

## Brentwood Bay-Mill Bay Ferry Advisory Committee Meeting

### Overview: Kerry Park Rec Centre (Mill Bay) – May 26, 2014

#### In Attendance:

Committee: Bob Brooke, Ian Cameron, Brian Harrison

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Lewis MacKay- Marine Superintendent, Stephen Nussbaum- South Terminal Operations Superintendent, 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.

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#### Issues Summary and Resolution Plan

##### **A. Issue:      FAC sustainability/format**

**Definition:**    Considering how infrequently communication and issues arise with respect to Roue 12, BCF asked FAC members whether this FAC needs to meet at the current frequency (once in person, once online). FAC replies agree that it may be sufficient for this group to meet with BCF reps solely online, and they suggested it may be valuable to include input for the community-at-large when appropriate.

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

#### **Action Plan:**

Action	Responsible	Date
No action required		

##### **B. 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 will 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.

Discussion continued on how to get feedback from customers who may take advantage of this promotion, including a simple onboard paper survey.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
No action required		

**C. 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
No action required		

Miscellaneous Discussion:

- Lewis explained that BC Ferries is close to establishing a wireless, handheld point-of-sale ticketing process for this route, enabling payment by credit card and Experience Card.
- Some discussion occurred around the how fire response responsibilities may work in the event of a fire at one of the terminals, and FAC informed BCF that Mill Bay Fire Services cannot respond to a fire past the high-water mark.