

**Denman-Hornby Ferry Advisory Committee Meeting**

**Overview: Denman Island Seniors Hall, November 3, 2016**

**In Attendance:**

Committee: Daniel Arbour, Elspeth Armstrong, Laura Busheikin, Jack Forsyth, Frank Frketch, George McRae, Rob McCreary, Noel Villard

BC Ferries: Mark Collins- VP Strategic Planning & Community Engagement, David Hendry- Strategic Planning Director, Captain Al de Koninck- Marine Superintendent, Jeff West- Terminal Operations Superintendent, Darin Guenette-Public Affairs Manager

**Meeting Highlights:**

The objective of the meeting was to: discuss previous issues and explore options for addressing issues brought to the FAC from the community.

The next meeting is planned for some time during spring of 2017; FAC asked for mid/late April if possible.

-----

Issues Summary and Resolution Plan

**A. Issue: External presentations**

**Definition 1:** A rep, Vali, expressed concerns from a number of community members who would like to see a return to ‘the traditional ferry schedule’. Many have experienced negative effects of changes made since 2014.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**Definition 2:** A petition signed by more than 200 local businesses was presented to BC Ferries, requesting the return of a 2pm sailing from Buckley Bay (and return sailing) to alleviate the effects of a current two-hour gap in service on Route 21.

- BC Ferries noted that the company is a contractor with the Province, and can only add sailings to the schedule above the ‘minimum requirement’ when it is a break-even endeavour.
- Sailings have been added to the schedule since 2014, after receiving input from the FAC on economic rationale for doing so.
- FAC noted the need to continue to work with BC Ferries in scheduling sub-committee, to seek options/explore ideas for adding service if possible.

**BC Ferries Commitment to Resolution:** work with FAC scheduling sub-committee.

**Action Plan:**

Action	Responsible	Date
BCF-FAC meet for scheduling analysis	Sub committee	<b>Completed- Dec 5</b>

**B. Issue: 8 am loading trial**

**Definition:** Summary of recently implemented pilot set up to coordinate 15 spaces for Hornby customers on the 8 am sailing from Denman West terminal:

- 8 am sailing has only overloaded one time, the first day of the pilot (Sept 19), and this affected five vehicles.
- Two customers have provided feedback: one negative and one positive.
- Basic, informal survey being conducted for feedback.
- Hornby customers appreciate peace of mind/assurance of making sailing.
- Vessel crew find it reasonable to coordinate this process.
- There is a general sense that some Denman customers may be taking the 7:20 am sailing for certainty.
- Some concerns were expressed around ‘lot safety’, with a suggestion that more staff will help prevent incidents.
- BC Ferries advised that adding staff to facilitate the process would not be considered.
- Suggestion: do not carry out process in peak season months.
- It was agreed that the trial should continue, and all should share experiences/ideas to improve efficiency.

**BC Ferries Commitment to Resolution:** gather feedback in May/June period, prior to peak season, and share with FAC.

**Action Plan:**

Action	Responsible	Date
Continue analysing/noting experiences	BCF	Until summer

**C. Issue: Baynes Sound Connector warranty**

**Definition:** Summary of current warranty work period for Baynes Sound Connector:

- On schedule, back in service November 18.
- Engine noise sources are being analysed, with options to minimize.
- In the future, extra life-saving appliances to be added, such that license can be increased to carry 200 people.
- Crew is learning methods to remove logs from path more effectively.
- FAC noted water pooling at Denman West.

**BC Ferries Commitment to Resolution:** analyse how water is pooling at areas in Denman West and make corrections.

**Action Plan:**

Action	Responsible	Date
Inform terminal maintenance of pooling water at Denman West	Jeff	<b>Completed</b> – gravel cleared from roadside

**D. Issue: Afternoon gap analysis**

**Definition:** Summary of thoughts on analysing ‘gap in Route 21 afternoon schedule’:  
 - this analysis should continue in scheduling sub-committee, who will explore ideas for closing the gap via new service or changes to the schedule.  
 - some discussion continued around options for swapping service with underutilized sailing elsewhere in the schedule.

**BC Ferries Commitment to Resolution:** include ‘afternoon gap’ analysis in sub-committee discussions.

**Action Plan:**

Action	Responsible	Date
See earlier commitment for sub-committee meeting		<b>Completed</b>

**E. Issue: Gravelly Bay vehicle line-ups**

**Definition:** At busy times, several vehicles lined up at Gravelly Bay can increase risk of accident/traffic issues; summary:

- Space owned by BC Ferries very limited at GB.
- Extra traffic control personnel have been employed in 2016, and will be in place from mid-May to Labour Day in 2017.
- Long-term plans are to include a larger holding lot; BC Ferries has spoken with nearby property owner to explore possibilities.
- FAC suggests using Quinitsa on Route 22 in peak season, so as to move more vehicles more frequently.
- BC Ferries has looked at using Quinitsa, but has no plans to deploy that vessel in 2017 or onwards.

**BC Ferries Commitment to Resolution:** continue to analyse issues at Gravelly Bay and seek improvement options.

**Action Plan:**

Action	Responsible	Date
n/a		

**F. Issue:      Waiting rooms project**

**Definition:**    Summary of current project to replace waiting rooms at Denman West, Gravelly Bay and Shingle Spit terminals:

- Work is started at GB, then Denman West will be next, finally Shingle Spit.
- Goal is to complete all three structures prior to May long weekend 2017.
- Possible reuse of old structures is still being explored with Hornby contacts.

**BC Ferries Commitment to Resolution:** none required

**Action Plan:**

Action	Responsible	Date
n/a		

**G. Issue:      Scheduling sub-committee report**

**Definition:**    A summary:

- Committee met on Hornby recently and is working on options to close the afternoon gap if possible.
- Next plan is to meet with BC Ferries reps (see above).

**BC Ferries Commitment to Resolution:** meet with scheduling sub-committee as required.

**Action Plan:**

Action	Responsible	Date
n/a		

**H. Issue:      Operations Report**

**Definition:**    Summary:

- No refits planned in the near future for Baynes Sound Connector.
- Andy Weigold is the Route 21 Manager.
- On-time performance: near 100%, due to frequent shuttling during peak season.
- Al seeks an ‘ops meeting’ with FAC members in January, and will send proposed dates.
- Tachek will be tied up at Buckley Bay for approximately two weeks.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
Coordinate local ‘ops meeting’	Al	Completed

**I. Issue:      Vehicle discount promotion**

**Definition:** BC Ferries is coordinating a 50% fare discount on passenger vehicles, across all route, at select sailing times, between November 14 and December 18. Details can be found on bcferrries.com.

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**J. Issue:      Minor 44 Class project**

**Definition:** BC Ferries is standing up a ‘Minor 44 Class’ project. Highlights include:

- New class of vessels to be the new, smallest class in the fleet
- Two ships built first, with up to five more to follow
- First two vessels to be deployed on Route 18 and 25, allowing retirement of North Island Princess and the Howe Sound Queen, by approximately 2020. Noted earlier: Quinitsa to replace HSQ on Route 6.
- Vessels to be 44 AEQ and 300 people capacity
- Near Coastal 2 classification; deployable on large variety of routes
- Engagement sessions planned in applicable communities; seeking input on amenities

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**K. Issue:      AEQ restatement**

**Definition:** BC Ferries has recently standardized the calculation of the measurement of area on a deck used to approximate the average space of a vehicle – the AEQ (automobile equivalent). One AEQ is now 2.6 m X 6.1 m of deck space.

This restatement will affect utilization figures, and this fact will be stated in the next report provide to the Ferry Commissioner. New AEQ’s:

- Baynes Sound Connector: 45              Kahloke: 21

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**L. Issue: FFDEI update**

**Definition:** BC Ferries in continuing work in the Fare Flexibility and Digital Experience Initiative project, with significant updates in point-of-sale, website and ticketing technologies over the next two years. This will in turn allow for dynamic pricing to be offered on the Major routes, followed by the other reservable routes, starting in 2018. The overall goal of this work is to increase discretionary traffic travel by offering discount opportunities in lower utilized sailing times, to interact more efficiently with the customer and to bring in new traffic to the system.

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		