

Denman-Hornby Ferry Advisory Committee Meeting

Overview: FAC members gathered at the Hornby Island Fire Hall and BC Ferries reps attended via WebEx – November 6, 2014

In Attendance:

Committee: Elspeth Armstrong, Laura Busheikin, Dennis Lavalley, Frank Frketich, Giff La Rose, Tony Law, Rob McCreary, Jack Forsyth, Donna Tuele

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Al de Koninck - Marine Superintendent, Jeff West -Superintendent, Terminal Operations, 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 will be face-to-face during the week of May 4 or 11, 2015.

Issues Summary and Resolution Plan

A. Issue: Future schedules and analysis

Definition: Previous discussions analysed whether savings could be realized by removing early morning peak sailings in exchange for added off-peak sailings. The FAC notes they can consider developing actual proposed schedule ideas, so BC Ferries can then determine feasibility of those options. If options are feasibility, the next step would be to seek community support on a preference.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		

B. Issue: Hornby access to 8 am Route 21 sailing

Definition: There has been a call from Hornby Islanders recently to consider seeing a set number (15 or 25) of assured vehicle spots for Hornby customers on the Route 23 8 am sailing from Denman West terminal. FAC members discussed if/how these spots could be reserved and whether a priority should be given to Hornby residents who need to use the 8 am sailing to commute to work.

A lengthy discussion ensued around the ideal target number of assured spots and whether establishing an assured loading process is a prudent idea. In the end, a suggestion came to BC Ferries to consider establishing a trial assured loading process for Hornby islanders on the 8 am sailing, keeping in mind minimizing impact on Denman customers and without adding costs to ferry operations.

BC Ferries Commitment to Resolution:

Consider a trial assured loading process – 15 vehicle spots, Mon-Fri, 8 am

Action Plan:

Action	Responsible	Date
Analyze constraints and possibility of trial	BCF	When able

C. Issue: Extending peak period schedule

Definition: The FAC noted overload challenges have been problematic just outside the peak period, and they want to explore how to increase the peak period.

BC Ferries Commitment to Resolution:

Nothing further at this time.

Action Plan:

Action	Responsible	Date
No action required		

D. Issue: Buckley Bay traffic sorting

Definition: FAC members asked how efficiently the ‘Hornby line’ at Buckley Bay is working. Jeff explained that Lane 1 holds approximately 15 vehicles, which where Hornby-bound traffic is staged. There can be concerns during peak afternoon sailings when traffic is backed up outside the terminal, possibly hampering regular Denman traffic access. Thus, the FAC suggested BC Ferries dedicate Lane 2 for Denman traffic in the non-peak period.

BC Ferries Commitment to Resolution:

Consider designating a ‘Denman lane’ at Buckley Bay.

Action Plan:

Action	Responsible	Date
Analyse how a dedicated Denman lane may affect traffic staging at Buckley Bay	Jeff	When able

E. Issue: Route 21 terminal upgrades

Definition: In preparation for the introduction of the cable ferry, both Buckley Bay and Denman West are undergoing upgrades. Denman holding compound paving is nearing completion, with Buckley Bay to follow shortly. By mid-December, all work will be ‘substantially complete’, with terminals looking essentially done.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		

F. Issue: Seniors travel

Definition: FAC members asked if any changes in the number seniors travelling had been seen since the change in the discount available to them. David shared the following traffic decreases: 13% across all routes, 10% across the Minor routes, 7% on Route 21 and 11% on Route 22.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		

G. Issue: Operational cost savings forecast

Definition: FAC members noted that Rob Clarke had recently clarified how cost savings forecasted to occur from operating the cable ferry were calculated. Al added that Transport Canada is considering what may be the minimum crewing may be, and this could be applied across all cable ferries. As well, the first ‘steel has been cut’ recently and construction has begun.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		

H. Issue: FAC Chair appointment

Definition: The FAC has been discussing how future Chair duties could be shared amongst two or three different members and BC Ferries is fine with this idea.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		

I. Issue: Schedule presentation

Definition: The FAC asks BC Ferries to consider showing both Route 21 and 22 schedules together on their website.

BC Ferries Commitment to Resolution:

Consider dual route presentation.

Action Plan:

Action	Responsible	Date
Check with Web Service if Route 21/22 gold be displayed together	Darin	When able

J. Issue: Shuttling sign

Definition: The plan to erect a ‘vessel in shuttle mode’ sign at Denman West has been set. A lamp standard will be the new location for this sign, with a target date for mid-December to set this sign in place.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		

K. Issue: Nightwatch position

Definition: Corrine noted that BC Ferries has no plans to change any nightwatch positions at this time. As a related point, she said that beginning November 1, BC Ambulance will call the Operations and Security Centre (OSC) directly to initiate an emergency crew call-out.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		

L. Issue: Denman boat launch

Definition: BC Ferries is still working on finalizing the dock direction in the location near Denman West that had previously been discussed with the FAC. Jeff and Frank will continue to work together on seeing this dock project get completed.

BC Ferries Commitment to Resolution:

Remain committed to helping completed implementation of new public boat launch.

Action Plan:

Action	Responsible	Date
No action required		

M. Issue: Gravelley Bay traffic

Definition: The FAC raised concerns about the safety of having moving vehicles and stopped vehicles together at Gravelley Bay terminal during the peak season.

Jeff explained that BC Ferries contracted traffic controllers in August 2014, and this helped keep intersections open and safer amongst any back up traffic. The next measure will be to train BC Ferries employees in traffic control and deploy extra staff during future peak seasons.

The FAC noted that land next to the terminal is unused and for sale, suggesting it may be usable for extra holding lanes.

BC Ferries Commitment to Resolution:

Continue plans to decrease risks to safety at Gravelley Bay.

Action Plan:

Action	Responsible	Date
Update FAC with peak season plan	Jeff	Spring 2015 meeting

N. Issue: Public presentations

Definition: Richard Stead spoke on three points. First, he said he was concerned about employees at Gravelley Bay not being covered by WorkSafe BC; Jeff confirmed all BC

Ferries employees at that terminal have equipment, training and are covered by WorkSafe.

Richard read a letter suggesting that all vehicle spaces on the 8 am sailing from Denman West be reserved for Hornby customers. Finally, he commented on problems with the schedules for both routes.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		

O. Issue: Operations Presentation

Definition: Al provided a brief summary of operational information (traffic stats, on-time performance, etc) and near future terminal or vessel changes planned. This included the fact that BC Ferries was working on establishing a cost-effective policy for shuttling in the future.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No action required		