

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 • Terminals 2. FAC review and enhancements 3. New Customer Experience team 4. 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 Quinitisa 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 projections b. Scheduling requirements/capacity/fares c. Other issues 5. 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

<ol 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.	
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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 continue.
<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 Quinitsa on Route 22. NOTE: As Quinitsa will still be a designated relief vessel, the Kahloke would return to Route 22 during times when Quinitsa is required as a relief ship on other routes. Ultimately, with the Quinitsa retirement slated for 2035, an Island Class vessel would go onto Route 22. Comments: FAC encouraged to see plans for BSC extension and Quinitsa, 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 Quinitsa 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.
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.
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 Raduta to research if BC Ferries accommodation funding amounts can be shared with the FAC, with a goal to seek stable housing arrangements.
<p>Priority/assured loading for essential supply customers on Route 22</p>	<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 Raduta will connect with the Route 21 Senior Master to understand the unloading process at Denman West and if more consistency can be practiced.
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. Comments: Some discussion around how generally both ferries are available to respond to the majority of emergency call-outs.

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| | <ul style="list-style-type: none">• 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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