

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	December 4, 2017
Committee Name:	Denman-Hornby Islands
Routes:	21 & 22

Attendees:

<p>For the FAC:</p> <p><i>Chair(s)</i></p> <ul style="list-style-type: none"> • Frank Frketich <p><i>Members</i></p> <ul style="list-style-type: none"> • Charmaine Logan, Tony Law • David Critchley, Jack Forsyth • George McRae, Ron Edmonds 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Wilson • Peter Simpson • David Hendry • Jeff West • Al de Koninck • Darin Guenette
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Points of Agreement:

<p>1. Q & A section. Could sailing schedules have timings set on the hour/half hour, and then be consistent...for ease of memory? BCF – Hornby schedule needs to efficiently be able to connect with the Denman ferry, and the shift change timings on that route also affect how timings are set on the Hornby schedule. The FAC has been working hard at having an improved schedule.</p> <p>Service reductions have had a significant impact on all aspects of life on Hornby, and hopefully service can be added. BCF worked with the FAC after the Province reduced minimum service levels in 2014 to coordinate schedules that could best meet the needs of the communities.</p> <p>Is there any opportunity to ‘split shift’ the Hornby schedule, to provide earlier and later sailings. BCF- this would require hiring more labour, which would bring notably more costs.</p> <p>What is the current plan for the Quinitsa for summer 2018? BCF is looking at options for where to deploy that ferry.</p> <p>Could the current ‘shift change’ happen mid-day Friday instead of at the beginning of the day? BCF-no, the collective agreement process essentially determines the most cost effective way to set shifts.</p> <p>How can BCF exceed customer expectations (as in mission statement)? BCF-there are constraints in operating the ferry system, such as the established service levels and collective agreement terms.</p> <p>2. Assured loading for teachers to Hornby (0745 sailing). BCF confirmed there are plans to implement a ‘card system’ for those designated teachers to get priority loading to Hornby. In the meantime, crew members are now aware of those teachers and have started</p>

providing priority loading for those customers.

3. Shuttling policy. BCF has a Senior Master responsible for operations of both vessels, and he has now meshed the shuttling policies for both routes; policy is 9 vehicles or 20 passengers and vessels will shuttle. This will be reviewed and fine-tuned if required. Also, BCF would be willing to trial a proactive shuttling procedure, whereby both vessels would go into shuttle mode during certain times of the day. If the FAC could help gauge community support, then this trial could be initiated. This would involve keeping certain 'anchor times' (commuter times, crew change, etc) set in the schedule, but otherwise the vessel would be in shuttle mode, particularly in peak season. To help this, BCF is exploring ways to help keep customers aware (cameras, etc) of the vessels' positions. Further discussion occurred around pros/cons of shuttling.
4. Route 22 off-peak scheduling. After a formal request from the FAC, BC Ferries has agreed to add a round-trip to the afternoon during the off-peak, and has drafted a draft schedule for consideration. This schedule can be implemented as early as January 1, 2018. BCF summary drafted this schedule based on the timings in place prior to 2014, and is looking for general support via the FAC. Note: the extra round-trip can be inserted into the Route 22 schedule prior to January 1, but will just be added where there is time in the current schedule. FAC also suggested that there could be rationale (Thurs or Sat) to see late-night sailings if possible.
5. Route 21 cost/savings. FAC noted that recent reports to the Commissioner include route statements, and it appears that the cable ferry is not providing promised savings. BCF noted that those reports include a significant amount of data that are above and beyond fuel and labour costs, so they may not be obvious. However, in the first year of operation, labour is down approximately 35% and fuel 45%. There were some increased maintenance costs with the implementation, but these will lower. Also, the Route 22 Senior Chief Engineer is now responsible for coordinating maintenance, which has notably decreased costs already. Further discussion occurred around funding policy and government considerations.
6. Atlantic business opportunity. BCF is still exploring an opportunity whereby BC Ferries may be able to operate East Coast ferries and generate revenue, but are awaiting the Federal government to determine their plan.
7. TDP update for Gravelley Bay and Shingle Spit. The terminal development team has been conducting engagement events, and are using the input they received to refine a plan/design for these terminals. Once internal approval is complete, another round of community engagement will be carried out. FAC noted that there should be more toilets in the washroom building. BCF also recognized input around needing more holding capacity, instant customer communication and lack of wi-fi. Terminal operations has increased hiring plan for road flaggers at G.Bay for peak 2018 season, and there is no current timeline on when actual work will be performed.
8. Baynes Sound Connector. FAC is seeking a detailed explanation of maintenance details. BCF removed the ship earlier this year for four days to perform maintenance. Part of this work included removing an engine that had been experiencing some vibration issues, and this was solved. This removed vibration issues and reduced noise pollution. There was also a scheduled cable change out and hull cleaning performed. Finally, using the Quinitsa during this time allowed a chance for crew to keep their certifications current. Plan is to maintain both 'old berths' on Rte 21 until their 'end-of-life'. Related, as BC Ferries is learning about when some systems are having issues, they are able to train crews to

- perform a lot of this repair work. Related: FAC has had people ask why pieces of blue plastic have been found on shores. BCF noted that there was an incident where some of the cable covering was chafed and came off. Terminal maintenance is working on processes and wire coating to help eliminate chance of both plastic loss and wear.
9. Fire awareness/water usage announcements. BCF asked for FACs to forward any requests from community to make announcements that will help raise awareness to fire safety and water restrictions, as they want to help.
 10. Pet policy and spaces. The spaces on larger ferries seem generally small and not welcoming. BC Ferries is not currently accepting pets on passenger levels, but will be reviewing if/who this may be possible in the future.
 11. Vessel ops summary: Plan is to put Quinitza on Route 22 for a five-week period in fall of 2018, while the Kahloke performs relief duty elsewhere. Otherwise, there are no refits for either vessel planned in the near future. Also, the Quadra Queen II will be tied up at a Rte 21 berth next summer for a short period. A joint communication is coming soon regarding what has been learned from the pilot to provide assured loading for Hornby vehicles on the 8 am sailing at Denman West. Research is underway on the possibility of an electric outboard motor for the BSC rescue boat.
Terminal ops – nothing to note.
 12. FAC misc. There are known post-secondary students who live on Denman, and it would be beneficial to see a student discount.
 13. Smoke-free policy– BC Ferries is implementing a smoke-free environment across all terminals/vessels in January 2018. This can be a big change for both customers and employees, and BCF will work at education/awareness to help introduce this policy early.
 14. Closed vehicle deck restrictions –A Transport Canada regulation requiring passengers to vacate closed vehicle decks has been implemented in October. The onus of the regulation is on the passenger, so BC Ferries is advising and informing all passengers who are on the closed deck of this responsibility. So far, passenger adherence has been very good. BC Ferries will make best efforts to accommodate requests from customers who wish to be loaded on the open vehicle decks, but there are no guarantees.

Action Items¹:

Item	Who	By When
1. BCF will consider if there are opportunities to provide student discounts for post-secondary students.	Mark	As required
2. Look at providing Routes 21 and 22 schedule presentation on the same web page.	Peter	Three months

¹ Significant Service Request (SSR) requiring detailed analysis and formal decisions from BCF should be submitted using the SSR process. Submission of a SSR should be noted as an Action Item.