

## Ferry Advisory Committee (FAC) - Record of Meeting

Date:	October 29, 2019
Committee Name:	Denman-Hornby Islands
Routes:	21, 22

### Attendees:

<p>For the FAC:  <i>Chair(s):</i> Frank Frketich  <i>Members</i></p> <ul style="list-style-type: none"> <li>• Noel Villard, Ron Edmonds, Daniel Arbour</li> <li>• Karen Ross, George McRae</li> <li>• John Andrew, David Critchley</li> <li>• Jack Forsyth, Rob McCreary</li> <li>• Doug Chinnery, Alissa Pratt</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Brian Anderson</li> <li>• Jeff West</li> <li>• Peter Simpson</li> <li>• Frank Camaraire</li> <li>• Capt Al de Koninck</li> <li>• Darin Guenette</li> </ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"> <li>1. Denman shuttle between terminals. Keith Porteus relayed info through Frank, whereby he noted there is a process underway to establish a shuttle operating between the two Denman terminal (website is: wrongbus.ca). BCF is considering if/how to support this project through the President's office. The FAC agreed to support this project 'in principle', while encouraging BCF to support this project where able.</li> <li>2. Cable ferry plastic coating update. Frank Camaraire noted:           <ul style="list-style-type: none"> <li>- BCF prioritizes safety and reliability of operations and environmental stewardship.</li> <li>- Cable monitoring is continuous and thorough.</li> <li>- There is no current plan for another beach clean-up event, but this could change if deemed necessary.</li> <li>- Divers had been used near terminals in the summer, and did recover some plastic.</li> <li>- A ROV has been used to survey the length of the route, and has not found anything.</li> <li>- Status of cables: drive cable is newer and holding up fine. The south cable is nearing end-of-life, and has had no/little plastic come off. The north cable is the one that was damaged by fishing gear and has lost a notable amount of cable; it has much usage left.</li> <li>- BCF is committed to looking at phasing out plasticized cable and moving to bare cables. A transition plan is being developed, with analysis underway to help BCF select the appropriate cables (noise, wear, effectiveness, etc).</li> <li>- Replacement with bare cables may happen in the latter half of 2020, and the replacement plan includes maximizing the life/usage of cables.</li> </ul> </li> </ol>
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- BCF has hired noise measuring consultants to understand what noise may occur with the changeover to bare cables.
- Related: the BSC will be out of service for 5-6 days in early December to conduct maintenance. Quinitza will conduct relief service.

FAC member asked why BCF chose these plasticized cables when others like this are also shedding plastic. Frank noted that there had not been a reason to expect plastic shedding when BCF selected them, but they acknowledge that there are now other operators experiencing shedding problems. BCF noted that they are installing at least one more (of two in stock) plasticized cable as part of the maintenance in December, as BCF does not have new steel cables selected/in stock. Discussion followed around the effects of fishing practices (loose nets, plastic loss, etc) on the cables. Frank noted that the community will be upset that another plastic cable is being installed. The FAC expressed disappointment in the length of time projected to implement bare cables, and asked to be kept informed when specific timings are known.

3. BSC issues. A resident living near Denman West had a number of concerns: lights on overnight, long/loud announcements, high-pitched engine noise. Al noted that the ship technicians have removed/changed speakers, but a certain volume is required to maintain regulatory requirements. As for lighting, this is currently LED, and there is a minimum level that needs to be kept on for safety reaction. As for engine noise, the exhaust stacks have already been turned to reduce noise impacts...and after much analysis, it is believed the noise is as quiet as can be; teams will revisit this analysis again. Finally, BCF has a process underway to shorten text/length of announcements.
4. Route 22 ship replacement. With a plan to eventually, and possible sooner rather than later, replace the Kahloke with a larger ship, the FAC wants to understand what BCF expects with respect to handling the issues associated with a larger vessel on Route 22. BCF agreed that there may be new problems with congestion at Denman West with a larger vessel on Route 22, and traffic analysis is being done. They are exploring other options to addressing Route 21 capacity and other ways of servicing traffic growth on Route 22 (expanding BSC, expanding Route 22 service day, second vessel on Route 21, etc). Prior to any decisions being made, community engagement will be carried out. An option has been brought forth to operate a Buckley Bay-Hornby direct service, but this would need investment from the Province, who have recently agreed that they do not have funding to provide to this initiative. To this, the FAC suggests that having a cable ferry with a set capacity (insufficient already) limits the ability to react and expand capacity as the communities grow. They agreed to communicate to the Ministry at an upcoming visioning event, with concerns around ferries meeting community demand. A discussion followed regarding Hornby community planning focused on controlling the number of short term visitors to the island, and how this affects the stress on ferry services. This included exploring if/how FAC can support a way to encourage BCF to explore evening service on Route 22 in peak season. BCF noted that the limitations involved in evening service include: finding new labour, the costs of this labour and housing crew. How/if to establish reservations on inter-island routes was discussed. BCF noted that they are currently working at developing a pilot on inter-island reservations, and details will follow as this progresses. FAC suggests that Route 22 is the prime candidate for a reservation pilot. Related: it was noted that a few round-trips that were eliminated in 2014 have not been reinstated, and these would help meet weekend demand.

5. Digital signage effectiveness. FAC members said that the digital signage can be better used; specifically “may be shuttling” at Denman West is not useful. They suggest that, when the BSC is sitting at one terminal, the reason for a wait could be displayed. Jeff noted that there have been some programming glitches around getting the ‘shuttling’ message on/off...and they are working on resolving these glitches. Also, BCF is aware of community interest in general messages (fire safety, etc). End result is that they are working at improving their effectiveness.
6. Route 22 peak season shuttling. It was acknowledged that in peak season, the Kahloke is almost in continuous shuttle mode, but communicating when the ship is resting would help; ‘mandatory break’ on the digital signage may help.
7. Matching Route 21/22 schedules. This was a continuation of discussion earlier about if/how to extend Route 22 operating day to match Route 21. Finding and housing employees are major obstacles. The FAC felt that there may be viable solutions to finding accommodations/lot space for employees, if required.
8. Wi-fi at terminals. With long waits at terminals, customers could use access for real-time communication/information. BCF is well aware of the need, and usefulness, to establish wi-fi at terminals. There is no current plan to install...but there is analysis. Jeff will relay there is a strong demand/support from FAC.
9. Thatch access to BCF webcam. Karen asked if there is an opportunity for community access to the current webcam near Shingle Spit, or should they look at a community solution. Jeff is looking at whether this public access makes sense.
10. Teacher assured loading problems. Alissa shared experiences of teachers coming to Hornby not getting sufficient access to early Route 21 sailings, and asked for a modification to the current practice. She will send specific details of the request to Jeff for his assistance in meeting this goal. The FAC agrees that finding a way to provide teachers assured loading at Buckley is valuable.
11. Shuttling policy. Doug shared an experience of September 30, whereby vehicles at Shingle were overloaded due to weight, and the vessel would not shuttle for these 12/13 vehicles. The crew had indicated they were told not to shuttle, and Doug sought clarity on ‘who makes the call’ as to shuttle/not shuttle. Al said that the crews are supposed to shuttle if nine or more vehicles are left behind.
12. Denman West staffing in peak seasons. FAC appreciates that staff on site in the summer help keep people informed and organized. Jeff noted that the plan is to keep a similar level of staff at the terminal in 2020 peak season. FAC was in consensus that this is a very valuable service that should be maintained. Related note: Gravelly Bay flaggers mostly work well, and BCF is working to refine their effectiveness. The project to expand the area at that terminal has begun, with internal approvals to be done in December. After that, detailed design will follow, with construction to begin in fall 2020, and completion spring 2021.
13. Bicycles on ferries. Doug has experienced inconsistency in getting charged, but feels that any fee does not make sense. It was noted that there is no fare for E-Card users, but a \$2 fare for other customers. In a related question, he suggests that BCF consider plug-in capabilities at terminals for bikes, as e-bikes are becoming more popular. Frank Camaraire to pass on this suggestion.
14. Shared space at Denman. The assured loading for Hornby at Denman has been successful for Hornby customers, and Karen noted this has been so valuable that it may be worth considering a similar arrangement for the second sailing off Hornby, if possible. Some

discussion followed on how customers from both islands can gain access to sailings. BCF suggests that they can look at establishing another assured loading process for the 8:40 am sailing from Denman if the FAC presents a general consensus to BCF.

15. Signs/painting near Gravelly Bay. BCF will be painting in front of some driveways and installing signage in the spring.
16. Printed schedules. Given that BCF is planning on ceasing printing of schedules in 2020 and is still open to accepting ideas from the community. It was agreed the PDF versions that are available online for printing are valuable.
17. BCF updates. Darin explained that the new website will be launched in early 2020, and this provides new functionality and appearance features. The fare flexibility features for the major routes are due to be launched soon after the new website. Note that the information displaying the level a sailing is full and parking lot status will now indicate how much space is available instead.
18. Misc. Thanks given to BCF for efforts to helping find/organize plastics and other materials during beach cleanups. Also, discussion happened around processes in place (Medical Assured Loading) to help alleviate waits when people are in medical distress. Doug suggests that the vessel reliability figures are not very useful, and maybe there is a better way to provide a realistic way to giving figures that are realistic. Peter noted that these figures represent core round-trip figures, not actual total sailings. Quarterly reports are provided to the Commissioner, and these would provide 'actual vs scheduled' stats.

**Action Items<sup>1</sup>:**

Item	Who	By When
1. Confirm if Shingle webcam could be available for public access.	Jeff	Ongoing
2. Work on ensuring teachers coming to Hornby in the mornings are not experiencing overloads.	Jeff (with Alissa)	As soon as reasonable

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<sup>1</sup> 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.