

## Ferry Advisory Committee (FAC) - Record of Meeting

Date:	July 3, 2018
Committee Name:	Brentwood Bay-Mill Bay
Routes:	12

### Attendees:

For the FAC: <i>Chair:</i> Ian Cameron <i>Members</i> <ul style="list-style-type: none"> <li>Pam Alcorn, Brian Harrison</li> </ul>	For BCF: <ul style="list-style-type: none"> <li>Mark Wilson, Capt Lewis MacKay</li> <li>Monique Turgeon , Darin Guenette</li> </ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"> <li>Ticket sales. BCF noted that Thrifty Foods has a good process for tracking and controlling ticket sales for this route, and there is a reluctance to place them in other locations due to the risk of fraud. They added that the capability for credit card and debit purchase of fares has been added on the vessel, as part of a current pilot. As the ultimate goal is to eliminate the paper tickets completely, BCF would prefer to work on providing fulsome options (including possibly the Experience Card) for customers to pay for fares. The FAC suggested BCF communicate that ticket booklets are also available for sale on board, as this may not be well known.</li> <li>Parking.             <ol style="list-style-type: none"> <li>Mill Bay. There is no current discussion between the Malahat FN and BCF to explore options for using spaces near the terminal for customer parking, but there is an opportunity to meet and discuss this issue.</li> <li>Brentwood Bay. The most prominent problem is not parking for walk-on customers, but rather the holding/queuing on the road leading to the terminal. FAC suggested that MOTI consider imposing ‘no parking’ along a stretch of Verdier and widening lanes a bit to allow free flow and holding.</li> </ol> </li> <li>Traffic stats. Monthly ‘high level’ stats are published on BCF’s website and detailed ‘sailing-by-sailing’ stats are sent to FAC Chairs approximately every six months. Related: BCF provides the Commissioner with overload/on-time performance stats as well.</li> <li>Bike fees. BCF noted that they are seeing an increase in bicycle usage and are considering whether the \$2 fee may be removed in the future; they understand that, although it is not a lot of money, this fee is seen as an irritant by many.</li> <li>Sailing times. FAC noted that there is an increasing commuter use of this route, but the schedule is not conducive to getting people to/from work in the Capital region for a full work day. BCF noted that the crew already work a 12 hour day, and therefore their operating day cannot be extended. A discussion would need to occur with the Province about changing service levels, and appropriately funding this change.</li> </ol>
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In a related note, BCF noted they were considering adding a second vessel to this route for the summer, but decided against it for a couple of reasons...most notably a risk of building an expectation that having two vessels on the route every summer was the new norm. The FAC liked this idea and suggested that BCF could clearly communicate that any such trial was indeed a temporary situation. BCF will re-engage with FAC if this arises as a future consideration.

6. Passenger ferry options. The Province seems to express some interest in the concept of a future passenger-only ferry in some form across the Saanich Inlet. Discussion followed around ideas for alternate ways to service this route.
7. Vessel refit plan. BCF confirmed that the Klitsa has a refit planned for April 24-June 19, 2019, and they expect to provide a relief vessel instead of shutting down the service.
8. Brentwood Bay terminal work. Gates and fencing have been installed at the head of the trestle for security and safety purposes.

**Action Items<sup>1</sup>:**

Item	Who	By When
1. Consider signage/communications to promote on board booklets sales.	Monique/Lewis	ongoing
2. Reach out to Malahat First Nation to discuss possible parking lot options.	Monique	summer

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<sup>1</sup> Significant Service Request (SSR) requiring detailed analysis and formal decisions from BCF should be submitted using the SSR process. Submission of a SSR should be noted as an Action Item.