

# Southern Sunshine Coast Ferry Advisory Committee

APRIL 2018

## Reduced Fares on Route 3

There are several good pieces of news for Coastal ferry users!

### REDUCED FARES

As announced by B.C. Ferries, “fares on the 21 interisland and northern routes, as well as the Horseshoe Bay – Langdale route, are reduced on average **by 15 per cent** and the fares on the three Metro Vancouver to Vancouver Island routes are remaining at current rates”.

<b>Route 3 FARES</b>	<b>April 2003</b>	<b>April 2008</b>	<b>April 2016</b>	<b>April 2017</b>	<b>April 2018</b>	<b>Cumulative increase % since 2003</b>
passenger	\$8.00	\$11.00	\$16.15	\$16.15	\$13.70	71.3%
passenger (Experience)	\$5.73	\$8.55	\$12.65	\$12.65	\$10.70	86.7%
vehicle	\$26.25	\$37.25	\$54.00	\$54.00	\$45.90	74.9%
Vehicle (Experience)	\$19.31	\$28.55	\$41.50	\$41.50	\$35.25	82.5%
commercial, cost per foot	\$3.35	\$4.80	\$7.05	\$7.05	\$5.95	77.6%

### INCREASED SENIORS’ DISCOUNT

In addition, the B.C. seniors’ passenger discount increased from 50 per cent to 100 per cent for travel Monday through Thursday (excluding holiday Mondays) on major and inter-island routes.

### EXPERIENCE CARDS

The buy-in level for Experience Cards is reduced by 15 per cent to \$95 for vehicle and driver and \$55 for passenger fares.

### NOTE: CHANGE AS OF APRIL 1st

For ferry users asking for upper deck placement, BC Ferries will no longer be handing out the orange cards. Users can still request upper deck, but will most likely be directed to wait for the next ferry for upper deck placement guarantee (@Horseshoe Bay terminal).

#### Ferry

#### Advisory

#### Committees

BC Ferries meets with local community representatives to discuss day-to-day operations, planned improvements and broader policy issues such as fares and strategic planning.

#### FAC Members:

Diana Mumford  
(Chair)

Robin Marriott

Greg Russell

Mike Shanks

Ed Steeves

Jeremy Valeriotte

Mathew Wilson

## Contact

Email: [www.sscferryadvisorycommittee@gmail.com](mailto:www.sscferryadvisorycommittee@gmail.com)

Or phone Diana Mumford (Chair) at 604-836-9651

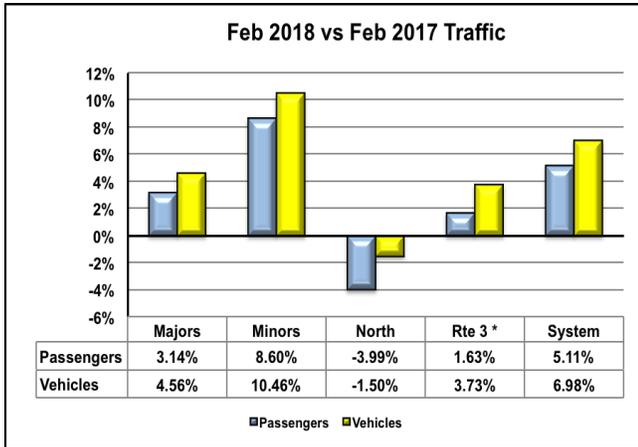


# February 2018 Traffic:

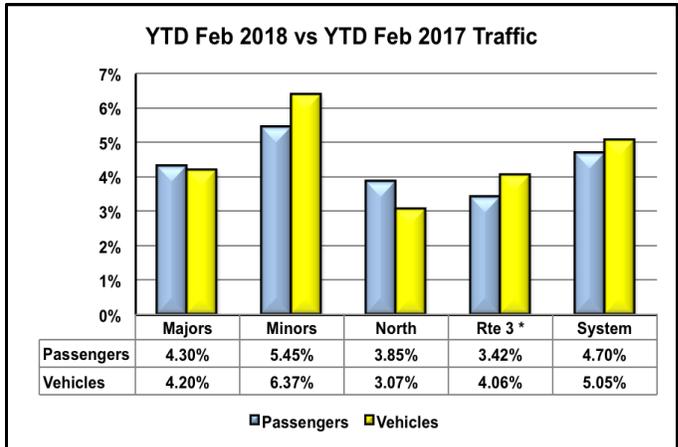
There continues to be strong traffic growth this year for most routes. Across the Coastal ferry system, vehicle traffic is up 7.0% and passenger traffic up 5.1%. The increase on route 3 is a very modest 3.73% for vehicles and 1.6% for passengers.

This traffic increase shown in graphs below does not take into consideration the fare cut and the return of the BC seniors' Monday to Thursday free travel that just started April 1. With the continued increases will also come challenges of overloads and ferry capacity for users.

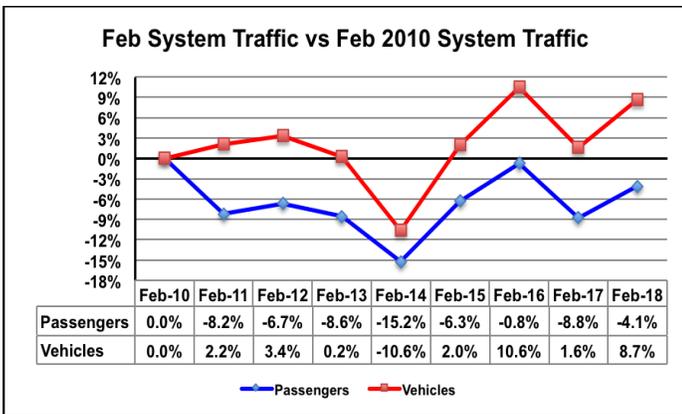
**Graph 1** Ferry traffic use (passengers, vehicles) increase/decrease % comparing months of February 2018 vs February 2017



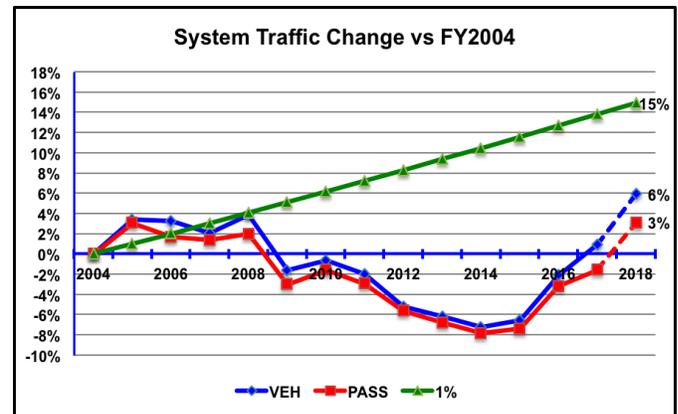
**Graph 2** Ferry traffic use (passengers, vehicles) increase % comparing Year to Date, vs Previous Year  
note: Route 3\* data included in Majors; also shown separately for information only



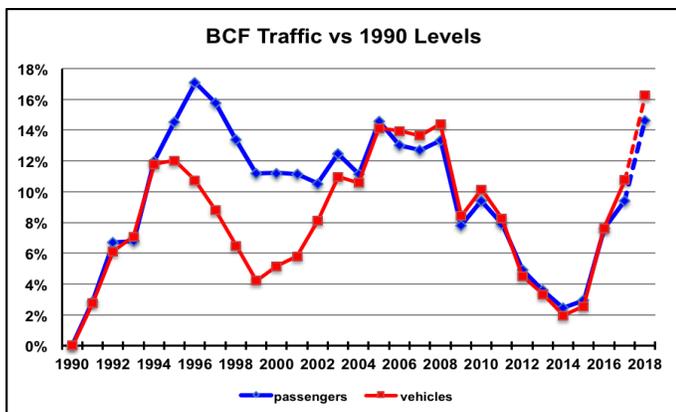
**Graph 3** System Traffic for the Feb. 2018 vs Feb. 2010



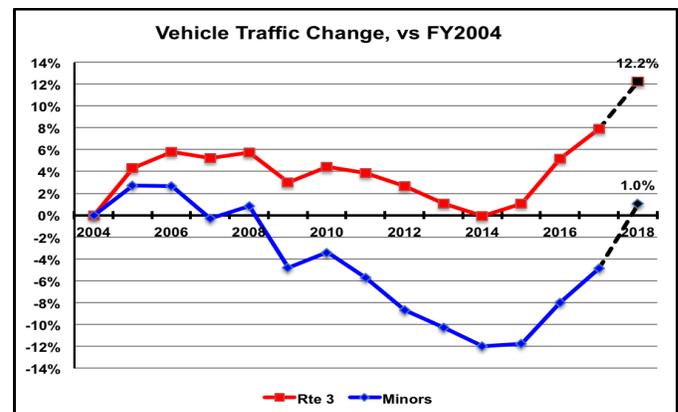
**Graph 4** System Traffic Changes vs 1% growth since FY2004



**Graph 5** System Traffic Changes – the Long Look - Since 1990



**Graph 6** Route 3 Vehicle Traffic change from 2004 to present.



# HORSESHOE BAY TERMINAL DEVELOPMENT

The following information is available on the BC Ferries website at:

<https://www.bcferrries.com/about/hsbvision/>

## We want to hear from you Horseshoe Bay Terminal Development



Creating a vision for the future with the communities and customers we serve.

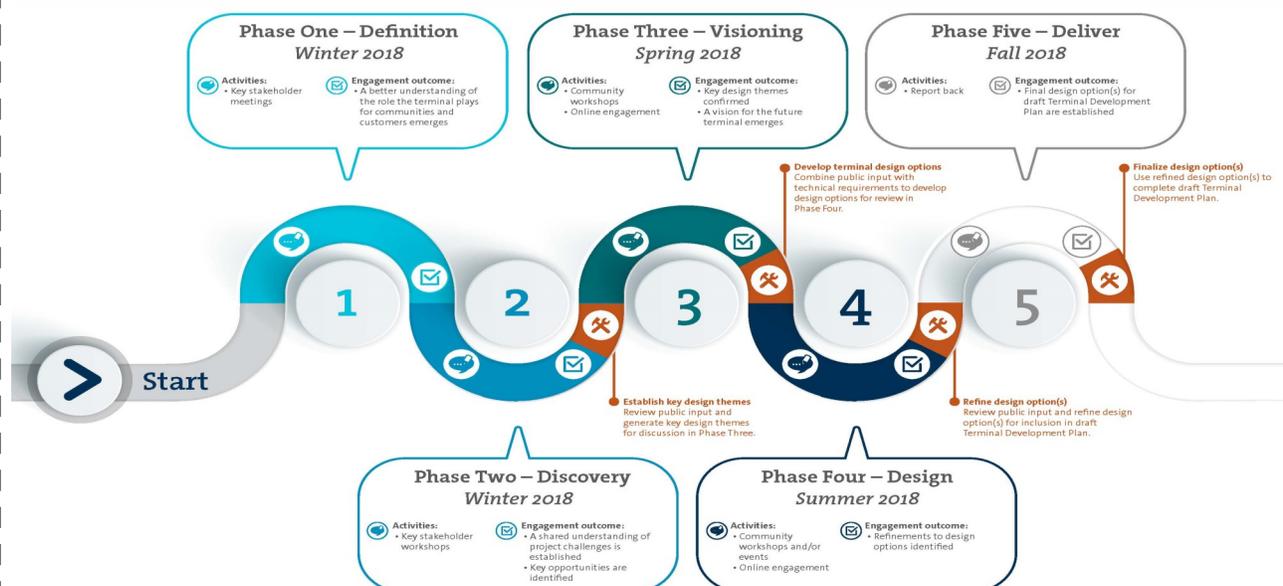
The time has come to create a new vision for Horseshoe Bay terminal, from the services it provides to the look and functionality of its design. Your input will be the cornerstone of the redevelopment effort and will help to shape the future design and function of the terminal.

We have embarked on an extended engagement effort to better understand the important role the terminal plays in your communities and travel experience, and to gather input on how you envision the Horseshoe Bay terminal of the future. We are currently engaging with key stakeholder groups, planning community workshops, and preparing for online engagement this spring. Your voice is important to us so please keep checking back for more information, or sign up to receive project updates.

*We would like to obtain your email address so that you can stay informed about BC Ferries' Horseshoe Bay Terminal Redevelopment Engagement. You will only be contacted with updates that relate to the Horseshoe Bay Terminal Redevelopment consultations, unless you have separately provided your email to BC Ferries previously for other uses. You understand that the services we are using to collect your email address (Survey Monkey) and send your emails (MailChimp) are located outside Canada.*

[Survey Monkey privacy policy.](#) [MailChimp privacy policy.](#)

### Horseshoe Bay Terminal Visioning Engagement Process



# Horseshoe Bay Terminal Development Creating a Vision for the Future

## Why are we redeveloping the Horseshoe Bay terminal?



The terminal is at **capacity**

Terminal infrastructure is

**aging**



Technology & travel patterns are

**changing**

## What factors will be considered when making decisions?

There are several considerations that will play a significant role in our decision-making about the terminal.

### The physical environment:

Making efficient use of the space the terminal occupies today



### Our neighbours:

Operating in a way that respects our Horseshoe Bay Village neighbours



### Safety and security:

Safety and security for our customers



### Flexibility for the future:

Capacity to accommodate changes in transportation technology, digital communications etc.



### Shifting travel preferences:

Supporting long-term shifts in travel preferences including increased car sharing, walking, cycling, and more transit ridership



### Sustainability:

Respecting and preserving the natural the environment



### Financial feasibility:

Affordability and cost-effectiveness



### Customer experience:

Delivering a seamless and enjoyable customer experience

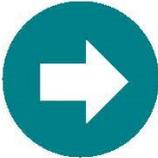


## We want to hear from you.

Public input will be used to help create a draft Terminal Development Plan (TDP), the document that will guide future development at the Horseshoe Bay Terminal.

# Horseshoe Bay Terminal Redevelopment

We recently wrapped up Phase 2 of our Visioning Engagement for the Horseshoe Bay Terminal Redevelopment project. Phase 2 was our Discovery phase and saw us conduct five workshops in West Vancouver, the Sunshine Coast, Bowen Island and Nanaimo. Each workshop involved 5-10 key community stakeholders who have a vested interest in the future of Horseshoe Bay terminal as well as one employee workshop with terminal and vessel staff. These meetings outlined challenges and constraints, as well as ideas and opportunities related to travel trends and desires, and asked participants what their ideal vision for the future of Horseshoe Bay terminal looks like. We heard six major themes and several key considerations from workshop participants including:

THEME	KEY CONSIDERATIONS
 <b>Terminal access</b>	<ul style="list-style-type: none"><li>• Provide safe and easy access for all modes of transportation (e.g. private vehicle, public transit, bicycles, walking)</li><li>• Ensure easy access to other regional connections (transit, ferry routes, rail)</li><li>• Create easy, stress-free movement during arrival and throughout the time spent at the terminal</li><li>• Ensure easy access for all ages and abilities</li><li>• Provide clear, visible signage &amp; wayfinding</li><li>• Create easy and freer access between the terminal and the village</li></ul>
 <b>Terminal amenities</b>	<ul style="list-style-type: none"><li>• Provide fast, reliable Wi-Fi</li><li>• Create separate 'zones' – for example, work stations, kids play areas, family space</li><li>• Develop common community spaces that can be enjoyed by the village and customers</li><li>• Include retail space (this included ensuring retail opportunities bring benefit to the Horseshoe Bay community and businesses)</li><li>• Provide shelter for shade and rain cover</li><li>• Create large and comfortable waiting areas</li></ul>
 <b>Gateway aesthetics and experience</b>	<ul style="list-style-type: none"><li>• Create a sense of arrival with aesthetics and architecture that the community can be proud of (e.g. along the lines of YVR)</li><li>• Install local and First Nations art</li><li>• Create a warm and welcoming feel</li><li>• Consider changing name from "terminal" to "hub" or "gateway"</li><li>• Pay attention to comfort and ambience</li></ul>
 <b>Integration with surrounding environment and history</b>	<ul style="list-style-type: none"><li>• Create amenities that benefit the surrounding neighbourhoods and businesses</li><li>• Provide green space</li><li>• Ensure territorial acknowledgement and integration/collaboration with First Nations</li><li>• Work with the natural beauty of the space</li><li>• Provide access to surrounding parks and trails</li><li>• Ensure minimal noise, light pollution disruption to residents</li><li>• Establish ongoing and open dialogue with surrounding residents and businesses</li></ul>
 <b>Technology and information</b>	<ul style="list-style-type: none"><li>• Provide paperless ticketing</li><li>• Install a countdown clock for departure/arrival</li><li>• Provide clear, timely information on sailings/delays available on site, through apps, etc.</li><li>• Make upgrades to technology for ticketing, reservations, scheduling</li><li>• Consider going to 100% reservations</li></ul>
 <b>Future flexibility</b>	<ul style="list-style-type: none"><li>• Ensure terminal can accommodate passenger ferries</li><li>• Leave room to integrate future technology and travel patterns</li></ul>

# Frequently Asked Questions

## 1. How will the public input gathered in this engagement be used?

Your input is important to us and will shape the concept(s) that go into the Horseshoe Bay Terminal Development Plan. The concepts contained inside the terminal development plan will shape the next phase of redevelopment, detailed terminal design. Communities and customers will continue to be engaged as redevelopment progresses. See [question 4](#) below for more information on the redevelopment process and planned engagement efforts.

## 2. Why is BC Ferries planning to redevelop the Horseshoe Bay terminal now?

The current terminal is at capacity, making it difficult and sometimes uncomfortable for our customers to travel and for our Horseshoe Bay neighbours to fully enjoy their community. In addition, some of the terminal's infrastructure will soon be in need of replacement, making this a good time to explore how the terminal can make better use of its existing footprint. With technology evolving and new generations shifting their modes of travel, transportation in the region is also changing quickly, trends we need to keep pace with and plan for.

## 3. Why redevelop the terminal?

The existing terminal has been in place since the 1960s. Its configuration is the result of small changes and add-on structures that have helped to accommodate growing ridership. This configuration is no longer working for our customers, our neighbours, or BC Ferries.

Redevelopment will allow us to achieve several goals:

- Connect communities and customers with the people and places important to them by creating a more efficient and pleasurable terminal experience and aesthetic
- Support growth in the region by moving people and goods with greater ease
- Accommodate changing transportation needs by considering emerging technologies and ensuring flexibility for future technological changes

## 4. What are the timelines for redevelopment?

Redevelopment is not estimated to begin for another 5 years. Its implementation will happen over a period of time and in phases. This engagement effort is a visioning and planning exercise and is the first of three key engagement steps associated with the terminal redevelopment:

- **Visioning and planning (now):** Engage with communities and customers to explore ways of improving the efficiency of the terminal and service through the terminal, as well as the community and customer experience of Horseshoe Bay terminal over the long term. **Outcome:** *A draft vision to inform the Terminal Development Plan (the document that will guide terminal redevelopment). Learn more about the visioning and planning engagement process.*
- **Detailed design (2-4 years out):** Engage communities and customers in aspects of the detailed design of the terminal. **Outcome:** *A finalized terminal design used for construction.*
- **Construction (5+ years out):** Engage communities and customers in planning for service impacts resulting from the phased construction of the terminal. **Outcome:** *communities and customers remain involved and informed as the terminal construction moves through its phases.*

## 5. Will the new Horseshoe Bay terminal still service the same routes?

Yes. The new terminal will still service Vancouver Island, the Sunshine Coast, and Bowen Island.

## Horseshoe Bay Terminal Development Engagement Opportunities -- What's Next?

The next step for the engagement process is Phase 3, the Visioning phase. This phase builds on the priorities and opportunities identified in Phases 1 and 2, and begins to transform those ideas into a more concrete vision for the terminal. For this phase there will be larger community workshops of about 25 people on the Sunshine Coast, Bowen Island and West Vancouver. If you're interested in taking part in the workshops, you can email the project team at [horseshoebayvision@bcferries.com](mailto:horseshoebayvision@bcferries.com).

There will also be the launch of an online public engagement process in mid-May to ensure as many community members as possible have a chance to share their vision for the future of Horseshoe Bay terminal. (Paper copies of the engagement survey will also be available)

**Go to:** <https://www.surveymonkey.com/r/hsbvision> to sign up for updates or watch for more information in the local newspapers.