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| **Karen Ross <karen@hiceec.org>** |

 | AttachmentsThu, May 1, 2025 |  |  |

Could you kindly pass along a reminder to the appropriate person at BC Ferries about the annual repainting of the “no parking” hatch marks on driveways affected by ferry traffic on Hornby and Denman Islands?

If you're not the right contact, would you be able to share the name of the person who is? I’m happy to follow up directly. (This item was noted in the April 2024 FAC meeting notes and has traditionally been handled pre-summer, since the paint wears quickly with traffic.)

As you’ll recall, this has always been treated as an important safety issue to minimize conflict between ferry traffic and residents or businesses along the route.

On another potentially volatile issue:  I’m also attaching the Denman Island Calendar of Events. The post-event traffic flow—especially on summer Sundays—has often resulted in congestion of "Downtown Denman" as vehicles from Denman come from two directions and also try to merge with exiting, heavy Hornby traffic. Would BC Ferries consider providing traffic control personnel on these predictable high-traffic days, especially knowing that there is no tandem service on Route #21 on summer Sundays?

**But most urgently—now that the FACs are gone, I really need help understanding who we turn to now.**
**There’s no longer a clear channel for bringing forward community concerns and input.**

**Who should we be writing to for these types of coordination issues?**

Thanks so much for your help,
Karen

Karen Ross, Executive Director

karen@hiceec.org

office phone:  250-335-1199



I acknowledge that the land on which I was born, and now work, play and live, is the traditional territory stewarded since time immemorial by Indigenous peoples. In particular I acknowledge that the island where I now live sits within the unceded, traditional territory of the K'omoks First Nation.

**One attachment** • Scanned by Gmail

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| **Pinto, Morningstar** |

 | AttachmentsFri, May 9, 2025 |  |  |
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| to Customer, Tamara, Karen |

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Greetings Karen,

Thank you for the feedback regarding the yearly repainting of the “no parking” hatch marks on driveways impacted by ferry traffic on Hornby and Denman Islands, and for attaching the calendar of events for Denman. I’m including our customer relations team on the email to ensure they receive this.

Our goal is to make sure we are routing requests in the best way possible – and the customer relations team is focused on engagement and consultation – and supporting the current projects they are working on, including the evolution of how we engage!

Previously, our team encouraged FAC members to use and share the [online feedback form](https://feedback.bcferries.com/collection/collection.aspx?cguid=dce-586337eaf0d5&cType=1) to provide detailed feedback related to things like this, as well as time-specific operational details. This form will continue to be the place to send this information.

The reason we ask for is to help us capture and track incoming feedback to ensure that we have data and metrics to guide our work.

The customer relations team can send your feedback to the appropriate departments and is well staffed and ready to help.

Here are a few other ways to submit your feedback:

Online: [bcferries.com/contact-us(External link)](https://www.bcferries.com/contact-us)

By Phone:1-888-BC FERRY (1-888-223-3779)

Canada & USA

Schedule a callback: [bcferries.com/customer-callback](https://www.bcferries.com/customer-callback)

Sincerely,

Morningstar