

## O. Your FAC.doc

### **Ferry Advisory Committee (FAC)**

BC Ferries has been engaged in public consultation with ferry dependent communities since 1993. Their intention is to have an active public consultation program directed at ensuring that their service meets the needs of the communities and the customers they serve. There are four components to this program; one of which are Twelve Ferry Advisory Committees that advise primarily about local service and terminal issues throughout the coastal areas of the province. Thetis' is called the Chemainus/Kuper/Thetis Ferry Advisory Committee.

Committees are appointed in cooperation with local government (e.g. TIRRA), the Islands Trust and First Nations. The terms of the FAC member appointments are 3 years. There are at least 2 meetings per year, with others being held as required by individual projects or issues. The meetings are open to the public. Meeting dates will be published in e-Spokes when available.

The objective is to share information between BC Ferries' management and representatives of local communities on the day-to-day operations of Route 20, planned improvements to terminals, and broader policy issues, such as the tariff, and the corporate strategic plan. Based on this sharing projects may be formed to address an issue or an opportunity relating to improved service and operational efficiency.

Effective 2006, the membership of the Chemainus/Kuper/Thetis FAC is 2 from Chemainus, 2 from Kuper and 3 from Thetis, plus BC Ferries staff that regularly attend:

- a. Captain Chris Frappell, Marine Superintendent, Southern Islands
- b. Captain Bill Dickie, Senior Master, Route 20
- c. Gary Leitch, Manager Stakeholder Relations & Consultation Communications
- d. Cheri Maisonneuve, Community Relations Manager

### **Meet our Representatives**

(they welcome your calls/e-mails concerning issues or suggestions)

**Chris Pegg:** Long term resident of Thetis; owner of own business, Christopher Pegg & Co., Insurance Agency, located in Chemainus; daily commuter on ferry; has particular focus on youth and school use of ferry. Tel: 246-2650, e-mail: cpegg@telus.net

**Ian Ralston:** Long term resident of Thetis; owner of own business, Meadow Valley Properties, Trax Developments Ltd., located on Thetis Island; commercial user of the ferry with periods of frequent commercial truck traffic; is current co-chair of the committee along with Sharon Cross from Kuper. Tel: 246-4774; e-mail: pas@pacificcoast.net

**Doug Snyder:** 8 year resident of Thetis Island; on staff at Capernwray Harbour Bible School; retired from career in process engineering and service quality improvement; commutes several times weekly as senior; has particular focus on service improvement; tel: 246-2624; e-mail: dsnyder@capernwray.ca

Recently the committee has focused on reviews of the plans for the Coast Card, customer satisfaction surveys, improved disciplines for project management within the committee, the upcoming renewal of the Coastal Ferry Services Contract, and the new vessel Kuper. Currently active projects are a proposal for strategic project funding to upgrade the WebCam that monitors the ferry line-up (Doug), Safety for Students (Chris), evaluation of the need to revise the ferry schedule (Ian/Doug).

A public meeting with our Thetis FAC Representatives was held May 1, 2007 to allow you to get further updates and to provide you the opportunity to meet them personally and to raise any concerns or suggestions you may have, especially pertaining to the current Performance Term 2 negotiations with BC Ferries and the Government..

More information about BC Ferries Consultation activities and copies of FAC minutes can be found at [http://www.bcferries.com/about/public\\_consult/bcf\\_fac/](http://www.bcferries.com/about/public_consult/bcf_fac/)