

Denman-Hornby Ferry Advisory Committee Meeting

Overview: Denman Seniors Hall – May 27, 2014

In Attendance:

Committee: Elspeth Armstrong, Laura Busheikin, Dennis Lavallo, Frank Frketich, Giff La Rose, Tony Law, Denise MacKean, Rob McCreary, John Ralston, Donna Tuele, Teresa Wenner

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 is planned as a WebEx meeting during the fall of 2014.

Issues Summary and Resolution Plan

A. Issue: **Community dock on Denman**

Definition: BC Ferries explained that although the current boat launch will be closed with the redevelopment of the Denman West terminal during cable ferry preparations, a new dock will be constructed at a nearby site. With funding approved and a design completed, the estimated completion of the new dock is spring/summer of 2015.

BC Ferries Commitment to Resolution: Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

B. Issue: **Public presentation**

Definition: Judy Armstrong (Denman Island resident) noted that her property assessment has declined, and she feels this is due to the ferry service/cost/schedule. She was given a suggestion to work with local government organizations to address these concerns.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

C. Issue: Schedule adjustments

Definition: FAC expressed concerns with some aspects of the new schedules for both routes and wish to work with BC Ferries to address main problems and solutions. Examples of issues identified: extended waits at either Gravelly Bay or Denman West, the lack of an early sailing on Saturday and awkward connections between both routes and transit.

BC Ferries Commitment to Resolution:

Meet with FAC to explore options for improving sailing times on both Route 21 and 22.

Action Plan:

Action	Responsible	Date
Meet with FAC, explore options for improvements and implement changes for off-peak season	BCF	Done

D. Issue: Shuttling sign

Definition: FAC members suggest that the location of the sign used to indicate when Route 21 vessel is shuttling could be improved.

BC Ferries Commitment to Resolution:

Look at moving shuttling sign to a more visible site.

Action Plan:

Action	Responsible	Date
Work with Laura to find new sign site	Jeff	Done

E. Issue: Night watch position

Definition: BC Ferries is analyzing the possibility of removing the night watch position on vessels and ensuring the Operations and Security Centre (24/7 operation) will be responsible for recalling crews during ‘silent hour emergencies’.

BC Ferries Commitment to Resolution:

BC Ferries will continue discussions with BC Ambulance regarding the best way to provide emergency response when/where a ferry will be able

to respond. No changes to night watch positions are planned until at least the fall.

Action Plan:

Action	Responsible	Date
No action required		

F. Issue: Side-by-side schedule presentation

Definition: FAC members have noted a preference to see route 21 and 22 schedules printed ‘side-by-side’ in the same document.

BC Ferries Commitment to Resolution:

Consider costs and logistics required to show both route schedules together, either online or in print.

Action Plan:

Action	Responsible	Date
Discuss side-by-side schedule printing	BCF	asap

G. Issue: Seniors travel

Definition: Now that the seniors travel discount has been changed to 50% fare, the FAC would like to see if analysis is being done on how this changes seniors’ travel behaviours.

BC Ferries Commitment to Resolution:

BC Ferries will monitor and analyse seniors’ traffic data.

Action Plan:

Action	Responsible	Date
No action required		

H. Issue: FAC format review

Definition: BCF asked FAC members for opinions on the format/scope/frequency of FAC meetings or ideas to ‘close issues more effectively’. There was a general agreement that for specific issues, working groups with deadlines for action items may be most effective.

BC Ferries Commitment to Resolution:

Work with FAC on addressing specific issues on an ‘as needed’ basis as soon as reasonable.

Action Plan:

Action	Responsible	Date
Work with FAC on operational issues	Jeff/Al	As required

I. Issue: Extra-length fare promotion

Definition: BC Ferries is running a promotion for twelve Wednesdays and Saturdays from June 18 to Sept 6, where on Route 1 and 30 sailings from 4 pm onwards, customers with vehicles of 20 feet or longer will be charged only \$2 per foot for each foot over 20 feet. This is being done to incentive new traffic, and revenue, to these sailings with a history of lower usage.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

J. Issue: Meeting summaries – new format

Definition: Darin explained that he will be summarizing meeting discussions with a new format, highlighting any BC Ferries commitment to resolution of issues identified, as well as specific action takeaways.

BC Ferries Commitment to Resolution:

Forward completed meeting summary to FAC in new format.

Action Plan:

Action	Responsible	Date
Nothing at this time		

Miscellaneous Discussion:

- Tony provided a summary of recent discussions between FAC Chairs and the Commissioner. Further discussion happened around price caps and fare levels.