

# Denman Island and Hornby Island Ferry Advisory Committee

## May 2023 Meeting Agenda

Friday, May 26, 2023 1:00 pm – 3:00 pm

### Meeting Purpose

**1. Share information by providing the Ferry Advisory Committee with:**

- Updates on corporate and route-specific activities, plans and projects
- Answers and updates on route-specific questions and concerns

**2. Hear feedback and initiate action by:**

- Hearing from the Ferry Advisory Committee about potential solutions to areas of concern
- Generating trackable action items and next steps to address areas of concern raised by the Ferry Advisory Committee

**3. Increase transparency and accountability by providing a public venue where:**

- Community members can observe and hear the information and feedback exchanged between BC Ferries and the Ferry Advisory Committee
- Actions and solutions to concerns can be identified, recorded, tracked and reported

Topic	Time
Intros and welcome <ul style="list-style-type: none"><li>• Welcome and Territorial Acknowledgement</li><li>• Approval of agenda</li></ul>	5 mins
<b>Operational updates</b> <ul style="list-style-type: none"><li>• Marine superintendent</li><li>• Terminals Operations</li><li>• Community Relations</li></ul>	30 mins
<b>Discussion section</b> <ol style="list-style-type: none"><li>1. Shuttling policy</li><li>2. Water Taxi service</li><li>3. Route 22 end of day accounting</li><li>4. Crew housing</li><li>5. Signage for Denman West and Gravelly Bay</li></ol>	1 hour
<b>Presentations from the Public</b>	20 mins
Final questions and close	5 mins

# Denman Island and Hornby Island Ferry Advisory Committee Meeting Topic Log May 2023

**NOTE:** notes summarizing the general discussion of meeting participants is included in the appropriate section of each agenda item in the table below.

**Text in black** was information sent to all meeting invitees prior to the meeting as part of the agenda. **Text in blue** are notes taken during the meeting as each item was discussed. **Text in red** captures a follow up action and parties responsible.

### Meeting attendees:

BC Ferries: Brian Anderson, Captain Claudiu Raduta, Megan Caldwell, Scott Kesteloot, Carrie McIntosh, Tamara Olson, Steve Anderson, Natalie McCall

Ministry of Transportation & Infrastructure: Brian Jonker

### FAC:

Operational Updates	
Marine Superintendent	<ul style="list-style-type: none"> <li>We will be monitoring operations with the introduction of the enhanced service on Route 21 and Route 22 this summer.</li> </ul>
Terminals	<ul style="list-style-type: none"> <li><b>Traffic flow and sorting for Route 21:</b> With the introduction of two ship service for route 21(Denman Island) traffic will need to be separated by weight, due to the Kahloke servicing the route and the conventional berth at Denman West weight restrictions. The current configuration of the lot at Buckley Bay includes a maximum of two lanes that are full length. Lane 1, which was previously used for Hornby courtesy lane, will now be required for oversized traffic. Lane 2 will be mixed and first come, first serve.</li> </ul> <p>Some of these lane changes also come as our lanes in the pre-ticketing lot or “the hill” have been significantly reduced to meet Work Safe BC regulations. We are currently in the process of applying for permits on MOTI property.</p>

	<ul style="list-style-type: none"> <li>• <b>Traffic control for Gravelly Bay and Denman West:</b> We have hired for the Denman Terminals for the summer season and will have two Traffic Control trained people on shift each day at both Denman East and Denman West. <i>Contracted</i> traffic control will not be used on Denman Island this summer.</li> </ul> <p>In accordance with our Motorist Direction Plans, we will have Terminal Service Attendants performing traffic assistance on BCF property. Outside of that, permits are required from Ministry of Transportation and Infrastructure (MoTI). This process is still ongoing.</p> <ul style="list-style-type: none"> <li>• <b>Road painting, Gravelly Bay, East Road and Shingle Spit Road:</b> Line painting has been completed at all terminals.</li> </ul>
Community Relations	<ul style="list-style-type: none"> <li>• <b>What to expect at our upcoming engagement sessions:</b></li> </ul> <p>Denman Island (Route 21) 4:30pm – 7:30pm Denman Island Community Hall</p> <p><i>Agenda</i> 4:30 - 5:40 Denman East Terminal Upgrades 5:45 - 6:55 Summer schedules &amp; vessel plans 7:00 - 7:30 Final Q&amp;A</p> <p>Hornby Island (Route 22) Saturday, May 27 11:00am – 2:00pm Hornby Island Community Hall</p> <p><i>Agenda</i> 11:00 - 12:10 Denman East Terminal Upgrades 12:15 - 1:25 Summer schedules &amp; vessel plans 1:30 - 2:00 Final Q&amp;A</p> <p><b>Session Format</b></p> <p>For these sessions, BC Ferries is working with third-party facilitators from Spur Communication who help organizations and communities hold meaningful conversations on challenging topics.</p>

	<p>These events will be facilitated circle discussions allowing you to sit in face-to-face conversation with fellow community members and BC Ferries staff. Folks can drop in and join in the discussions most relevant to them.</p> <p>There will be three consecutive circle discussions, each focused on a different topic of conversation:</p> <ul style="list-style-type: none"> <li>• The Denman East terminal upgrade project and mitigating environmental impacts of the project</li> <li>• Evaluating enhanced summer schedules for Routes 21 and 22, and vessel plans for both routes</li> <li>• Other topics the community would like to discuss</li> </ul> <p>Conversations will be hosted by two facilitators and relevant BC Ferries experts. We value respectful dialogue and participation, and will be actively creating a space in which all voices can be heard.</p>
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Discussion Section	
Shuttling Policy	<ul style="list-style-type: none"> <li>• <b>Shuttling policy needs to be dynamic (departure and arrival) and communications between terminals for expediting through traffic.</b></li> </ul>
Water Taxis service	<ul style="list-style-type: none"> <li>• Water Taxi Service is not currently provided by BC Ferries on either Route 21 or Route 22 due to safety and regulations required.</li> <li>• Our teams are creating a fleet wide program on providing water taxi services and this includes options for Denman and Hornby. We look forward to updating the community once in place.</li> </ul>
Route 22 end of day accounting	<ul style="list-style-type: none"> <li>• <b>At the end of the day the ticket taker must balance the books prior to the ferry departing Gravelly Bay which results in OT. Is there a solution to reduce this wait time?</b></li> </ul> <p>During peak season a Ticket Agent/Terminal Attendant will be cashing out for the sales on Route 22.</p>
Crew Housing	<ul style="list-style-type: none"> <li>• <b>What is BCF doing to help crew find housing?</b></li> </ul> <p>People and Culture department are looking at all areas around the fleet with a focus on islands with remote living to better understand what is available.</p>

	<p>We also welcome any information on available locations around the islands that may be of use for accommodation.</p>
Signage for Denman West and Gravelly Bay	<ul style="list-style-type: none"> <li>• <b>What can be done for signage on Denman West and Gravelly Bay for traffic directions</b></li> </ul>
Written procedure for priority loadings	<ul style="list-style-type: none"> <li>• Information is available on our website and includes the following:  <b>Hornby Island (Shingle Spit)</b>            Shingle Spit terminal is located on the west side of Hornby Island. Sailings departing from Shingle Spit provide service to Denman Island East (Gravelly Bay).             Boarding is based on order of arrival at the terminal. Check-in closes three minutes prior to the scheduled sailing for foot passengers and vehicles.             Hornby Island customers will have the opportunity to receive select Priority Loading to board the Baynes Sound Connector when connecting on Denman Island. The first 15 vehicles to arrive at Hornby Island (Shingle Spit) for the 7:30 am sailing to Denman Island East (Gravelly Bay) will receive a priority loading pass for the 8:00 am sailing departing Denman Island West terminal, Monday to Friday on the Baynes Sound Connector.   <b>Question about "16<sup>th</sup>" vehicle in line</b>            After the 15 cars are loading, customers should follow the standard loading procedures. The line jumping is something that is extremely difficult to manage with or without Deckhands/Terminal Attendants on site, but we are hopeful that the additional staff added this summer will help.</li> </ul>

<p><b>Presentations – 5 Minutes each</b>          Presentations from the public or organizations are an opportunity to present information to BC Ferries and the FAC for consideration. Each presenter is provided 5 minutes. To be included in future agendas, please contact your FAC Chair.</p>	
Friends of Denman Forests c/o Sharon Small	
Hornby Ferry Action Discussion Group c/o Pete Kimmerly and Colin Boyd	
Parking lot at Gravelly Bay c/o Noel Villard	

**In response to questions received from the Ferry Advisory Committee and community, we have provided information below.**

<b>Information Section: Review only</b>	
Confirm dates of service	<p>These dates are published on our website and schedules are available.</p> <ul style="list-style-type: none"> <li>• <b>Shoulder:</b> May 19, 2023 – June 21, 2023</li> <li>• <b>Summer:</b> June 22, 2023 – September 4, 2023</li> <li>• <b>Shoulder:</b> September 5, 2023 – October 9, 2023</li> <li>• <b>Winter:</b> October 10, 2023 – March 31, 2024</li> </ul>
Kahloke	<ul style="list-style-type: none"> <li>• Before entering service in June on Route 21, work will be completed on the <i>Kahloke</i>:               <ul style="list-style-type: none"> <li>○ Annual Main Engines maintenance.</li> <li>○ HAVC system replacement.</li> <li>○ Main Fire pump auto control system upgrade.</li> <li>○ Main Switch Board , maintenance and upgrade</li> <li>○ Annual Recertification.</li> </ul> </li> <li>• The <i>Kahloke</i> is also planned to provide relief service while the <i>Kuper</i> is in refit in mid October until mid December 2023.</li> <li>• No Major refit is planned for the <i>Kahloke</i> this year</li> </ul>
After Hours Emergency Services	<ul style="list-style-type: none"> <li>• <b>How we're working with BCEHS</b> Community feedback from drop-in sessions in communities around the regions has led to collaborative discussions with BC Emergency Health Services about the challenges. We are now working to establish an agreement with BCEHS regarding after-hours service to/from all the small Island communities we serve.</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• <b>Where does BCF advertise for FAC meetings and community events</b> Advertising is done through               <ul style="list-style-type: none"> <li>○ Local newspapers</li> <li>○ BC Ferries Community Pages</li> <li>○ Posters at terminal and on vessels which are also shared with FAC members for posting</li> <li>○ BCF social media accounts: these posts are also shared with FAC members to repost to their local social media accounts. BCF does not post to other community or non BCF accounts.</li> </ul> </li> <li>• <b>BCF Ferries Community and Project pages</b></li> </ul>

	<ul style="list-style-type: none"> <li>○ These pages are a source of information and updates from BC Ferries</li> </ul>
Crewing update	<ul style="list-style-type: none"> <li>• Several months ago, BC Ferries launched its largest recruitment campaign ever. Since February we held 18 career fairs in over eight communities up and down the coast. To date we've hired 500 staff for the coming peak summer season.</li> <li>• In an effort to both attract and retain employees, BC Ferries has introduced incentives and guaranteed hours for new employees, enhanced allowances for employees with certain technical qualifications and those who work overnight hours, increased its training budget to support employees who train to reach higher qualifications and boosted its cadet training program.</li> <li>• BC Ferries is supporting over 100 new licensed officers to complete training and certification requirements in anticipation of peak summer season starting in June. The hiring of licensed officers continues.</li> <li>• Our recruitment team have also been working overseas and are hiring people from England and the Philippines and we are hopeful India will be approved shortly.</li> <li>• Recruitment for Route 21 and 22 Terminal operations has been very successful, with the largest hiring ever seen on the route. We have also significantly increased the staff at Denman East and Denman West and there will now be 2-3 people working each shift during peak season.</li> </ul>
How will the \$500 million from the government be used?	<ul style="list-style-type: none"> <li>• The \$500M is expected to reduce fare increases to 3% per year. This contribution will offset revenues that would otherwise be generated by higher fares over the next performance term. If there are surplus funds, the contribution will also be used to support GHG emission reduction initiatives.</li> </ul>
BC Ferries response on community Performance Term 6 proposals	<ul style="list-style-type: none"> <li>• We have received and read group's submission to the Commissioner and recognize the immense amount of time, analysis and effort that has been put into it.</li> </ul> <p>As previously explained, BC Ferries does not have the assets needed to commit to expanded service year round, whether it be with two ships on Route 21 or the <i>Quinitsa</i> on Route 22 as the <i>Kahloke</i> and <i>Quinitsa</i> provide refit relief.</p> <p>In addition, securing the required budget necessary to implement the submission's proposed service enhancements would require additional provincial support. Finding sufficient crew represents an additional challenge. BC Ferries own PT6 submission is now subject to ongoing service contract negotiations with the Province for the next four years as well as the Commissioner's final ruling on the ferry fare price caps.</p>
Summer Service	<ul style="list-style-type: none"> <li>• We are accelerating service enhancements for Routes 21 and 22 this summer, including:             <ul style="list-style-type: none"> <li>○ Providing additional capacity on the Denman-Hornby Island route from May to December by replacing the <i>Kahloke</i> (21 vehicle capacity) with the <i>Quinitsa</i> (44 vehicle capacity)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Providing two-ship service Monday-Friday on the Denman-Buckley Bay route from June to September by operating the <i>Kahloke</i> alongside the <i>Baynes Sound Connector</i></li> <li>• These improvements balance the communities' need for additional service during peak season, and BC Ferries operational constraints.             <ul style="list-style-type: none"> <li>○ Running two-ships between Denman Island and Buckley Bay, Monday to Friday allows us to reliably crew both vessels, and focuses increased service on supporting critical resident travel (medical, shopping, business, commercial)</li> <li>○ Operating the <i>Quinitsa</i> between Denman Island and Hornby Island through peak season provides increased service on the route for as long as possible, while allowing the vessel to serve as a relief vessel on other routes where needed</li> </ul> </li> <li>• <b>We look forward to providing more details and discussion around summer schedules &amp; vessel plans at the engagement events on Denman and Hornby Islands. Information on these events can also be found on the community pages noted above.</b></li> </ul>
<p>Vessel Deployment: Bayne Sound Connector</p>	<ul style="list-style-type: none"> <li>• <b>Baynes Sound Connector Reports and Reviews:</b> Reports and reviews are available on the following pages:             <ul style="list-style-type: none"> <li>○ BCF Denman Island Community Page: <a href="https://www.bcferreriesprojects.ca/denman-island">https://www.bcferreriesprojects.ca/denman-island</a></li> <li>○ BCF Hornby Island Community Page: <a href="https://www.bcferreriesprojects.ca/hornby-island">https://www.bcferreriesprojects.ca/hornby-island</a></li> <li>○ Denman East Terminal Upgrade Page: <a href="https://www.bcferreriesprojects.ca/denman-east-terminal">https://www.bcferreriesprojects.ca/denman-east-terminal</a></li> <li>○ BC Ferrys Commissioner Site: <a href="https://www.bcferrycommission.ca/download/baynes-sound-connector/">https://www.bcferrycommission.ca/download/baynes-sound-connector/</a></li> </ul> </li> </ul>



**Join us at the engagement sessions on Denman Island and Hornby Island to take part in round table conversation.**

**Denman Island (Route 21)**

Friday, May 26

4:30pm – 7:30pm

Denman Island Community Hall

**Agenda**

**4:30 - 5:40** Denman East Terminal Upgrades

**5:45 - 6:55** Summer schedules & vessel plans

**7:00 - 7:30** Final Q&A

**Hornby Island (Route 22)**

Saturday, May 27

11:00am – 2:00pm

Hornby Island Community Hall

**Agenda**

**11:00 - 12:10** Denman East Terminal Upgrades

**12:15 - 1:25** Summer schedules & vessel plans

**1:30 - 2:00** Final Q&A

There will be three consecutive circle discussions, each focused on a different topic of conversation:

- The [Denman East terminal upgrade project](#) and mitigating environmental impacts of the project
- Evaluating [enhanced summer schedules for Routes 21 and 22](#), and vessel plans for both routes
- Other topics the community would like to discuss