

Brentwood Bay-Mill Bay Ferry Advisory Committee Meeting

Overview: Brentwood Bay Lodge – November 15, 2016

In Attendance:

Committee: Mike Bieber, Ian Cameron, Brian Harrison

BC Ferries: Mark Collins - VP Strategic Planning and Community Engagement, David Hendry- Strategic Planning Director, Captain Lewis MacKay- Marine Superintendent, Monique Turgeon - 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 will be planned when deemed necessary.

Issues Summary and Resolution Plan

A. Issue: Mill Bay parking

Definition: Summary:

- Currently, there are no parking spots available at/near Mill Bay terminal for customers.
- BC Ferries noted this is a common issue with many smaller terminals, as BC Ferries does not own/control land outside immediate area of berths.
- BC Ferries wants to work with stakeholders to address lineups from terminals.
- It was agreed that the recent connection made been the Malahat Nation and BCF be used to explore options for parking.

BC Ferries Commitment to Resolution: Meet with Malahat Nation as required to discuss parking ideas near Mill Bay.

Action Plan:

Action	Responsible	Date
No action required		

B. Issue: Klitsa mechanical issues

Definition: Summary:

- The Klitsa has experienced a few mechanical problems recently.

- BC Ferries noted that each problem was unique and required troubleshooting to solve.
- The issues have all been solved and regular maintenance continues.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

C. Issue: Operations report

Definition: Summary:

- Klitsa refit: planned for May/June 2018.
- Traffic: vehicle and passenger levels are up approximately 20% in past year.
- On-time performance: generally 95%+ year round.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
No action required		

D. Issue: Vehicle discount promotion

Definition: BC Ferries is coordinating a 50% fare discount on passenger vehicles, across all route, at select sailing times, between November 14 and December 18. Details can be found on bcferries.com.

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		

E. Issue: Minor 44 Class project

Definition: BC Ferries is standing up a ‘Minor 44 Class’ project. Highlights include:

- New class of vessels to be the new, smallest class in the fleet
- Two ships built first, with up to five more to follow
- First two vessels to be deployed on Route 18 and 25, allowing retirement of North Island Princess and the Howe Sound Queen, by approximately 2020.

- Vessels to be 44 AEQ and 300 people capacity
- Near Coastal 2 classification; deployable on large variety of routes
- Engagement sessions planned in applicable communities; seeking input on amenities
- Eventually, this should also be the vessel to replace Klitsa at end-of service.

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		

F. Issue: AEQ restatement

Definition: BC Ferries has recently standardized the calculation of the measurement of area on a deck used to approximate the average space of a vehicle – the AEQ (automobile equivalent). One AEQ is now 2.6 m X 6.1 m of deck space.

This restatement will affect utilization figures, and this fact will be stated in the next report provide to the Ferry Commissioner. The Klitsa’s new AEQ is 19.

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		

R. Issue: FFDEI update

Definition: BC Ferries in continuing work in the Fare Flexibility and Digital Experience Initiative project, with significant updates in point-of-sale, website and ticketing technologies over the next two years. This will in turn allow for dynamic pricing to be offered on the Major routes, followed by the other reservable routes, starting in 2018. The overall goal of this work is to increase discretionary traffic travel by offering discount opportunities in lower utilized sailing times, to interact more efficiently with the customer and to bring in new traffic to the system.

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		

