

## Gabriola Island Ferry Advisory Committee

**Date:** April 26, 2012

**Time:** 5:30 p.m.

**Location:** Gabriola Island Golf & Country Club

**Participants:**

<i><b>FAC Committee</b></i>	<i><b>BC Ferries</b></i>
Dyan Dunsmoor-Farley	Rob Clarke, Executive Vice President & Chief Financial Officer
John Hodgkins - Chair	Captain Lewis MacKay, Marine Superintendent, Southern Islands
Roger Perry	Jason Bowman, Director, Terminal Operations
Gisele Rudischer	Corrine Storey, Vice President, Customer Services
	David Hendry, Director, Strategic Planning
	Darin Guenette, Manager, Public Affairs
	<i><b>Others</b></i>
	Several members of the public, including media

**1. Call to Order and introductions:** 5:30 p.m. John Hodgkins provided a brief outline of BC Ferries' structure and governance, highlighting the roles of all parties involved in providing coastal ferry services. Rob Clarke clarified some of the details and added other information.

**2. Approval of Agenda:** An email/letter package was submitted from Tamara Cowan as correspondence, and the agenda was approved thereafter.

**3. Agenda Items:**

**a. Opening Comments** - Rob Clarke introduced Corrine Storey as replacing him as BC Ferries' executive sponsor to all committees upon the completion of the current round of meetings and explained David Hendry's role as a BC Ferries rep at meetings.

**b. Commissioner's review** – John Hodgkins summarized that the Commissioner's report was released at the end of January and that the Province had not yet responded. He outlined nine of the recommendations made in the report and how they may affect Gabriola service. Further discussion around these issues occurred. Roger Perry suggested BC Ferries may wish to consider communicating reasons and rationale behind what expenses BC Ferries makes to help customer understanding. Further discussion around advertising (purpose and affect) happened.

**c. Terms of Reference** – Dyan Dunsmoor-Farley explained that there is a Terms of Reference for FAC members and what are expected roles. She sought ideas fro the community to help the committee better represent their issues and needs. A suggestion came forth to encourage better participation at meetings and send releases with consideration of newspaper deadlines.

**d. Public satisfaction** – Roger Perry reviewed latest Customer Satisfaction Survey results and summarized what (Likes and Dislikes) Gabriolans are telling the FAC about ferry services. Key dislikes included: fares and being undervalued/not listened to by BC Ferries. Further discussion happened around focusing on improving customer communications and engagement.

**ACTION: Captain MacKay to review why disabled washroom would be locked during sailings.** Further discussion included thoughts that the 'washroom vandalism' notice was

harshly worded and that the lack of alternative facilities promptly created significant distress for ferry users, particularly the elderly and parents with young children. Some feel the Experience Card buy-in levels are too high.

**e. Ferry service effectiveness** - Gisele Rudischer shared a number of points on concerns about ferry service in general from community members. Further discussion occurred to explore some of the issues.

**4. Presentations:**

**a. Public** – Tamara Cowan spoke to the midwifery issue (see Correspondence below).

**b. Operations Report** – Captain MacKay reviewed traffic data, on-time performance (OTP) figures, service issues and capital plans pertaining to Route 19. He added that there has been a re-design of the propellers and Operations is looking for an appropriate opportunity to install them.

**5. Correspondence:** Tamara Cowan noted that she has been denied, via a letter to BC Ferries from the Midwives Association of BC, priority loading if needed to attend to a client in labour on Gabriola. Corrine Storey stated that the current policy of BC Ferries is to look to BC Ambulance to establish when there is a health-related priority need. BC Ferries suggested Tamara work with BC Ambulance to establish a procedure where they can inform BC Ferries when to provide her with priority loading status. Tamara agreed to work with BC Ambulance.

**6. New Business:**

**a. Terms of reference renewal** – Darin Guenette asked committee members to forward any ideas for altering the current Terms of Reference. The FAC agreed to review the TOR and send ideas for change via the Chair.

**7. Next meeting:** Darin noted a WebEx format meeting is planned in the fall, details to follow.

**Approved:**

Capt. Lewis MacKay, Marine Sup't

Date: July 17, 2012

John Hodgkins, Chair

Date: July 25, 2012