



Kootenay Lake Ferry Service Improvements

Round 2 Public Consultation

February 19 – March 30, 2018

Consultation Summary Report

May 2018

Prepared by
Kirk & Co. Consulting Ltd.

Kirk&Co.

ABOUT KIRK & CO. CONSULTING LTD.

Kirk & Co. is a recognized industry leader in designing and implementing comprehensive public and stakeholder consultation and engagement programs. Utilizing best practices, our consultation and engagement programs are designed to maximize opportunities for input. Kirk & Co. independently analyzes and reports on public and stakeholder input.

The views represented in this summary report reflect the priorities and concerns of consultation participants. They may not be representative of the views of the public and other stakeholders because participants self-selected into the Kootenay Lake Ferry Service Improvements engagement, and therefore do not reflect a statistically-significant random sample.



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1. Background

The Kootenay Lake Ferry Service is an inland ferry service that connects Highway 3A between Kootenay Bay on the east shore of Kootenay Lake, and Balfour on the west. The ferry operation is funded by the Province of B.C., and is serviced by two vessels; the MV Balfour and the larger MV Osprey 2000.

In 2016, the Province held a round of public consultation, to explore alternatives to address several challenges with the Kootenay Lake Ferry Service. The narrow and shallow navigation channel in the West Arm of Kootenay Lake has caused damage to the propeller and hull of the MV Osprey over time and impacts the safe, normal operation of the ferry during seasonal low spring water levels. Increased ferry and highway traffic have led to capacity pressures on the existing Balfour Ferry Terminal, impacting its ability to service peak demand safely and efficiently. The aging MV Balfour is also scheduled to be replaced in 2022.

A significant majority – **76%** of participants – indicated in the initial round of public consultation (2016) that they favoured making improvements at the existing Balfour Ferry Terminal and addressing challenges with the current service instead of relocating the terminal to a new location at Queens Bay. In addition, Round 1 Consultation (2016) raised significant concerns about moving to Queens Bay.

As a result, the Province announced in November 2016 its commitment to retain the terminal at Balfour and undertake further work to improve safety and reliability for ferry users.

In February 2018, these proposed safety and service improvements to the Kootenay Lake Ferry Service were presented in the second round of public consultation and included the following:

- Temporary service changes to address seasonal low spring water levels
- Minor dredging of shallow areas in the West Arm to permanently address fluctuating water levels
- A new vessel to replace the aging MV Balfour
- Relocation of the Balfour Ferry Terminal transit stop to improve transit access
- Closure of Upper Balfour Road to enhance highway safety

The Province also sought feedback from the public on proposed improvements to the Kootenay Lake Ferry and Balfour Ferry Terminal area in the second round of public consultation.

How input is being considered

Input received through this public consultation is being considered by the ministry, along with technical, environmental and financial considerations, in refining and finalizing the improvements to the Kootenay Lake Ferry Service.



2. Round 2 Public Consultation: February 19 – March 30, 2018

2.1. PURPOSE

Round 2 of Public Consultation was undertaken by the Ministry of Transportation and Infrastructure from February 19 to March 30, 2018 to seek input from the public regarding proposed improvements to the Kootenay Lake Ferry and Balfour Ferry Terminal area. Engagement materials, including an online feedback form and discussion guide, were posted online at gov.bc.ca/balfourterminal.

2.2. CONSULTATION PARTICIPATION

There were a total of **449** participant interactions during the public consultation period:

- **241** Feedback Forms were received (210 online, 31 hard copy)
- **88** people attended two public open houses
- **78** people participated in three small group meetings
- **42** open-ended submissions were received through email or in hard copy

2.3. CONSULTATION TOPICS

The public consultation provided information about measures the Province is taking to improve the ferry service and Balfour Ferry Terminal area. Feedback topics included:

- Improving queueing safety
- Increasing parking capacity
- New public washrooms
- Greenspace options

There was also an opportunity to provide additional comments and to sign up for project updates.

2.4. NOTIFICATION

Notification activities to inform the community about consultation opportunities included:

- **Postcard:** Approximately 21,000 postcards were mailed out to residents and local businesses in the Kootenay Lake region. Postcards were also placed on the MV Osprey for ferry users.
- **Posters:** 20 posters were placed on the MV Osprey and on information boards around the ferry terminals.
- **Banners:** Two banners were placed on the MV Osprey, directing ferry users to the project website for more information.
- **Print Advertisements:** Advertisements regarding the public consultation and temporary service changes were featured in the following local publications:
 - Nelson Star on February 9, 16, and 23.
 - Castlegar News on February 8, 15, and 22.
 - West Kootenay Advertiser on February 15 and 22.

- **News Release:** A news release, inviting the public and media to the public open houses was distributed by Government Communications and Public Engagement on behalf of the Ministry of Transportation and Infrastructure on Monday, February 5, 2018. (<https://news.gov.bc.ca/releases/2018TRAN0016-000154>)
- **Stakeholder emails:** Three emails were sent to approximately 500 stakeholders and local residents who had signed up for updates to notify and remind them about consultation opportunities and the temporary service changes.
- **Social Media:** 15 tweets and five Facebook posts were posted from @TranBC informing the public of the temporary service changes, inviting them to attend the public open houses and provide their feedback online.
- **Project Website:** All consultation materials, including an online Feedback Form, were available at gov.bc.ca/balfourterminal.

A copy of the notification materials can be found in Appendix 1.

2.5. ENGAGEMENT METHODS

2.5.1. DISCUSSION GUIDE AND FEEDBACK FORM

The Discussion Guide and Feedback Form was divided into two sections: topics for information and topics for feedback. The first section of the Discussion Guide provided information on the following:

- Project background
- Planned temporary service changes
- Proposed minor dredging
- Need and proposed solution for a new vessel
- Proposed relocation of the Balfour Ferry Terminal transit stop
- Proposed closure of Upper Balfour Road

The Feedback Form included information and questions related to the proposed changes to the Balfour Ferry Terminal area. There were four quantitative questions and five qualitative questions, providing respondents with several opportunities to write comments on the following topics:

- Improving queueing safety
- Increasing parking capacity
- New public washrooms
- Greenspace options

The form also included an opportunity to provide additional comments and to sign up for project updates.

A copy of the Discussion Guide and Feedback Form can be found in Appendix 2.



2.5.2. ONLINE MATERIALS

All consultation materials were available at gov.bc.ca/balfourterminal, including an online Feedback Form. Of the **241** feedback forms received, **210 (87%)** were submitted online.

2.5.3. OPEN HOUSES

88 people in total attended two public open houses held on the east and west shores of Kootenay Lake.

The open houses allowed local residents to speak with the Project Team and ask questions about the project. Display boards were set up around the room, mirroring information from the Discussion Guide to facilitate discussion. Hard copy Feedback Forms were available and attendees were encouraged to complete the Feedback Form during the session, at home or online.

Date	Time	Location	Attendance
Tuesday, February 27	5:00 PM – 8:00 PM (MT)	Crawford Bay School – 16150 Walkley Rd., Crawford Bay.	55
Wednesday, February 28	5:00 PM – 8:00 PM (PT)	Redfish Elementary School – 265 Bryan Rd., Nelson.	33

2.5.4. SMALL GROUP MEETINGS

78 people participated in three small group meetings.

Two public small group meetings and one Balfour Ferry Terminal businesses stakeholder meeting provided participants with an opportunity to ask in-depth questions and to provide input. At all the meetings, the Project Team gave an overview of the Discussion Guide and Feedback Form, providing participants with the opportunity to ask questions throughout the session.

Date	Time	Location	Attendance
Monday, February 28	5:30 PM – 7:00 PM (PT)	Dock 'n' Duck Pub – 7924 Hwy BC-3A, Balfour.	9 (Stakeholders)
Tuesday, February 27	1:00 PM – 3:00 PM (MT)	Cabin Restaurant – 16898 Scott Rd., Kootenay Bay.	30
Wednesday, February 28	1:00 PM – 3:00 PM (PT)	Dock 'n' Duck Pub – 7924 Hwy BC-3A, Balfour.	39

Please see page 14 for a summary of small group meeting key themes.

A copy of the summary meeting notes can be found in Appendix 3.

3. Public Consultation Results

The following are summary results from the **241** Feedback Forms received.

Please note that not all respondents answered every question. Quantitative results are displayed by number of selections. Some totals may not add up to 100% due to rounding. The total number of mentions for qualitative data may exceed the total number of respondents as participants may have commented on more than one topic. Themes with a mention rate less than five per cent of the total responses have not been included in the qualitative results in this report, but all comments will be reviewed and considered by the Project Team.

How input is being considered

Input received through this public consultation is being considered by the ministry, along with technical, environmental and financial considerations, in refining and finalizing the improvements to the Kootenay Lake Ferry Service.



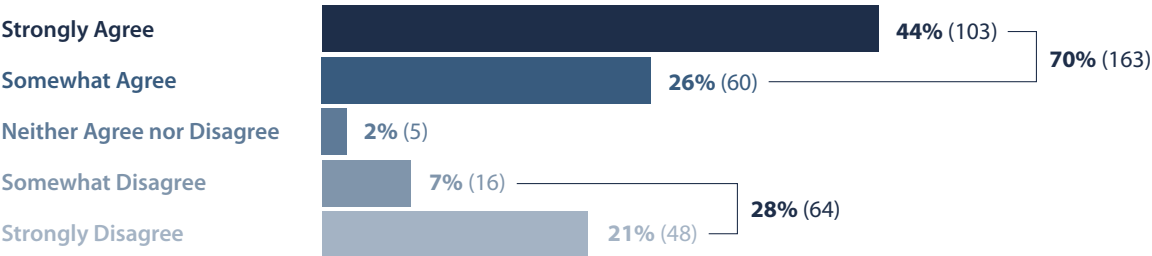
3.1. FEEDBACK FORM

TOPIC 1 – IMPROVING QUEUEING SAFETY

Participants were provided with a map, rendering and information about proposed expansion to the Balfour Ferry Terminal's queueing capacity to accommodate 40% more vehicles during peak season and to improve safety for both Highway 3A and ferry users.

See page 15 of the Discussion Guide (Appendix 2).

1) Please indicate your level of agreement with these proposed queueing improvements:



Total Responses: 232

Please provide any comments you may have regarding your level of agreement:

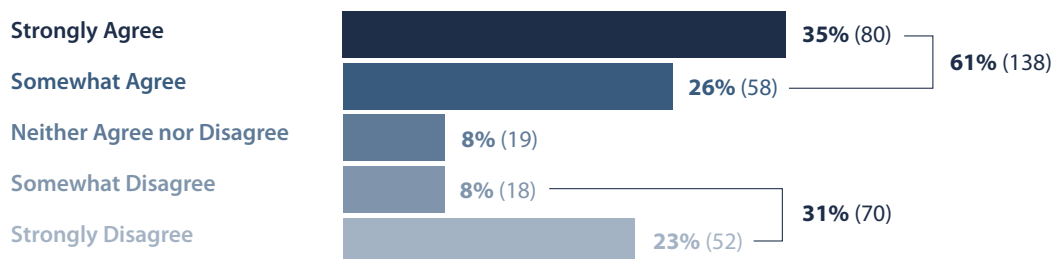
KEY THEMES FROM COMMENTS REGARDING LEVEL OF AGREEMENT (113 RESPONSES)	NUMBER OF MENTIONS
Requests that the ferry terminal be moved to Queens Bay or an alternate location.	17
Support for the proposed queueing area improvements.	17
Concern about the proposed queueing improvements.	15
Concern about decreasing greenspace and reduced space for dogs. Requests that greenspace be maximized when designing the new terminal layout.	14
Suggestions that better pedestrian facilities, such as sidewalks, a pick-up zone and shelters, be built to connect the highway and surrounding businesses with the terminal.	10
Requests for improved amenities and highway safety measures at the Kootenay Bay ferry terminal.	7
Requests for improved ferry service, such as increased capacity, more frequent sailings, and terminal attendants to help guide vehicles.	7
Requests for clarification regarding the proposed improvements to the Balfour Ferry Terminal area.	6

TOPIC 2 – INCREASING PARKING CAPACITY

Participants were provided with a map, rendering and information about proposed increase in the number of existing on-site parking stalls, new electric vehicle charging stations and a new off-site parking area adjacent to the Balfour Ferry Terminal.

See page 16 of the Discussion Guide (Appendix 2).

2) Please indicate your level of agreement with the proposed expanded parking:



Total Responses: 227

Please provide any comments you may have regarding your level of agreement:

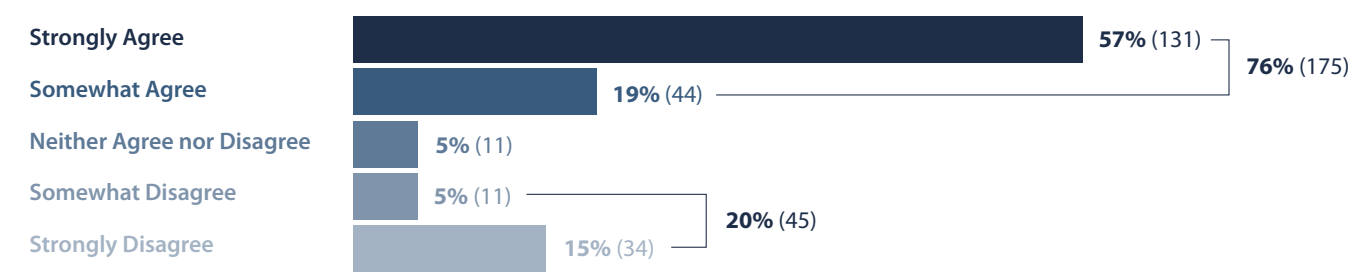
KEY THEMES FROM COMMENTS REGARDING LEVEL OF AGREEMENT (99 RESPONSES)	NUMBER OF MENTIONS
Support for the proposed parking improvements.	23
Concern about pedestrian safety and comfort between the terminal and the off-site parking area. Suggestions that sidewalks, shelters, and lighting be added to the design.	14
Concern about the location of the off-site parking area and/or its distance from the terminal. Some noting concerns of vehicles and safety issues to pedestrians and local residents.	13
Requests that the ferry terminal be moved to Queens Bay or an alternate location.	12
Concern about the proposed parking improvements, such as loss of greenspace and excessive spending on parking spaces.	10
Concern about the number and location of on-site parking spaces and electric vehicle charging stations.	9
Requests that ferry crew have reserved secure parking spaces, either at the terminal or the proposed off-site parking area.	8

TOPIC 3 – NEW PUBLIC WASHROOMS

Participants were provided with a map, rendering and information about proposed new, fully-accessible washrooms at a new location at the north end of the Balfour Ferry Terminal. The new washrooms will include changing tables for infants.

See page 17 of the Discussion Guide (Appendix 2).

3) Please indicate your level of agreement with the proposed new public washroom facilities:



Total Responses: 231

Please provide any comments you may have regarding your level of agreement:

KEY THEMES FROM COMMENTS REGARDING LEVEL OF AGREEMENT (73 RESPONSES)	NUMBER OF MENTIONS
Support for the proposed washrooms.	18
Concern about the location of the proposed washrooms, specifically its distance from the ferry landing, and safety concerns due to its proximity to the highway.	12
Requests for improved washroom facilities, such as modern designs, hot water, more stalls, gender neutral and accessible washrooms, and improved cleaning service.	11
Requests for improved amenities, such as better washrooms, at the Kootenay Bay Ferry Terminal.	9
Concern about the ferry service, such as the current terminal location and inconvenient sailing times.	8
Concern about the proposed washrooms, such as safety concerns and the environmental impact of septic tank storage.	6
Requests that the Anscomb wheelhouse and info kiosk be moved next to the new proposed washrooms.	4
Suggestions about the design of the proposed washrooms.	4

TOPIC 4 – GREENSPACE OPTIONS

Participants were provided with renderings and information about the following two proposed greenspace options in the Balfour Ferry Terminal:

Option A: Two picnic tables, two benches facing the water, a replacement information/signage kiosk and the Anscomb wheelhouse.

Option B: Four picnic tables and two benches facing the water. (The information kiosk and Anscomb wheelhouse would be relocated).

See page 18 of the Discussion Guide for more information on this topic, including Options A and B (Appendix 2).

4) Please indicate your preferred option:



Total Responses: 198

Please provide any comments you may have regarding your level of agreement:

KEY THEMES FROM COMMENTS REGARDING LEVEL OF AGREEMENT (111 RESPONSES)	NUMBER OF MENTIONS
Participants provided the following comments regarding agreeing with Option A:	
Comments that the Anscomb wheelhouse has historical value and requests that it be preserved at the Balfour Ferry Terminal. Some requested that the Balfour and District Business and Historical Association provide input on the relocation of the Anscomb wheelhouse.	10
Requests for changes to Option A, such as more trees and shade from the weather, more picnic tables, and that greenspace be maximized.	9
Comments that Option A is too crowded and that the picnic tables are not needed.	5
Comments that neither option is preferred.	5
Requests for additional information about the relocation of the Anscomb wheelhouse.	2
Support for Option A.	2
Participants provided the following comments regarding agreeing with Option B:	
Requests for additional trees and shelter from the sun and rain.	20
Support for Option B.	6
Comments that the Anscomb wheelhouse and info kiosk are important and should be preserved, with the input of the Balfour and District Business and Historical Association.	5

KEY THEMES FROM COMMENTS REGARDING LEVEL OF AGREEMENT (111 RESPONSES)	NUMBER OF MENTIONS
Suggestions that the Anscomb wheelhouse be relocated but the info kiosk retained. Some suggested that the wheelhouse be relocated to the beach or a different location within the Balfour Ferry Terminal.	5
Requests that the Anscomb wheelhouse be relocated away from the Balfour Ferry Terminal.	4
Comments that neither option is preferred.	4
Concern about the proposed greenspace options and reduced greenspace.	4
Concern about the ferry service, such as the current terminal location and inconvenient sailing times.	3
Participants provided the following comments for not selecting either option:	
Comments that neither option is preferred.	7
Requests that the ferry terminal be moved to Queens Bay or an alternate location.	4
Requests for greenspace to be preserved as much as possible and that more trees and shade be provided.	4
Concern about the proposed greenspace options.	4

ADDITIONAL COMMENTS

5) Please provide any additional comments you may have regarding any aspect of the Kootenay Lake Ferry Service Improvements:

KEY THEMES FROM ADDITIONAL COMMENTS (184 RESPONSES)	NUMBER OF MENTIONS
Requests that the ferry terminal be moved to Queens Bay or an alternate location.	46
Support for the proposed improvements.	24
Request for improved ferry service, in particular increased sailings, more convenient departure times and increased capacity.	24
Requests for improved amenities, such as parking, washrooms, and shelter, and better highway safety measures at the Kootenay Bay ferry terminal.	23
Requests that the proposed Upper Balfour Road closure be reevaluated to give residents access to the Post Office and other businesses. Suggestions that the road be reconnected in a way that is safer instead.	21
Concern about the Round 1 consultation (2016) and the resulting decision making process to retain the Balfour Ferry Terminal.	12

3.2. SMALL GROUP MEETING KEY THEMES

MEETING	KEY THEMES FROM THE SMALL GROUP MEETINGS
<p>Stakeholder Meeting</p> <p>Dock 'n' Duck Pub Monday, February 28, 2018 5:30 PM – 7:00 PM (PT)</p> <p><i>9 participants</i></p>	<ol style="list-style-type: none"> 1. Participants indicated that they recognized the need for the temporary service changes to retain the ferry terminal at Balfour, but also highlighted its impact on tourism during the busy Spring Break weeks. 2. Participants noted that greenspace should be preserved as much as possible and asked questions about improving the aesthetics of the terminal. 3. Participants asked questions about highway safety, and were keen to see better signage and intersections around the terminal. 4. Participants asked specific questions about the dedicated bus slip lane and other potential configurations for the bus lane.
<p>Small Group Meeting 1</p> <p>Cabin Restaurant Tuesday, February 27, 2018 1:00 PM – 3:00 PM (MT)</p> <p><i>30 participants</i></p>	<ol style="list-style-type: none"> 1. Some participants commented that moving the west ferry terminal to Queens Bay would have been preferred, while others commented that the longer ferry ride drew tourists and was good for businesses. 2. Participants indicated that extending the ferry service later into the evening, and improving the frequency of the service was important to them. 3. Participants asked specific questions about the new vessel and how it could be adapted to run on electricity instead of diesel. 4. Participants asked questions about dredging in the West Arm and its impact on the environment.
<p>Small Group Meeting 2</p> <p>Dock 'n' Duck Pub Wednesday, February 28, 2018 1:00 PM – 3:00 PM (PT)</p> <p><i>39 participants</i></p>	<ol style="list-style-type: none"> 1. Participants asked specific questions about dredging and how the sediments would be disposed of. 2. Participants asked questions about the new layout of the terminal and provided ideas for how the queueing lanes and bus lane could be reconfigured. 3. Participants were interested in improving pedestrian and driver safety within and around the terminal.



3.3. OPEN-ENDED SUBMISSIONS

The following are key themes from the **42** open-ended submissions received through email or in hard copy.

Of the 42 submissions, two were received on behalf of organizations:

- Balfour and District Business and Historic Association - Balfour Traffic Safety Committee
- Kootenay Lake Chamber of Commerce

KEY THEMES FROM OPEN-ENDED SUBMISSIONS (42 RESPONSES)	NUMBER OF MENTIONS
Concern regarding the scope of Round 1 consultation (2016), the subsequent decision to retain the Balfour Ferry Terminal, and that the views of east shore residents were not considered.	22
Requests that the west shore ferry terminal be moved to Queens Bay, based on the technical studies conducted, safety concerns, cost and environmental impact of continuing at Balfour. Comments on the economic, efficiency and safety benefits of moving the terminal to Queens Bay.	18
Requests for improvements to the ferry service, in particular increased, later sailings, more efficient service, and some suggestions to make Kootenay Bay the home port.	14
Comments and concerns regarding aspects of the proposed terminal improvements, in particular the loss of greenspace and trees, and the accessibility of amenities and transit for pedestrians. Comments also emphasized highway safety, maintaining current parking stalls, minimizing impact on businesses and preserving the Anscomb wheelhouse.	12
Requests for improvements to the Kootenay Bay Ferry Terminal, including specific requests for a heated waiting area and improving safety and accessibility for terminal users.	9
Concern regarding environmental impacts from dredging, including the need to conduct an Environmental Assessment process.	9
Support for replacing the MV Balfour with a new ferry, requesting a larger-capacity vessel. Some noting support for green options such as an electric ferry.	7
Safety concerns regarding the ferry service and terminal areas, specifically cars queueing on highways and in the terminal areas, pollution from idling and smokers, the potential for vehicle and marine incidents and the need to ensure that ferry staff enforce rules.	6
Positive comments regarding the Round 2 consultation (2018) meetings and process, including that the small group meetings were well-facilitated.	5
Support for the proposed improvements.	4

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Kootenay Lake Ferry Service Improvements

Round 2 Public Consultation

February 19 – March 30, 2018

Appendix 1 – Notification Materials

May 2018

Balfour Ferry Improvement Project



Balfour Ferry Improvement Project Temporary Service Changes and Upcoming Round 2 Consultation

We heard you! The Balfour Ferry Terminal will stay in its current location, and we want your input on future improvements at the terminal. See reverse side for more information, or visit gov.bc.ca/balfourterminal.

Temporary Service Changes

The channel near the Balfour Ferry Terminal has some shallow areas which will be addressed through proposed dredging in the coming year. In the meantime, this creates a navigational safety hazard for the normal operation of the MV Osprey during low spring water levels.

Plan Ahead

We apologize in advance for any inconvenience and appreciate your patience during this temporary service change. Visit Drive BC's updates for the Kootenay Lake Ferry to check for potential sailing waits and visit gov.bc.ca/balfourterminal for more tips.

The following temporary service changes are required:

MARCH 11 – MARCH 24

- Reduced weight load* on the MV Osprey
- Potential for increased wait times during busy sailings

MARCH 25 – APRIL 7

- MV Balfour in operation while the MV Osprey is refitted
- Vehicle capacity reduced to 28 vehicles
- Potential for increased wait times during busy sailings

APRIL 8 – APRIL 21

- Reduced weight load* on the MV Osprey
- Potential for increased wait times during busy sailings

* Depending on the number and weights of commercial vehicles boarding the vessel during this time, the number of vehicles loaded may need to be limited which might in some cases result in a sailing wait for heavier vehicles.



to the existing Balfour Ferry placement ferry, proposed dredging events. Consultation will be held

available for feedback online **terminal**, you can provide your g events to learn more and speak

Small Group Meetings

Small group meetings are scheduled for two hours. Please register in advance by emailing balfourterminal@gov.bc.ca as space is limited.

TUESDAY, FEBRUARY 27

1:00 PM – 3:00 PM
Labin Restaurant – 16898 Scott Rd.,
Kootenay Bay

WEDNESDAY, FEBRUARY 28

1:00 PM – 3:00 PM
Dock 'n' Duck – 7924 Hwy BC-3A,
Balfour

5:00 PM – 8:00 PM
Redfish Elementary School – 265 Bryan Rd.,
Nelson



Scan this QR code with your smartphone camera for more information.

Balfour Ferry Improvement Project



Balfour Ferry Improvement Project – Temporary Service Changes and Upcoming Round 2 Consultation

We heard you! The Balfour Ferry Terminal will stay in its current location, and we want your input on future improvements at the terminal. Visit gov.bc.ca/balfourterminal for more information.

Keeping the terminal at Balfour is important, and ensuring the safety of ferry users is our priority. Before minor dredging can take place, shallow areas near the Balfour Ferry Terminal pose safety hazards to the MV Osprey and necessitates the following temporary service changes. Visit Drive BC's updates for the Kootenay Lake Ferry to check for potential sailing waits and visit gov.bc.ca/balfourterminal for more tips.

Temporary Service Changes

MARCH 11 – MARCH 24

- Reduced weight load* on the MV Osprey
- Potential for increased wait times during busy sailings

MARCH 25 – APRIL 7

- MV Balfour in operation while the MV Osprey is refitted
- Vehicle capacity reduced to 28 vehicles
- Potential for increased wait times during busy sailings

APRIL 8 – APRIL 21

- Reduced weight load* on the MV Osprey
- Potential for increased wait times during busy sailings

* Depending on the number and weights of commercial vehicles boarding the vessel during this time, the number of vehicles loaded may need to be limited which might in some cases result in a sailing wait for heavier vehicles.

Round 2 Consultation

We want to hear from you about improvements to the existing Balfour Ferry terminal and provide an update on the new replacement ferry, proposed dredging near the terminal and other proposed improvements. Consultation will be held February 19 through March 30, 2018.

Materials, including the Discussion Guide and Feedback Form, will be available starting on February 19 at gov.bc.ca/balfourterminal.

You can learn more and provide feedback by:

- Attending a Public Open House or Small Group Meeting (see schedule to the right)
- Completing the Feedback Form online: gov.bc.ca/balfourterminal
- Providing a written submission or sending us a completed hard copy Feedback Form:
 - Email: balfourterminal@gov.bc.ca
 - Mail: Attn: Balfour Ferry Improvement Project
Ministry of Transportation – Marine Branch PO
Box 9850 Stn Prov Govt
Victoria, BC V8W 9T5

Public Open Houses

Drop-in, no RSVP required.

TUESDAY, FEBRUARY 27

5:00 PM – 8:00 PM
Crawford Bay School – 16150 Walkley Rd., Crawford Bay

WEDNESDAY, FEBRUARY 28

5:00 PM – 8:00 PM
Redfish Elementary School – 265 Bryan Rd., Nelson

Small Group Meetings

Small group meetings are scheduled for two hours. Please register in advance by emailing balfourterminal@gov.bc.ca as space is limited.

TUESDAY, FEBRUARY 27

1:00 PM – 3:00 PM
Cabin Restaurant – 16898 Scott Rd., Kootenay Bay

WEDNESDAY, FEBRUARY 28

1:00 PM – 3:00 PM
Dock'n' Duck – 7924 Hwy BC-3A, Balfour



Scan this QR code with your smartphone camera for more information.

BANNER



Balfour Ferry Improvement Project

Temporary Service Changes and Public Consultation
on Future Improvements



gov.bc.ca/balfourterminal

Kootenay Lake Ferry Service Improvements Temporary Service Changes and Upcoming Consultation

The Balfour Ferry Terminal is staying in its current location, and the Province is seeking public feedback on future terminal improvements.

To ensure ongoing safe and reliable operation of the Kootenay Lake Ferry during low water levels, the following temporary service changes must be implemented:

March 11 to March 24: Reduced weight load on the M.V. Osprey

**March 25 to April 7: M.V. Balfour in operation while the M.V. Osprey is refitted.
Vehicle capacity reduced to 28 vehicles.**

April 8 to April 21: M.V. Osprey back in service, with reduced weight load.

Reduced weight load on the M.V. Osprey may result in sailing waits for heavier vehicles. Travellers are encouraged to visit www.DriveBC.ca for information on ferry traffic.

Over the next year, the Province proposes minor dredging to address shallow areas in the channel to avoid future service level changes.

Public Consultation

The public is invited to attend an **open house** or **small group meeting** to provide feedback about proposed improvements to the existing terminal. Staff from the Ministry of Transportation and Infrastructure will provide updates on the proposed dredging and terminal improvements and the new replacement ferry.

Drop-in open houses are scheduled for the following dates:

Tuesday, February 27, 2018

5:00 p.m to 8:00 p.m

Crawford Bay School

16150 Walkley Road, Crawford Bay

Wednesday, February 28, 2018

5:00 p.m to 8:00 p.m

Redfish Elementary School

265 Bryan Road, Nelson

Small group meetings are scheduled for two hours for the following dates. Please register in advance by emailing balfourterminal@gov.bc.ca, as space is limited.

Tuesday, February 27, 2018

1:00 p.m to 3:00 p.m

Cabin Restaurant

16898 Scott Road, Kootenay Bay

Wednesday, February 28, 2018

1:00 p.m to 3:00 p.m

Dock'n'Duck

7924 Highway 3A, Balfour


For those unable to attend an open house or meeting, a discussion guide and feedback form will be available online starting February 19 at www.gov.bc.ca/balfourterminal

Feedback will be accepted from February 19 through March 30, 2018.

**For more information or to provide feedback, please visit
www.gov.bc.ca/balfourterminal or email balfourterminal@gov.bc.ca**

**You can also provide feedback by mail to:
Kootenay Lake Ferry Service Improvements
Ministry of Transportation and Infrastructure
PO Box 9850 Stn Prov Govt
Victoria, B.C., V8W 9T5**




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Moving forward with a vision for Kootenay Lake ferry service

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Information Bulletin
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Monday, February 5, 2018
1:00 PM

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The Ministry of Transportation and Infrastructure is moving ahead with plans to ensure continued safe operation of the Kootenay Lake ferry.

The ministry is also planning changes to ensure the service meets the needs of ferry users, the community and visitors to the area.

Following a consultation process in 2016 with Balfour and area residents, government determined the terminal should remain at Balfour. The ministry will be seeking local input on possible longer-term improvements to terminal amenities, such as green space, washrooms, on-site parking and safety of traffic queues.

During the 2016 consultations, residents of Balfour, Queens Bay and area were also informed about the challenges facing the ongoing operation of the Kootenay Lake ferry service, including the actions needed to mitigate low water levels.

Beginning in late February, the ministry will implement temporary service changes to ensure safe ferry passage during lower water. During the last week of March and the first week of April, when the lake level is historically at its lowest, ferry service will be provided exclusively by the MV Balfour, as its draft is shallow enough to safely transit the lake. During this two-week period, the MV Osprey will be out of service for its refit.

The ministry will be seeking permits from federal and provincial regulators to undertake minor dredging of specific sections of the west arm, which is necessary for the continued long-term viability of the Balfour terminal. The ministry also intends to build a new vessel to replace the aging MV Balfour to ensure the long-term operation of the ferry service.

The ferry terminal at Balfour has served the region for 71 years. By improving the terminal, replacing the MV Balfour and making the lake channel safer, the community of Balfour will continue to be an important transportation hub in the Kootenays for many years to come.

Public consultation will begin on Feb. 19, with local public open houses scheduled for Feb. 27 and 28, 2018.

Feedback can also be provided online between Feb. 19 and March 30 at: www.gov.bc.ca/balfourterminal.

Learn More:

Information on service changes and proposed improvements to the Balfour Ferry terminal are available online at: www.gov.bc.ca/balfourterminal

A summary of the 2016 consultation on the Balfour ferry terminal is available at: https://www2.gov.bc.ca/assets/gov/driving-and-transportation/transportation-infrastructure/projects/balfour/motl_report_final_singlepage.pdf

Two backgrounders follow.

CONTRACT STORY

Backgrounders

- Public open houses for info on Kootenay Lake ferry improvements
- Schedule for temporary Kootenay Lake ferry service changes due to low water

SOCIAL MEDIA





Kootenay Lake Ferry Service Improvements

Round 2 Public Consultation

February 19 – March 30, 2018

Appendix 2 – Discussion Guide and Feedback Form

May 2018

Prepared by
Kirk & Co. Consulting Ltd.



Kootenay Lake Ferry Service Improvements

Round 2 Public Consultation
February 19 – March 30, 2018
Discussion Guide and Feedback Form
gov.bc.ca/balfourterminal



We Want to Hear from You Again

In 2016, the Province consulted with ferry users and area residents and businesses about the potential relocation of the Balfour Ferry Terminal. As a result of the feedback we received, we committed that the terminal will continue to operate at its existing location with needed improvements.

Round 2 of public consultation for the Kootenay Lake Ferry Service Improvements is being held from **February 19 to March 30, 2018**. We want your input on proposed improvements to the Kootenay Lake Ferry and Balfour Ferry Terminal area.

This Discussion Guide provides information about temporary service changes to ensure safe and reliable crossings during low spring water levels, related minor dredging to shallow areas in the channel between the lake and the Balfour Ferry Terminal, replacement of the MV Balfour with a new vessel and other proposed improvements. It also includes a Feedback Form so you can provide your input on proposed changes to the Balfour Ferry Terminal including:

- Improving queueing safety
- Increasing parking capacity
- New public washrooms
- Greenspace options

There is also an opportunity for additional comments.



Please see page 13 for the Feedback Form, or complete it online at

gov.bc.ca/balfourterminal.

Scan this QR code for more information.

PROVIDE FEEDBACK AND LEARN MORE

- Attend a Public Open House or Small Group Meeting
- Read the Discussion Guide and complete the Feedback Form online: **gov.bc.ca/balfourterminal**
- Provide a written submission or send us a completed hard copy Feedback Form:
 - › By email: **balfourterminal@gov.bc.ca**
 - › By mail:
Attn: Kootenay Lake Ferry Service Improvements,
MoTI – Marine Branch,
PO Box 9850 Stn Prov Govt
Victoria, BC V8W 9T5

HOW INPUT WILL BE USED

Your feedback is important to us. Input received through this public consultation will be compiled and considered by the ministry, along with technical, environmental and financial considerations, in refining and finalizing the improvements to the Kootenay Lake Ferry and Balfour Ferry Terminal area.

PUBLIC OPEN HOUSES

Drop-in, no RSVP required.

Tuesday, February 27

5:00 PM – 8:00 PM, MT

Crawford Bay School –
16150 Walkley Rd., Crawford Bay

Wednesday, February 28

5:00 PM – 8:00 PM, PT

Redfish Elementary School –
265 Bryan Rd., Nelson

SMALL GROUP MEETINGS

Small group meetings are scheduled for two hours. Please register in advance by emailing **balfourterminal@gov.bc.ca**, as space is limited.

Tuesday, February 27

1:00 PM – 3:00 PM, MT

Cabin Restaurant – 16898 Scott Rd., Kootenay Bay

Wednesday, February 28

1:00 PM – 3:00 PM, PT

Dock 'n' Duck – 7924 Hwy BC-3A, Balfour

Discussion Guide & Feedback Form

1. The front section (pages 4 to 11 edged in yellow) includes information related to ferry service improvements. This section contains topics including:

- **Temporary service changes**
 - › Low spring water levels
 - › Temporary weight restrictions and use of the MV Balfour
 - › Tips to help you plan ahead
- **Minor dredging of shallow areas in the channel between the lake and the Balfour Ferry Terminal**
 - › Study findings
 - › Environmental mitigation measures
 - › Regulations and permitting
 - › Timeline
- **New ferry to replace MV Balfour**
 - › Right-sizing the Kootenay Lake ferries
 - › Review of investigation into electric propulsion options
 - › Timeline for replacement
- **Relocation of Balfour Ferry Terminal transit stop**
 - › New bus-only lane
 - › New bus shelter
- **Closure of Upper Balfour Road**
 - › Highway safety improvements

2. The back section (pages 13 to 19 edged in blue) describes proposed changes to the Balfour Ferry Terminal on which we are seeking feedback. These topics include:

- **Improving queueing safety**
- **Increasing parking capacity**
- **New public washrooms**
- **Greenspace options**

This section also includes an opportunity to provide additional comments and to sign-up for information updates.



PROPOSED IMPROVEMENTS TO BALFOUR FERRY TERMINAL AREA

Artist's rendering – subject to change

For alternative proposed improvements and to provide feedback, turn to pages 13 to 19 edged in blue.

About the Kootenay Lake Ferry Service Improvements

In 2016, the Province of B.C. held a round of public consultation to explore alternatives to address several challenges with the Kootenay Lake Ferry Service. The narrow and shallow navigation channel in the West Arm of Kootenay Lake has caused damage to the propeller and hull of the MV Osprey over time and impacts the safe, normal operation of the ferry during seasonal low spring water levels. Additionally, ferry and highway traffic have increased to the point that the existing Balfour Ferry Terminal is experiencing increased capacity pressures, impacting its ability to service peak demand safely and efficiently. The aging MV Balfour is scheduled to be replaced in 2022.

The Province held an initial round of public consultation to explore these considerations, share results of technical studies and explore alternatives to address these challenges, including potentially relocating the Balfour Ferry Terminal to a new location at Queens Bay or making improvements at the existing terminal and addressing challenges with the current service.

What We Heard in Round 1 Consultation

There were a total of 3,011 participant interactions during the public consultation held from **June 15 to October 6, 2016**:

- 300+ people attended the June Open House
- 35 people attended four stakeholder engagement meetings
- 1,766 questionnaires submitted
- 237 unique emails and mail responses submitted
- 673 postcards submitted

A significant majority—76% of participants—indicated they favoured the Balfour Ferry Terminal location over the Queens Bay location because of the significant local community and businesses that would be affected if the terminal moved, and to avoid negative environmental and recreational impacts at Queens Bay.

When asked what amenities are most important for a new or expanded ferry terminal:

- 72% ranked “public washrooms” as first or second most important
- “Public parking” and “transit stop” were the next highest preference at 42%

In November 2016, the Province announced its commitment to retain the terminal at Balfour and undertake further work to improve safety and reliability for ferry users.

The complete Consultation Summary Report was published in February 2017 and is available at gov.bc.ca/balfourterminal.

The Kootenay Lake Ferry Service Improvements – Phase 2 Work

To support the Province's commitment to retain the existing Balfour Ferry Terminal location, the ministry has identified temporary service changes during low spring water levels, and proposed long-term improvements to the terminal and the nearby channel to ensure ongoing safe and reliable service for ferry users.

TEMPORARY SERVICE CHANGES FOR SPRING 2018

The channel near the Balfour Ferry Terminal has three shallow areas that cause a navigational safety hazard for the MV Osprey during low spring water levels. During this time, the following temporary service changes are required:

- **March 11 to 24 and April 8 to 21, 2018 – Moderately Low Water Levels**

To ensure required clearance, the overall weight of the MV Osprey, which has a normal capacity of 80 vehicles, must be reduced. Depending on the number and weights of commercial vehicles boarding the vessel during this time, the number of vehicles may need to be limited, which might in some cases result in a sailing wait for vehicles.

- **March 25 to April 7, 2018 – Peak Low Water Levels**

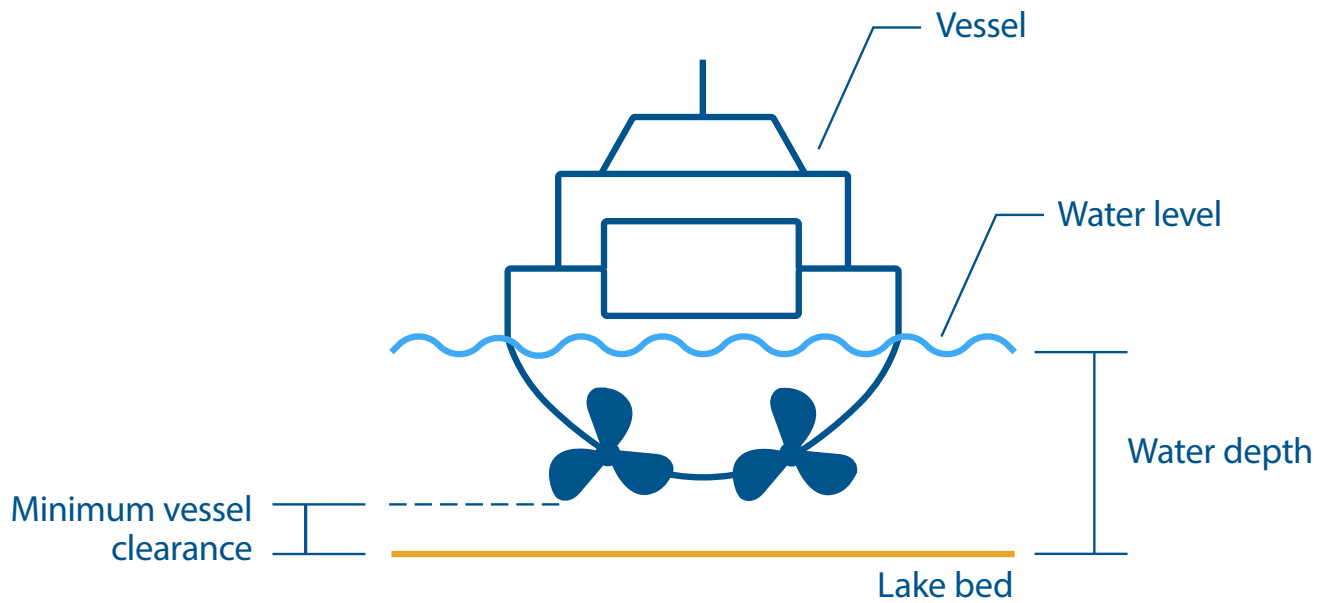
The MV Balfour, which carries 28 vehicles, will replace the MV Osprey during the lowest water levels. While out of operation, the MV Osprey will undergo a needed refit to avoid disruption later in the year. **If water levels are sufficient, and the MV Osprey refit is completed early, the Province will return the MV Osprey to service before April 7 to minimize service disruption.**

PLAN AHEAD FOR SMOOTH SAILING

We hope to minimize sailing waits during these temporary service changes and apologize in advance for any inconvenience. We suggest travellers:

- **Go to Drive BC's updates** prior to travelling for up-to-the-minute information, ferry schedules and delays, and a highway cam showing the queue
- **Check the overhead message boards** in Creston and Nelson
- **Plan to arrive early** for the ferry
- **Allow time** for a potential sailing wait
- **Consider off-peak crossing times** before 9 am or after 5 pm if your travel plans allow
- **Take an alternate route** such as Highway 3
- **Help spread the word** to your friends and family about these changes

CURRENT VESSEL CLEARANCE DURING LOW SPRING WATER LEVELS



2018 TEMPORARY SERVICE CHANGES

	■ Feb 1 – Mar 10	■ Mar 11 – Mar 24	■ Mar 25 – Apr 7	■ Apr 8 – Apr 21	■ Apr 22 – Apr 30
M.V. Osprey (regular capacity)	■				■
M.V. Osprey (reduced capacity)		■		■	
M.V. Balfour			■		

DREDGING LOCATIONS AND VESSEL CLEARANCE



Figure 1: Dredging locations in the west arm

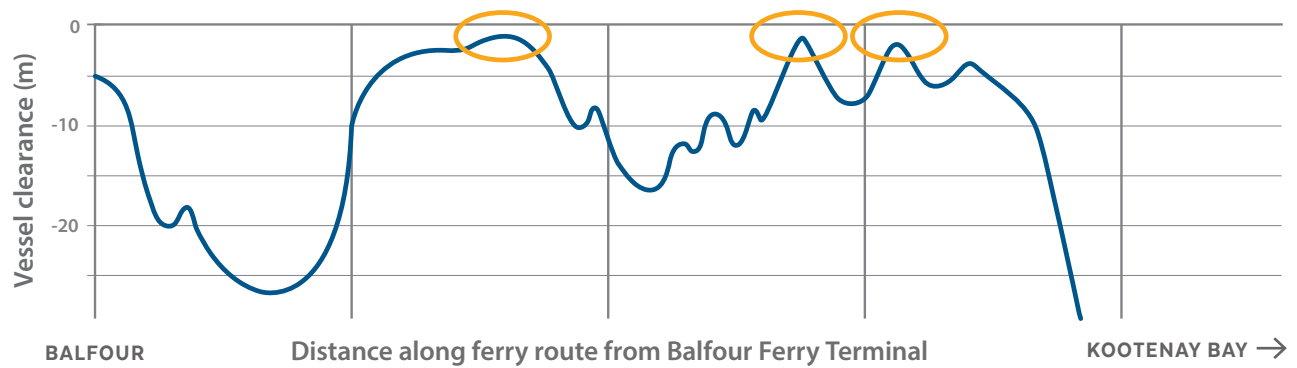


Figure 2: Vessel clearance through the west arm

MINOR DREDGING TO AVOID FUTURE SERVICE CHANGES

Recent depth surveys have identified three shallow areas in the channel that impact safe navigation through the west arm. To ensure ongoing safety and reliability, dredging is required at three shallow points in the channel between the lake and the Balfour Ferry Terminal (see figures 1 and 2 on page 8). Any material removed from these shallow areas could be relocated to hollows in the lake to ensure minimal disruption to the environment.

The Province is committed to completing this work in compliance with all applicable environmental regulations and with minimal impact on the environment and habitat.

An environmental assessment will be undertaken and it is anticipated that this will be overseen by the Department of Fisheries and Oceans, and the provincial Ministry of Forests, Lands, Natural Resource Operations and Rural Development. Related information will be made available to the public at gov.bc.ca/balfourterminal.

We are currently undertaking technical work to determine the best method and timing for this minor dredging, to ensure minimal environmental and ferry user impact. Once this technical work is completed, we will proceed with the regulatory permitting process and tendering of the dredging works. We expect to complete the work by the end of 2019 to avoid disruption during low water in the spring of 2020.

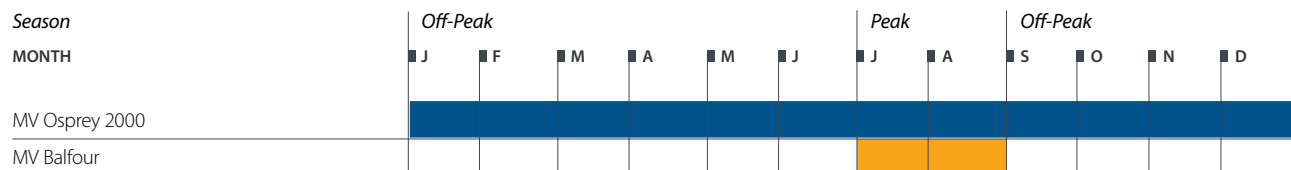
NEW FERRY TO REPLACE MV BALFOUR BY 2022

Right-sizing the new ferry – More reliable and efficient service

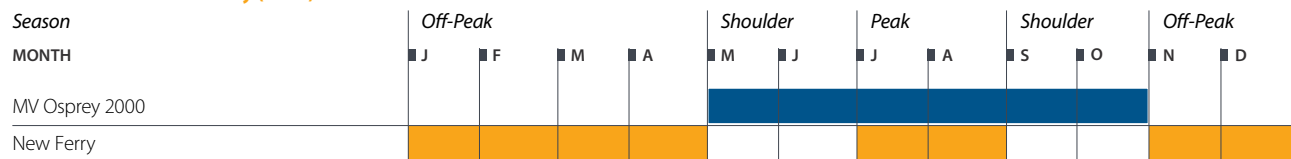
MV Balfour, with a capacity of 28 vehicles, was built in 1954 and needs to be replaced. In assessing the requirements for a new vessel, the ministry has tracked ferry user demand over ten years and determined that a new vessel with capacity of 50 to 60 vehicles would best meet demand during the winter off-peak season, and help significantly decrease sailing waits during the summer peak season.

Since demand for ferry service on Kootenay Lake varies widely over the year, the larger MV Osprey, with a capacity of 80 vehicles, isn't needed during winter months when demand is lower. The new vessel would provide reliable and more efficient service during the winter off-peak season. The MV Osprey would continue to be most efficient during spring and fall 'shoulder seasons', and both vessels would operate during the busiest summer peak season.

Current Vessel Use



Vessel Use with New Ferry (2022)



Cleaner, greener technology

We are committed to doing our part to reduce greenhouse gas emissions and support the environment while meeting passenger service needs. To support this commitment, the ministry is reviewing various technology options, including alternative fuel and power sources for the new ferry.

While the skills, experience, and supplier base for electric ferry propulsion is evolving rapidly in Europe, the implementation of the technology in North America has not advanced at the same rate, leading the Province to proceed with interest and caution. New technology can be associated with performance risks and we want to ensure the reliability of our transportation system before we make this transition.

We will continue to explore greener options, but regardless of how the new vessel is powered, it will be more fuel efficient with less emissions than the existing 63-year-old MV Balfour. Even if the new replacement

vessel isn't fully electric when launched, it will be designed to accommodate conversion at a later date when low or zero-emission technology has been tested to meet local conditions and specifications.

The Province has a proven record of making practical, incremental improvements to our fleet when available technology supports the ongoing safe, reliable and efficient service our ferry users have come to expect. As an example, the Province's new cable ferries at Adams Lake and Glade, and soon to be delivered at Harrop and Arrow Park, are powered by on-board batteries which fully power the ferries while they are docked during off-peak hours. This has reduced noise at the terminal, and lowered greenhouse gas emissions.

We expect to begin a formal procurement process for the new ferry in early 2019 and anticipate its launch in the fall of 2022.



Artist's rendering of proposed new vessel – subject to change

Artist's rendering of proposed new bus lane and Upper Balfour Road closure – subject to change



RELOCATION OF BALFOUR FERRY TERMINAL TRANSIT STOP

The location of the current bus stop can create delays for bus passengers and ferry users due to congestion in the terminal area. A new bus-only “slip” lane that separates transit buses from other terminal traffic is proposed as part of the Balfour Ferry Terminal improvements. This was cited as a high priority in the previous round of consultation and will support timely reliable connections for ferry users. A new, covered bus shelter is also proposed to provide cover from rain and snow, and seating for people waiting for the bus.

The new lane and bus stop will be located near the highway so buses do not get caught in high-season vehicle ferry queueing or traffic, and allows for future transit system growth.

CLOSURE OF UPPER BALFOUR ROAD

To help improve the safety of movement in and out of the Balfour Ferry Terminal, a partial realignment and widening of Hwy 31/3A needs to take place. The widening will increase the slope of the current Upper Balfour Road intersection to a point where it is not safe for vehicle use. Therefore, the road will be closed to vehicle traffic but remain open to pedestrians and cyclists.



Feedback

This section of the Discussion Guide includes information on the topics for feedback and a Feedback Form.

Please provide your feedback by Friday, March 30, 2018.

We Want Your Input

HOW INPUT WILL BE USED

Your feedback is important to us. Input received through this community consultation will be compiled and considered by the ministry, along with technical, environmental and financial considerations, in refining and finalizing the improvements to the Kootenay Lake Ferry Service.

BACKGROUND

The Balfour Ferry Terminal area has served ferry users since 1947. To ensure ongoing ferry user comfort and safety, access to local businesses and to meet seasonal demand, several improvements are needed at and around the Balfour Ferry Terminal. We want your feedback on the following topics.

Feedback Form Overview:

Topic 1 – Improving queueing safety

Topic 2 – Increasing parking capacity

Topic 3 – New public washrooms

Topic 4 – Greenspace options

Opportunity for Additional Comments



This Feedback Form can also be completed online at gov.bc.ca/balfourterminal.
Scan this QR code for more information.

AERIAL VIEW OF BALFOUR FERRY TERMINAL AREA



Topic 1: Improving Queueing Safety

During peak summer weekends, there is not enough space within the terminal area for vehicles to queue for the ferry. As a result, vehicles spill out of the terminal area and queue along the side of Highway 3A, which is unsafe for both highway traffic and ferry users in the queue. To address this capacity and safety issue, the queueing area within the Balfour Ferry Terminal must be expanded.

The Province proposes expanding queueing capacity in the terminal to accommodate about 40% more vehicles during peak season and to improve safety for both Highway 3A and ferry users.



1. Please indicate your level of agreement with these proposed queueing improvements:

STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments you may have regarding your level of agreement:

Topic 2: Increasing Parking Capacity

The six existing parking spaces at the Balfour Ferry Terminal are often full during shoulder and peak seasons, which is challenging for walk-on ferry users and people wishing to access local businesses.

The Province proposes increasing the number of existing on-site parking stalls to 17. New electric vehicle charging stations will also be provided at the terminal, and a new 20-spot off-site parking area will be created immediately adjacent to the terminal on Busk Road.



2. Please indicate your level of agreement with the proposed expanded parking:

STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments you may have regarding your level of agreement:

Topic 3: New Public Washrooms

The existing washroom facilities are outdated, do not meet today’s standards, and do not provide convenient access for people with mobility devices or strollers. New, fully-accessible washrooms are proposed at a new location at the north end of the terminal, and will include changing tables for infants.



3. Please indicate your level of agreement with the proposed new public washroom facilities:

STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments you may have regarding your level of agreement:

Topic 4: Greenspace Options

While waiting for the ferry, some ferry users utilize the existing greenspace to view the water, enjoy a coffee or snack or to walk their pets. Proposed queueing safety and parking expansions will reduce the existing greenspace. We want your input on which amenities to include in the remaining greenspace to make it as usable and enjoyable as possible.

- **Option A:** Two picnic tables, two benches facing the water, a replacement information/signage kiosk and the Anscomb wheelhouse.
- **Option B:** Four picnic tables and two benches facing the water. (The information kiosk and Anscomb wheelhouse would be relocated).



Option A: Two picnic tables, two benches facing the water, a replacement information/signage kiosk and the Anscomb wheelhouse.



Option B: Four picnic tables and two benches facing the water. (The information kiosk and Anscomb wheelhouse would be relocated).

4. Please indicate your preferred option:

OPTION A	OPTION B
<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments or reasons you may have regarding your preference:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Your feedback is important to us. Input received through this public consultation will be compiled and considered by the ministry, along with technical, environmental and financial considerations, in refining and finalizing the improvements to the Kootenay Lake Ferry and Balfour Ferry Terminal area.

You can return your completed Feedback Form:

- Online: complete the Feedback Form online at **gov.bc.ca/balfourterminal**
- By email: **balfourterminal@gov.bc.ca**
- By mail:
Attn: Kootenay Lake Ferry Service Improvements,
MoTI – Marine Branch,
PO Box 9850 Stn Prov Govt
Victoria, BC V8W 9T5.

Personal information is collected by the Ministry of Transportation and Infrastructure under sections 26 (c) and (e) of the Freedom of Information and Protection of Privacy Act and for the purposes of soliciting the public's feedback on the Kootenay Lake Ferry Service Improvements. To protect your own privacy and the privacy of others, please do not include any personal information including phone numbers and e-mail addresses in the body of your comments.

Should you have any questions about the collection of this information, please contact: Callum Campbell, Project Manager, Kootenay Lake Ferry Service Improvements, PO Box 9850 Stn Prov Govt Victoria, BC V8W 9T5. Phone: 250.356.0461.



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Kootenay Lake Ferry Service Improvements

Round 2 Public Consultation

February 19 – March 30, 2018

Appendix 3 – Small Group Meeting Summary Meeting Notes

May 2018

Prepared by
Kirk & Co. Consulting Ltd.

Kootenay Lake Ferry Service Improvements Round 2 Public Consultation – Stakeholder Meeting

FEBRUARY 26, 2018

TIME: 5:30 PM TO 7:00 PM

LOCATION: DOCK 'N' DUCK PUB

PARTICIPANTS (9)	
PROJECT TEAM (3)	Callum Campbell, MoTI Mike Hallas, MoTI Hugh Eberle, MoTI
FACILITATOR	Karen Cook, Kirk & Co. Consulting Ltd.
MEETING RECORDER	Justin Yee, Kirk & Co. Consulting Ltd.
KEY THEMES	
<ol style="list-style-type: none"> Participants indicated that they recognized the need for the temporary service changes to retain the ferry terminal at Balfour, but also highlighted its potentially negative impact on tourism during the busy Spring Break weeks. Participants noted that greenspace should be preserved as much as possible and asked questions about improving the aesthetics of the terminal. Participants asked questions about highway safety, and were keen to see better signage and intersections around the terminal. Participants asked specific questions about the dedicated bus slip lane and other potential configurations for the bus lane. 	
INTRODUCTIONS	
<ul style="list-style-type: none"> <i>Karen Cook convened the meeting and thanked participants for coming. Karen introduced the Project Team. Karen provided an overview of the purpose for Round 2 Public Consultation and for this meeting. She encouraged participants to also attend one of the Open Houses (March 27 or 28).</i> 	
DISCUSSION GUIDE – FOR INFORMATION	
<ul style="list-style-type: none"> <i>Callum Campbell highlighted key components in the first section of the Discussion Guide, detailing topics for information.</i> 	
<ul style="list-style-type: none"> One participant asked if the temporary service changes could be re-phrased as “possible delays” so as not to deter tourists from passing through. The participant also recognized that the temporary service changes are necessary for the ferry service. <i>Callum Campbell responded that ferry overloads during the temporary service changes are to be expected and it is necessary to be clear in alerting ferry users of the expected delays.</i> 	
<ul style="list-style-type: none"> One participant asked when the MV Osprey is expected to retire and what would happen to the MV Balfour at the end of its life. <i>Callum responded that the MV Osprey’s next refit will be in 2023, and that the vessel has an expected lifespan of another 30 years. The MV Balfour is an asset of the ministry, and will be dealt with accordingly.</i> 	
<ul style="list-style-type: none"> One participant asked that more focus be given on improving the aesthetics of the terminal area, and that funding from the Columbia Basin Trust be requested. The participant suggested that a walkway down to the beach be constructed. <i>Callum Campbell recognized that preserving the greenspace is important and asked that suggestions on how that can be done be provided in the Feedback Form.</i> 	

- One participant suggested that the proposed bus slip lane be reconfigured to provide extra greenspace. They also suggested that parking spots be reduced to preserve greenspace and that shelters be provided as it gets very hot in the summer.

Hugh Eberle noted that a dedicated and unobstructed lane is needed for buses and emergency vehicles. Mike Hallas noted that they are trying to resolve the issue of buses getting stuck in the queueing lot.

- One participant asked the ministry look into grading and drainage issues on the north side of the Balfour ferry terminal and asked how snow removal could be improved.

Hugh Eberle indicated that the Highway branch would look into improving snow removal at the terminal. He also explained that their intention is to improve the entrance into the terminal from the highway by eliminating the 90 degree turn angle and adding more storage for cars in the terminal during overloads.

- One participant asked if traffic lights could be installed at the intersection as they were concerned about the safety of pedestrians.

Hugh Eberle responded that the area does not warrant a traffic light, but signage can be improved to provide drivers with advance warning of the terminal.

- One participant asked how Upper Balfour Road would be closed as the Canada Post mailboxes have relocated to that road and residents would be forced to other routes.

Callum Campbell welcomed that information and noted that they would reassess how Upper Balfour Road's connection to the highway could be improved instead.

FEEDBACK FORM

- *Callum Campbell guided participants through the content in the feedback section of the Discussion Guide.*

- One participant asked what the new washrooms would look like and where ferry waste would be deposited.

Callum Campbell noted that the washrooms need to be relocated to accommodate a better queueing system and that they would look like other highway washrooms the ministry have built. The current septic field will be removed and converted to a tank instead. Both the MV Osprey and the new vessel would have an onboard sanitation device that treats the ferry's waste before discharging it into the lake in accordance with very high international standards.

- One participant asked for better lighting in the terminal to provide more security in those public spaces.
- One participant asked if there was a larger vision for the terminal so that the space could be used for community events or to showcase local artwork.

Callum Campbell noted that the Kootenay Lake Ferry has the highest variability between peak and low seasons, and the ministry is interested in hearing about how the space could be utilized during the low seasons.

- One participant noted that the Anscomb wheelhouse should be relocated or restored.
- *Karen Cook concluded the meeting and thanked Participants for their participation.*

Kootenay Lake Ferry Service Improvements

Round 2 Public Consultation – Small Group Meeting #1

FEBRUARY 27, 2018

TIME: 1:00 PM TO 3:00 PM

LOCATION: CABIN RESTAURANT

PARTICIPANTS (30)	
PROJECT TEAM (4)	Kirk Handrahan, MoTI Callum Campbell, MoTI Mike Hallas, MoTI Hugh Eberle, MoTI
FACILITATOR	Karen Cook, Kirk & Co. Consulting Ltd.
MEETING RECORDER	Justin Yee, Kirk & Co. Consulting Ltd.
KEY THEMES	
1. Some participants commented that moving the west ferry terminal to Queens Bay would have been preferred, while others commented that the longer ferry ride drew tourists and was good for businesses.	
2. Participants indicated that extending the ferry service later into the evening, and improving the frequency of the service was important to them.	
3. Participants asked specific questions about the new vessel and how it could be adapted to run on electricity instead of diesel.	
4. Participants asked questions about dredging in the West Arm and its impact on the environment.	
INTRODUCTIONS	
<ul style="list-style-type: none"> Karen Cook convened the meeting and thanked participants for coming. Karen introduced the Project Team. Karen provided an overview of the purpose for Round 2 Public Consultation and for this meeting. 	
DISCUSSION GUIDE AND FEEDBACK FORM	
<ul style="list-style-type: none"> Callum Campbell highlighted key components in the Discussion Guide, detailing topics for information and consultation. 	
<ul style="list-style-type: none"> One participant asked if the terminal could still be moved to Queens Bay, despite the results of the last round of consultation, and if not, then they should focus on improving the present terminals. <i>Kirk Handrahan confirmed that the ministry would not revisit the decision to keep the present ferry terminal at Balfour. Callum Campbell noted that there are proposed improvements to the ferry service which would benefit residents on both shores.</i> 	
<ul style="list-style-type: none"> One participant asked if dredging in the West Arm of Kootenay Lake was feasible. <i>Kirk Handrahan noted that consultants engaged by the ministry have confirmed that dredging there is possible.</i> 	
<ul style="list-style-type: none"> One participant asked if commercial vehicles such as logging trucks could be compelled to take the highway instead of the ferry. <i>A participant responded that commercial trucks need to cross the lake in order to generate money for the economy and should not be banned. Callum noted that the MV Osprey is designed to carry heavy loads, and so no noticeable impact is expected.</i> 	

- One participant asked if a reservation system could be put in place for residents who need to take the ferry for medical appointments on the North Shore.

Callum Campbell noted that there should not be any significant problem getting personal vehicles onto the ferry, and suggested that the best time to travel during the Spring Break weeks would be before 9:00 a.m. and after 5:00 p.m.

- One participant commented that the service changes could become an annual affair and suggested that residents be properly notified if that were the case. The participant also suggested that the park and ride area be expanded on the East Shore.

Callum Campbell acknowledged the comments and suggestions.

- One participant asked if provisions are in place should the highway be closed at the Kootenay Pass during the temporary service changes.

Callum Campbell responded that operating the MV Balfour earlier in the year than usual is a short term measure. The long term solution to the overloads due to highway closures is the minor dredging in the West Arm.

- One participant asked if a new ferry can be put in place before the service changes.

Callum Campbell noted that the ministry has 14 inland ferries and is conducting a significant renewal of its fleet. Replacing a vessel takes a long time, and a shipyard would need to be assembled at Kootenay Lake before the ferry can be built.

- One participant asked if the ministry has considered the electric ferries in operation in Norway, and if a conversion from diesel to electric was actually possible.

Callum Campbell noted that the ministry has looked into the electric ferries in Norway, but is proceeding with cautious interest. He noted that even a fully battery-operated vessel would need to charge during breaks. The Kootenay Lake Ferry has to run consistently. The new vessel could be built to suit the new technology when it is ready.

- One participant asked if the ministry has Treasury Board approval for all the items in the consultation.

Kirk Handrahan responded that the ministry has approvals in principal and will obtain approval from the Treasury Board. As the continuity of the service requires the replacement of the MV Balfour, the ministry is confident that all of the items will be approved as a package.

- One participant asked if the new ferry will negate the requirement for dredging in the West Arm.

Callum Campbell responded that dredging is required as a vessel as shallow as the MV Balfour would not meet the needs of ferry users. The dredging will ensure that the MV Osprey is able to operate throughout the year. The dredging exercise is also relatively minor, 50 times less than that of the Grohman Narrows.

- One participant asked how the new ferry would accommodate walk-on ferry users.

Callum Campbell responded that as the new vessel will be in service for six months of a year, it will be able to carry heavy commercial traffic unlike the MV Balfour, and will have a snack bar as well as accessible washrooms.

- One participant asked if the number of ferry runs could be increased by making the ferry go faster to shorten the travel time. The participant commented that an hourly ferry service would be an improvement.

Callum Campbell noted that an hourly service would require pushing the ferries to go much faster and that its speed is constrained by practical and economic limitations. He welcomed their feedback on this and noted that it is also important not to speed through the West Arm during low water seasons.

- One participant asked if the service could be extended later into the evening so that East Shore residents could enjoy evening programmes in Nelson.

Callum Campbell suggested that they provide such feedback in the Feedback Form.

- One participant asked why the direction the ferry is loaded at Balfour cannot be changed so that it does not have to rotate every time it docks.

Callum Campbell clarified that the ferry has to always dock upstream, and so the turn is necessary due to the lake's water currents.

- One participant asked if the home port for the ferry could be moved to the East Shore instead to provide them with an additional sailing.

Callum Campbell noted that the crew mainly resides on the Balfour side. However, they would welcome such feedback.

- One participant asked if the low water levels in the West Arm was influenced by environmental change or BC Hydro's operations.

Callum Campbell responded that BC Hydro is unable to alter the water levels due to a variety of constraints that they have to abide by. The ministry is looking to advance the dredging application within the next 12 to 15 months to avoid a repeat of the temporary service changes.

- One participant asked where the dredged material will be moved to.

Callum Campbell noted that a study is being conducted at the moment by an environmental firm to identify hollows in the lake for the sediments to be deposited at.

ADDITIONAL COMMENTS

- *Karen Cook invited participants to provide any additional comments they might have.*

- One participant commented that since the ferry's speed cannot be increased, then their concerns with the service frequency will not be addressed. The participant noted that moving the terminal to Queens Bay would have resolved this issue instead.

- One participant asked if dredging was ever conducted in the past.

Callum Campbell responded that it has, though the ministry has no record of when it took place. The current dredging exercise is necessary as the bottom of the lake has been shifting.

- One participant commented that a later ferry service during weekends would help East Shore residents support Nelson's commercial and art communities. The participant also noted that the longer ferry journey to Balfour was part of their culture and is an important tourism attraction.

- One participant noted that an hourly ferry schedule, with the ferry departing every other hour from either terminals, would benefit the tourism industry as tourists would be able to plan their travels

better and spend more time at local businesses. The participant clarified that an hourly schedule meant a slower ferry ride so that fuel consumption is reduced, as opposed to more frequent trips.

- One participant asked if there were any improvements planned for the Kootenay Bay ferry terminal.

Callum Campbell responded that the ministry was interested in receiving suggestions of potential improvements from residents. The ministry will be looking into improving the washrooms at the terminal as well as installing electric vehicle charging stations in the summer.

- One participant asked who was responsible for snow removal and the parking lot at the Balfour ferry terminal.

Callum Campbell noted that the terminal is under the ferry operator. Hugh Eberle noted that the Highway department is planning to have their contractor improve snow removal at the terminal.

- One participant asked if the Environmental Assessment of the dredging would be made public, and if water quality would be monitored.

Callum Campbell responded that the Environmental Assessment is currently underway, and a report will be posted on the project website once it is ready. Water quality monitoring will be part of the permitting process and mitigation measures would be in place. An environmental plan would be incorporated into construction.

- *Karen Cook concluded the meeting and thanked participants for their participation.*

Kootenay Lake Ferry Service Improvements Round 2 Public Consultation – Small Group Meeting #2

FEBRUARY 28, 2018

TIME: 1:00 PM TO 3:00 PM

LOCATION: DOCK 'N' DUCK PUB

PARTICIPANTS (39)	
PROJECT TEAM (4)	Kirk Handrahan, MoTI Callum Campbell, MoTI Mike Hallas, MoTI Hugh Eberle, MoTI Katie Ward, MoTI
FACILITATOR	Judy Kirk, Kirk & Co. Consulting Ltd.
MEETING RECORDER	Justin Yee, Kirk & Co. Consulting Ltd.
KEY THEMES	
1. Participants asked specific questions about dredging and how the sediment would be disposed of.	
2. Participants asked questions about the new layout of the terminal and provided ideas for how the queueing lanes and bus lane could be reconfigured.	
3. Participants were interested in improving pedestrian and driver safety within and around the terminal.	
INTRODUCTIONS	
<ul style="list-style-type: none"> Judy Kirk convened the meeting and thanked participants for coming. Judy introduced the Project Team. Judy provided an overview of the purpose for Round 2 Public Consultation and for this meeting. 	
DISCUSSION GUIDE AND FEEDBACK FORM	
<ul style="list-style-type: none"> Callum Campbell highlighted key components in the Discussion Guide, detailing topics for information and consultation. 	
<ul style="list-style-type: none"> One participant asked about the dredging plans and where the sediments dredged would be disposed. <p><i>Callum Campbell responded that the ministry's consultants have advised that the most environmentally-sensible course of action would be to move the sediments to low spots in the lake. Those spots have not been identified but will be assessed in the Environmental Assessment. The ministry plans to conduct dredging with as little impact as possible.</i></p>	
<ul style="list-style-type: none"> One participant asked how dredging would impact the burbot population in Kootenay Lake. <p><i>Callum Campbell noted that the ministry would select the least impactful time on fish populations to dredge. The Environmental Assessment will also consider fish stocks.</i></p>	
<ul style="list-style-type: none"> One participant commented that there is a low-water island in the West Arm that is a danger to boats, and that the ministry should consider using the sediments to build up that island. 	
<ul style="list-style-type: none"> One participant asked if dredging would have any impact on the local drinking water supply. <p><i>Callum Campbell responded that no impact on water supply/hydrology is anticipated as the dredging exercise is very small.</i></p>	
<ul style="list-style-type: none"> One participant commented that they do not see many buses pass through the terminal and that the proposed parking could be reduced and realigned to preserve greenspace. 	

Kirk Handrahan acknowledged the comment and noted that the Balfour ferry terminal has a lot of flexibility with its design and the ministry is seeking public input while also ensuring that safety concerns are properly addressed.

- One participant commented that the buses are unable to manoeuvre around improperly-parked cars in the winter as the terminal is restricted by snow. The proposed bus slip resolves this issue.
- One participant asked the proposed closure of Upper Balfour Road could be redesigned.

Callum Campbell noted that in consulting with the public, the ministry has heard that the mailboxes have moved to Upper Balfour Road, and so alternate designs to reconnect the road safely with the highway will be developed.

- One participant asked if alternate material for the parking lot was considered, such as semi-permeable parking instead of asphalt.

Callum Campbell responded that it is a big lot and the ministry is concerned about the safety of road and ferry users, but was open to any feedback about the material used.

- One participant noted that the Balfour & District Business & Historic Association's newly-formed Traffic Safety Committee had submitted their comments on the proposed traffic improvements via email.

Judy Kirk acknowledged that their comments have been received.

- One participant asked if there would be lighting at the new off-site parking.

Callum Campbell responded that lighting as well as a pedestrian sidewalk would be provided to connect pedestrians with the terminal.

- One participant asked how sewage from the vessels would be treated.

Callum Campbell responded that both the MV Osprey and the new vessel would have an onboard system that treats and discharges the sewage safely into the water in accordance with international standards. The new ferry terminal plan would eliminate the septic field while the new washrooms would have their own storage tanks.

ADDITIONAL COMMENTS

- *Judy Kirk invited participants to provide any additional comments they might have.*

- One participant commented that a dedicated lane for drivers to pick up and drop off walk-on passengers was important to them.

- One participant asked why an adequate water clearance level could not be maintained throughout the year.

Callum Campbell responded the ministry has spoken to BC Hydro about maintaining water levels. However, BC Hydro is constrained by a large number of factors, such as treaties and service expectations, that they need to abide by. Snow melt is also a major factor.

- One participant commented that the Anscomb Wheelhouse could be moved to the water bank and placed on a cement stand with a walkway for visitors to access it.

Judy Kirk suggested they write a letter to the ministry summarizing their proposal.

- One participant asked if dredging would be a one-time exercise in 2019.

Callum Campbell responded that dredging may again be required but that it was unlikely in the near future.

- One participant asked if the Balfour Recreation Commission could procure the sediments dredged by the ministry.

Callum Campbell noted that they could make a request to the ministry when the time comes.

- One participant asked if highway signage could be improved.

Hugh Eberle noted that the “Service and Attractions” program can provide consistent signage across the highway corridor for free if the community and businesses apply to it. This would be on the condition that private signs be removed. A committee should be assembled by the community to determine what signs should go on the consolidated board.

- One participant asked if a sidewalk could connect pedestrians from the Balfour Superette store to the terminal as pedestrians tend to walk in front of the queueing lanes and through the Dock ‘n’ Duck Pub to get to the Superette.

Callum Campbell noted that the ministry is looking to put a crosswalk in place at the top of the terminal.

- One participant asked why dredging is necessary if the ferry captains have been able to navigate around the West Arm by utilizing the Kootenay Lake water chart.

Callum Campbell noted that those charts are out of date and recent studies have updated their understanding of the lake bed. Those studies have demonstrated that there is not enough space beneath MV Osprey.

- *Judy Kirk concluded the meeting and thanked participants for their participation.*