

Baynes Sound Connector

Quarter ended September 30, 2021 (Q2 Fiscal 2022)

Q2 Fiscal 2022 Service Reliability

Metric	Q2	YTD
Reliability Index (Vessel BSC/Fleet) ¹	99.97%/99.54%	99.88%/99.51%
On-Time Performance (Route 21/Fleet) ²	94.2%/78.8%	95.5%/82.8%
All Mechanical (Terminal) Cancellations	2	2
All Mechanical (Vessel) Cancellations ³	1	7
All Cancellations, All Reasons	20	36
Number of Days With a Vessel/Terminal Mechanical Interruption (Cancellations)	2	4
Full Days Missed by Vessel Due to Vessel/Terminal Mechanical Interruption (Cancellations)	0	0
Cancellations of Minimum Required Round Trips (Terminal or Vessel Mechanical)	0	0
Cancellations of Minimum Required Round Trips (All Reasons)	5.5	5.5
Round Trips Provided/Core Service Levels	1658.5/1479	3080.5/2743

- A vessel mechanical cancellation was needed on August 19, 2021 in order to undertake an annual life-saving appliance equipment exchange. A service notice was posted on August 6, 2021.
- The two terminal mechanical cancellations on September 29, 2021 were due to the inability of the *Baynes Sound Connector* to dock due to ramp sensor readings during high winds and related sea conditions.

1. Reliability Index: the percentage of scheduled sailings that are not cancelled due to controllable events (i.e., any event other than medical, weather or rescue).

2. On-Time Performance: the percentage of scheduled sailings that depart within 10 minutes of the scheduled time.

3. Cancellations are included even if relief service was provided by another vessel.

Q2 Fiscal 2022 Community Engagement

- **BC Ferries meets twice a year with the Denman / Hornby Ferry Advisory Committee (FAC) to discuss local terminal and service issues.**
 - During Q2 there was not a meeting with the FAC and there were not any FAC or community interactions or outreach regarding mechanical problems with the *Baynes Sound Connector*
- **On August 19, 2021 the FAC Chair was emailed to explain a round trip cancellation due to a crew shortage**

Q2 Fiscal 2022 Community Engagement

- Compensation was not provided to customers during the quarter.
- The following tweets were sent by BC Ferries during the quarter. Tweets generally were related to operating the vessel in 'shuttle mode':

F2022 Q2 - BSC Related Tweets	
July	17
August	11
September	7

- The following service notices were sent during the quarter. Service notices typically were related to sailing delays or sailing cancellations:

F2022 Q2 - BSC Related Service Notices	
July	2
August	4
September	3

- On August 19, 2021 a travel advisory was issued for a cancelled round trip due to a crewing issue.

Q2 Fiscal 2022 Measures Taken to Minimize Service Interruptions

- **Hydraulic system overheating:** On July 6, 2021, there were three delays (not cancellations) when the hydraulic system overheated due to high seasonal temperatures. The cooling system was allowed to cool and was cleaned and flushed before resuming operations.
 - Root cause: The reduced capacity of the cooling system caused by marine growth during extreme heat conditions.
 - Long term remedy: Increase frequency of system cleaning during the watch, with records to be made of each cleaning indicating frequency and degree of marine growth in the system. Back-flushing of the system to be added as a preventive measure during late spring and summer months. The piping system to be replaced during the upcoming refit in April 2022, as it gradually deteriorates over time in service.
- **Vessel docking:** On September 29, 2021, the *Baynes Sound Connector* could not dock because high winds and related sea conditions affected the offset of the vessel to the berth at Buckley Bay.
 - Root cause: The sensor installed on the underside of the berth's ramp apron, which assists in vessel landing, was unable to align its position to the vessel's car deck and appropriately did not allow the apron to be lowered to the car deck. This is a safety design feature for the vessel-to-shore interface.
 - Long term remedy: All three cable tensions were adjusted to ensure this safety feature continues to activate only when appropriate.