



MUSTEL GROUP  
MARKET RESEARCH

# Coastal Ferries Public Opinion Poll

## Public Consultation and Engagement, Fall 2012

**Presented to:**

**Kirk & Co. Consulting Ltd.**

Vancouver, BC

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# Executive Overview

## Background and Objectives

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The Ministry of Transportation is embarking on province-wide consultation and engagement regarding BC Ferries, to obtain feedback on the best ways to connect coastal communities, and to fund the coastal ferry service to ensure its financial viability in the future. Community stakeholder meetings and public open houses were held in several communities throughout November and early December 2012. A feedback form was distributed at these meetings made available online for any residents who wish to express their views. The consultation team also commissioned an online survey among a representative sample of BC residents randomly recruited by telephone.

Mustel Group was commissioned by Kirk & Co. Consulting Ltd. to assist with randomly recruiting the representative sample of British Columbia residents, programming and hosting the online feedback form, and to process and report upon the data contained in the feedback forms. The feedback form asked participants to rank or to rate various proposals and provide comments, ideas and opinions to be considered. Following are those results.

## Methodology

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During the months of November and December 2012 Mustel Group conducted a computer assisted telephone interview (Cati) screening survey in order to recruit a representative sample of British Columbia residents to complete an online feedback form regarding the long-term sustainability of the ferries transportation network. Based on an estimated 50% completion rate approximately 1,000 residents were recruited from which a total of 500 went on to complete an online survey.

All telephone recruitment was conducted from Mustel Group's Vancouver-based call centre employing industry-standard randomization techniques and including both landlines and cell numbers in order to achieve a representative sample of the population. Each recruited participant provided a contact email address and was sent an electronic invitation to complete a survey. Each invitation contained a unique survey link allowing the participant to complete the survey just once. The unique link also allowed for reminder emails to be sent only to those who had not yet completed a survey.

The online feedback form was programmed and hosted by Mustel Group with all data securely stored on servers within Canada.

At the data processing stage minor weighting adjustments were applied to ensure the final sample is proportionally representative of the population of British Columbia according to age, gender and region matching Statistics Canada census data.

The final sample of 500 residents completing an online survey yields a margin of error of +/-4.4% margin of error at the 95% level of confidence.



## Key Findings

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Following are report highlights with detailed findings to follow.

### Immediate Change – Rank Order of Preference

- ▶ Of the six key considerations identified by the Ministry of Transportation and Infrastructure and BC Ferries to achieve \$26 million in savings to 2016, participants most commonly rated “Basic Levels of Service”, providing ferry service to the majority of users in order to commute to and from school and work only as a first preference.
- ▶ This was followed quite closely by “Low Annual Utilization”. This requires the consideration of service reductions on routes that experience low annual utilization, such as less than 55% total utilization per year; next was “Significant Annual Losses” which would consider reducing the service on routes experiencing significant financial losses.
- ▶ Lowest preference for consideration was for “Complexity of Multiple-Stop Routes” which would consider rationalizing or reconfiguring of routes with multiple stops.

### Reducing Round Trip Sailings

- ▶ The majority of participants, almost six-in-ten, agrees either ‘strongly’ or ‘somewhat’ with the idea of reducing round trip sailings in order to help achieve the \$26 million in savings to 2016 (58%); almost one-third disagrees with such an approach (30%).

### A Vision for the Future

#### Level of Agreement with Connecting Coastal Communities Using Alternative Ferry Technologies, such as Cable Ferries or Passenger-Only Vessels

- ▶ Two-thirds of all participants agrees with the idea of connecting coastal communities using alternative ferry technologies such as cable ferries or passenger-only vessels (67%); about one-in-ten disagrees.

#### Level of Agreement with Serving Some Routes Using a Combination of Passenger-Only Ferries and a Barge to Transport Vehicles

- ▶ The majority of participants, almost two-thirds, agree with the option of serving some routes using a combination of passenger-only ferries and a barge to transport vehicles (63%); about one-in-five disagrees.

#### Level of Agreement with Serving Routes Where the Proximity and Service Needs are such that Two or More Routes Could Share a Car Ferry and a Passenger-Only Ferry on Alternate Days or Parts of Days

- ▶ Three-quarters of all participants agrees with the option of serving routes where the proximity and service needs are such that two or more routes could share a car ferry and a passenger-only ferry on alternate days or parts of days (76%); about one-in-ten disagrees.

### **Level of Agreement with Serving Some Routes by a Bridge**

- ▶ The majority of participants, almost two-thirds, agree with the option of serving some routes by a bridge (63%); one-in-five disagrees.

### **Level of Agreement with Improving Linkages Between Ferry Terminals and Communities with Better Cycling Connections or Better Public Transit Service**

- ▶ Three-quarters of all participants agrees with the option of improving linkages between ferry terminals and communities with better cycling connections or better public transit service (76%); about one-in-ten disagrees.

### **Level of Agreement with Using Alternative Fuels, such as Liquefied Natural Gas (LNG), to Power Ferries where it is Economically Feasible**

- ▶ The large majority of participants agrees with the option of using alternative fuels, such as liquefied natural gas (LNG), to power ferries where it is economically feasible (80%); just 3% expresses any disagreement.

### **Level of Agreement with Standardizing Vessels and Docks to Allow Flexibility to Switch Ferries and Crews Between Routes**

- ▶ The large majority of participants agree with the option of standardizing vessels and docks to allow flexibility to switch ferries and crews between routes (83%); just 5% disagrees with this option.

## **Funding the Ferry System in the Long Term**

### **Level of Agreement with increasing property tax in coastal communities to help fund ferry service**

- ▶ Almost half of all participants are opposed to the idea of funding the ferry system through an increase of property tax amongst coastal community residents (48%). Disagreement is stronger amongst those living in the Capital Region (66%), and other island communities and south coast regions (85%), compared with those in Metro Vancouver (40%).
- ▶ Overall more than one-third of all participants agree with such a measure, with agreement at 18% in the Capital Region and just 13% amongst residents of the south coast and Island communities outside of the Capital, compared with 46% in Metro Vancouver.

### **Level of Agreement with increasing fuel taxes in coastal communities to help fund ferry service**

- ▶ The slight majority of participants are also opposed to the idea of funding the ferry system through an increase of fuel tax amongst coastal community residents (51%).
- ▶ Disagreement is again stronger amongst those living in the Capital Region (63%), and in other island communities and south coast regions (71%), compared with 46% in Metro Vancouver.
- ▶ Overall approximately one-third of all participants agree with such a measure (32%), with agreement at 19% in the Capital Region and just 13% amongst residents of the south coast and other island communities, compared with 37% across Metro Vancouver.

# Detailed Findings

## 1.0 Immediate Challenge

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With increasing costs and decreasing ridership threatening the financial stability of the coastal ferry system, the BC Ferry Commissioner concluded in his January 2012 report that government, BC Ferries and ferry users will need to contribute towards the sustainability of the ferry system.

In response to the report:

- The Province is contributing an additional \$79.5 million on behalf of taxpayers to 2016
- BC Ferries has committed to achieve \$15 million in efficiency improvements
- Ferry users are being asked to contribute \$30 million through service adjustments
  - \$4 million has been found through service reductions on the major routes between Vancouver Island and the Lower Mainland
  - There is a need to find \$26 million of savings to 2016

The Ministry of Transportation and Infrastructure and BC Ferries have identified six key considerations to achieve \$26 million in savings to 2016. Respondents were asked to rank them in order of preference, with 1 being first preference to 6 being lowest.

- ▶ The consideration most commonly rated as a first preference out of the six is **“Basic Levels of Service”**, providing ferry service to the majority of users in order to commute to and from school and work only. Almost half of all participants ranked this as their first preference (45%), with a total of 64% that included it in their top 3 preferences.
- ▶ This was followed quite some way by the other options. The next four most common preferences were each generally ranked with a similar level of importance.
- ▶ Approximately half of all participants included the next three considerations in their top three preferences, including:
  - “Low Annual Utilization” (ranked 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> by 58% of participants)
  - “Significant Annual Losses” (ranked 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> by 50% of participants)
  - “Low Round-Trip Utilization” (ranked 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> by 49% of participants)
- ▶ (ranked 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> by 42% of participants)
- ▶ The two options ranked lowest in importance were “Complexity of Multiple-Stop Routes” and “Routes Requiring Vessel Replacement” each of which were included in the top three preferences of about one-third of participants (33% and 31% respectively).

<b>Rank Order of Considerations</b>			
	<b>Top Priority</b>	<b>Ranked 1<sup>st</sup> or 2<sup>nd</sup></b>	<b>Ranked 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup></b>
<b>Basic Levels of Ferry Service:</b> For the majority of users ferry service would be provided to and from work or school.	<b>45%</b>	<b>52%</b>	<b>64%</b>
<b>Significant Annual Shortfalls:</b> Consider service reductions on routes that experience significant annual financial shortfalls.	18%	32%	50%
<b>Low Annual Utilization:</b> Consider service reductions on routes that experience low annual utilization (e.g. <55% p.a.).	13%	37%	58%
<b>Low Round-Trip Utilization:</b> Consider service reductions on routes that experience low round-trip utilization (<20% p.a.).	10%	28%	49%
<b>Complexity of Multiple-Stop Routes:</b> Service reductions should take into account the complexity of routes with multiple ports and those that provide connections to other areas.	9%	25%	33%
<b>Routes Requiring Vessel Replacement:</b> Service reductions should take into account routes that require imminent vessel replacements, including alternatives such as route reconfiguration.	5%	18%	31%
<i>Q.1a-f) Please indicate your preference by ranking the following considerations from 1 – 6, with 1 being the most important and 6 being the least important:</i>			
<i>Base: Total (n=500)</i>			

**Additional Comments:**

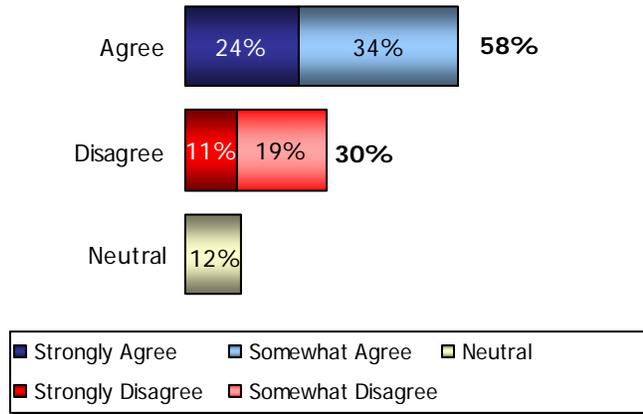
In all, 187 participants provided comments regarding their preferences. Many highlight the consideration they deemed most important such as reducing underused routes or sailings, the need to at least maintain basic services, while others state the importance of the service to those living in coastal communities, that it should be viewed as part of the highway system and so funded by the province, or suggest other ways in which to save money:

<b>Comments Regarding Ranked Considerations</b>	
	Total Commenting (187) #
Reduce/ Cancel underused routes or sailings	96
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	92
Miscellaneous suggestions regarding changes to the service (i.e. build a bridge, consider the size of ferry, replace/refit)	39
BC Ferries is part of the highway system/ funded by the entire province	36
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	18
Should be run like any other business	15
Reduce fares/ offer discounts/ remove reservation fee to increase ridership	12
Cannot really rank as they are all equally important	11
<i>Please provide reasons for your ranking:</i>	

## 2.0 Reducing Round Trip Sailings

Level of agreement with BC Ferries reducing round trip sailings to achieve \$26 million in savings to 2016.

### Reducing Round Trip Sailings



Base: (n=500)

Q.2) Please rate your level of agreement with BC Ferries reducing round trip sailings to achieve \$26 million in savings to 2016.

- ▶ The majority of participants, almost six-in-ten, agrees either 'strongly' or 'somewhat' with the idea of reducing round trip sailings in order to help achieve the \$26 million in savings to 2016; about one-quarter agrees 'strongly' (24%).
- ▶ Almost one-third disagrees with such an approach, with one-in-ten that disagrees strongly.

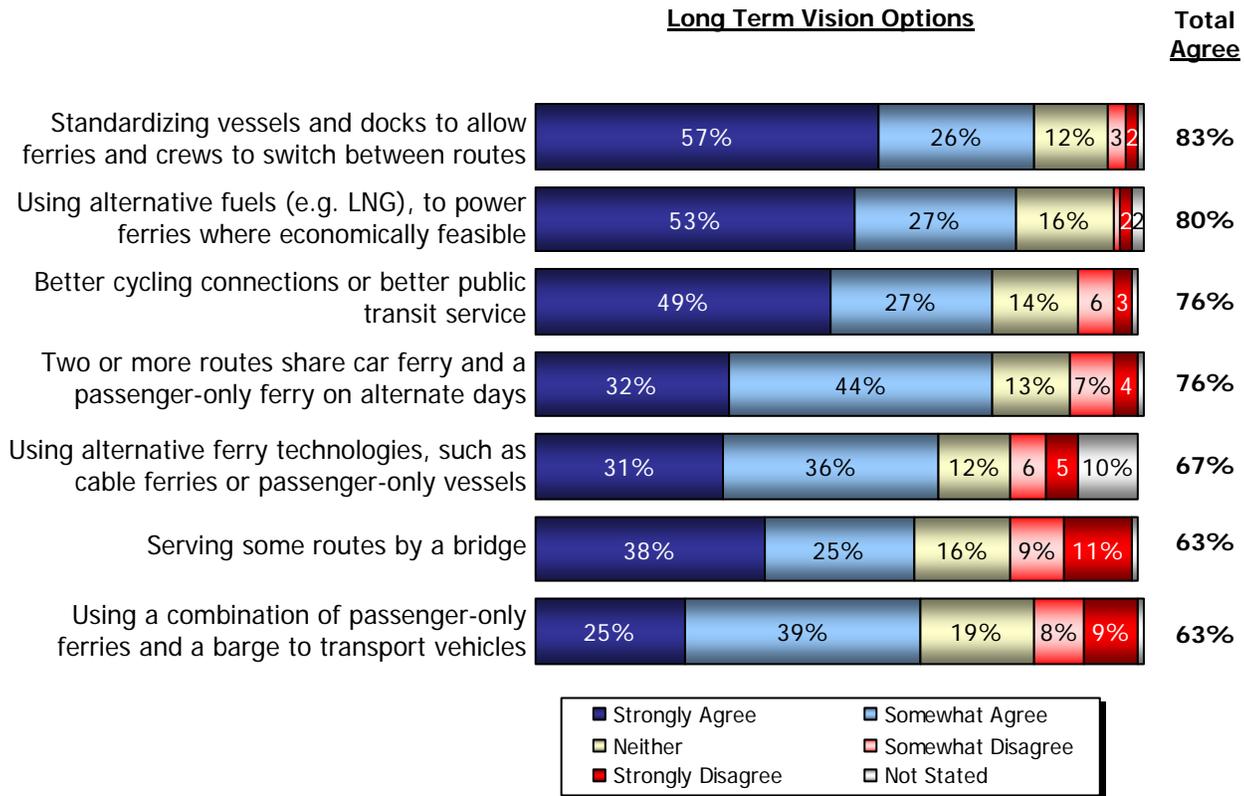
**Additional Comments:**

In all, 228 participants provided additional comments regarding their level of agreement with the idea of reducing roundtrip sailings. One-third suggests focus on the underused routes or sailings, with more than one-quarter suggesting savings should be found by reducing operational costs such as staffing, salaries and maintenance, and one-in-five expresses a need to maintain a basic service.

<b>Comments Regarding Reduction of Round Trip Sailings</b>	
	<u>Total Commenting</u> (228) #
Reduce/ Cancel underused routes or sailings	85
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	64
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	79
BC Ferries are part of the highway system/ funded by the entire province	29
Taxpayers/other ferry users should not have to subsidize underutilized routes	25
Should be run like any other business	23
Reduce fares/ offer discounts/ remove reservation fee to increase ridership	22
Miscellaneous suggestions (i.e. build a bridge, build ferries in BC)	10
<i>Please provide reasons for your level of agreement:</i>	

### 3.0 A Vision for the Future – Rethinking Coastal Ferry Services

Section three of the feedback form focuses on the longer term and asks participants which elements should be pursued in order to connect coastal communities in an affordable, efficient and sustainable manner.

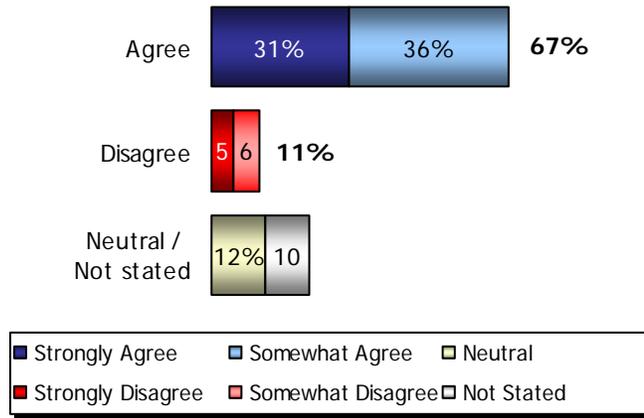


*Q.3) Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.*

- ▶ The majority of participants agreed with each of the seven options presented to them that are to be considered for the long term future of the ferries service.
- ▶ Agreement was strongest with use of standardized vessels and docks, use of alternative fuels, and improvements to cycling and transit connections, with half or more in each case that “strongly agree”.
- ▶ Three-quarters of all participants also expressed agreement with the option of two or more routes sharing a car ferry and passenger only ferry on alternate days, with one-third that agreed strongly.
- ▶ The majority also agreed with the remaining options, with about two-thirds of participants agreeing in each case. While the majority still agrees with it, the lowest level of agreement came regarding the option of using a combination of passenger-only ferries and a barge to transport vehicles.

### 3.1 Connecting Coastal Communities Using Alternative Ferry Technologies, such as Cable Ferries or Passenger-Only Vessels.

#### Alternative Ferry Technologies



Base: (n=500)

Q.3a) Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.

- ▶ Two-thirds of all participants agrees with the idea of connecting coastal communities using alternative ferry technologies such as cable ferries or passenger-only vessels, with about one-third that agrees 'strongly' (31%).
- ▶ About one-in-ten disagrees with this option (11%), with the remainder neutral on the subject or choosing not to answer.

**Additional Comments:**

In all, 141 participants provided additional comments regarding their level of agreement with the option of connecting coastal communities using alternative ferry technologies, such as cable ferries or passenger-only vessels.

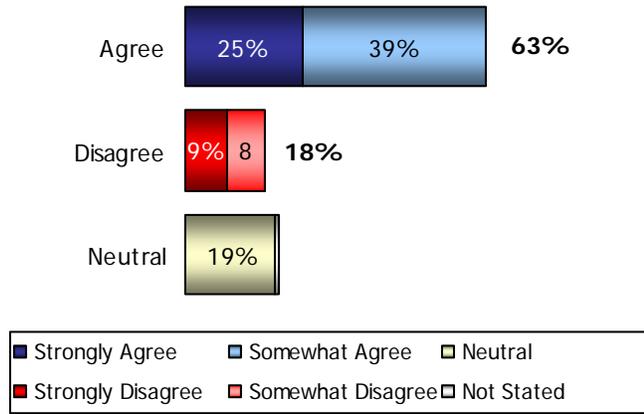
Almost half reaffirm their support of such an option (67), with one-quarter voicing support for cable ferries that will continue to allow for vehicle traffic (33).

One-in-five express concerns about the current lack of necessary public transportation or parking to facilitate passenger-only ferries, while other concerns are for those dependent upon the service for their way of life.

<b>Comments Regarding Alternative Ferry Technologies</b>	
	<u>Total Commenting</u> (141) #
Support passenger only vessels (i.e. lower fares, reduced vehicle usage)	67
Support cable ferries/ will allow vehicle traffic	33
Problems with passenger only service (i.e. lack of public transit, lack of parking)	27
Dependent upon route/ current level of service	15
Preferable option for smaller communities	14
It will still provide service/ access	14
Problems with cable ferries (i.e. increased travel time, safety)	11
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	10
Taxpayers/ other ferry users should not have to subsidize underutilized routes	5
Does not appear to provide any cost savings	3
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	2
<i>Please provide reasons for your level of agreement:</i>	

**3.2 Serving Some Routes Using a Combination of Passenger-Only Ferries and a Barge to Transport Vehicles.**

**Combination Passenger-Only Ferry and Vehicle Barge**



Base: (n=500)

*Q.3b) Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.*

- ▶ The majority of participants, almost two-thirds, agree with the option of serving some routes using a combination of passenger-only ferries and a barge to transport vehicles, with one-quarter that agrees 'strongly' (25%).
- ▶ Almost one-in-five disagrees, with about one-in-ten that strongly disagrees, with the remainder neutral on the subject.

**Additional Comments:**

In all, 93 participants provided additional comments regarding their level of agreement with the option of a combination of passenger-only ferries and a barge to transport vehicles.

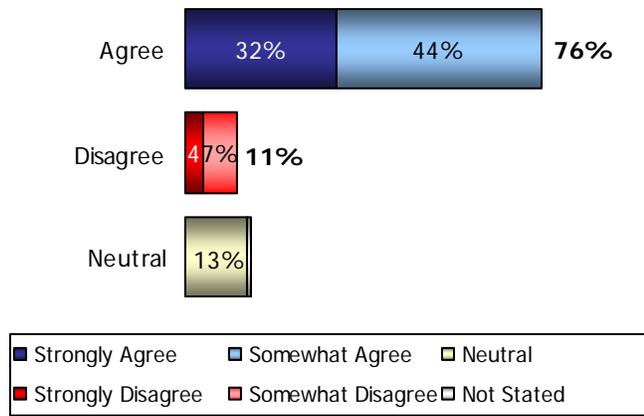
Almost one-third highlights problems with barges including increased travel times and concerns about safety, with a further one-quarter that expresses concerns about the current lack of necessary public transportation or parking to facilitate passenger-only ferries. One-in-five state that they are currently dependent on a particular route or service so would be concerned about such a change if implemented.

Other comments, each made by about one-in-ten support the idea of passenger only ferries or barges and object to continuing to finance underutilized routes. However, one-in-ten also does not see the cost saving in this proposed option.

<b>Comments Regarding Combination of Passenger-Only Ferries and a Barge to Transport Vehicles</b>	
	Total <u>Commenting</u> (93) #
Problems with barges (i.e. increased travel time, safety)	27
Problems with passenger only service (i.e. lack of public transit, lack of parking)	24
Dependent upon route/ current level of service	17
Support passenger only vessels (i.e. lower fares, reduced vehicle usage)	12
Taxpayers/ other ferry users should not have to subsidize underutilized routes	12
Does not appear to provide any cost savings	11
Support use of barges/ will allow vehicle traffic	11
Preferable option for smaller communities	3
It will still provide service/ access	1
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	1
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	1
<i>Please provide reasons for your level of agreement:</i>	

**3.3 Serving Routes Where the Proximity and Service Needs are such that Two or More Routes Could Share a Car Ferry and a Passenger-Only Ferry on Alternate Days or Parts of Days.**

**Two or More Routes to Alternate Use of a Car Ferry and Passenger-Only Ferry**



Base: (n=500)

Q.3c) Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.

- ▶ Three-quarters of all participants agrees with the option of serving routes where the proximity and service needs are such that two or more routes could share a car ferry and a passenger-only ferry on alternate days or parts of days; one-third agrees 'strongly' with this option (32%).
- ▶ One-in-ten currently disagrees, either strongly or somewhat, with the remainder neutral on the subject.

**Additional Comments:**

In all, 48 participants provided additional comments regarding their level of agreement with the option of two or more routes sharing a car ferry and a passenger-only ferry on alternate days or parts of days.

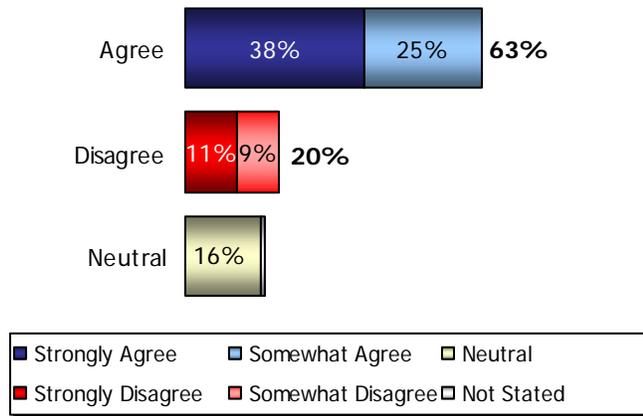
About one-quarter state that they are currently dependent on a particular route or service so would be concerned about such a change if implemented. A similar proportion believes the ferry service is an essential service for coastal communities who are also dependent upon it for their continued way of life. One-in-five fails to see the cost saving in this proposed option.

One-in-ten support the option as they feel it will still provide a service and access to the communities.

<b>Comments Regarding Two or More Routes Sharing a Car Ferry and a Passenger-Only Ferry on Alternate Days or Parts of Days</b>	
	<u>Total Commenting</u> (48) #
Dependent upon route/ current level of service	12
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	11
Does not appear to provide any cost savings	9
It will still provide service/ access	6
Support passenger only vessels (i.e. lower fares, reduced vehicle usage)	4
Car ferry will accommodate vehicle traffic	2
Preferable option for smaller communities	2
Problems with passenger only service (i.e. lack of public transit, lack of parking)	2
Taxpayers/ other ferry users should not have to subsidize underutilized routes	2
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	1
<i>Please provide reasons for your level of agreement:</i>	

### 3.4 Serving Some Routes by a Bridge.

#### Serve Some Routes by a Bridge



Base: (n=500)

Q.3d) Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.

- ▶ The majority of participants, almost two-thirds, agree with the option of serving some routes by a bridge, with almost four-in-ten that agrees 'strongly' with this option (38%).
- ▶ One-in-five participants express disagreement with this option, with about one-in-ten that disagrees strongly. The remainder is neutral.

**Additional Comments:**

In all, 115 participants provided additional comments regarding their level of agreement with the option of serving some communities with a bridge.

More than one-third feels positively about this option, that it is an economical solution if paid for with tolls (42). However, the majority feels it is the wrong choice (89), with one-third that feels it would be too expensive and a burden if paid for through taxes (31).

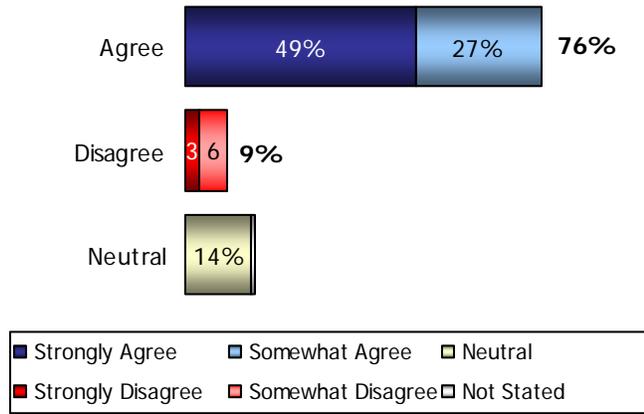
One-in-five points out that it is not a feasible solution for most routes (22). A similar proportion feels that a bridge would bring a negative change to island life (21).

A further one-in-ten expresses environmental concerns regarding the building of bridges (15).

<b>Comments Regarding Serving Some Communities with a Bridge</b>	
	Total <u>Commenting</u> (115) #
Most economical solution in the long term/ tolls would pay for construction/ maintenance	42
Too expensive/ extra burden on taxpayers	31
Not feasible for most routes	22
Bridges would destroy the appeal of living on an island	21
Environmental concerns	15
<i>Please provide reasons for your level of agreement:</i>	

### 3.5 Improving Linkages Between Ferry Terminals and Communities with Better Cycling Connections or Better Public Transit Service.

#### Better Cycling Connections or Transit Service



Base: (n=500)

Q.3e) Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.

- ▶ Three-quarters of all participants agrees with the option of improving linkages between ferry terminals and communities with better cycling connections or better public transit service; half agrees 'strongly' with this option (49%).
- ▶ Fewer than one-in-ten currently disagrees with this option, with the remainder neutral.

**Additional Comments:**

In all, 95 participants provided additional comments regarding their level of agreement with the option of improving linkages between ferry terminals and communities with better cycling connections or better public transit service.

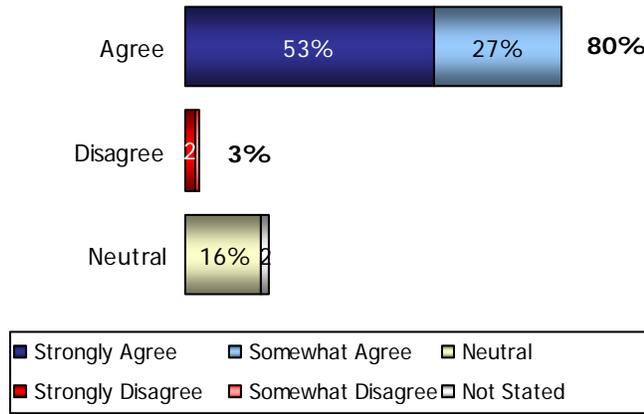
Comments most commonly express support for such an option in general (57), with some highlighting a potential decrease in vehicle traffic and increasing foot passengers that would result.

However, one-in-five feels it is not a feasible option either for the area or for the type of user, while one-in-ten believes it is an expensive option not worth the money.

<b>Comments Regarding Improving Linkages Between Ferry Terminals and Communities with Better Cycling Connections or Better Public Transit Service</b>	
	<u>Total Commenting</u>
	(95) #
Supportive of improved public transit connections	57
Cycling is not a feasible solution for the area/ majority of users	18
Would decrease vehicle traffic/ environmentally friendly	15
Would increase the number of foot passengers/ economic benefit	10
Expanding cycling routes is expensive/ waste of money	9
Does not appear to provide any cost savings	3
<i>Please provide reasons for your level of agreement:</i>	

**3.6 Using Alternative Fuels, such as Liquefied Natural Gas (LNG), to Power Ferries where it is Economically Feasible.**

**Using Alternative Fuels**



Base: (n=500)

*Q.3f) Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.*

- ▶ The large majority of participants agrees with the option of using alternative fuels, such as liquefied natural gas (LNG), to power ferries where it is economically feasible (80%); more than half agrees 'strongly' with this option (53%).
- ▶ Just 3% expresses any disagreement, with the remainder neutral.

**Additional Comments:**

In all, 104 participants provided additional comments regarding their level of agreement with using alternative fuels, such as liquefied natural gas (LNG), to power ferries where it is economically feasible.

Two-thirds of those commenting feel the option is dependent on the cost involved, for example retrofitting ferries to run on LNG and the cost of the fuel itself.

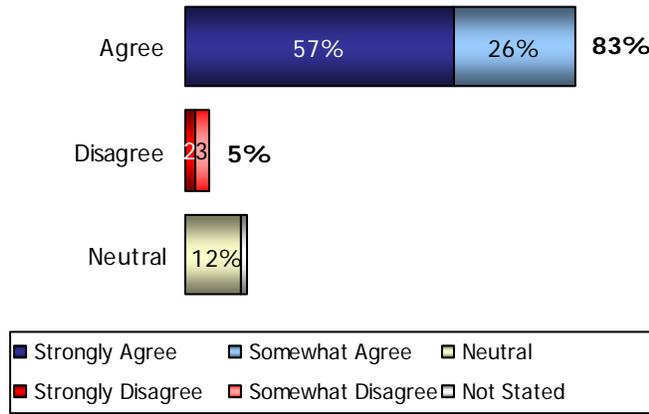
More than one-quarter feels it is an environmentally friendly option, with a further 8 participants pointing out that Canada has vast reserves of natural gas from which to draw.

However 17 participants expresses environmental concerns with regards to LNG, the way it is obtained etc. while a further one-in-ten expresses safety concerns about it use.

<b>Comments Regarding Using Alternative Fuels, such as Liquefied Natural Gas (LNG), to Power Ferries where it is Economically Feasible</b>	
	<u>Total Commenting (104) #</u>
Dependent upon cost (i.e. retrofitting ferries, cost of LNG)	70
Environmentally friendly/ reduced carbon footprint	29
Environmental concerns associated with LNG	17
LNG safety concerns	11
Canada/ western provinces have vast reserves of natural gas	8
Other countries already use different types of fuels/ LNG	2
<i>Please provide reasons for your level of agreement:</i>	

### 3.7 Standardizing Vessels and Docks to Allow Flexibility to Switch Ferries and Crews Between Routes.

#### Standardizing Vessels and Docks



Base: Total (n=500)

Q.3g) Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.

- ▶ The large majority of participants agree with the option of standardizing vessels and docks to allow flexibility to switch ferries and crews between routes (83%); more than half agrees 'strongly' (57%).
- ▶ Just 5% disagrees with this option with the remainder neutral.

**Additional Comments:**

In all, 63 participants provided additional comments regarding their level of agreement with standardizing vessels and docks to allow flexibility to switch ferries and crews between routes.

Participants most commonly express agreement with this option with the proviso that it not be too costly to implement. The other comment made supporting agreement with this option highlights the belief that such a measure would bring increased efficiency particularly with respect to staffing and maintenance.

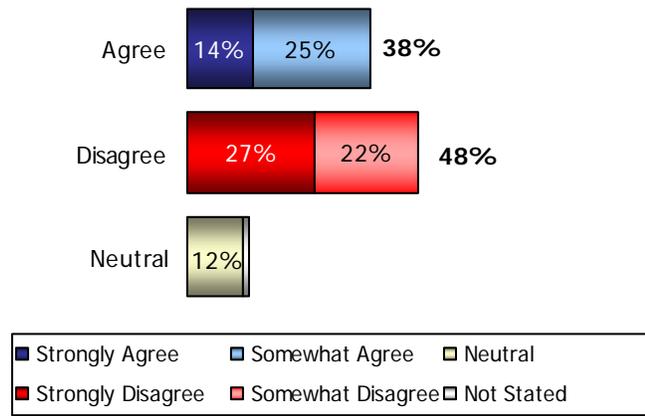
<b>Comments Regarding Standardizing Vessels and Docks to Allow Flexibility to Switch Ferries and Crews Between Routes</b>	
	<u>Total Commenting</u>
	(63) #
Dependent upon the cost of standardizing vessels/docks	38
Would improve efficiency (i.e. staffing, maintenance)	26
<i>Please provide reasons for your level of agreement:</i>	

## 4.0 Funding the Ferry System in the Long Term

Section four of the feedback form looks at ways to fund the ferry system in the long term and asks participants their level of agreement with two funding options.

### 4.1 Increasing Property Tax in Coastal Communities

#### Increasing Property Tax



Base: (n=500)

Q.4a) Please rate your level of agreement with increasing property tax in coastal communities to help fund ferry service.

- ▶ Almost half of all participants are opposed to the idea of funding the ferry system through an increase of property tax amongst coastal community residents (48%), with more than one-quarter that disagree 'strongly' (27%).
- ▶ Not surprisingly disagreement is somewhat stronger amongst those living on Vancouver Island or in south coast and other island communities. Disagreement with such a measure ranges from 66% in the Capital Region to 85% amongst other island communities and south coast regions, compared with 40% in Metro Vancouver and 43% in the Southern Interior.
- ▶ More than one-third of all participants agree with such a measure (38%); agreement is lowest in the Capital Region (18%) and amongst residents of the south coast and island communities outside of the Capital (13%), compared with 46% across Metro Vancouver.

**Additional Comments:**

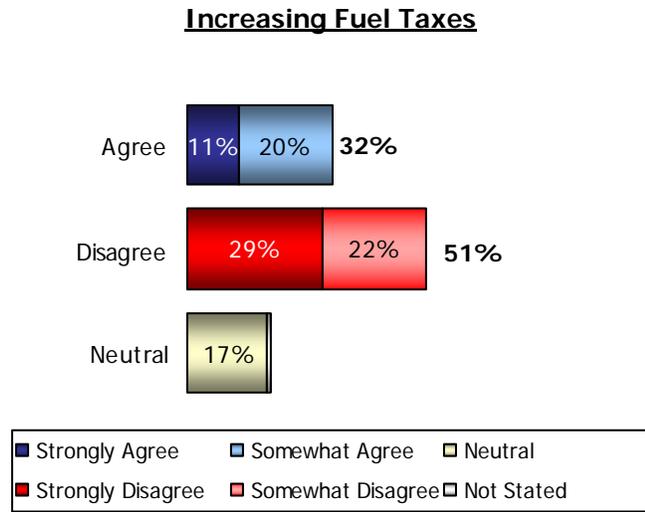
In all, 145 participants provided additional comments regarding their level of agreement with the funding option that requires a property tax increase amongst residents of coastal communities.

Approximately four-in-ten believe that the service should be “user-funded” with fares increased in order to pay for it (58). More than one-quarter feels that BC Ferries is part of the highway system and so should be paid for by all residents of the province (41). And one-in-ten sees the ferry service as essential for island and coastal communities (15), with the same number that believes a rise in property taxes should be a last resort.

A total of 24 participants feel that underused routes should not be subsidized by taxpayers or users of more commonly used routes, with a further 10 that believe savings can be found by reducing operational costs such as salaries and pensions.

<b>Comments Regarding Increasing Property Tax in Coastal Communities</b>	
	<u>Total Commenting</u> (145) #
Should be user paid/increase fares	58
BC Ferries is part of the highway system/ funded by the entire province	41
Taxpayers/ other ferry users should not have to subsidize underutilized routes	24
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	15
Property taxes should be last resort	15
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	10
Reduce/ cancel underused routes/ sailings	1
Reduce fares/ offer discounts/ remove reservation fee to increase ridership	1
<i>Please provide reasons for your level of agreement:</i>	

## 4.2 Increasing Fuel Taxes in Coastal Communities



Base: (n=500)

Q.4b) Please rate your level of agreement with increasing fuel taxes in coastal communities to help fund ferry service.

- ▶ The slight majority of participants are opposed to the idea of funding the ferry system through an increase of fuel tax amongst coastal community residents (51%), with more than one-quarter that disagree 'strongly' (29%).
- ▶ Not surprisingly disagreement is again somewhat stronger amongst those living on Vancouver Island or in coastal communities throughout B.C. Disagreement with such a measure ranges from 63% in the Capital Region and North Coast communities, to 71% amongst other island communities and south coast regions, compared with 46% in Metro Vancouver and 48% in the Southern Interior.
- ▶ Overall approximately one-third of all participants agree with such a measure, with agreement at 19% in the Capital Region and just 13% amongst residents of the south coast and other island communities, compared with 37% across Metro Vancouver.

**Additional Comments:**

In all, 75 participants provided additional comments regarding their level of agreement with the funding option that requires an increase in fuel tax amongst residents of coastal communities to help fund the ferry service.

Almost half believe that the service should be “user-funded” with fares increased in order to pay for it (31). One-in-five feels that BC Ferries is part of the highway system and so should be paid for by all residents of the province (14). More than one-in-ten also sees the ferry service as essential for island and coastal communities (9).

A total of 10 participants feel that underused routes should not be subsidized by taxpayers or users of more commonly used routes, with about one-in-ten that believes savings can be found by reducing operational costs such as salaries and pensions.

<b>Comments Regarding Increasing Fuel Tax in Coastal Communities</b>	
	<u>Total Commenting</u> (75) #
Should be user paid/increase fares	31
BC Ferries is part of the highway system/ funded by the entire province	14
Taxpayers/ other ferry users should not have to subsidize underutilized routes	10
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	9
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	7
Reduce/ cancel underused routes/ sailings	2
Reduce fares/ offer discounts/ remove reservation fee to increase ridership	1
<i>Please provide reasons for your level of agreement:</i>	

## 5.0 Innovative Ideas to Make the BC Coastal Ferries System More Sustainable

Please provide any innovative ideas you may have regarding changes to the B.C. coastal ferry system to make it more sustainable

Of the 500 participants 186 provided additional ideas. Almost one-third suggest finding savings in operational costs by reducing staff and associated costs such as salaries and pensions. Approximately one-in-five suggests measures such as reducing fares, offering discounts and removing the reservation fee to increase usage overall and so bring in more revenue.

Other suggestions include reducing or canceling the underutilized routes, cutting out unnecessary on-board amenities, building a tunnel, or suggest privatization of the service.

<b>Comments Regarding innovative ideas regarding changes to the B.C. coastal ferry system to make it more sustainable</b>	
	<u>Total Commenting</u> (186) #
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	55
Reduce fares/ offer discounts/ remove reservation fee to increase ridership	35
Reduce/ cancel underused routes/ sailings	32
Too many amenities/ cruise ship style luxury not needed	27
BC Ferries is part of the highway system/ funded by the entire province	23
Build a fixed link/ bridge/ tunnel	23
Consider privatizing service for underutilized routes	18
Use smaller ferries	8
Reduce amount of advertising	6
Taxpayers/ other ferry users should not have to subsidize underutilized routes	6
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	2
<i>Please provide any innovative ideas you may have regarding changes to the B.C. coastal ferry system to make it more sustainable</i>	

## 6.0 Other Additional Comments

A total of 55 participants provided additional comments mostly echoing comments made previously, such as a call to save operational costs by reducing salaries and pensions of staff, increasing usage through fare cuts, discounts and removing the reservation fee. One-quarter calls for a permanent link to built, either a bridge or tunnel, while one-in-five expresses the opinion that the ferry service is part of the highway system and as such should be funded by the entire province.

<b>Additional Comments</b>	
	<u>Total Commenting</u> (55) #
Operational cost reductions should be made (i.e. management and administration salaries and pensions, crew sizes, fuel, maintenance)	17
Reduce fares/ offer discounts/ remove reservation fee to increase ridership	14
Build a fixed link/ bridge/ tunnel	13
BC Ferries is part of the highway system/ funded by the entire province	12
Ferry service is an essential service, coastal/island communities are completely dependent upon ferry service (i.e. economic needs, quality of life)/ basic service levels/ routes need to be maintained	4
Should be user paid/increase fares	3
Taxpayers/ other ferry users should not have to subsidize underutilized routes	3
Too many amenities/ cruise ship style luxury not needed	2
Should be run like any other business	2
Reduce/ cancel underused routes/ sailings	2
Consider privatizing service for underutilized routes	1
Use smaller ferries	1
<i>Please provide other additional comments:</i>	

# Appendices

## Questionnaire





FEEDBACK FORM INSIDE



**B.C. Coastal Ferries  
Consultation and Engagement  
Fall 2012**

Discussion Guide and Feedback Form

October 29 – December 21, 2012



[coastalferriesengagement.ca](http://coastalferriesengagement.ca)

# How can I participate in B.C. Coastal Ferries Consultation and Engagement, Fall 2012?

## SMALL GROUP MEETING SCHEDULE

To attend a small group meeting in your community, please RSVP by emailing [coastalferriesengagement@gov.bc.ca](mailto:coastalferriesengagement@gov.bc.ca) or calling 1-855-387-7882 with your name, contact information and which meeting you would like to attend.

COMMUNITY	DATE	TIME	LOCATION
Queen Charlotte City	November 7	1:00–3:00pm	Queen Charlotte City Community Hall
Prince Rupert	November 9	1:00–3:00pm	North Coast Convention Centre
Nanaimo	November 15	1:00–3:00pm	Coast Bastion Inn
Salt Spring Island	November 15	2:00–4:00pm	The Harbour House Hotel
Powell River	November 19	1:00–3:00pm	Powell River Town Centre Hotel
Port Hardy	November 23	9:00–11:00am	Port Hardy Recreation Centre
Vancouver	November 26	1:00–3:00pm	SFU Vancouver–Segal Graduate School of Business
Cortes Island	November 28	11:00am–1:00pm	Gorge Hall
Bowen Island	November 28	6:00–8:00pm	Bowen Island Community School
Gibsons	December 1	10:00am–12:00pm	The Cedars Inn Hotel and Convention Centre
Comox (Courtenay)	December 4	2:00–4:00pm	The Westerly Hotel and Convention Centre
Victoria	December 5	1:00–3:00pm	Hotel Grand Pacific

## PUBLIC OPEN HOUSE SCHEDULE

Attend a public open house to provide your feedback and learn more. (No RSVP is required)

COMMUNITY	DATE	TIME	LOCATION
Sandspit	November 6	6:00–9:00pm	Sandspit Community Centre
Queen Charlotte City	November 7	6:00–9:00pm	Queen Charlotte City Community Hall
Masset	November 8	6:00–9:00pm	Masset Community Hall
Gabriola Island	November 13	6:00–9:00pm	The Haven
Penelakut	November 14	12:00–3:00pm	Adult Learning Centre
Thetis Island	November 14	5:00–8:00pm	Thetis Island Forbes Community Hall
Pender Island	November 14	5:00–8:00pm	Pender Islands Community Hall
Salt Spring Island	November 15	6:00–9:00pm	The Harbour House Hotel
Nanaimo	November 15	6:00–9:00pm	Coast Bastion Inn
Galiano Island	November 17	12:00–3:00pm	Galiano Community Hall
Powell River	November 19	6:00–9:00pm	Powell River Town Centre Hotel
Klemtu	November 20	6:00–9:00pm	Kitasoo Community Hall
Bella Coola	November 21	6:00–9:00pm	Lobelco Community Club
Alert Bay	November 22	6:00–9:00pm	Alert Bay Community Hall
Sointula	November 23	6:00–9:00pm	Sointula Community Hall
Bella Bella	November 24	1:00–4:00pm	Wawiskas Community Hall
Vancouver	November 26	6:00–9:00pm	SFU Vancouver – Segal Graduate School of Business
Quadra Island	November 27	6:00–9:00pm	Quadra Island Community Centre
Gibsons	December 1	1:00–4:00pm	The Cedars Inn Hotel and Convention Centre
Mayne Island	December 3	5:00–8:00pm	Mayne Island Community Centre
Saturna Island	December 4	5:00–8:00pm	Saturna Island Community Hall
Comox (Courtenay)	December 4	6:00–9:00pm	The Westerly Hotel and Convention Centre
Texada Island	December 5	6:00–9:00pm	Texada Island Community Hall
Victoria	December 5	6:00–9:00pm	Hotel Grand Pacific
Hornby Island	December 8	10:00am–1:00pm	Hornby Island Community Hall
Denman Island	December 8	3:00–6:00pm	Denman Island Community School

We invite you to provide feedback and learn more through any of the following consultation and engagement opportunities:

- ✓ **READ** the Discussion Guide and Feedback Form
- ✓ **ATTEND** a Public Open House
- ✓ **ATTEND** a Small Group Meeting
- ✓ **COMPLETE AN ONLINE FEEDBACK FORM** at [www.coastalferriesengagement.ca](http://www.coastalferriesengagement.ca)
- ✓ **SUBMIT** a written submission by email: [coastalferriesengagement@gov.bc.ca](mailto:coastalferriesengagement@gov.bc.ca) or mail: PO Box 2223 Vancouver Main, Vancouver, B.C. V6B 3W2
- ✓ **PARTICIPATE** in a webinar
- ✓ **VISIT OUR WEBSITE** [www.coastalferriesengagement.ca](http://www.coastalferriesengagement.ca)

**THE DEADLINE TO SUBMIT FEEDBACK IS DECEMBER 21, 2012.**



## A Consultation and Engagement on the B.C. Coastal Ferry Service

The B.C. coastal ferry service has been wrestling with cost pressures for more than 20 years. These cost pressures, if not addressed, could threaten the financial sustainability of the entire system. The Ministry of Transportation and Infrastructure has embarked upon a province-wide consultation and engagement to provide information on the depth and nature of the challenges and invites British Columbians to provide input on two areas under consideration:

- 1. IMMEDIATE CHALLENGE:** Despite a significant recent increase in provincial government contributions to ferry operations, there is a need to find \$30 million in savings to 2016. \$4 million has been found through service reductions on the major routes between Vancouver Island and the Lower Mainland. The Ministry of Transportation and Infrastructure, working with BC Ferries, has identified considerations to achieve \$26 million in savings to 2016. The first part of this consultation and engagement seeks feedback on the considerations.
- 2. LONG-TERM VISION:** Cost pressures continue to affect all of BC Ferries' operations. The Ministry of Transportation and Infrastructure has also outlined potential strategies – some combination of which could help achieve the long-term vision of connecting coastal communities in an affordable, efficient and sustainable manner. The second part of this consultation and engagement invites feedback on what strategies should be pursued to achieve the vision.

### Background

BC Ferry Services Inc. (BC Ferries) operates one of the largest integrated marine transportation networks in the world. A recent global review by PricewaterhouseCoopers LLP also recognized B.C.'s service as comparable in efficiency with the world's best services in North America and Europe.

That success notwithstanding, rising costs and declining ridership are creating a financial crunch. BC Ferries lost more than \$16 million in the fiscal year ending March 31, 2012. The independent BC Ferry Commissioner noted in his recent report that, without changes, increasing operational costs and the ongoing need to replace aging vessels could drive funding shortfalls to \$56 million a year within the next five years. These shortfalls would have to be recovered through one or more of the following mechanisms: operating efficiencies, additional fare increases, service adjustments (mostly reductions), increased contributions from taxpayers, or other forms of contributions from coastal communities.

### How input will be considered

Your feedback is important to us. Input received through this consultation and engagement will be considered, along with technical, financial and policy considerations, as the Ministry of Transportation and Infrastructure and BC Ferries plan for the long-term sustainability of the coastal transportation network.



## The BC Ferry Commissioner's Report: A Warning and a Call to Action

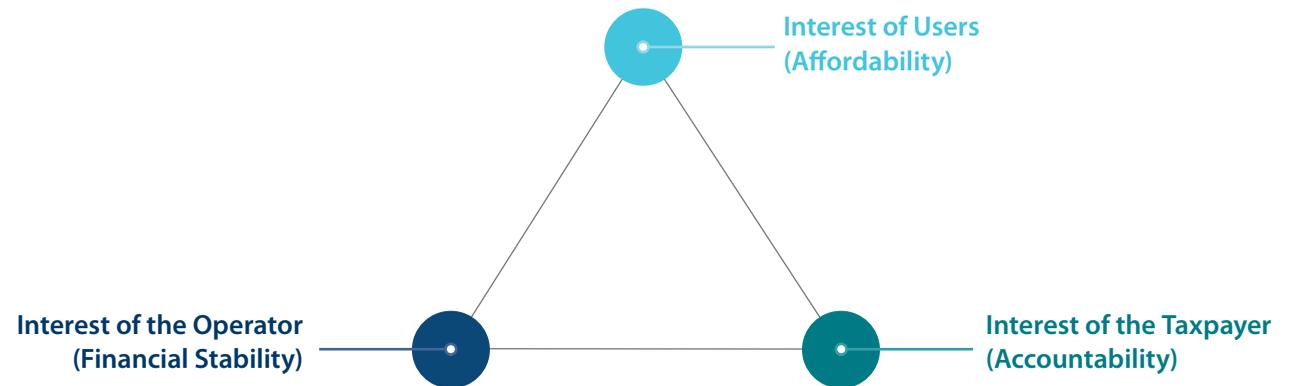
The BC Ferry Commissioner was empowered by the *Coastal Ferry Act* of 2003 to be an independent regulator of coastal ferry services in British Columbia, to establish caps on fare increases, and to monitor performance and compliance. In 2011, the Act was amended to enable the current Commissioner, Gord Macatee, to conduct a major review, which resulted in a report that he delivered earlier this year.<sup>1</sup>

To allow the Commissioner the time necessary to conclude his review, the amendments to the Act set a price cap of 4.15% for all routes in 2012/13. During the course of that review, the Commissioner estimated that if BC Ferries was left to recover its costs under current conditions and service levels, fare increases for fiscal 2012/13 could have been as high as 16% on the routes

connecting Vancouver Island to the Lower Mainland, 81% on northern routes (for example, those servicing Haida Gwaii) and 43% for the smaller routes in the Gulf and mid-Island regions.

In his report, the BC Ferry Commissioner made a series of recommendations, including two that were overarching:

- That the Commissioner should be given formal authority to balance the interests of ferry users, the ferry operator (BC Ferries) and taxpayers
- That the provincial government work with BC Ferries to develop a long-term vision for the delivery of a sustainable coastal ferry service, including a public consultation and engagement



<sup>1</sup>BC Ferry Commission, Review of the *Coastal Ferry Act*, January 24, 2012 [www.bcferries.com/wp-content/uploads/2012/01/12-01-24-BCFC-CFA-Regulatory-Review-FINAL.pdf](http://www.bcferries.com/wp-content/uploads/2012/01/12-01-24-BCFC-CFA-Regulatory-Review-FINAL.pdf)

## The Provincial Response

In response to the Ferry Commissioner's report, the Province began by amending the *Coastal Ferry Act* to implement recommendations that required a change in legislation. These amendments reduced the pressure for fare increases by lowering the financial targets used to set price caps. The Act was also changed to implement the Commissioner's recommendation to eliminate the prohibition against cross-subsidization. The larger routes connecting Vancouver Island to the Lower Mainland will be able to offset some of the pressures on the smaller routes with lower traffic volume. As the larger routes account for 73% of operating revenues (before provincial and federal taxpayer contributions), a small increase to fares on these routes provides greater support for the smaller routes.

The BC Ferry Commissioner concluded in his January 2012 report that the government, BC Ferries and ferry users need to share the costs to ensure the sustainability of the ferry system.

In response to the BC Ferry Commissioner's report:

- The Province is contributing an additional \$79.5 million on behalf of taxpayers to 2016
- BC Ferries has committed to achieve \$15 million in efficiency improvements
- Ferry users are being asked to make up the remaining \$30 million through service adjustments
  - \$4 million has been found through service reductions on the major routes between Vancouver Island and the Lower Mainland
  - There is a need to find \$26 million in savings to 2016

Based on all of these measures, the Commissioner has set the price caps at 4.1% for 2013/14, 4.0% for 2014/15, and 3.9% for 2015/16. These caps are much lower than they would have been without the actions taken by the Province.

## 25 Years of Change

### FERRY FARES 1987 TO 2012

The fares for a car and driver in the peak season on a busy major route such as Tsawwassen to Swartz Bay increased by 69% between 1992 and 2002 and by a further 52% in the 10 years since. Similarly, fares on popular commuter routes such as Gabriola to Nanaimo rose by 79% between 1992 and 2002 and by a further 82% since.

The largest jumps have occurred on the longer northern routes, where the increase in fuel prices has had the greatest effect. For example, Prince Rupert to Skidegate increased by 34% between 1992 and 2002, but by 78% during the second 10-year period. Despite fare increases and a significant increase in taxpayer contributions to support northern routes, they continue to require greater funding contributions to cover the cost of delivering the service.

ROUTE	FARE 1987	FARE 1992	FARE 1997	FARE 2002	FARE 2007	FARE 2012
Tsawwassen/Swartz Bay	\$19.50	\$25.50	\$38.00	\$43.00	\$55.15	\$65.30
Horseshoe Bay/Nanaimo	\$19.50	\$25.50	\$38.00	\$43.00	\$55.15	\$65.30
Tsawwassen/Nanaimo	\$19.50	\$25.50	\$38.00	\$43.00	\$55.15	\$65.30
Horseshoe Bay/Langdale*	\$20.50	\$25.50	\$32.75	\$35.75	\$49.25	\$62.25
Port Hardy/Prince Rupert	\$174.00	\$260.00	\$312.00	\$332.00	\$441.30	\$614.00
Prince Rupert/Skidegate	\$60.75	\$82.00	\$110.00	\$110.00	\$147.85	\$196.00
Discovery Coast (started April '96)	–	–	\$330.00	\$307.50	\$415.85	\$555.00
Swartz Bay/Salt Spring*	\$12.50	\$16.50	\$22.25	\$25.25	\$36.20	\$43.95
Swartz Bay/Outer Gulf Islands*	\$12.50	\$17.50	\$23.25	\$27.75	\$39.05	\$48.60
Crofton/Salt Spring*	\$12.50	\$16.50	\$22.25	\$25.25	\$36.20	\$43.95
Saltery Bay/Earls Cove*	\$20.50	\$25.50	\$32.75	\$35.75	\$49.25	\$60.75
Horseshoe Bay/Bowen Island*	\$12.50	\$15.50	\$21.00	\$24.00	\$34.15	\$41.85
Gulf Islands to Tsawwassen	\$16.00	\$22.75	\$21.75	\$23.23	\$34.40	\$45.00
Tsawwassen to Gulf Islands	\$16.00	\$22.75	\$43.00	\$44.50	\$62.85	\$82.25
Brentwood Bay/Mill Bay	\$8.75	\$9.50	\$13.75	\$15.25	\$19.10	\$23.45
Langdale/Gambier/Keats Island (foot passengers only)	\$1.35	\$2.25	\$3.50	\$4.00	\$5.20	\$7.25
Comox/Powell River	\$20.50	\$25.50	\$31.00	\$32.50	\$47.50	\$57.95
Powell River/Texada Island*	\$7.80	\$10.50	\$14.75	\$18.75	\$27.65	\$34.05
Nanaimo Harbour/Gabriola Island*	\$7.80	\$10.50	\$14.75	\$18.75	\$27.65	\$34.05
Cheamainus/Thetis Island/ Penelakut Island*	\$7.80	\$10.50	\$14.75	\$18.75	\$27.65	\$34.05
Buckley Bay/Denman Island*	\$6.00	\$8.50	\$12.75	\$16.50	\$24.80	\$30.95
Denman Island/Hornby Island*	\$6.00	\$8.50	\$12.75	\$16.50	\$24.80	\$30.95
Campbell River/Quadra Island*	\$6.30	\$8.75	\$13.00	\$16.75	\$25.05	\$30.95
Quadra Island/Cortes Island*	\$9.10	\$11.75	\$16.25	\$20.25	\$29.60	\$36.10
Port McNeill/Alert Bay/Sointula*	\$9.10	\$11.75	\$16.25	\$20.25	\$29.60	\$36.10
Skidegate/Alliford Bay*	\$6.30	\$8.75	\$13.00	\$16.75	\$25.05	\$30.95

Note: Fares are for car and driver, except for Langdale/Gambier/Keats Island, which is foot passengers only.

\* Round -Trip Fare

## Increasing Costs and Declining Ridership

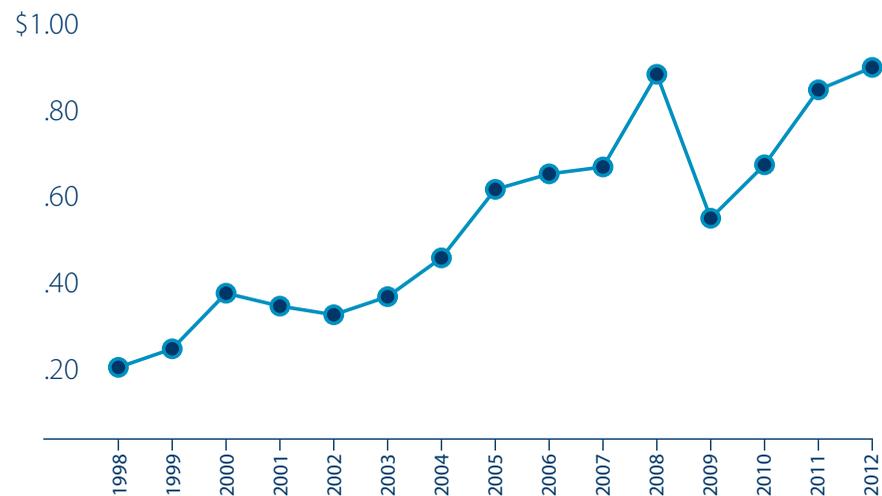
Rising costs and declining ridership are ongoing issues that are placing a financial strain on the B.C. coastal ferry system. Four main factors are creating challenges for the system:

### 1. RISING FUEL AND LABOUR COSTS

First, despite BC Ferries' efficiency improvements (e.g., reducing annual fuel consumption by over 3.7 million litres since 2003), the organization's costs continue to rise at a rate far above inflation.

Labour and fuel are the two largest cost items. The graph below illustrates the volatility of fuel prices over the past 14 years.<sup>2</sup> In 2004, BC Ferries paid \$50 million in total fuel costs. Despite reducing annual fuel consumption by 3.7 million litres (3% of total fuel consumption), fuel costs have risen 140% to \$121 million in 2012. In the same period, labour costs rose 24% from \$245 million in 2004 to \$305 million in 2012, due in part to increased staff levels to meet changes in federal safety regulations.

**Average Wholesale Diesel Prices in Vancouver 1998-2012 (YTD)**  
Price per Litre

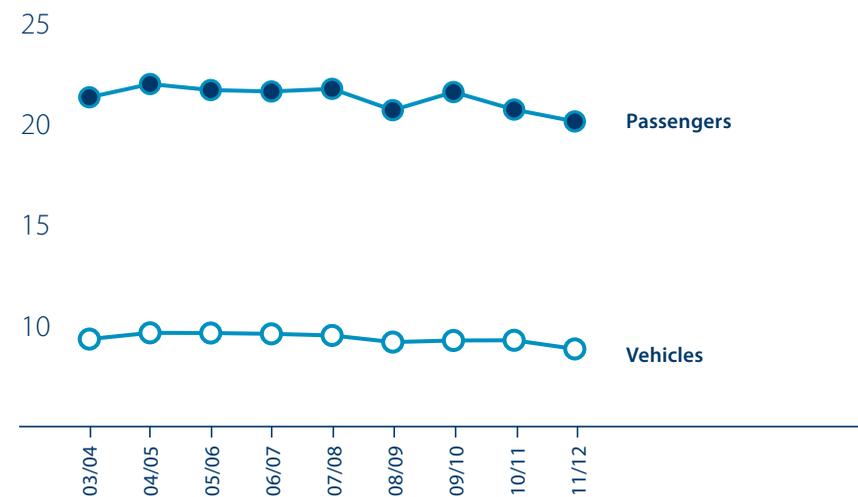


<sup>2</sup>Source: MJ Ervin & Associates [www.kentmarketingservices.com/dnn/PetroleumPriceData.aspx](http://www.kentmarketingservices.com/dnn/PetroleumPriceData.aspx), extracted on Aug. 22, 2012

### 2. DECLINING RIDERSHIP

Another challenge to the sustainability of the ferry system is declining ridership. Both vehicle and passenger ridership, flat for much of the last decade, have declined since the global economic downturn in 2008. In 2011/12, BC Ferries reported the lowest vehicle numbers in 13 years and the lowest passenger volume in 21 years. This is consistent with other jurisdictions, such as Washington State, where ridership has dropped as well. Some ferry users have blamed this decline on the increase in ferry fares. However, B.C.'s inland ferries, where passengers do not have to pay, have also seen a decline in ridership over the last few years.

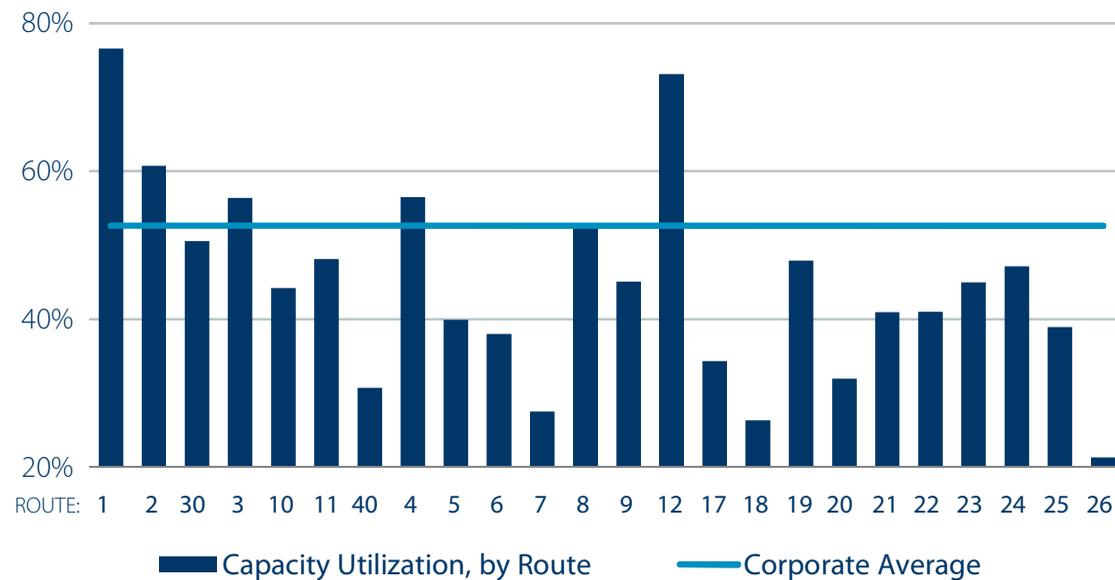
**Coastal Ferry Traffic – 2003/04 to 2011/12**  
Millions Carried



### 3. UNDERUTILIZED ROUTES

Another source of concern is underutilization on a great number of BC Ferries' routes. While some of the larger, busier routes have fare revenues that cover the cost of operation and capital, many smaller and more remote routes have lower usage and are facing greater funding pressures to cover the cost of delivering the service.

Capacity Utilization – Fiscal 2011<sup>3</sup>



<sup>3</sup>BC Ferry Commission, Review of the *Coastal Ferry Act*, January 24, 2012

### 4. ADDITIONAL CAPITAL COSTS

Ferry service costs consist of both operating and capital costs. Operating costs, such as labour and fuel, are costs incurred in the process of running the service. Capital costs are those associated with the acquisition and/or major refurbishment of ferries, terminal structures or other infrastructure used to provide the ferry service.

It is standard accounting practice to spread the costs of these capital assets over their useful lives. Thus, an annual cost for the use of a ferry, for example, is calculated by dividing the vessel's total cost by its anticipated life expectancy. This process is called amortization. Because of the high cost of these assets, BC Ferries borrows money from time to time to help finance their purchase. The resulting interest and financing cost is combined with the amortization amount to arrive at an annual capital cost that must be recovered through annual revenues.

Despite the significant investments that BC Ferries has made replacing vessels in the last eight years, it faces an even higher bill (\$2.5 billion) for further capital investments in the coming decade unless new approaches are taken.

A potential cost-reduction strategy involves looking ahead to see what large capital costs are coming up, and where savings can be achieved.

## Immediate Challenge – Considerations to achieve \$26 million in savings

The BC Ferry Commissioner concluded in his January 2012 report that the government, BC Ferries and ferry users will all need to contribute towards ensuring the sustainability of the ferry system.

In response to the BC Ferry Commissioner's report:

- The Province is contributing an additional \$79.5 million on behalf of taxpayers to 2016
- BC Ferries has committed to achieve \$15 million in efficiency improvements
- Ferry users are being asked to contribute \$30 million through service adjustments
  - \$4 million has been found through service reductions on the major routes between Vancouver Island and the Lower Mainland
  - There is a need to find \$26 million in savings to 2016

The Ministry of Transportation and Infrastructure and BC Ferries have identified considerations to achieve \$26 million in savings to 2016.

These considerations are not mutually exclusive. The Ministry of Transportation and Infrastructure and BC Ferries will need to look at a combination of these considerations to find \$26 million in savings, but are interested in your view on the prioritization of these considerations.

### SIGNIFICANT ANNUAL SHORTFALLS

**Consider service reductions on routes that experience significant annual financial shortfalls before taxpayer contributions**

While utilization levels are important, shortfalls on routes (prior to any taxpayer contributions) should be considered when discussing what service levels are sustainable. With the exception of three routes, all coastal ferry routes operated at a shortfall of more than \$2 million in 2011/12. Some routes, such as the northern routes, operated at a shortfall of more than \$1,800 per vehicle carried.

### LOW ANNUAL UTILIZATION

**Consider service reductions on routes that experience low annual utilization (such as less than 55% total utilization per year)**

There is little to be gained – by anyone in the system – from cutting busy sailings that recover their costs, and it is difficult to make cost-effective adjustments to complex routes. Other routes, however, have consistently low utilization rates and correspondingly high financial shortfalls. These routes may merit consideration for service adjustments.

### LOW ROUND-TRIP UTILIZATION

**Consider service reductions on routes that experience low round-trip utilization (such as round trip sailings that have less than 20% utilization)**

Statistically, the early and late sailings are those with the lowest utilization rate, and may merit consideration for service adjustments. While ferry users appreciate the option of early and late sailings, they are less likely to frequent those runs.

### BASIC LEVELS OF FERRY SERVICE

**Basic levels of service should be considered, i.e. for the majority of users, ferry service would be provided to and from work or school**

The provincial government recognizes the essential nature of the ferry service. Basic levels of service mean that for the majority of users, ferry service would be provided to and from work or school.

### ROUTES REQUIRING VESSEL REPLACEMENT

**When considering service reductions, take into account routes that require imminent vessel replacements, including alternatives such as route reconfiguration**

Several routes are operating with vessels nearing the end of their useful lives. Examples are Route 9 between Tsawwassen and the Southern Gulf Islands, and Route 40 from Port Hardy to the mid-coast communities and Bella Coola. The cost of replacing the two vessels serving these routes, the *Queen of Nanaimo* and the *Queen of Chilliwack*, is expected to be over \$200 million. New vessels will be expected to operate for 40 years or more. When planning for vessel replacements, alternatives should be considered to ensure that the needs of ferry users are being met in an efficient and cost-effective manner.

## COMPLEXITY OF MULTIPLE-STOP ROUTES

**When considering service reductions, take into account the complexity of routes with multiple ports and those that provide connections to other areas**

Complexity is another consideration: to what degree are there savings available on a particular route if it connects, critically, to another route. It is important, for example, when considering the Horseshoe Bay to Langdale service, to consider how any changes might affect the connections up the Sunshine Coast to Powell River on the Earls Cove-Salterly Bay route.

If a route is complex in itself, it may be difficult to make a change that will result in any significant savings. For example, the Southern Gulf Island routes connect Swartz Bay, Tsawwassen and Salt Spring Island, but also connect with Galiano, Mayne, Saturna and Pender Islands. On these multiple-stop routes, some connections between ports may have high utilization, while other connections may have low utilization. Reducing the number of stops on low-utilized portions of a sailing may not result in significant cost savings, as most of the costs for providing that sailing, such as labour and fuel, may still be incurred.

*The Ministry of Transportation and Infrastructure is interested in your feedback regarding these considerations to achieve \$26 million in savings to 2016. Please see page 13 in the feedback form to answer questions regarding this topic.*

## Summary of B.C. Coastal Ferries Routes (2011/2012)

ROUTE	NUMBER OF VEHICLES CARRIED	NUMBER OF PASSENGERS CARRIED	ANNUAL VEHICLE UTILIZATION RATE	FINANCIAL PERFORMANCE Before Taxpayer Contributions	SHORTFALL PER VEHICLE CARRIED Before Taxpayer Contributions	TOTAL Provincial and Federal Taxpayer Contributions
#1 Swartz Bay – Tsawwassen	1,775,766	5,645,013	72.1%	\$18.49 million surplus	NA	–
#2 Departure Bay – Horseshoe Bay	1,173,234	3,340,199	58.2%	\$11.22 million surplus	NA	–
#3 Langdale – Horseshoe Bay	1,091,794	2,539,363	55.3%	\$6.17 million shortfall	\$5.66	\$4.65 million
#4 Swartz Bay – Fulford Harbour	291,459	627,080	54.4%	\$5.37 million shortfall	\$18.41	\$3.36 million
#5 Swartz Bay – Gulf Islands	240,948	467,576	36.4%	\$14.65 million shortfall	\$60.79	\$17.35 million
#6 Vesuvius Harbour – Crofton	233,803	490,030	36.1%	\$4.98 million shortfall	\$21.31	\$2.20 million
#7 Earls Cove – Salterly Bay	171,665	339,021	28.0%	\$11.73 million shortfall	\$68.31	\$11.51 million
#8 Horseshoe Bay – Bowen Island	482,735	1,145,637	51.6%	\$5.41 million shortfall	\$11.21	\$5.84 million
#9 Tsawwassen – Southern Gulf Islands	147,998	434,582	43.1%	\$9.69 million shortfall	\$65.49	\$10.16 million
#10 Port Hardy – Mid-Coast – Prince Rupert	12,097	39,622	40.6%	\$28.61 million shortfall	\$2,364.72	\$26.09 million
#11 Skidegate – Prince Rupert	13,430	34,487	40.8%	\$24.20 million shortfall	\$1,802.16	\$26.21 million
#12 Mill Bay – Brentwood Bay	69,791	137,591	55.9%	\$2.14 million shortfall	\$30.63	\$1.09 million
#13 Langdale – Keats Island – Gambier Island*	–	47,892	–	\$330,000 shortfall	–	\$320,000
#17 Comox – Powell River	151,075	365,822	35.2%	\$11.72 million shortfall	\$77.56	\$7.97 million
#18 Texada Island – Powell River	82,710	171,706	27.5%	\$7.05 million shortfall	\$85.18	\$4.45 million
#19 Gabriola Island – Nanaimo Harbour	348,723	777,495	45.1%	\$4.59 million shortfall	\$13.16	\$2.95 million
#20 Chemainus – Thetis – Penelakut	80,333	255,031	29.6%	\$4.18 million shortfall	\$51.98	\$4.37 million
#21 Buckley Bay – Denman Island	239,281	474,679	40.2%	\$4.18 million shortfall	\$17.47	\$4.20 million
#22 Hornby Island – Denman Island	103,314	218,573	39.9%	\$2.45 million shortfall	\$23.72	\$3.51 million
#23 Quadra Island – Campbell River	352,501	804,149	43.0%	\$5.62 million shortfall	\$15.93	\$3.13 million
#24 Quadra Island – Cortes Island	51,086	96,925	44.5%	\$4.84 million shortfall	\$94.82	\$2.77 million
#25 Port McNeill – Sointula – Alert Bay	83,704	225,273	37.8%	\$4.18 million shortfall	\$49.91	\$4.50 million
#26 Skidegate – Alliford Bay	42,094	89,466	20.4%	\$4.54 million shortfall	\$107.90	\$4.38 million
#30 Duke Point – Tsawwassen	597,137	1,396,232	47.0%	\$29.86 million shortfall	\$50.00	–
#40 Port Hardy – Mid-Coast – Bella Coola	2,046	6,533	29.3%	\$3.79 million shortfall	\$1,851.91	\$3.07 million

\* foot passengers only



**A Vision for the Future – In the longer term (post-2016), what strategies should be pursued to connect coastal communities in an affordable, efficient and sustainable manner?**

**Future Challenges**

The BC Ferry Commissioner has estimated that with the current trends of labour and fuel cost increases, and anticipating the need to replace aging ferry infrastructure, funding shortfalls from 2016 to 2020 could average \$56 million per year, while from 2020 to 2024, they could continue at \$85 million per year.

To put these funding pressures into perspective, covering future anticipated shortfalls (assuming no further ridership declines), and using only fare increases, would require an across-the-board increase of 11% in 2016/17, combined with an increase to cover inflation each year until 2019/20. Further, there would have to be an additional one-time fare increase of 6% in 2020/21, combined with an annual increase to cover inflation until 2023/24.

YEAR	AVERAGE ANNUAL FORECASTED SHORTFALL
2016–2017	\$56 million
2017–2018	\$56 million
2018–2019	\$56 million
2019–2020	\$56 million
2020–2021	\$85 million
2021–2022	\$85 million
2022–2023	\$85 million
2023–2024	\$85 million
<b>TOTAL</b>	<b>\$564 million</b>

## A Vision for the Future

The Province is committed to a long-term vision to connect coastal communities in an affordable, efficient and sustainable manner. It is clear that BC Ferries and B.C. taxpayers need a long-term plan to fund or avoid the predicted shortfalls. The Ministry of Transportation and Infrastructure is interested in your input and ideas on how best to connect coastal communities in the long term, and how to achieve this vision.

The BC Ferry Commissioner recommended that a vision should be based on a long-term forecast of demand and that it should consider the potential use of alternative service providers, fuel alternatives and integration with other transportation systems. He also recommended a standardization of vessels, making it easier to switch vessels and crews between routes, without the need for additional training. BC Ferries refers to this as “interoperability”.

There are many other potential innovations. For example, a change to different types of vessels (i.e., cable ferries, passenger-only ferries, barges that carry vehicles, etc.), a change in the way BC Ferries manages traffic and books reservations, or servicing a small number of routes more efficiently with bridges<sup>4</sup>.

One long-term goal is to bring ferry fare increases in line with the increase in the cost of living (as defined by the Consumer Price Index or CPI). While fare increases will continue to be one method of generating additional revenue, ferry users and coastal communities might choose to contribute through community contributions (i.e., a fee, charge or tax) sufficient to cover some or all of the increasing ferry service costs. If a property tax were to be used, it could be levied equally among all communities or could vary by area. Likewise, a fuel tax could be introduced to cover some of the shortfall and be levied equally among all coastal regional districts or varied by area.

## Long-Term Vision

**The provincial government is committed to a long-term vision to connect coastal communities in an affordable, efficient and sustainable manner.**

**The objectives of such a vision include:**

- A ferry service that is safe, reliable, efficient, transparent and accountable
- Price increases that are held as closely as possible to the rate of inflation
- Improving utilization
- Reducing operating shortfalls
- Balancing interests among ferry users, taxpayers and the ferry operator
- Engaging and consulting British Columbians on trade-offs and strategies
- Recognizing the socio-economic importance of ferries to coastal communities

<sup>4</sup>Islands Trust has expressed their opposition to bridges, including in their Policy Statement: “It is Trust Council’s policy that no island in the Trust Area should be connected to Vancouver Island, the mainland or another island by a bridge or tunnel, notwithstanding the existing bridge between North and South Pender Islands.” (Policy 5.3.2)

## Rethinking the Coastal Ferry System

There are a large number of potential strategies to improve how coastal communities are connected. The Ministry of Transportation and Infrastructure and BC Ferries are interested in your feedback regarding these strategies.

There are two broad questions to be answered as we rethink the vision for connecting coastal communities. The following is a list of considerations meant to promote discussion and other ideas.

### 1. WHAT IS THE BEST WAY TO CONNECT COASTAL COMMUNITIES?

- a) Is there an opportunity to connect coastal communities using alternative ferry technologies, such as cable ferries or passenger-only vessels?
- b) Are there some routes that could be served using a combination of passenger-only ferries and a barge that carries vehicles?
- c) Are there routes where the proximity and service needs are such that two or more routes could share a car ferry and a passenger-only ferry on alternative days or parts of days?
- d) While a bridge between Vancouver Island and the Lower Mainland is not possible in the foreseeable future, should the feasibility of a bridge be explored on other smaller routes?

- e) Is there an opportunity to improve linkages between ferry terminals and communities with better cycling connections or better public transit service?
  - This could work well with a plan to improve service for people while reducing the necessity for larger automobile ferries on the routes in question.
  - Similarly, the promotion of cycling infrastructure could encourage passengers to shift from the heavy, more expensive vessels that carry vehicles.
- f) Would you support the use of alternative fuels, such as liquefied natural gas (LNG), to power ferries where it is economically feasible?
  - LNG is currently cheaper, is plentiful and produces less particulate pollution and carbon dioxide than the diesel fuel currently used by the BC Ferries fleet.
- g) Should BC Ferries look at standardizing vessels and docks to allow the flexibility to switch ferries and crews between routes?
  - The BC Ferry Commissioner has recommended that the ferry service move to three sizes of ferries (small, medium and large), which would provide flexibility to switch ferries and crews between routes, thereby saving training costs.

### 2. WHAT IS THE BEST WAY TO PROVIDE COMMUNITY FUNDING TO SUPPORT THE FERRY SERVICE IN THE LONG TERM?

- a) Should property tax be increased in coastal communities to help fund ferry service?
- b) Should fuel taxes be increased in coastal communities to help fund ferry service?

*The Ministry of Transportation and Infrastructure is interested in your feedback regarding these questions. Please see page 15 in the feedback form to answer questions regarding this topic.*

## Route-Specific Information

As an appendix to this discussion guide, the Ministry of Transportation and Infrastructure and BC Ferries are providing detailed information about each of the coastal ferry routes. The tables provide information that will allow you to compare each route against the considerations identified on pages 6 and 7. The route-specific information is available at [www.coastalferriesengagement.ca](http://www.coastalferriesengagement.ca).

An example, Route 19: Gabriola Island – Nanaimo Harbour, is shown below.

### ROUTE 19 service connects Gabriola Island with Nanaimo

SERVICE	CONSIDERATIONS
<p><b>Crossing time: 20 minutes</b></p> <p><b>Year Round:</b></p> <ul style="list-style-type: none"> <li>16 round trips daily, except 15 round trips on Wednesday and Sunday</li> </ul> <p><b>Number of round trips per year: 5,732</b></p>	<p><b>2011/2012 Financial Performance: \$4.59 million shortfall</b></p> <ul style="list-style-type: none"> <li>Total operating revenue: \$5,672,000</li> <li>Total operating expenses: \$10,260,000</li> <li>Loss per vehicle carried, before taxpayer contribution: \$13.16</li> </ul> <p><b>Average Annual Capacity Utilization (2011/2012): 45.1%</b></p> <p><b>Round-Trip Utilization:</b> See utilization table below</p> <p><b>Additional Information:</b></p> <ul style="list-style-type: none"> <li>Commuter service (work or school)</li> </ul>

### Average of Vehicle Utilized Capacity (%)

Route 19: Gabriola Island – Nanaimo Harbour		Sailing Time																
Departure Terminal	Day	05:25	06:30	07:40	08:50	10:05	11:20	12:35	13:50	15:10	16:25	17:35	18:45	19:50	20:50	21:55	23:00	
Gabriola Island (Descanso Bay)	SUN	11.6%		36.3%	52.1%	58.3%	67.5%	62.8%	62.4%	57.5%	45.1%	33.3%	25.6%	20.6%	13.4%	5.5%	2.4%	
	MON	24.5%	55.7%	85.7%	83.4%	88.9%	90.5%	81.3%	62.2%	64.4%	47.9%	31.0%	14.3%	10.4%	6.6%	3.7%	1.9%	
	TUE	20.4%	58.8%	92.2%	96.7%	98.2%	95.5%	84.2%	65.2%	69.4%	50.2%	33.6%	13.1%	8.9%	5.2%	3.5%	1.5%	
	WED	17.6%	51.0%	80.9%	94.0%	98.1%	95.0%	79.6%	66.6%	75.6%	DC	53.0%	11.8%	8.2%	6.9%		2.9%	
	THU	18.4%	51.9%	87.4%	97.4%	99.1%	96.0%	89.9%	76.6%	74.0%	56.5%	34.0%	16.5%	8.8%	8.0%	2.8%	1.5%	
	FRI	15.9%	40.7%	76.6%	80.1%	85.0%	82.1%	78.9%	69.5%	63.4%	43.7%	32.4%	14.6%	8.7%	5.2%	3.1%	2.5%	
	SAT	10.9%	22.8%	50.0%	70.6%	73.5%	72.5%	59.2%	48.6%	40.7%	37.3%	24.8%	16.5%	10.7%	9.4%	7.4%	4.4%	
Departure Terminal	Day	05:55	07:00	08:15	09:30	10:40	12:00	13:15	14:30	15:45	17:00	18:10	19:20	20:20	21:25	22:25	23:30	
Nanaimo Harbour	SUN		4.9%	8.9%	19.3%	27.4%	33.4%	46.8%	43.4%	60.5%	54.8%	48.9%	36.7%	27.9%	19.8%	9.4%	6.5%	< 10 %
	MON	8.2%	28.5%	39.5%	37.1%	34.8%	43.4%	59.3%	68.4%	90.3%	86.5%	69.1%	41.4%	29.5%	23.9%	10.6%	8.5%	10 % < 20%
	TUE	10.6%	37.5%	52.1%	40.2%	40.3%	44.8%	63.3%	76.0%	94.0%	94.7%	78.3%	46.1%	33.0%	32.5%	13.3%	5.4%	20 % < 40%
	WED	7.1%	41.5%	49.1%	50.3%	DC	69.8%	62.6%	73.4%	95.4%	93.4%	74.1%	48.4%	39.5%		32.1%	9.5%	40 % < 60%
	THU	12.6%	38.6%	54.8%	49.1%	46.1%	51.1%	64.3%	79.0%	97.6%	98.5%	88.5%	63.2%	46.6%	36.2%	18.0%	7.8%	60 % < 80%
	FRI	7.3%	35.5%	45.0%	39.2%	38.2%	49.2%	66.3%	74.9%	91.9%	94.4%	86.3%	59.3%	49.9%	44.9%	20.1%	14.1%	80 % < 100%
	SAT	8.4%	8.2%	29.0%	34.8%	48.9%	48.5%	62.4%	57.8%	70.8%	65.1%	54.3%	37.9%	28.3%	23.3%	15.9%	9.2%	> 100 %

DC – Dangerous Cargo sailings; no passengers permitted



## HOW FEEDBACK WILL BE USED

Your feedback is important to us. Input received through this consultation and engagement will be considered, along with technical, financial and policy considerations, as the Ministry of Transportation and Infrastructure and BC Ferries work to achieve \$26 million in savings to 2016 and plan for the long-term sustainability of the coastal transportation network.

When completing the feedback form, please **do not** include the personal opinions or personal information of individuals other than yourself.

## Immediate Challenge – Background

The Province is committed to a long-term vision to connect coastal communities in an affordable, efficient and sustainable manner. However, increasing costs and decreasing ridership could threaten the financial sustainability of the coastal ferry system.

The BC Ferry Commissioner concluded in his January 2012 report that the government, BC Ferries and ferry users will all need to contribute towards ensuring the sustainability of the ferry system.

In response to the BC Ferry Commissioner's report:

- The Province is contributing an additional \$79.5 million on behalf of taxpayers to 2016
- BC Ferries has committed to achieve \$15 million in efficiency improvements
- Ferry users are being asked to contribute \$30 million through service adjustments
  - \$4 million has been found through service reductions on the major routes between Vancouver Island and the Lower Mainland
  - There is a need to find \$26 million in savings to 2016

## Immediate Challenge – Feedback Form Questions

### What is the best way of achieving \$26 million in savings?

The Ministry of Transportation and Infrastructure and BC Ferries have identified the following considerations to achieve \$26 million in savings to 2016:

- **Significant Annual Shortfalls:** Consider service reductions on routes that experience significant annual financial shortfalls before taxpayer contributions (with the exception of three routes, all coastal ferry routes operated at a shortfall of more than \$2 million in 2011/12)
- **Low Annual Utilization:** Consider service reductions on routes that experience low annual utilization (such as less than 55% total utilization per year)
- **Low Round-Trip Utilization:** Consider service reductions on routes that experience low round-trip utilization (such as round-trip sailings that have less than 20% utilization)
- **Basic Levels of Ferry Service:** Basic levels of service should be considered, i.e., for most users, ferry service would be provided to and from work or school
- **Routes Requiring Vessel Replacement:** When considering service reductions, take into account routes that require imminent vessel replacements, including alternatives such as route reconfiguration
- **Complexity of Multiple-Stop Routes:** When considering service reductions, take into account the complexity of routes with multiple ports and those that provide connections to other areas



# FEEDBACK FORM

## A Vision for the Future – Rethinking the Coastal Ferry Services

In the longer term, what strategies should be pursued to connect coastal communities in an affordable, efficient and sustainable manner?

3. Please rate your level of agreement with exploring the following potential options as part of the longer-term vision for making the coastal ferry system sustainable.

What is the best way to connect coastal communities?					
POTENTIAL ACTION	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
3a. Please rate your level of agreement with connecting coastal communities using alternative ferry technologies, such as cable ferries or passenger-only vessels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					
<hr/>					
3b. Please rate your level of agreement with serving some routes using a combination of passenger-only ferries and a barge to transport vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					
<hr/>					

POTENTIAL ACTION	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
3c. Please rate your level of agreement with serving routes where the proximity and service needs are such that two or more routes could share a car ferry and a passenger-only ferry on alternate days or parts of days.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					
<hr/>					
3d. Please rate your level of agreement with serving some routes by a bridge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Note:</b> A bridge between Vancouver Island and the Lower Mainland is not possible in the foreseeable future.					
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					
<hr/>					

# FEEDBACK FORM

POTENTIAL ACTION	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
3e. Please rate your level of agreement with improving linkages between ferry terminals and communities with better cycling connections or better public transit service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					
3f. Please rate your level of agreement with using alternative fuels, such as liquefied natural gas (LNG), to power ferries where it is economically feasible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					
3g. Please rate your level of agreement with standardizing vessels and docks to allow flexibility to switch ferries and crews between routes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Note:</b> The BC Ferry Commissioner has recommended that the ferry service move to three sizes of ferries (small, medium and large), which would provide flexibility to switch ferries and crews between routes, thereby saving training costs.					
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					

## 4. What is the best way to provide community funding to support the ferry system in the long term?

POTENTIAL ACTION	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
4a. Please rate your level of agreement with increasing property tax in coastal communities to help fund ferry service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					
4b. Please rate your level of agreement with increasing fuel taxes in coastal communities to help fund ferry service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please provide reasons for your level of agreement:</i>					
<hr/>					
<hr/>					



# Feedback Form

## Please provide your contact information (optional):

Are you a (please select one):  Coastal Ferry User    Route(s): \_\_\_\_\_  
 B.C. Ferries Employee     Other: \_\_\_\_\_

Name: \_\_\_\_\_

Organization (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

The Ministry of Transportation and Infrastructure may wish to contact you with regard to any questions or issues you have raised in your responses to this consultation and engagement. If you are happy to be contacted for this purpose, please tick this box.

If you would like to receive updates regarding the B.C. Coastal Ferry Consultation and Engagement via email, please tick this box.

If you would like to receive updates regarding the B.C. Coastal Ferry Consultation and Engagement via post, please tick this box.

Personal information is collected for the purposes of informing the B.C. Coastal Ferries Engagement undertaken by the Ministry of Transportation and Infrastructure under s.26 of the *Freedom of Information and Protection of Privacy Act*. For questions regarding the collection of personal information, please contact the Executive Director-Marine Branch, Ministry of Transportation and Infrastructure, PO Box 9850, Stn Provincial Government, Victoria, B.C. V8W 9T5, 250-952-0678.

## Public and stakeholder feedback will be received from October 29 – December 21, 2012.

You can return completed feedback forms by:

**Mail:** PO Box 2223 Vancouver Main  
Vancouver, B.C. V6B 3W2

**Email:** [coastalferriesengagement@gov.bc.ca](mailto:coastalferriesengagement@gov.bc.ca)

**Website:** [coastalferriesengagement.ca](http://coastalferriesengagement.ca)

**Phone:** 1-855-387-7882



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