How Feedback Will Be Used

Input received through this 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.

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

Long-Term Plans – Background

In an effort to create an affordable and sustainable system, the Province and BC Ferries are continuing to explore a set of strategies, several of which are listed below. Many of these strategies were included for consideration in the 2012 Consultation and Engagement.

- Standardize vessels and use more "no-frills vessels" on smaller routes
- Move to liquefied natural gas (LNG) fuel propulsion
- Consider alternative ferry technologies (e.g., cable ferries)
- Explore the feasiblity of fixed links
- Seek additional operational efficiencies
- Seek additional capital investment from new federal infrastructure programs
- Achieve additional savings and efficiencies when significant capital investments are being planned, e.g., the terminal renewal requirements at Horseshoe Bay provide an opportunity to explore how service is provided between Nanaimo and the Lower Mainland

While these changes have longer-term benefits, they will take time to implement, and the system still faces an immediate shortfall of $18.9 million to 2016.

Medium-Term Plans – Feedback Form Questions

During the 2012 Consultation and Engagement, participants suggested that the government consider reallocating taxpayer funding from the Seniors Discount to support fares for all ferry users and consider introducing gaming on major routes to generate additional revenue.

The following ideas are now being implemented to help find additional savings and revenue:

- **SENIORS' DISCOUNT** Reducing the seniors' discount on all routes except the Northern routes, with savings redirected to reduce the rate of increase in fares for all users.
- **GAMING PILOT PROJECT** Considering the introduction of a Gaming Pilot Project, making gaming facilities available on the Tsawwassen – Swartz Bay route, with net revenues directed to reduce the rate of increase in fares.

During the 2012 Consultation and Engagement process there was significant discussion about reservations and passenger only ferry service. The current engagement process provides an opportunity to discuss the following ideas in more detail.

- **RESERVATION SYSTEM, TIME-OF-DAY PRICING, AND LOYALTY PROGRAMS** BC Ferries is implementing new customer service technology that will allow for new pricing initiatives and support customer loyalty programs.
- **SUPPLEMENTAL PRIVATE PASSENGER-ONLY SERVICE** Consider additional supplemental private passenger-only service, such as water taxis, in cases where it would be feasible, to further augment BC Ferries' service to coastal communities.

Service Reductions – Feedback Form Questions

The Ministry of Transportation and Infrastructure and BC Ferries have identified a series of service reductions to address the $14 million shortfall over the next four years. A further $4.9 million in service reductions will be identified on the major routes connecting Vancouver Island with the Lower Mainland.

The Ministry of Transportation and Infrastructure and BC Ferries are seeking comments for consideration prior to implementation of the reductions to achieve $14 million in savings.

Medium-Term Plans

SENIORS' DISCOUNT

Consistent with feedback received during the last round of community engagement in 2012, the Province and BC Ferries are reducing the seniors' discount, currently offered Monday to Thursday on most routes, by 50% commencing in April 2014. This reduction would generate an estimated $6 million per year in savings to reduce the rate of increase in fares for all users. (There would be no change to the 33% discount for seniors travelling on the Northern routes.)

1.1 Please rate your level of agreement with a 50% reduction in the seniors' discount.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

Please provide reasons for your level of agreement:

GAMING PILOT PROJECT

The idea of producing new revenue through gaming on BC Ferries was raised during the last round of community engagement in 2012. The Province is considering the introduction of gaming (slot machines) through a pilot project on the Tsawwassen – Swartz Bay route.

1.2 Along with considering a Gaming Pilot Project, we're interested in your feedback on introducing gaming as a permanent revenue-generating program on major routes between Vancouver Island and the Lower Mainland. Please indicate your level of agreement with permanent gaming on major routes.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

Please provide reasons for your level of agreement:

Medium-Term Plans

RESERVATION SYSTEM, TIME-OF-DAY PRICING, AND LOYALTY PROGRAMS

BC Ferries is implementing new customer service technology that will replace its aged point-of-sale and reservation system and allow the company to respond to changing business needs. The new system will support marketing, travel services and pricing initiatives, and will include a range of features.

Please indicate your level of agreement with the following:

1.3 Discounts for frequent users based on volume of trips on all routes.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

1.4 Variable pricing (fares at less busy times could cost less, and fares at busier times could cost more).

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

1.5 Discount fares for early bookings.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

1.6 Ability to purchase, in advance of a sailing, tickets that include a reservation.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

1.7 Reservations on minor routes at locations where feasible.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

Please provide any additional comments on reservation features:

Medium-Term Plans

SUPPLEMENTAL PRIVATE PASSENGER-ONLY SERVICE

Currently, private passenger-only services, such as water taxis, are used to supplement service between some island communities. There may be areas where additional private passenger-only service could be implemented or expanded to help serve your community. It is not anticipated that government would redirect money away from BC Ferries' services to support alternatives, but it could be helpful to understand more fully the transportation desires and demands of local communities. How would supplemental private passenger-only service best meet the needs of your community?

Please indicate your level of agreement with the following:

1.8 Supplemental private passenger-only service would be useful for my community.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

1.9 We need supplemental private passenger only service at times of day when the ferry service is not running.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

1.10 We need supplemental private passenger only service throughout the day.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
☐	☐	☐	☐	☐

What would make supplemental private passenger-only service effective for your community?

Service Reductions

The Ministry of Transportation and Infrastructure and BC Ferries are making service reductions to sailings and routes that have incurred one or all of the following: significant annual shortfalls, low annual utilization and low round-trip utilization.

2.1 On **Route 3 – Langdale to Horseshoe Bay**, the following service reductions are planned:

Off-peak:
Departing Langdale: 6:20am Sunday
Departing Horseshoe Bay: 7:20am Sunday

With this reduction, a schedule change to the first sailing from Langdale is also being proposed, revising the 8:20am sailing to depart one hour earlier at 7:20am. Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

2.2 On **Route 6 – Vesuvius Harbour to Crofton**, the following service reductions are planned:

Peak:
Departing Crofton: 10:00pm Friday–Sunday
Departing Crofton: 9:00pm Monday–Thursday
Departing Vesuvius Harbour: 9:30pm Friday–Sunday
Departing Vesuvius Harbour: 8:30pm Monday–Thursday

Off-peak:
Departing Crofton: 9:00pm and 10:00pm Friday–Sunday
Departing Crofton: 8:00pm and 9:00pm Monday–Thursday
Departing Vesuvius Harbour: 8:30pm and 9:30pm Friday–Sunday
Departing Vesuvius Harbour: 7:25pm and 8:30pm Monday–Thursday
Departing Vesuvius Harbour: 7:00am Saturday
Departing Crofton: 7:35am Saturday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

Service Reductions

2.3 On **Route 7 – Earls Cove to Saltery Bay**, the following service reductions are planned:

Peak:
Departing Earls Cove: 11:25pm Daily
Departing Saltery Bay: 10:30pm Daily

Off-peak:
Departing Earls Cove: 10:05pm Daily
Departing Saltery Bay: 9:15pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

2.4 On **Route 8 – Horseshoe Bay to Bowen Island**, the following service reductions are planned:

Peak and Shoulder:
Departing Horseshoe Bay: 6:00am Saturday and Sunday
Departing Horseshoe Bay: 7:00am Sunday
Departing Horseshoe Bay: 9:45pm Saturday
Departing Bowen Island: 5:30am Saturday
Departing Bowen Island 6:30am Saturday and Sunday
Departing Bowen Island: 7:30am Sunday
Departing Bowen Island: 10:10pm Saturday

Off-peak:
Departing Horseshoe Bay: 6:00am Saturday and Sunday
Departing Horseshoe Bay: 7:00am Sunday
Departing Horseshoe Bay: 9:35pm Saturday
Departing Bowen Island: 5:30am Saturday
Departing Bowen Island: 6:30am Saturday and Sunday
Departing Bowen Island: 7:30am Sunday
Departing Bowen Island: 10:00pm Saturday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

Service Reductions

2.5 On Route 9 – Tsawwassen to Southern Gulf Islands, the following service reductions are planned:

Off-peak: Some stops at Galiano and Mayne Island will be combined between mid-October and mid-May on:
Friday nights
Saturday mornings
Sunday nights

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee about the planned changes.

Please provide comments for consideration prior to the implementation of these changes:

2.6 On Route 10 – Port Hardy to Mid-Coast to Prince Rupert, the following service reductions are planned:

Peak:
Alternating daily north/south service May to mid-June and mid-September to end of September

Off-peak:
Departing Southbound: Mid-Week January – May and October – December
Departing Northbound: Mid-Week January – May and October – December

In the peak season, adding additional stops to Bella Bella and Klemtu and will provide connectivity to Ocean Falls, Shearwater and Bella Coola with the *Nimpkish*.

Please provide comments for consideration prior to the implementation of these changes:

2.7 On Route 11 – Skidegate to Prince Rupert, the following service reductions are planned:

Peak:
Departing Prince Rupert: 11:00am Saturday
Departing Skidegate: 11:00pm Saturday

Off-peak:
Departing Prince Rupert: 11:00pm Monday
Departing Skidegate: 9:00am Tuesday

Please provide comments for consideration prior to the implementation of these changes:

Service Reductions

2.8 On **Route 17 – Comox to Powell River**, the following service reductions are planned:

Peak:
Departing Comox: 7:15pm Saturday
Departing Powell River: 8:45pm Saturday

Off-peak:
Departing Comox: 6:30am Sunday
Departing Comox: 7:15pm Saturday
Departing Powell River: 8:10am Sunday
Departing Powell River: 8:45pm Saturday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

2.9 On **Route 18 – Texada Island to Powell River**, the following service reductions are planned:

Peak:
Departing Texada Island: 6:00am Sunday
Departing Texada Island: 6:15pm Saturday
Departing Texada Island: 7:40pm Daily
Departing Texada Island: 10:10pm Daily
Departing Powell River: 7:00am Sunday
Departing Powell River: 6:55pm Saturday
Departing Powell River: 9:10pm Daily
Departing Powell River: 11:00pm Daily

Off-peak:
Departing Texada Island: 6:10am Sunday
Departing Texada Island: 6:15pm Saturday
Departing Texada Island: 7:40pm Daily
Departing Texada Island: 10:10pm Daily
Departing Powell River: 7:00am Sunday
Departing Powell River: 6:55pm Saturday
Departing Powell River: 9:10pm Daily
Departing Powell River: 11:00pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

Service Reductions

2.10 On **Route 19 – Gabriola Island to Nanaimo Harbour**, the following service reductions are planned:

Year-Round:
Departing Gabriola Island: 5:25am Sunday and Saturday
Departing Gabriola Island: 8:50pm Wednesday
Departing Gabriola Island: 9:55pm Daily (no scheduled Wednesday run)
Departing Gabriola Island: 11:00pm Daily
Departing Nanaimo Harbour: 5:55am Saturday
Departing Nanaimo Harbour: 7:00am Sunday
Departing Nanaimo Harbour: 10:25pm Daily
Departing Nanaimo Harbour: 11:30pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

2.11 On **Route 20 – Chemainus to Thetis to Penelakut**, the following service reductions are planned:

Peak:
Departing Chemainus: 6:35pm Daily
Departing Chemainus: 11:45pm Friday
Departing Thetis Island: 7:05pm Daily
Departing Thetis Island:12:00am Friday

Off-peak:
Departing Chemainus: 6:20pm Daily
Departing Chemainus: 11:30pm Friday
Departing Thetis Island: 6:50pm Daily
Departing Thetis Island: 12:00am Friday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

Service Reductions

2.12 On **Route 21 – Buckley Bay to Denman Island**, the following service reductions are planned:

Off-peak:
Departing Buckley Bay: 7:00am Daily
Departing Buckley Bay: 10:00pm Daily
Departing Buckley Bay: 11:00pm Daily
Departing Denman Island: 6:40am Daily
Departing Denman Island: 9:40pm Daily
Departing Denman Island: 10:40pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

2.13 On **Route 22 – Hornby Island to Denman Island**, the following service reductions are planned:

Off-peak:
Departing Hornby Island: 7:30am Saturday
Departing Hornby Island: 1:00pm Daily
Departing Hornby Island: 9:00pm Friday
Departing Hornby Island: 10:00pm Friday
Departing Denman Island: 7:45am Saturday
Departing Denman Island: 1:40pm Daily
Departing Denman Island: 9:15pm Friday
Departing Denman Island: 10:35pm Friday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

2.14 On **Route 23 – Quadra Island to Campbell River**, the following service reductions are planned:

Year-Round:
Departing Quadra Island: 10:00pm Daily
Departing Quadra Island: 11:00pm Friday and Saturday
Departing Campbell River: 10:30pm Daily
Departing Campbell River: 11:30pm Friday and Saturday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

Service Reductions

2.15 On **Route 26 – Skidegate to Alliford Bay**, the following service reductions are planned:

Year-Round:
Departing Alliford Bay: 7:00am Daily
Departing Alliford Bay: 7:00pm Daily
Departing Alliford Bay: 9:00pm Daily
Departing Alliford Bay: 10:00pm Daily
Departing Skidegate: 7:30am Daily
Departing Skidegate: 7:30pm Daily
Departing Skidegate: 9:30pm Daily
Departing Skidegate: 10:30pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

2.16 **Route 40 – Port Hardy – Mid-Coast – Bella Coola**
This route will be discontinued. Year round service by the *Nimpkish* will continue to provide a connection between Bella Coola, Ocean Falls, Shearwater and Bella Bella and connect to Route 10 north/south route via Bella Bella.

Please provide comments regarding the discontinuation of Route 40:

Additional Comments

3. Please provide any additional comments:

Feedback Form

PLEASE PROVIDE YOUR CONTACT INFORMATION (OPTIONAL):

Are you a (please select one): ☐ Coastal Ferry User Route(s): _____

☐ BC Ferries Employee ☐ Other: _____

Name: _____

Organization (if applicable): _____

Address: _____

Postal Code: _____

Email: _____

Phone: _____

If you would like to receive updates regarding the BC Coastal Ferry Engagement via email, please tick this box. ☐

If you would like to receive updates regarding the BC Coastal Ferry Engagement via post, please tick this box. ☐

Personal information is collected for the purposes of informing the BC 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 November 18 – December 20, 2013.

You can return completed feedback forms by:

Mail:	PO Box 3532 Vancouver Main Vancouver, B.C. V6B 3Y6
Email:	coastalferriesengagement@gov.bc.ca
Website:	coastalferriesengagement.ca
Phone:	1-855-974-1204

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