

Southern Sunshine Coast Community Drop-in

Public Engagement Summary

November 2022

YOUR INPUT IS IMPORTANT TO US AND WILL HELP SHAPE OUR FUTURE PLANS.



ENGAGEMENT OVERVIEW

As we continue to work on building the connection between communities and BC Ferries, our goal is to create opportunities to collaborate and hold meaningful conversations. One of the ways we are doing this is through community drop-in sessions.

These sessions are a chance to hear directly from those who live, work and play in the communities we serve, and for community members to connect with us face-to-face.

On November 23rd, 2022 BC Ferries held a community drop-in session at the Sechelt Seaside Centre. Information boards were displayed around the rooms to provide information and updates on several key areas, with subject matter experts on hand to help answer questions and provide valuable insights.

In addition to the information boards, opportunities were provided for participants to leave comments, questions and thoughts. Feedback was collected around the room on boards, a comment table in the middle of the room, as well as a “scrawl wall” location for people to write on.

We believe involving our customers, the Indigenous and coastal communities we serve, and our employees in the decisions that impact them most, results in better decisions and we are continuing to look for ways to better reach the community and provide opportunities for the voices to be heard.

ENGAGEMENT OPPORTUNITIES:

- SOUTHERN SUNSHINE COAST COMMUNITY DROP IN: November 23rd, 2022 6:30pm – 8:30pm
- PROJECT PAGE: Provided easy access to project information, and a channel for those wishing to provide input.

Information boards included details on the following topics:

Terminal updates including upcoming terminal work and improvements

Route specific data showing capacity and demand on the routes both annual (past five years) and monthly (2021 vs 2022)

Background on Performance Term 6 (PT6) including what is provided within the submission, who reviews it, how public can provide feedback and next steps

Route specific submission options outlining both near and medium term plans for the route and what they mean for travelling on the route

Ferry Advisory Committee (FAC) Information outlining how the FAC are formed, what their role is and information on how to apply. This was led by the FAC chair for the Southern Sunshine Coast.

A copy of the information boards can be found on line on the community.
bcferriesprojects.ca/southern-sunshine-coast

ENGAGEMENT OBJECTIVES

The community drop-ins for the Southern Sunshine Coast sought to achieve the following objectives:

1. **Inform** the community on the proposed Performance Term 6 submission including near and medium term plans.
2. **Update** the community on what current improvements are planned for Terminals, and current route data and information
3. **Provide an opportunity** for questions and comments

ENGAGEMENT PROCESS

Engagement was conducted through Community Drop-in sessions and an online engagement page.



PARTICIPANTS

The engagement process sought to gather feedback from Southern Sunshine Coast residents representing ferry users who travel through, live near, or visit the terminal. These groups include, but are not limited to:

- Residents travelling for business and personal i.e. work, family, shopping etc.
- Residents living near the terminal
- Commercial users including goods and services for the Island
- Residents travelling for medical appointments

Community
Drop-in

83

participants

PROMOTION OF ENGAGEMENT SESSION

To promote the engagement session, advertisements were placed in the following locations:



Advertisements (Appendix A)

- Coast Reporter (online and in print) – 3 week run



Ferry Advisory Committee - advertisement sent and shared with community



Targeted social media posts for Southern Sunshine Coast and surrounding communities (Appendix B)

LEVEL OF PARTICIPATION

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any engagement process. The Spectrum is used internationally, and it is found in public participation plans around the world.

As an important part of BC Ferries Engagement Framework, and to ensure alignment with our strategic goals and engagement commitment, the IAP2 spectrum is used in our engagement projects and plans.



For these engagement sessions, we approached the community drop-in sessions at the **consult level**.

As described by the IAP2 Spectrum, this level involves:

Public participation goal: To obtain public feedback on analysis, alternatives and/or decisions.

Promise to the public: We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.

WHAT WE HEARD

Community Drop-ins

BC Ferries Teams were on hand to answer questions and provide information about the route as well as general updates. Information boards included:

- Terminal and operational updates
- Performance Term 6: what it is, what is being proposed and how to provide feedback to the BC Ferry Commissioner

In addition to informational boards, several areas were set up for participants to leave comments, questions and feedback. These comments were collected and summarized in this report and recorded in Appendix C.

Team members on hand included Manager, Fleet Deployment and Scheduling, Marine Superintendent, Terminal Managers and Supervisors, Director of Community Engagement, Manager of Community Relations, and Manager of Customer Experience.



WHAT WE HEARD

Community Drop-in: Southern Sunshine Coast

November 23rd, 2022: 6:30pm – 8:30pm Sechelt Seaside Centre

83

Attendees

139

Comments

The top THREE themes that emerged during the conversations were:

- 1 Resident Priority**
Priority given to residents through the use of addresses, BC resident card or reservations

Several routes are feeling the pressure of changing demand and volumes. Resident priority is a public policy decision which requires provincial involvement. The idea of resident priority is with the Ministry of Transportation and Infrastructure for consideration and we are waiting for direction on whether they are interested in shaping such a policy and what such a policy would mean and contain.

- 2 More sailings/More boats**
Desire to have hourly sailings, particularly mid week. A second vessel for minimum peak season

As noted in Performance Term 6, increased sailings and two ship service have been identified for both near and medium term plans.

Near Term: increase sailings in spring/fall, increase summer service to seven days a week with supplementary vessel

Medium Term: vessel procurement to provide a higher frequency two ship service in spring and fall aligned with higher frequency peak service

- 3 Communication**
Better communication to passengers during delays and cancellations. Improve service notices and use SMS text for quicker messaging.

A working group is actively focusing on improving the accuracy, timeliness and consistency of information delivered to our customers. This includes messaging at our terminals, information to our staff assisting customers and the BC Ferries website. Updates are expected to take place prior to the next summer season. SMS messaging has been identified as a future consideration but at this time is not in the immediate plan.

WHAT WE HEARD

Community Page

A place to: **Ask** questions, **Provide** comments, **Suggest** topics

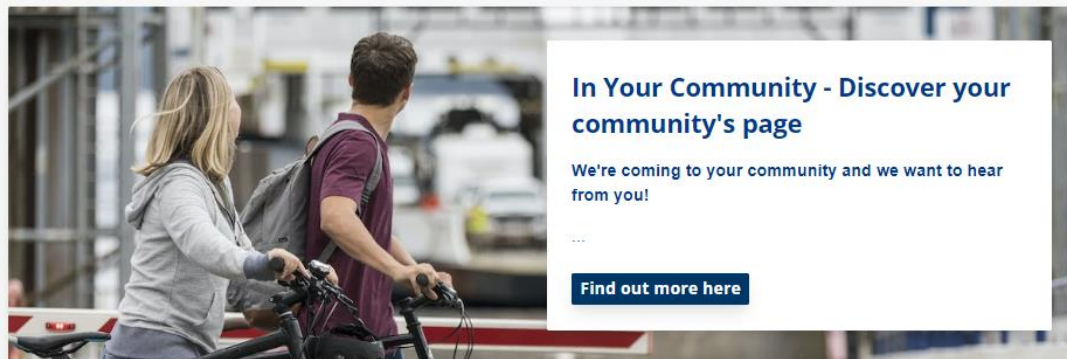
The community page for the Southern Sunshine Coast was created for community members to ask questions, provide comments, and suggest topics that they would like discussed at community drop-in sessions.

This page provided additional opportunity for community members to share their thoughts and for others to read and like their posts. For those not able to attend in person, the page provided an outlet to have their voice heard.

Ideas were gathered through the page where guests were invited to leave feedback, or 'like' other community members' posts. This feedback is summarized in this report and recorded in Appendix D.



Community Pages - Let's Talk!



WHAT WE HEARD

Community Page

The top THREE themes that emerged on the community page were:

Southern Sunshine Coast	
1	More sailings Hourly sailings to keep the traffic moving
2	Better amenities Washroom and water facilities, shaded areas along the highway for those waiting outside terminal
3	Resident Priority Priority given to residents through the use of addresses, BC resident card or reservations



115 Total submissions

74 Up Votes*

* To cast a vote in support of a comment by clicking on the heart icon for the post. Up votes are used to help rank the comment when summarizing the feedback received.

NEXT STEPS

We will continue to review the feedback and comments received at the community drop-in events on the Southern Sunshine Coast and will provide updates on the topics of most interest to communities via our community pages:

- Southern Sunshine Coast – bcferriesprojects.ca/southern-sunshine-coast

In addition to these ongoing updates, we will be back for another drop-in session in the first half of 2023. Date, time and location will be advertised to the community, and on the community pages.

An opportunity to provide input and feedback will once again be available online ahead of the community drop-in sessions.

THANK YOU

Thank you to everyone that came in person to speak with our teams or provided feedback and questions on the community pages. We appreciate hearing you and look forward to the next opportunity to be in your community.



APPENDIX A

Advertisement



Delivering the best service to coastal communities, means knowing what is important to those who live, work and play in them each day.

Drop by and be a part of the discussion and chat with our teams about topics that are important to you.

Date: November 23, 2022
Time: 6:30 pm - 8:30 pm
Location: Seaside Centre, 5790 Teredo Street

To find out more or to join the conversation online, visit bcferriesprojects.ca/southern-sunshine-coast

For more information contact:
Community Engagement, BC Ferries
engagement@bcferries.com

Learn more:



bcferries.com



APPENDIX B

Social Media – targeted ad



#BCFHeadsUp

On Wednesday, November 23, we're hosting a community drop-in information session for the Southern Sunshine Coast.

Representatives from #BCFerries will be on-site to answer your questions and discuss the latest updates on terminals, ferries and service for our routes.

We're inviting the community to attend to chat about topics that are important to you.

Date: Wednesday, November 23

Location: Seaside Centre

5790 Teredo Street

Time: 6:30 pm to 8:30 pm

Visit our website for more info:

<https://www.bcferriesprojects.ca/southern-sunshine-coast>



43

32 Comments 36 Shares

APPENDIX C

Community Drop-in Comments

BC Residents pay taxes that indirectly support BC Ferries

Resident's only permits don't work. They were used in the past and non permanent (weekend) residents obtained cards and the ferry was just as full as without and is hard to access

Would be nice if some sort of priority sailing could be bought for residents who absolutely must be on the next ferry e.g. guaranteed sailing

Anyone with a tap form should get priority boarding. What is the cost to the over waited health care system if we can't make appointments

Adders holding cars in HSB above the booth.

Priority boarding for residents especially when medical is involved

How is BC Ferries going to prioritize residents?

Prioritize on reservations

How will you support access for residents on short notice travel? I.e. Doctors appointments when reservations are no longer available

The ferry is our highway. Healthcare accessibility is not negotiable. We need resident ferry cards.

Why are the residents paying for a highway that we have to reserve? People living in whistler don't. Assure passage for residents

Resident priority boarding cards - proof of address required

What about priority boarding for residents?

Priority boarding for residents

Resident of the coast need priority boarding at all times

Priority boarding for residents; quantity to be determined

What are you going to do different for residents vs. tourists?

We need more sailings/2nd boat to service everyone

If there were 2 smaller ferries cost would be lower and runs could be more frequent

We need hourly service at least for foot passengers.

What about a ferry every hour - not bigger every hour

Why can't BCF alternate larger car ferry with smaller car/passenger ferry for hourly service? Congestion would go down and foot passengers would be supported better

Honestly the terminals don't matter of the ferries are on time and there are enough sailings - we wouldn't spend much time there then

More sailings on Tuesday and Wednesday during summer

No one wants to come home at midnight, mid week especially all the youth athletes that have to go off coast

7:50-10:55 gap, not acceptable service

More sailings. Hourly sailings, especially spring break to thanksgiving please

Strongly support extending the summer schedule at least spring break to thanksgiving

What is the long weekend plans? Extra sailings are needed on day after

A second ferry particularly during peak times

Second vessel for single shift midday for peak and shoulder season. Smaller vessel and cars only would be okay

Consider increasing capacity by adding indirect ferry horseshoe - Bowen - Langdale - horseshoe bay

Hourly ferry in spring and fall weekends

Hourly sailings will increase capacity, improve OTP, reduce HSB congestion, and provide service to all user groups

I work full time in Vancouver. I must take a ferry to do my job. I cannot do this with delays and cancellations. W need smaller ferries hourly

Why is there such poor communication if ferry is full or late?

Why don't you send me a text message if full or late?

Has BC Ferries changed anything as a result of this meeting

L run not on schedule

Have what the head office knows - communicate with the terminal. Often I say that's not what is online (i.e. arrival on time for reso when in fact you do not want us to arrive on time. At least that's what happened this year.

Text ferry on demand by user

You have to figure out a better way to announce late ferries

Website - text messaging required if ferry late or full

Access to health care - puts our elders and all residents at risk

More consideration and priority given to people with medical appointments

Residents coming home early from Chemotherapy or early discharge from hospital without a tap form need to be able to get home in high season when resos are sold out

Medical appointments must have priority

People with disabilities should be able to show their CNIB card and receive free travel like on other transit

Before the website was changed the information was good 90% of the time. In 2022 summer fall the website has let us down multiple times

APPENDIX C

Community Drop-in Comments

BC Ferries website needs to show the percentage of ferry reserved at any given time (real time) until day/time of sailing

On the website indicate also how many reservations are still available. E.g. 200 out of 300 spots available. Not just available

"Need more accurate information on ""current conditions"".

Actual arrival and departure times

Actual capacity available including vehicles held in the upper lot at HSB"

Ferry website is very unreliable almost never accurate

Update website on sailing conditions correctly

Current Conditions!

Website says walk on need to be ticketed 30 mins before sailing

More accurate info on current conditions page

Pay your great ferry staff better and stop over paying your management

Food generally very good

We witnessed a safety emergency one day when the ferry was loading and the crew handled the issue (a gas leak from a car) in a very efficient and professional manner

Thanks for keeping ferries clean and ensure safe loading and unloading

Friendly crew - thanks for your hard work

Thank you for on and off greetings for tired passengers going from their jobs in Vancouver

Staff are fantastic. They are not the issue.

Thanks for keeping safety front of mind

Residents need a reliable service for appointments. It is not possible to always travel to the city the day before. If there are multiple cancellations

How will you increase ferry reliability

I just want a reliable A-B service. I don't need gourmet food or a gift shop. Please just reliable A-B.

BC Ferries is unreliable for residents - Surgeries scheduled, specialist appointments, airport flights - all being missed! Are we expected to get hotel rooms the night prior?

Terminals are not destination resorts - people want to be on their way through them to their destination. Provide the sailings to do this

Cancellations are one piece of travel uncertainty - what about delays, especially 2hrs+

Logistical challenges within the terminal need to be fixed so you are holding 100's of cars above the booth

How will you address congestion at HSB for car travellers?

Terminal improvements but not service improvement?

Langdale passenger overhead walkway - increase safety before serious injury and it would save 10-15 min each turn around

Langdale passenger overhead walkway - ramp update

It's too cold in the winter to expect customers on the car deck - overhead walkway needed

Reduce or remove reservation fees for residents

More "free reservations" especially for residents

No or low reservation fees

Could full time residents on the coast have lower reservation fees than visitors to the coast?

Booking fees are a very expensive add on to a traveller

How about food trucks in Langdale while we are waiting

No washrooms, no amenities

Improvement in washroom facilities. I.e. People wait for long periods of time without nearby facilities

Improved facilities for people waiting to board a ferry

BC Ferries should support building a bridge. Save HSB for Vancouver Island and Bowen

Vancouver bus service from HSB is great - let's take advantage of it

Have a ferry for large trucks from Squamish old ferry dock to Langdale

Charge more for larger cars especially pick up trucks

Charge by m of length - pickup trucks are too cheap

Charge more for bigger cars especially big pick up trucks

Why does BCF advertise? It is not a cruise line it is a monopoly

The crew are not the problem. Management getting huge salaries instead of buying more vessels

Collapse ferry authority committee and other committees. Many people paid to do nothing

Resident priority is a terrible idea. My neighbours Costco trip shouldn't be a priority over visiting a doctor.

How many reservations are going unclaimed?

APPENDIX C

Community Drop-in Comments

Please do not do 100% reservations. Maybe less than 30% reservation. Only let people reserve for 1 time each

When arriving at HSB without reservation as car traveller allow to purchase ticket for next available ferry even if lot is full

My last trip with reservation I was told to roll my window down so I could prove I wasn't hiding anyone.

Make people a priority over money

When cars are stopped or held have ticket people walk down the line and let people pay. Signs to remind people to have payment ready. Signs to disarm car alarms.

Needs a new route - Nanaimo to Sechelt, passenger only

New Route: passenger ferry Sechelt to Nanaimo

Stop reselling of reservations

Transparency of reservation allocations. When are they set? Do they get changed throughout the day?

Ensure that 10 min. cut off at HSB is based on actual (late) departure time and not scheduled departure time.

Residents with a reservation should not have to go to the terminal at the same time if late

Need more amenities at Langdale - no coffee food etc. to help people when waiting (beer too)

Perhaps add ability to book more than one vehicle - e.g. When families travel with more than one car

Expedite launch of the app

3rd Biggest route, oldest boat in the fleet. We need a new/2nd ferry, full time

Performance Term 6 not until April 2024?

Staffing - a change of policy to create a stable amount of work to support a worker would create a better poll of employees

Ensure sufficient funding to replace the larger vessels in the fleet: the C class were once the gold standard, but they are aging and requiring increasing levels of maintenance. Fleet resilience is eroding; more breakdowns

What is your contingency for replacement vessel when Queen of Surrey is in refit. The November debacle showed that we cannot rely on such a small number of vessels.

Why do Sundays appear to be getting worse even with improvements?

You advertise going on islands and then say there's no water for Tourists. Non Sensical, waste of money you don't have

July 2022: travel to North Vancouver for MRI at 3:00pm. Langdale get reservation for 8:40am, all others are full. Waited 4.5hrs in North Vancouver.

Giving more time just to improve on time performance stats is not the answer

Often refuse entry even when ferry is docking

Better communication after if late or full

Even a hotline to water taxi or support for how to deal with changed schedules would help

Tell us some of the promises made and kept in a timely manner by BC Ferries that benefited residents

Hire full time regular staff not casual so it is easier to hire and keep employees

Do not spend more money on ferries or terminals for sunshine coast

This is a highway not just a waterway. We need more funds from MOTI and Provincial ministries to improve this highway just like every highway

Please don't introduce liquor sales on sailings - not a good idea

How can you help facilitate passengers with critical medical needs when sailings are cancelled?

Create a health care travel priority. Residents travel for all sorts of reasons that don't necessitate a priority. "Visitor" can include critical/essential workers coming to service the sunshine coast. Resident priority is a bad idea

Please prioritize service over amenities. Aside from washrooms, the terminals can be basic. We don't want to wait there long enough to shop

Don't create a resident priority system

Create an inclusive system that is straight forward and easy to understand. Reservations/priority are confusing and not inclusive

What percentage of ferries are overloads?

Stop changing the website. It was better before the way it was.

What about cancellations due to equipment/boat break downs? How are these being addressed for better redundancy

APPENDIX D

Community Page Comments

I think BC Ferries should keep to the sailing schedule, like a bus or train. Meaning that even if there is still empty space on the car deck the ferry must sail at the scheduled time, not 10 or 20 minutes late because they are trying to fit more cars on.

Staffing shortages and cancelled sailings "So many ferries cancelled due to lack of staffing. Better attract and retain staff through things like above living-wage increases, housing assistance, more time off, etc.

Invest in a better ""Current Conditions"" app. It currently cannot be relied on."

put back more runs/less reservations with so many now using the ferries we need more back to back runs to keep the traffic moving- and less reservation space for the rest of us!

Put a tunnel in horseshoe bay to Gibson's

Potpourri of Issues ""- More staff, including paid spares so sailings are not cancelled for lack of one crew member.

2 dedicated boats as we used to have when we had half the traffic we have now.

Invest in new vessels that are reliable and stop keep extending the life of antiquated boats that are prone to breakdowns.

Change reservation system so that whatever portion of sailings you have dedicated for resos is known, AND, prevent individuals from booking dozens of alternative resos. So that those that have to travel on short notice know where they stand and have a chance.

Have more traffic management staff in Horseshoe Bay at peak travel times to better manage traffic outside and inside the ticket booth. It is crazy that those with resos arriving on time, routinely get told to drive around again because there is no room in the lot - only to find lots of space once you get past the booth.

Lack of washrooms and water for those poor souls stuck outside the booth on hot summer days.

Fix the current condition reporting system by having staff responsible to update website every 30 mins during peak travel season.

Incentivize staff and management regarding on-time departures so the system runs like a Swiss train.

Leadership training, and incentives, for senior staff to improve entire BCF culture and make it far more focused on client satisfaction, rather than cost minimization. "

Add a second smaller boat and staff now as more sailings are needed. We cannot even get to Vancouver medical specialist appointments.

Washrooms and water are needed above toll booths

Less reservations, more sailings. Shade, potties and water needed during long ferry waits.

Engage Transport Canada a frequent cause of delays involve not being at variance with Transport Canada regulations. A delay in the first ferry impacts all other sailings that day. Some regulations may be non-negotiable, most, I suspect, could stand flexibility. Remaining in cars during covid as an example.

Stop holding so many cars outside the ticket booth at horseshoe bay. On hot summer days it becomes dangerous for those with medical.

The noisiest critics of BC Ferries service are those whose use it as a daily commute. Living on the Coast is to be ferry dependent. Put the contributions from commuters in perspective vs. others.

Build A Bridge!! Forever Service!

Ferry service from Langdale to Nanaimo. There needs to be a daily service to the Island from the Sunshine Coast so that students, employees and the general public can avoid the Horseshoe Bay turnaround fiasco! Or, have an in-terminal transit for those thru travelers!!

Priority or assured boarding for Coast residents without reservation charge.

Hourly sailings. We need hourly sailings with NEW boats that don't breakdown!

Ferries are our highways. We pay the same taxes and pay every time we use these highways. Fee reductions for ferry access only communities.

We need another boat. If it is viable for a private firm to run an electric passenger ferry from Gibson's to Vancouver then we need 2nd boat

We need priority boarding for local residents

We need priority boarding for medical travel

We need on time performance and up to date current conditions page

We need property washroom and water facilities, cool/warm areas along the highway if you are gonna force vehicles to wait outside terminal

Like Bowen route we should have a STUDENT rate all the time. Kids shouldn't be charged as adults

We need better parking facilities in HSB as they are often full. Build a parking tower with more floors

We need more sailings in the summer and for peak weekend travel

We need to hire staff as permanent - after 3-6 months. Casual for years is not attractive and contributes to staff shortages

We need to plan viable timely solutions for mechanical issues - water taxis should be automatic for foot passengers - set up immediately

Better updates on web site when mechanical problems happen

Communication, and more up to date updates. Twitter even gives generic updates. Where is the ferry app? ETA Launch fall 2022? Communication and eta of App launch.

APPENDIX D

Community Page Comments

Staff up for hourly sailings w/ existing boats, to timely move people & solve many issues w/out infrastructure cost and delays "Solve One = Solve Many + More Local Jobs leveraging existing assets and infrastructure

Reservations are too expensive. They shouldn't be almost half the price of a crossing

We need 2 new ships that run back and forth all day. These ones are constantly breaking down...

Resident priority. Priority for those who live on the coast year round.

Resident priority. Hourly boats. No waiting at terminal for livestock

Separate 2nd deck passenger loading. This would let cars load/unload sooner. Even if it saves only 5-10 minutes per sailing, that adds up to an hour a day and would help reduce delays due to volume.

Comment response to "Put a tunnel in Horse Shoe bay to Gibson's" Imo that would destroy the sunshine Coast. There's already a housing shortage here and such a easy commute like that would cause a floodgate of Vancouver locals buying it up more than they are, not to mention the homeless population would increase.

Comment response to "Potpourri of Issues" - Have signage at vessel stairwells instructing drivers to disable car alarms. (Or don't leave your car.)- Restore staff to assist driver's park to minimize gaps between vehicles, so more vehicles get on ships.

Comment response to "Potpourri of Issues" 100% witness huge gaps all the time, ...remember the days when loading staff guided every vehicle as they came in for space efficiency.

Comment response to "Washrooms and water are needed above toll booths" Yes, and more sailings so there are fewer lines outside the booths.

Comment response to "Less reservations, more sailings. Shade, potties and water needed during long ferry waits." I agree.... The amount of space allocated to reservations is ridiculous, and costing frequent commuters an arm and a leg, such a cash grab.

Comment response to "Engage Transport Canada" Of course, I mean being at variance with transport Canada regulations

Comment response to "put back more runs/less reservations" There are more local people, more commuters, more families with extra curricular needs, that rely on this service. Many of the challenges and frustrations expressed on this forum are addressing the experience, with good ideas for improvement but may not be low hanging fruit with most impact I. Front of us. I support your idea here and propose we need to focus on the root cause and that solution as the most impactful now...Restore staff levels for hourly sailings at peak times, with our existing two boats, invest in people and get travellers thru the terminal and to port faster. Leave the long term infrastructure ideas to improve the experience for now. Reliable, timely service will bring more consumer thru annually to back commercial investment for the infrastructure improvements.