

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 22, 2018
Committee Name:	Denman-Hornby Islands
Routes:	21, 22

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Frank Frketich</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Noel Villard, Jack Forsyth • Rob McReary, Doug Chinnery • Charmaine Logan 	<p>For BCF:</p> <ul style="list-style-type: none"> • Jeff West • Peter Simpson • Mark Wilson • Al de Koninck • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Assured loading for teachers. System is working well to provide teachers coming to Hornby with assured loading at Gravelly Bay, as long as there is flexibility if they are unable to arrive 20 minutes prior to the 7:45 am sailing time. 2. BC Ferries overview. New 'route reports' have been sent to the FAC in advance to provide info/data on many operational issues, and asks for suggestions for change. An overview was given on the government review underway, fare discounts, the Performance Term 5 process, fuel costs rising, near record traffic levels and reservations/website changes upcoming. Some general discussion followed. 3. Electronic signage at Denman West. The sign is not functioning, but BC Ferries has a project underway to install digital screens at unstaffed terminals. Note that Denman West is one of the first terminals that should be receiving these new screens. Timeline for putting up the sign is unknown, so Terminal operations may install a manual sign until this happens. Discussion happened around the type of content that could be placed on the screen, and BCF noted that the Operations Centre will be able to update information on short notice. 4. 8 am Denman West sailing. It was noted that the pilot to accommodate 15 vehicles from Hornby onto the Baynes Sound Connector is very valuable for those customers. Crews are currently loading the vessel prior to the Hornby vehicles, and leaving approx. 15 spaces. It was noted that there have been recent incidents of conflict among people waiting for this sailing, and ideas were shared for how to communicate this process more clearly. The problem mostly occurs when occasional/tourist travellers are coming off of Hornby, as they are unfamiliar with the process. An idea was shared to produce a basic communication about this 8 am process, handing it to Hornby customers at Buckley Bay (so they can read and understand it prior to leaving Hornby). BCF reminded the group that
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they cannot add labour (extra terminal staff) or compromise employee safety if this process becomes untenable.

It was also discussed as to whether this 8 am priority mattered in the peak season, when school was out and the BSC entered shuttle mode early (essentially removing the 8 am priority during the summer). In the end, it was decided that this issue may be revisited in a sub-committee (to be determined later), but for now the 'communications handout' is to be trialed.

5. Peak season heavy demand. FAC is experiencing traffic backups in the 'shoulder seasons', and wonders if the schedule could reflect that. BCF noted that the traffic demand can be best met by expanding/increasing shuttling to meet this extra demand.
6. Terminal restroom. Considering the lineups at restrooms, the FAC suggests converting restrooms to unisex. BCF agrees, and will convert the Denman West, Denman East and Shingle Spit restrooms to unisex.
7. Minor 47 vessel update. All the smallest vessels in the fleet will be replaced with Minor 47 vessels eventually. The Kahloke is currently expected to hit end-of-life in the late 2020s, so either it will be replaced by a M47 then or, if traffic dictates otherwise, it may be replaced by another vessel prior to then. Discussion followed about possible future changes to how/when people travel, including that there may be flexibility in the future to have a M47 service Hornby directly to/from Vancouver Island.
8. BSC firefighting capabilities. An email had been sent to the FAC suggesting that the BSC did not have the same firefighting capability as a conventional vessel. BCF clarified that this vessel exceeds all requirements for firefighting, aided by a highly technical monitoring/nozzle system. Crews test and train the firefighting system annually.
9. Hornby vehicle loading at Buckley Bay. It was suggested that Hornby and Denman vehicles are unloaded in 'mixed order' at Denman West, which leads to a risk of Hornby customers speeding unsafely across Denman Island, so he suggests Lane 1 at Buckley would help slow down traffic. Other FAC reps suggested that the Lane 1 process is set to actually discourage drivers from having to consider speeding, as this helps to provide Hornby travellers unloading order that discourages speeding. The RCMP had previously been asked to monitor speeders, but they have not had sufficient personnel. Other ideas were to encourage speed signs on both East and Lacon Roads. Result was to see some FAC reps sit down on a sub-committee to discuss options further.
10. BSC after-hours response. FAC asked for clarification on when BSC crews can/cannot reply to after-hours emergencies. BCF protocol is to have vessel notify the Operations and Security Centre if vessel maintenance is planned or it is known that crew members are unavailable during silent hours, and this message is passed to ambulance dispatch. Otherwise, the vessel crew will be available anytime during silent hours. BCF reminded all that 'after-hours response' is not built into the service contract; however, crews do their best to provide this service regardless. FAC is also going to ask if the Ambulance service can share info on when the BSC is not available.
11. Terminal Development Plan update. The Denman East and Hornby terminal implementation is currently set to occur over the next few years, but BCF will continue to provide traffic safety measures at Denman East during peak demand times.
12. Route reports. These are a new document intended to provide FACs current information on ship/terminal and other route related aspects. FAC will provide suggestions on ways to share info to community members (ads in local papers, etc).
13. FAC term and reappointment – the current FAC term ends December 31, so BC Ferries will

be rebuilding all committees beginning later this summer/fall. A reminder that there is a two-term limit. If FAC members have ideas/suggestions for groups to include, please send to BCF.

14. Bicycle unloading. Crews have experimented at Shingle Spit with unloading bicycles after vehicles, and it has worked well. Thus, FAC suggests this be continued at both Hornby and Denman.
15. Weekend fire drill. A request was given to BCF to move the weekend fire drill performed on the Kahloke, such that Hornby customers could connect with an earlier Route 2 sailing. FAC to send this to Peter for review.
16. BC Ferries overview. An overview was given on the government review underway, fare discounts, the Performance Term 5 process, fuel costs rising and possible near future reduction/elimination in the current fuel rebate, near record traffic levels and reservations/website changes upcoming. Some general discussion followed, with a focus on long waitlists/no-show fees for northern sailings.

Action Items¹:

Item	Who	By When
1. Finalize '8 am communications' information sheet, with a goal of making a handout for Hornby visitors.	Jeff/Darin	summer
2. Convert restrooms at three terminals to unisex.	Jeff	June
3. Meet in sub-committee to discuss options for reducing speed risks across Denman Island.	FAC reps	As required
4. Notify Hornby Fire when BSC is not available for after-hours response.	AI	ongoing

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.