

### **MANDATE**

- To represent residents of the community in a consultative relationship to BC Ferries.
- To bring forward local ferry service issues and concerns identified by residents of the community to BC Ferries.
- To provide feedback on local ferry service to residents of the community.
- To advise BC Ferries, on behalf of residents of the community, on long-term planning issues for local ferry service in relation to community planning.
- To advise BC Ferries, on behalf of residents of the community, on effective ways for BC Ferries to communicate local ferry service issues to residents of the community (e.g. the media, direct mail and public meetings, etc.)
- To advise local residents of BC Ferries' long term plans and priorities, for example vessel/service strategy changes.

### **FUNCTIONALITY**

#### **Appointment**

- Members are appointed in cooperation with local communities.

#### **Representation**

- Members should represent customers and stakeholder interests (e.g. local governments, First Nations, students, seniors, commercial/economic interests, such as tourism, Chambers of Commerce and Ratepayers' Associations, and other community groups and organizations).
- BC Ferries reserves the right to directly solicit and appoint member(s) to represent interests it feels are not adequately represented on the committee.
- Employees and Board members of BC Ferries are not eligible for appointment to a Ferry Advisory Committee during their employment or for a period of two (2) years following the date at which they cease employment with the company or membership on its Board of Directors.

#### **Term**

- Members serve for a term of three years.
- Members who resign are requested to do so in writing to the Chair of the FAC and the Marine Superintendent with a copy to the Manager of Community Relations.
- A new member may be appointed by the Chair (in consultation with BC Ferries) of the FAC to serve the remainder of the term of the member who has resigned.

#### **Responsibilities**

- The Manager of Community Relations or their delegate is the key support person to the Marine Superintendent in the management and administration of the FAC process.
- Members are responsible for attending all committee meetings.
- Members and BC Ferries will work collaboratively and seek constructive solutions for both the community and BC Ferries.

#### **Expectations**

- BC Ferries will provide the necessary background information for members' consideration of local ferry service issues and to assist members in their response to questions.

- BC Ferries will respond to FAC's advice on local ferry service issues either by incorporating the input and/or by explaining in writing why the input was not incorporated.
- FAC formal communications with BC Ferries should be directed to the Marine Superintendent with a copy to the Manager of Stakeholder Relations.

### **Structure**

- Each year the FAC nominates a chairperson to formally liaise with BC Ferries.

### **Decision Making Process**

- The FAC ensures that ferry service issues are discussed thoroughly and all major points of view are represented and explored. General consensus is normally needed for the FAC to advise BC Ferries on a local ferry service issue.

### **Meeting Process**

- Notice of a meeting will be provided two weeks in advance.
- The agenda for meetings is jointly set by the Chair of the FAC and the Marine Superintendent. The Chair may consult FAC members prior to setting the agenda. The agenda is finalized and adopted at the beginning of each meeting.
- BC Ferries will take action minutes of the meeting. Minutes are not verbatim, but rather, a recorded summary of actions. Action minutes are approved by the Marine Superintendent and the FAC Chair as soon as possible after the meeting.
- FAC meetings may be made open to the public with proper public notification. Presentations from members of the public or representatives of organizations are welcome, provided such presentations have been scheduled with the Chair prior to the meeting. Presentations are made at the beginning of the meeting, are limited to five minutes each, and together take no more than 30 minutes at any one meeting.
- The FAC meets at least once a year, and may meet more often if required.

### **Resources**

- BC Ferries will provide meeting materials and facilities.
- BC Ferries will reimburse FAC members for pre-approved expenses incurred for regular FAC meetings. Travel and accommodation must be arranged by BC Ferries.
- Expenses incurred outside of regular FAC meetings must be approved in advance by BC Ferries.
- There is no remuneration to members for serving on the FAC.