

Adopted on September 1, 2010

BOWEN ISLAND MUNICIPALITY

Minutes of the **Bowen Island Municipal Ferry Advisory Committee Meeting** held on Wednesday July 7, 2010 at 7:15 p.m. in the Council Chambers of the Bowen Island Municipal Hall.

COMMITTEE IN ATTENDANCE

Bob Lalonde, Chair
Kim De Sante
Daniel Heald
Bill Van Luven

REGRETS

Trish Jacquet

COUNCIL IN ATTENDANCE

Councillor Alison Morse

OTHERS IN ATTENDANCE

Gayle Ferguson – Minute Taker

CALL TO ORDER

The Chair called the meeting to order at 7:20 p.m.

1. APPROVAL OF AGENDA

It was Moved and Seconded

That the agenda for the July 7, 2010 Bowen Island Municipality Ferry Advisory Committee meeting be approved as amended.

CARRIED

2. ADOPTION OF THE MINUTES

It was Moved and Seconded

That the minutes of the Bowen Island Municipality Ferry Advisory Committee meeting held June 2, 2010 be adopted.

CARRIED

3. BUSINESS ARISING FROM MINUTES

Snug Cove Vehicle Loading Resolution

Councillor Morse reported that staff would be presenting a report on Ferry Marshalling at the July 12, 2010, Council meeting and she would raise the issue regarding the status of the Committee's resolution regarding Snug Cove Vehicle loading.

4. NEW BUSINESS

4.1 Review of June 28, 2010 BCF Meeting

The Committee reviewed the following items from the June 28, 2010 meeting with BC Ferries:

Items requested by the Committee

- Snug Cove Ramp Repair work has been completed;
- Vehicle Overloads/Traffic Demand Management -

BC Ferries to get back to us on increasing the capacity. However the Captain thought we would lose one sailing so is not likely to happen;

- BCF Website Vessel Position Information – BC Ferries are to check and report back;
- Carbon Offset – a voluntary surcharge is not feasible. Their point of sales system makes it impossible;
- Cut off times for foot passengers:
 1. Kim: we agreed to disagree. Think the safety issue is a red herring. Discussed issue of ships deciding rather than the control tower;
 2. Unloading on the car deck was BC Ferries unilateral decision and refers to the issue of customer service;
 3. Customer service - FAC Chairs have concerns. The Government has indicated there has to be a process for customer service;
- Customer Survey – BC ferries are interested in our survey. Contact with BC Ferries is next step to see what they think of the questions and whether there are questions they would like added;
- Snug Cove Info Sign to be installed by the end of the summer;
- Highway Signage - no new information;
- Vehicle Loading signs - Chair to follow up with BC Ferries regarding spacing;
- Comptroller General's Report and responses were reviewed , nothing new;
- Pre-purchase of tickets was rejected

Presentation reports

On time performance has gone down. As this has occurred over a short period we will have to continue to monitor to see if there is a trend.

New Business

- Committee meeting with BC Ferries – agreed that an annual meeting was sufficient;
- Printed ferries schedule - agreed not needed but some schedules need to be posted.

4.2 Public Survey

The Committee discussed the following issues regarding a

ferry service public survey:

- Costs need to be considered and depend on number of volunteers we can get and whether BC Ferries would contribute to the costs;
- Timeline - August 15 to start initializing the survey;
- Questions in the OCP that need to be included – Councillor Morse to send information to Bill;
- Suggestion to have short and long versions. There are 30 questions and survey one will include 10-12 of those thirty;
- Pros and cons of on line completion versus paper format;
- BC Ferries at Bowfest - agreed is a good idea and to have some results of the survey.

Bill noted that the Committee should be clear regarding the rationale for the survey, what information needs to be obtained and how the results would be used.

The Chair suggested that members all respond to Bill's email and to the latest draft of the survey.

4.3 News Release

The Chair suggested another news release for September and agreed to draft one to be commented on and amended as needed by members.

4.4 Next FAC Meeting

Ferry Advisory Committee Meeting on September 8, 2010

ADJOURNMENT

The meeting adjourned at 8:30 p.m.