

Denman-Hornby Ferry Advisory Committee

February 2022 Meeting Agenda

Wednesday, February 23, 2022

1 pm – 3:30 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">• Note: new Marine Superintendent and Terminal Operations Managers in place. BC Ferries to outline these positions and Senior Master/s.• Approval of agenda	10 mins
Information section <ol style="list-style-type: none">1. BC Ferries Operational updates<ul style="list-style-type: none">• Marine superintendent• Terminals2. FAC review and enhancements3. New Customer Experience team4. Website update	10 mins
Discussion section <ol style="list-style-type: none">1. BC Ferries/MOTI analysis and plans to address peak season congestion.<ul style="list-style-type: none">- Include consideration of expanding/increasing BSC deck space- Any consideration of replacing Kahloke any earlier than the current plan of approximately 2030?- Correspondence: HICEEC document; request for Quinitsa on Route 22 and earlier replacement of Kahloke.2. Gravelly Bay terminal update; timeline for work? Scope?3. Plans for peak season traffic control at Gravelly Bay.4. Performance Term 6 negotiations and opportunity for FAC input:<ol style="list-style-type: none">a. Population and demographic projectionsb. Scheduling requirements/capacity/faresc. Other issues5. Overnight lineup parking at Shingle Spit – can BC Ferries ban this?6. To what extent does BCF focus on local hiring, training, and staff development to avoid shortages?	2 hours

<ul style="list-style-type: none">7. Is BC Ferries still challenged for crew accommodations on Hornby? Can FAC assist in any way?8. Priority loading for essential supply chain customers on Route 22 (Ford's Cove Store).9. Does Kahloke have new, reduced weight limits that may leave deck space unused?10. Can BC Ferries assist in lobbying for a Denman Island shuttle that can reduce vehicle traffic?11. Buckley Bay lineup and unloading at Denman West.12. Baynes Sound Connector reliability stats.13. Current status for overnight response to emergencies on both routes.	
	10

Attached: Meeting topic log

Denman-Hornby Ferry Advisory Committee Meeting Topic Log February 2022

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 green** 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: Captain Claudiu Raduta, Captain Jan Brockhausen, Carrie McIntosh, Darin Guenette, Tamara Olson, Megan Caldwell, Natalie McCall

Ministry of Transportation & Infrastructure: regrets sent Kirk Handrahan

FAC: Frank Frketich, David Critchley, Ron Edmonds, Alissa Pratt, Noel Villard, Rob McCreary, John Andrew, Karen Ross, Stephan Wehner, Kevin Hutton, Grant Scott

Public members: Bernard Weiss, Pete Kimmerly, Gary Law

Information Section	
Marine Superintendent	<ul style="list-style-type: none">Capt Jan Brockhausen (jan.brockhausen@bcferries.com) is currently the Marine Superintendent for the regions that includes both the Denman-Buckley Bay route and Hornby-Denman route.Vessel refits upcoming: Kahloke; May 1-10, 2022. Baynes Sound Connector; May 24-June 2, 2022. Quinitsa to provide relief service for both refits.Notable refit work for the BSC: installation of a variable breaking system – improving docking safety and collision avoidance.

	<ul style="list-style-type: none"> • Unloading of bicycles. Operations team analysing process that would see bikes unloading after vehicles, to reduce risk for cyclists, at island terminals. Likely most effective in peak season.
Terminals	<ul style="list-style-type: none"> • Megan Caldwell (megan.caldwell@bcferries.com) is a Terminal Operations Manager based at the Little River terminal in Comox, and is responsible for managing issues related to these routes. BC Ferries has not yet filled the vacant Terminal Operations Superintendent position for this region.
Update on FAC review and enhancements	<ul style="list-style-type: none"> • Commissioner has started her formal review of the FAC process, Chairs and members of the BC Ferries team are being interviewed and involved in this process now • At the same time, BC Ferries is working to identify areas of improvement to the FAC process through the FAC member survey distributed last August, and ongoing meetings with FAC Chairs. • BCF continues to work with FAC Chairs on: <ul style="list-style-type: none"> ○ Increased communication and more opportunities to meet with the FAC membership ○ Enhancements to recruitment and onboarding processes ○ Review and refresh of Terms of Reference ○ Providing more, and more meaningful information to FACs, e.g. route data and performance stats, upcoming projects and plans ○ Earlier involvement of FAC in planning and projects • Enhanced reporting on actions taken as a result of FAC feedback • BC Ferries has developed new route reports, with various information on operations and other issues related to the FAC routes. These will be sent to the FAC shortly, and all feedback is welcomed.
Introducing the new Customer Experience team	<ul style="list-style-type: none"> • BC Ferries has introduced a new Customer Experience team as part of our Marketing Department • This team is focused on identifying and solving common customer pain points across our system • They monitor customer feedback mechanisms, e.g. customer care feedback tracking, feedback from Ferry Advisory Committee members etc. to identify common pain points and then work to bring the right departments together to find and implement solutions • Natalie McCall is the Customer Experience Manager for Routes 21 & 22. • Comments: Natalie clarified that her role involved looking at the entire customer journey, using evidence-based analysis to seek options for addressing common customer 'pain-points'. FACs should still submit comments to Darin first, who will work with this team to help analysis.

<p>BC Ferries website and app development: current conditions page, app launch date</p>	<ul style="list-style-type: none"> Recent changes have been made to the Current Conditions site, where Departure/Arrival, webcams and ferry-tracking features all brought under the CC menu. Next steps are work progressing on making as more of the information found on these separate pages all together on the CC page. Frequent website upgrades are made as revisions. App launch is set in spring/summer of 2022, with focus group research and design changes still underway. Comments: FAC suggestions are to add any information on periods of highest potential congestion to help customer travel planning. Natalie will share this input for consideration. The concept of a 'heat map' (table showing average utilization for certain sailing times, etc) was discussed as options. ACTION: Natalie to connect with other internal sections to understand if 'high congestion' information could be made available for customers. Timeline: Discussions though March
<p>Discussion Section</p>	
<p>Peak season congestion analysis</p>	<ul style="list-style-type: none"> FAC looking for updates on BC Ferries-MOTI discussions to alleviate/address peak season congestion and overloads. Are expansion of the Baynes Sound Connector and/or replacing Kahloke earlier than 2030 options? BC Ferries and MOTI still discussing peak season options for adding capacity to the network. Changes would involve notable cost and crewing increases, both of which would need to be addressed. Current plan is to extend Baynes Sound Connector deck in Fiscal Year 2026 (ending March 31, 2026). After this is done, the plan is to deploy Quinitisa on Route 22. NOTE: As Quinitisa will still be a designated relief vessel, the Kahloke would return to Route 22 during times when Quinitisa is required as a relief ship on other routes. Ultimately, with the Quinitisa retirement slated for 2035, an Island Class vessel would go onto Route 22. Comments: FAC encouraged to see plans for BSC extension and Quinitisa, and is interested in specific details around these plans when they are available. As for options for addressing capacity challenges this peak season, BC Ferries is well aware of the community concerns and of options they may consider. The current budgeting discussions with the Province will help determine if changes may be possible this summer. Carrie sought FAC feedback on the HICEEC report and request submitted recently to BC Ferries, noting capacity challenges on Route 22, recent reductions to Kahloke weight capacity, increasing traffic demands and other related factors. They have thus requested that Quinitisa be deployed onto Route 22 year-round as soon as reasonable.

	<ul style="list-style-type: none"> Despite current plans for 2026 ship changes, the FAC stresses that a solution to address capacity on Route 22 needs to happen immediately. Peak season waits are just worsening and solutions should be sought as soon as possible. They suggest that combinations using other ships (Kahloke, Quadra Queen II, other?) to supplement Route 21 service while the Quinitsa is put on Route 22 need to be explored seriously. Both island communities have seen population increases of around 20% over the recent census period, and this is adding strain to the capacity available. If ship changes are not possible, even extending the service day for the Kahloke to 16 hours would make a difference; people may be able to plan their travel across a longer day. FAC members noted disappointment that no new solutions/decisions to reduce capacity congestion have been offered at this time. FAC members expressed frustration and wonder if they need to bring their strong concerns to the Province. They are disappointed by the lack of attendance from senior management at this meeting, as their concerns are not being taken seriously enough for change to be brought forth soon. BC Ferries is well aware of this capacity challenges, and has explored options of changing service using any/all ships we may have available. Adding a larger ferry to Route 22 may only worsen traffic situations on Denman Island as well. It was agreed that a separate meeting dedicated to this topic be planned as soon as reasonable, at which the FAC expect solutions to be presented. ACTION: BC Ferries to set up a dedicated meeting with senior decision-makers within BCF and the Ministry to address this capacity congestion issue and exactly what changes may be made. Timeline: with the next 2-4 weeks, as soon as possible and the appropriate people can participate in discussions. NOTE: discussions occurred about this topic, but no meeting was convened.
Gravelly Bay terminal update	<ul style="list-style-type: none"> Design is 95% complete, and current scope includes: expansion of vehicle holding area from 21 to 48 AEQ, additional East Road holding lane to add space for additional 17 AEQ, dedicated school bus/passenger pick-up/drop-off area, 10 customer and 10 staff parking spots, dedicated crosswalks/walking paths/sidewalks. Completing design and required archeological permits Work period plan: December 2022 to March 2023. Comments: Carrie added that BC Ferries has been working with the K'ómoks First Nation on finalizing this design process as well. As the project continues, engagement with the FAC and community will be included. FAC members noted that Islands Trust signage changes were being worked on, and this involved removal of signage that was near BC Ferries terminals. This work is ongoing.
Gravelly Bay 2022 peak season traffic control	<ul style="list-style-type: none"> Goal is to hire more seasonal employees on Denman (interviews in March).

	<ul style="list-style-type: none"> • Plan is to deploy external traffic control people for similar days/times as previous summers (late June to post-Labour Day weekend). • Comments: Megan has planned for three employees at Denman West and Denman East during the peak season to assist with traffic control and customer coordination. The goal would be to have these people employed from mid-June to Thanksgiving period, if possible. This will support and supplement the external traffic control resources. • Karen suggested that BC Ferries need not deploy people at Shingle Spit for traffic control, but rather that painting hatching marks along each driveway area needs to be done as soon as possible. • ACTION: Megan will be reviewing paint markings on Hornby with Terminal Maintenance, with a goal of getting work done as required prior to peak season. COMPLETED.
PT-6 negotiations and FAC input	<ul style="list-style-type: none"> • How and when can the FAC best provide input regarding population changes, scheduling requirements, fares, vessel sizes or other points from a community perspective? • Comments: Carries suggested this request – how to input perspective into PT-6 negotiations – should be included in the dedicated capacity congestion discussion.
Overnight parking at Shingle Spit	<ul style="list-style-type: none"> • FAC asked if BC Ferries can ban customers from lining up at Shingle Spit Terminal after the last daily sailing, as a way of securing a spot on the first sailing the day following. • Terminal Operations has reached out to Ministry of Transportation and Infrastructure operational reps to discuss options to address this issue, and are still awaiting a reply. • BC Ferries does not own/control the roadways, but can consider designing and installing signage if appropriate. • Comments: Hornby residents are frustrated when others stage their vehicles along the roadway near the end of the day as a way of securing a spot on the first sailing in the morning. Rob suggests that BCF could prevent this parking on their own property at the terminal, thus keeping space open for passenger drop-off in the morning. • ACTION: Megan understands the request and the challenges involved in trying to prevent parking on terminal property, and she'll consult terminal managers in other regions to understand what options may be available to achieve this goal. Timeline: analysis in March. In Progress.
Extent of BC Ferries' focus on local resources for hiring, training and development; crewing challenges for Route 22.	<ul style="list-style-type: none"> • To what extent does BCF focus on local hiring, training, and staff development to avoid shortages? • Is BC Ferries still challenged for crew accommodations on Hornby? Can FAC assist in any way? • Whenever they can, BC Ferries engages locals through: advertising training opportunities in regions, engaging with local WorkBC offices with presentations so people know HOW

	<p>and when we hire. Also, we have started sponsoring marine emergency duties to be paid by the company in some of the high needs locations.</p> <ul style="list-style-type: none"> • We've asked ship-based crews to post posting on the islands where possible. • Note: training must be completed through the company's SEA program (internal employee training). • The FAC can assist in many ways; both with accommodations and with disseminating details we have around our recruiting. With our recent implementation of a recruiting team, we will have more outreach and a solid point of contact for all FAC chairs. • This will ease with the distribution of our hiring requirements and schedules to maximize candidate knowledge. We look forward to working more with FAC both with support of our initiatives and with feedback to us re: how we can better engage locals. • As for accommodation challenges for Route 22 crew; this is a challenge for peak season, but we are working with someone who is offering to provide two units for BC Ferries crew year-round, which should be sufficient. • Comments: Capt Radatu noted that finding accommodation for employees who are able to move to these islands is a challenge for which BC Ferries is always looking for solutions, and he's always open for suggestions for opportunities if FAC members wish to put them forward. • Karen suggests that BC Ferries look at purchasing properties as a way of securing more sustainable, reliable accommodations solutions. If BC Ferries could share the exact amount the company spent in the most recent fiscal year on accommodation, the FAC would then look at opportunities they may be able to find for this amount of funding. • Grant added that this accommodation discussion could be included to the Island Trust, who could look behind options around zoning and other aspects to better enable BC Ferries accommodation needs. • Rob noted that a condo project is planned for next to the Thatch pub, and this may be an opportunity for crew accommodation arrangements. • FAC suggests that there may be an opportunity to make it easier to secure employees if the vessel classification is changed. • Megan added that there is positive internal support to move employees across various positions, and this helps fill shipborne spots. • ACTION: Capt Radatu to research if BC Ferries accommodation funding amounts can be shared with the FAC, with a goal to seek stable housing arrangements. In Progress.
Priority/assured loading for essential supply customers on Route 22	<ul style="list-style-type: none"> • FAC would like to explore a process for providing assured loading for a vehicle from Ford's Cove store. • BC Ferries would need to explore the specific details of any requests. Note there is a lack of space to safely stage any assured loading vehicles at Shingle Spit.

	<ul style="list-style-type: none"> Challenges to such proposals include: we would need to consider any concern for nearby business owners; determining which businesses should be included; this now affects/excludes other high-need groups (peak tourism, residents), etc. Comments: It was agreed that it would be very challenging to identify specific customer/s that should be considered for this spot, and the more important efforts should be spent on finding capacity solutions instead.
Changes to Kahloke weight limits?	<ul style="list-style-type: none"> Does Kahloke have new, reduced weight limits that may leave deck space unused? Yes, from 88 tons to 80 tons, which can/will indeed affect total carrying capacity and may increase the number of vehicles overloaded during busy times.
Denman shuttle (between terminals)	<ul style="list-style-type: none"> How can BCF assist in lobbying for a cross island connector to get encourage people out of their cars? Need more details and discussion on this point. Comments: BC Ferries is interested in connecting with any organization that is working on setting up a cross-island shuttle service, so that efficient interaction at terminals can be explored. Karen will reach out to Darin to continue plans related to distribution of the Hornby Visitors Guide.
Buckley Bay lineup and unloading at Denman West	<ul style="list-style-type: none"> How does the Buckley Bay line up organization work? Why is lane 1 traffic unloaded in a very inconsistent fashion at Denman West? Need more details and discussion on this point. Comments: Frank shared experiences with the unloading of the Baynes Sound Connector at Denman West is inconsistent. He suggests that this may cause confusion and frustration for those continuing through to Hornby Island. ACTION: Capt Radatu will connect with the Route 21 Senior Master to understand the unloading process at Denman West and if more consistency can be practiced. COMPLETED – teams aiming to remain consistent at all times.
Baynes Sound Connector reliability stats	<ul style="list-style-type: none"> Included in Route Report. Comments: Discussion happened on strong recent reliability for this vessel; no further issues.
Current status for overnight response to emergencies	<ul style="list-style-type: none"> What is the current status of overnight service for emergencies? For Route 21: the availability depends on circumstances around availability of specific crew positions and overnight maintenance that needs to be done on the ship; the challenge to be available is increasing. For Route 22: The Kahloke is on-call basis every night unless there is maintenance or repair required for the vessel or terminals.

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| | <ul style="list-style-type: none">• Comments: Some discussion around how generally both ferries are available to respond to the majority of emergency call-outs.• Recent stats from Hornby Fire Hall showed after-hours ferry service was available between 50 and 66%. BC Ferries reminded the FAC that after-hours ferry service is not a core service requirement, but the goal is for this service to be available as much as possible. |
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From: [Anderson, Brian](#)
To: [F Frketich](#)
Cc: [Guenette, Darin](#); [McIntosh, Carrie](#)
Subject: RE: [EXTERNAL] FAC meeting.
Date: February 27, 2022 12:17:00 PM

Good morning Frank, I apologize for getting called away at the last minute and unable to attend the FAC meeting.

As you know, the funding we receive (through fares and service fees) support the service levels we deliver now – including the hundreds of shuttling trips when demand is highest. We are aware that demand stresses these levels already and population and tourism growth make the situation increasingly untenable for the communities. To provide greater transparency and certainty, we recently clarified and published our policies for shuttling (<https://www.bcferries.com/shuttle-sailings>) and will maintain that approach to respond to peak demand periods. In addition, as we discussed last Fall, we presented options to the ministry that could add additional capacity during the peak season. Those options require additional funding to support crew and an incremental vessel. I am aware the ministry is working through their budget deliberations now. I will work with Darin and Kirk to arrange a time to meet with you and the FAC to discuss shoulder/peak season service levels as soon as possible.

Best regards, Brian.

From: F Frketich

Sent: February 23, 2022 4:08 PM

To: Anderson, Brian ; Guenette, Darin ; McIntosh, Carrie

Subject: [EXTERNAL] FAC meeting.

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Hi Brian and all...

I realize your absence from the meeting today was unavoidable Brian, but it left a really bad feeling in many FAC members, myself included. Again, I remember our phone discussions last September with Kirk H. and the resolution that BCF and the ministry would get together to find some solutions for our shoulder/peak season ferry problems. Without you there to answer our questions the session ended up being many people venting their frustrations about BCF and the inadequate service we have when we need it most.

In order to move the meeting ahead it was finally agreed a separate meeting would be arranged with the FAC and including BCF and the MInistry to deal with this one issue as soon as possible. It was mentioned that it would be most helpful if the MInistry and BCF would come to the meeting with definite plans on how we can deal more efficiently with the shoulder/summer season traffic this coming season.

I must tell you the FAC is very frustrated and is looking at other actions that would put pressure on BCF to act now.

Looking forward to hearing from you
Frank

Rasmussen, Shauna

From: F Frketich <frankfrketich501@gmail.com>
Sent: March 29, 2022 11:11 AM
To: Anderson, Brian
Cc: Guenette, Darin; McIntosh, Carrie
Subject: Re: [EXTERNAL] Meeting?

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Hi Brian and all,

Thank you for your note... yes, it is a very frustrating time and it does not give me much hope looking forward to the summer travel season...

I think it would be good to have a meeting to learn any suggestions/ideas BCF has to try to mitigate the problems a little.

I am home and will notify the committee to prepare to meet. Let's have a very clear agenda with items that can assist in the speedy movement of travellers and residents.

If we don't have that we could end up in another blaming session which would be counter productive.

Frank

On Fri, Mar 25, 2022 at 3:13 PM Anderson, Brian <Brian.Anderson@bcferries.com> wrote:

Hi Frank, I know there is a lot of frustration in the community about volumes ramping up per usual, the increase in volume of large commercial vehicles and the concerns of long lines through the summer. We received copies of the correspondence to Minister Osborne as well as to the BC Ferry Authority outlining the concerns and demands for service increases. For disclosure, we will be sharing historical demand and capacity utilization figures with their offices to assist them with any response. The information we send will be the same as what is shared with the FACs.

You may have seen the recent response from the Ministry of Transportation that they are aware of the challenges and working with us to consider options for inclusion in the upcoming Performance Term submission. When you are back, we can convene a meeting to review what our crews are doing to mitigate the impact of commercial vehicles on short-loading (and how successful that has been) as well as plans for shuttling to handle peak volumes. Perhaps there are other ways to communicate or otherwise manage travel volumes over the course of the day (reservations?) to reduce frustration? We will be back to full strength in our office next week, so perhaps drop us a line when you are settled back in and we can arrange a suitable time?

Best regards, Brian.

From: F Frketich <frankfrketich501@gmail.com>

Sent: March 18, 2022 9:53 AM

To: Guenette, Darin <Darin.Guenette@bcferries.com>; McIntosh, Carrie <Carrie.McIntosh@bcferries.com>; Anderson, Brian <Brian.Anderson@bcferries.com>

Subject: [EXTERNAL] Meeting?

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Hi Brian, Darin, and Carrie,

I am sending this to all of you as I don't know if Darin and Carrie have left yet?

I am back in just over a week and wondered if there is any possibility of a meeting with BCF reps on our request for changes/improvements in our ferry services this summer? As you know we have already reached out to our MLA, J. Osborne for assistance on this issue.

I am interested in BCF's thoughts on this matter. Thanks

Frank

Rasmussen, Shauna

From: F Frketich <frankfrketich501@gmail.com>
Sent: May 29, 2022 1:00 PM
To: Anderson, Brian
Subject: Re: [EXTERNAL] Summer??

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Brian,

Actually I was referring to her latest message sent about a week ago, I believe. Basically I, as everyone else here, wanted to be made aware of any changes BC Ferries would make for this summer season to help alleviate the pressure on our two routes. Your reply here gives me the answer, not the one we wanted, but finally an answer nevertheless. Quite frankly, I am worried about the summer and the reactions it may bring from the travelling public. I expect in this situation it will be residents of Denman and Hornby who are fed up with facing this same problem year after year. Shuttling is not a new thing, we have had it for as many years as I can remember. Your suggestion of a discounted fare option is a new twist and I sincerely hope people who can will take it up. I look forward to learning more about it.

With regard to the next performance term... the renewed contract really must take into account changes in population on various islands and the ferry schedules plus capacity that is required to manage those changes. I know you know this but, Hornby's population grew by 20% and Denman's by 19% in the most recent census report. Yet with these levels of growth, there has been no thought of changing our allotted sailings or vessel capacity. In fact, I do not remember any changes to these two factors - so fundamental to providing reasonable service, in all my years of riding these ferries. I do remember the cuts that were made to various coastal routes in 2014, our's included, and how devastating they were to our communities.

With the advent of the ability to work from anywhere, and fiber optic internet coming soon to our communities, I see the population continuing to grow.

Huge challenges ahead!

Frank

On Sun, May 29, 2022 at 11:49 AM Anderson, Brian <Brian.Anderson@bcferries.com> wrote:

Good morning Frank,

I presume the query from Karen you mention relates back to her "scorecard" document she discussed with Minister Osbourne and forwarded to Minister Fleming a few months ago requesting increased vehicle carrying capacity on both routes 21 and 22.

The challenges described by the Denman/Hornby FAC are not unique to those routes. Several inter-island routes are experiencing pressure from changing and growing demand for vehicle travel. As discussed at our last FAC meeting, we have been reviewing these situations with staff from the Ministry of Transportation and evaluating potential mitigations. We are acutely aware of the need to balance service capacity between Buckley Bay and Denman Island along with between Denman Island and Hornby Island.

Structural service changes such as deploying additional ferries or hiring new crews require amendments to the Coastal Ferry Services Contract. The Contract itself is based on four-year performance terms negotiated between BC Ferries and the government of British Columbia. As part of the performance term renewal, the BC Ferry Commissioner conducts a review of service levels, expected revenues, costs and planned investments. This review leads to the determination of fares allowed over the performance term. As we prepare to file information in September for the next performance term, we are working in collaboration with the Province to adjust service levels in response to changing demands.

While this process will not lead to structural service changes for this summer season, we have taken steps to mitigate the expected pressure on these routes. As in past years, crews will 'shuttle' the ferries whenever possible on both routes— we have simplified and published the criteria for doing so (<https://www.bcferries.com/shuttle-sailings>). As you know, we typically provide 200-300 additional sailings during the June to October period. We will also be introducing discounted fare options to encourage people with flexibility to travel outside the peak demand periods – details will be released shortly. Additionally, traffic control and other management solutions will continue to be utilized to address the spike in vehicle volumes.

I am aware that these are not the ultimate solutions that the FAC and HICEEC are advocating for. I can assure you that Kirk and the ministry are aware of the requests and that we are working collaboratively to consider alternatives for this and other routes in the system that are facing increasing pressure.

Best regards, Brian.

From: F Frketich <frankfrketich501@gmail.com>

Sent: May 27, 2022 7:16 PM

To: Guenette, Darin <Darin.Guenette@bcferries.com>; Anderson, Brian <Brian.Anderson@bcferries.com>

Subject: [EXTERNAL] Summer??

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Hi Darin and Brian,

I am more than a little interested in hearing some response to Karen's query.

Are there any changes that BCF is able to make this summer to alleviate the pressure on our two routes?

Looking forward to hearing from you

Frank

From: [McIntosh, Carrie](#)
To: [F Frketich](#)
Subject: RE: [EXTERNAL] Re: Visit to Denman-Hornby
Date: April 22, 2022 11:07:00 AM

Thanks very much Frank. I'm just connecting with Claudiu and Meg to organize timing and logistics, but absolutely no problem to join us on Hornby. That would be great. Lunch is also a good thought – suspect we'll try to grab something on Denman before heading to Hornby but I'll confirm that with you shortly. I'll circle back later today or Monday with a set plan.

My cell is s. 15, s. 19 should you need it.

Carrie

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From: F Frketich <frankfrketich501@gmail.com>
Sent: Friday, April 22, 2022 10:40 AM
To: McIntosh, Carrie <Carrie.McIntosh@bcferries.com>
Subject: Re: [EXTERNAL] Re: Visit to Denman-Hornby

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Hi Carrie,

That sounds good... I will meet you at the 11 a.m. ferry if you give me a call to confirm you are on it. My number, which you probably have, is s. 22 or s. 22 on my cell. Do you want to start with a discussion of Denman's situation then move on to Hornby or go straight to Hornby coming back to discuss Denman? Also, wondering about lunch requirements? We do have two places available on Denman, if you wish to eat here?? I don't know what is available on Hornby for food at this time of year, sorry.

I'm fine with the meeting size to keep the discussion focused. Thanks for checking on ferry availability during the summer months.

I would like to go over to Hornby with you to be part of the meeting there.
Let me know if there is anything else I can do.
Frank

On Fri, Apr 22, 2022 at 9:50 AM McIntosh, Carrie <Carrie.McIntosh@bcferries.com> wrote:

Hi Frank,

The purpose of the trip is for us to get out and see what is happening on the route and to have a focused conversation with you and hopefully Karen from the Hornby side on the challenges and pressures being felt. I know Claudiu would also like to connect with Karen re: accommodation for crew and some of the ideas she has around that.

I would like to keep this to a fairly small group so we have an opportunity to dig into the conversation in a way that allows Claudiu and Megan to ask questions and have dialogue about specific considerations and options. I think having you and Karen, along with Claudiu, Megan, and myself is probably the right size. I think we'll also want to be fairly mobile so we can move around the terminal compound and see different areas of the site, vs. a sit-down meeting. Hope that makes sense.

I'll check in with Brian and Peter re: availability of another ferry for the route this summer. I understand there are some significant challenges with both vessel and crew resources on this front, but I will check in.

Carrie

Carrie McIntosh, MA Environ & Mngmt, IAP2 CP3
Director, Community Relations
Strategy and Community Engagement
British Columbia Ferry Services Inc.
500 -1321 Blanshard St., Victoria, BC
T: 250-978-1720 C: s. 15, s. 19
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From: F Frketich <frankfrketich501@gmail.com>
Sent: Thursday, April 21, 2022 3:10 PM
To: McIntosh, Carrie <Carrie.McIntosh@bcferries.com>
Subject: [EXTERNAL] Re: Visit to Denman-Hornby

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Hi Carrie,

Sounds like a good opportunity for a chat. Do you want me to try to get a few FAC members involved as well? Is there a specific purpose for your visit? Are you at all interested in learning more about the Hornby problems as the busy season approaches? Can you give me any answers about the availability of another ferry for our routes this summer?

Looking forward to meeting up with all of you.
Frank

On Thu, Apr 21, 2022 at 2:58 PM McIntosh, Carrie <Carrie.McIntosh@bcferries.com> wrote:

Hi Frank and Karen,

Captain Raduta (the Marine Superintendent for your region), Megan Caldwell (Regional Terminal Manager) and I are planning to be up on the Denman-Hornby routes next Wednesday, April 27. We plan to chat with terminal and vessel staff, and would value an opportunity to meet with you as well. We are aiming to be on the 11am sailing out of Buckley Bay and then we will coordinate from there based on needs.

I realize this is a bit short notice, but I was wondering if you may have some time on the Wednesday to meet with us?

Carrie

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Rasmussen, Shauna

From: F Frketich <frankfrketich501@gmail.com>
Sent: May 05, 2022 2:45 PM
To: Anderson, Brian
Subject: Re: [EXTERNAL] Questions?

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Thanks Brian, I will stay close to my inbox!
Frank

On Thu, May 5, 2022 at 12:54 PM Anderson, Brian <Brian.Anderson@bcferries.com> wrote:

Hi Frank, thanks for reaching out. Yes, keeping very busy – never seem to have a problem in that area!

I appreciate the situation and the challenges that need to be solved. Glad you had a good discussion with the team. We are working hard to find solutions to discuss with you and the other reps. Brian.

From: F Frketich <frankfrketich501@gmail.com>
Sent: May 05, 2022 12:08 PM
To: Anderson, Brian <Brian.Anderson@bcferries.com>
Subject: [EXTERNAL] Questions?

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Hi Brian,

Hope all is well with you and you are keeping busy?

It was very good to see Carrie, Megan, and Claudiu here for a meeting last week. Karen and I were encouraged to hear they, and I assume you, are working very hard to find some solutions to our overloading problems which are about to begin! I believe one of the ideas being tossed around is to put a larger vessel on R. 22 without doing anything on R. 21. I know we have discussed this idea before and you know I and all other Denman FAC reps are very opposed to it. You also know the reason. It would take the lineups that now

exist on Hornby every summer and move them over to Denman West. We would have vehicles waiting up the hill and into Denman village core. Denmanites coming down Northwest Rd. would meet ferry traffic at the Y coming from Denman Rd. People would not know where the ferry line up is and where it ends. The chaos would do nothing to ease people's patience and I'm sure would lead to arguments if not something worse. You cannot contemplate a large ferry on the Hornby side without giving additional help on the Denman West/Buckley Bay side.

I know Karen and people on Horby are livid, demanding a solution, and rightly so. But one larger ferry on R. 22 is not sufficient without consideration of the problems it will create on the other side of Denman.

I would appreciate hearing of any ideas BCF may have for solving this problem that has gone on for years.

Thanks for your time!

Frank

Rasmussen, Shauna

From: Simpson, Peter
Sent: July 07, 2022 2:54 PM
To: Simpson, Peter
Subject: FW: [EXTERNAL] Questions?

From: Anderson, Brian <Brian.Anderson@bcferries.com>
Sent: May 05, 2022 12:10 PM
To: Simpson, Peter <Peter.Simpson@bcferries.com>; McIntosh, Carrie <Carrie.McIntosh@bcferries.com>; Guenette, Darin <Darin.Guenette@bcferries.com>
Subject: FW: [EXTERNAL] Questions?

FYI...

From: F Frketich
Sent: May 05, 2022 12:08 PM
To: Anderson, Brian
Subject: [EXTERNAL] Questions?

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