehicles that cannot use hwy 99 to access the vehicle toll booths get onto the ferry. It was noted that bicycles purchase their tickets at the passenger booth and then go around to the back of the building and access the terminal through the gate there. The chair agreed to raise this with the terminal manager.

FACC/CCFAC Activities

Representatives of the FACC, the Ferry Advisory Committee Chairs group will be meeting with BCF and the commissioner to discuss fares and the fuel surcharge/rebate

Save Our Ferries Course  
Correction Document

The chair noted this was provided for information

### **INFORMATION & ON- TABLE ITEMS**

HB Administration Office hours

The committee discussed whether this would impact passengers. It was noted that there was an ATM in the terminal so it should not affect ticket purchases. However the switchboard being closed could be a concern. The committee would indicate this is not appropriate and would follow up with BC Ferries.

Toll booth 7 & 8

The committee discussed the problems being encountered with the Bowen vehicles now using toll booth 7. The chair noted that this was temporary as repairs needed to be done to a leaking roof in toll booth 8.

On board passenger  
disembarking signage

The committee discussed the need for better communication of disembarking instructions for foot passengers in HB and the suggestion of having electronic signage in the passenger lounge at the stairs. This will be added to the agenda for the June FAC/BCF meeting

Experience Card Enhancements

It was noted that the card could now be used for travel on all routes except Mill Bay and Gambier/Keats. Also that card pooling had been added and paper tickets would not be accepted for payment as of June 1st but could still be transferred to the card until April 1 2010.

Summer Schedule

The chair was requested to ascertain what the summer schedule would be, when it would be effective and what

plans were in place to communicate the schedule and had BCF advised West Van transit

West Van Transit

Councillor Morse advised that Greg Curry had retired and that a new manager was being hired. She also advised that West Van Transit which is owned and operated by the District of West Vancouver is a contractor for Coast Mountain Bus to provide service that has Translink has decided upon. Therefore we should be working with both Translink and West Van Transit to solve connection issues. She will continue to raise the issue at North Shore Translink planning meetings

BCF service notices email list

It was noted that there does not seem to have been any change in the procedures required to register to get service notices by email and that the issue had been raised at the last FAC/BCF meeting. This should be a follow-up item for the June agenda.

Next Meeting

May 6, 2009, regular monthly meeting of the Bowen Island Municipality Ferry Advisory Committee.

**ADJOURNMENT**

The meeting adjourned at 9:30 p.m.