

2024 FACC Meetings Aug. 13-15/24: Annual Route Report from F.A.C. for Denman Island (Route #21) and Hornby Island (Route #22)

Changes in place	Continuing Challenges	Urgent Needs
<p>Tandem ferry service with the Kahloke and Bayne sound Connector on Route 21, middays during the week for July and August, has provided better weekday service and fewer sailing waits, for traffic to both Hornby and Denman Islands.</p> <p>Quinitsa on Route 22 Spring through Fall, has provided better ability to move traffic and passengers.</p> <p>Increased presence of Traffic control in terminals</p>	<p>Commercial traffic is restricted to BSC vessel sailings due to vessel size/weight restrictions on Kahloke.</p> <p>Late afternoon, weekend, and Friday night overloads from 2 ferries feeding into one, cause safety issues/line ups & traffic disruptions at Denman East terminal, and delays in service delivery to Hornby.</p> <p>Saturday and Sunday overloads and traffic disruptions at Buckley Bay, Shingle Spit, Denman East, Denman West terminals. (and into the Denman Downtown Core).</p> <p>The last Hornby sailing of the day from Buckley Bay (1800 hours) is frequently overloaded resulting in delays for passengers, and crew overtime on Route 22.</p> <p>No ability for BCF traffic control to manage traffic beyond terminal boundaries leaving long line ups and dangerous situations on roads and highways</p>	<p>Safe, Reliable, Efficient, Effective, Affordable, Year-Round Service. The current capacity on our ferry routes is critically insufficient and needs immediate attention.</p> <p>Decommission the cable ferry, and assign a larger, serviceable ferry, like the Quinsam, being assigned to Route 21.</p> <p>If the cable ferry is not decommissioned (full replacement would save money, crews, and be more efficient), the default would be tandem service 7 days a week, year-round, with a self-propelled ferry of at least 40-50 cars being the primary vessel. The cable ferry would operate in secondary position.</p> <p>The ability to shuttle directionally at the Master’s discretion on both Routes 21 and 22. Reinstating the former “shuttling policy”. (which was developed with community consultation, then abandoned arbitrarily).</p>
<p>Historically, BC Ferries has contracted with Emergency Health Services to provide after-schedule emergency access.</p>	<p>Frequent and regular after-hours maintenance of the cable ferry inhibits the ability for BCF to transport emergency vehicles, impacting life-saving services for both Hornby and Denman Islands.</p>	<p>A more reliable vessel than the BSCconnector.</p> <p>Maintaining this "cost recovery" emergency service off-hours is vital for island communities, ensuring the marine highway's role in emergency situations.</p>
<p>Community Engagement and role of FAC has shifted.</p>	<p>In light of the current and growing culture of non-accountability at BCF, the utility and capacity of the FAC to support the work of BC Ferries, and represent our communities, is profoundly compromised. The volunteers that comprise our committees have the potential to be an invaluable asset to BC Ferries, and ought to be meaningfully balanced against internal assessments, but we are routinely being ignored, and we have no means of redress.</p> <p>We want to help- but we're being stymied, and at this point it feels more than merely neglectful.</p>	<p>Local conditions requiring specific responses. Direct conversations with BCF local marine and terminal decision-makers are crucial. Being relegated to a head office engagement branch has been cumbersome and ineffective.</p> <p>When can we resume sitting down with Decision Makers so we can share our real-life experiences and work together to find solutions to deliver customer-focused ferry service?</p>

<p>Access to statistical reporting.</p>	<p>Published for April-June, 2024. (FY 2025: Route 21 stats show 53 cancelled sailings due to mechanical issues = cable ferry experiences the highest sailing cancellation rate due to mechanical breakdowns in the entire minor route fleet.</p> <p>Skewed statistics when overload counts do not include traffic waiting prior to their ticket purchase. (waiting on MOTI property or outside of terminal parking)</p> <p>Fleet reliability measure does not reflect overall reliability of service from a customer perspective, it is based on # of runs made/day, ignoring gaps in service during the day.</p>	<p>The Baynes Sound Connector is chronically being repaired or refurbished. It cannot shuttle. At the expense of customer service, the other 2 summer vessels have to “dummy down service” to match the cable ferries’ inferior performance.</p> <p>Our community continues to call for decommissioning of the cable ferry and replacing it with a reliable, larger, self-propelled vessel in keeping with the BCF stated objective of “fleet interoperability” and “customer service”.</p>
---	--	---