



BC Coastal Ferries Community Engagement, November–December 2013

**Engagement Summary Report
February 2014**

Prepared by:

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Kirk&Co.

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Mustel Group is a Canadian marketing and public opinion research firm. All consultation and engagement input received by feedback form and written submission has been independently verified and analyzed by Mustel Group.

This report summarizes input received through community engagement feedback forms, written submissions and a public opinion poll of randomly selected participants. The views represented in the feedback forms and written submissions of this report reflect the priorities and concerns of consultation and engagement participants. They may not be representative of the views of the public and other stakeholders because participants self-selected into BC Coastal Ferries Community Engagement, November–December 2013, and therefore do not reflect a random sample.

The views represented in the public opinion poll in this report reflect the views of a representative sample of British Columbia residents who were randomly selected to complete the same online feedback form. The final sample of 529 residents completing an online survey yields a margin of error of $\pm 4.3\%$ at the 95% level of confidence.



BC Coastal Ferries Community Engagement, November 18 to December 20, 2013 Engagement Summary Report

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CD copy of materials	

¹ Note: Individual feedback forms and written submissions have been provided to the Ministry of Transportation and Infrastructure.

EXECUTIVE SUMMARY

A. BACKGROUND

BC Ferries operates one of the largest and most complex ferry systems in the world. It has been recognized as being comparable in efficiency with the world's best services in North America and Europe.

That success notwithstanding, BC Ferries is facing financial pressures from factors such as high fuel costs, declining ridership and aging assets. The independent BC Ferry Commissioner noted in his 2012 report that, without changes, the system is unsustainable. The Commissioner forecasted significant financial shortfalls in future years and suggested that all of the principal stakeholders – users, taxpayers and the ferry operator – will need to be part of the solution to achieve a ferry system that is both affordable and financially sustainable.

B. PURPOSE

BC COASTAL FERRIES COMMUNITY ENGAGEMENT, NOVEMBER–DECEMBER 2013

The Ministry of Transportation and Infrastructure held a Community Engagement from November 18 to December 20, 2013, which was designed to advise the public and stakeholders about the challenges facing the BC Coastal Ferry system in the immediate and long term. The Ministry of Transportation and Infrastructure invited feedback on measures to remedy the \$18.9 million shortfall in the ferry system through to 2016. These measures include:

1. **Medium-Term Plans:** The Community Engagement sought feedback on reductions to the seniors' discount program and the introduction of gaming as a revenue-generating program on major routes between Vancouver Island and the Lower Mainland. Feedback was also sought on BC Ferries' reservation system and supplemental private passenger-only service.
2. **Service Reductions:** The Community Engagement also sought feedback on a service reduction plan for sailings and routes that have incurred one or all of the following: significant annual shortfalls, low annual utilization and low round-trip utilization.

CONSULTATION AND ENGAGEMENT PARTICIPATION

There were a total of **7,864 participant interactions** during the BC Coastal Ferries Community Engagement, November–December 2013:

- **3,707 people attended 23 consultation events**
 - > 213 people attended 6 small group meetings (209 participants) and 1 webinar (4 participants)
 - > 3,494 people attended 16 public open houses
- **2,293 feedback forms were received and tabulated**
 - > 2,110 online feedback forms
 - > 183 hard-copy feedback forms
- **1,335 written submissions were received**
 - > 547 written submissions to the Community Engagement
 - > 788 written submissions to the Ministry of Transportation and Infrastructure
- **529 people were randomly selected to participate in a public opinion poll**

C. OVERVIEW OF RESULTS

There were a variety of methods by which participants provided feedback into the BC Coastal Ferries Community Engagement. The following section is an overview of the results from input received through feedback forms, the public opinion poll, and written submissions, as well as engagement meeting key themes.

Detailed results from each of the feedback methods mentioned above are summarized in this report beginning on page 8.

COMMUNITY ENGAGEMENT OVERVIEW OF FEEDBACK	
SENIORS' DISCOUNT <i>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.)</i> QUESTION 1.1 PLEASE RATE YOUR LEVEL OF AGREEMENT WITH A 50% REDUCTION IN THE SENIORS' DISCOUNT.²	
COMMUNITY ENGAGEMENT FEEDBACK FORM <i>The Community Engagement Feedback Form results represent views from participants who self-selected into the engagement.</i>	PUBLIC OPINION POLL <i>The Public Opinion Poll results represent a proportionally representative sample of the population of British Columbia who were randomly selected by the research firm.</i>
<ul style="list-style-type: none"> • 27% of participants agree (strongly or somewhat) • 64% disagree (strongly or somewhat)³ <i>Base (n=2,212)</i>	<ul style="list-style-type: none"> • 48% of participants agree (strongly or somewhat) • 44% disagree (strongly or somewhat) <i>Base (n=515)</i>
Top 3 Additional Comments: <ul style="list-style-type: none"> • Do not remove the current seniors' discount (899) • Agree with proposed changes/seniors can afford to travel at new 50% rate/ferry services should be self-sustaining/user pay (251) • Ferry service is an essential service/coastal and island communities are completely dependent upon ferry service (i.e., economic, quality of life) (233) <i>Base (n=1,592)</i>	Top 3 Additional Comments: <ul style="list-style-type: none"> • Do not remove the current seniors' discount (164) • Agree with proposed changes/seniors can afford to travel at new 50% rate/ferry services should be self-sustaining/user pay (68) • Should be free/discounted dependent upon socio-economic need (e.g., low income, students, disabled) (34) <i>Base (n=332)</i>
GAMING PILOT PROJECT <i>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.</i> 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.	
COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> • 20% of participants agree (strongly or somewhat) • 63% disagree (strongly or somewhat) <i>Base (n=2,199)</i>	<ul style="list-style-type: none"> • 41% of participants agree (strongly or somewhat) • 46% disagree (strongly or somewhat) <i>Base (n=514)</i>
Top 3 Additional Comments: <ul style="list-style-type: none"> • Miscellaneous negative gambling comments (e.g., a "tax on the poor", immoral) (531) • Gambling takes advantage of addicts/addiction concerns (372) • Inappropriate in a public setting/captive audience/concern about exposing children to gambling (299) <i>Base (n=1,333)</i>	Top 3 Additional Comments: <ul style="list-style-type: none"> • Miscellaneous negative gambling comments (e.g., a "tax on the poor", immoral) (98) • Onboard gambling will keep routes in service/reduce fares (74) • Gambling takes advantage of addicts/addiction concerns (59) <i>Base (n=285)</i>

² Questions are from the BC Coastal Ferries Community Engagement Discussion Guide, Fall 2013

³ The remaining number is made up of Neither Agree nor Disagree responses

COMMUNITY ENGAGEMENT OVERVIEW OF FEEDBACK continued

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.⁴

PLEASE INDICATE YOUR LEVEL OF AGREEMENT WITH THE FOLLOWING:

1.3 DISCOUNTS FOR FREQUENT USERS BASED ON VOLUME OF TRIPS ON ALL ROUTES.

COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> 75% of participants agree (strongly or somewhat) 14% disagree (strongly or somewhat)⁵ <p>Base (n=2,182)</p>	<ul style="list-style-type: none"> 85% of participants agree (strongly or somewhat) 10% disagree (strongly or somewhat) <p>Base (n=517)</p>

1.4 VARIABLE PRICING (FARES AT LESS BUSY TIMES COULD COST LESS, AND FARES AT BUSIER TIMES COULD COST MORE).

COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> 56% of participants agree (strongly or somewhat) 34% disagree (strongly or somewhat) <p>Base (n=2,186)</p>	<ul style="list-style-type: none"> 69% of participants agree (strongly or somewhat) 24% disagree (strongly or somewhat) <p>Base (n=517)</p>

1.5 DISCOUNT FARES FOR EARLY BOOKINGS.

COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> 56% of participants agree (strongly or somewhat) 27% disagree (strongly or somewhat) <p>Base (n=2,163)</p>	<ul style="list-style-type: none"> 77% of participants agree (strongly or somewhat) 13% disagree (strongly or somewhat) <p>Base (n=515)</p>

1.6 ABILITY TO PURCHASE, IN ADVANCE OF A SAILING, TICKETS THAT INCLUDE A RESERVATION.

COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> 62% of participants agree (strongly or somewhat) 16% disagree (strongly or somewhat) <p>Base (n=2,165)</p>	<ul style="list-style-type: none"> 84% of participants agree (strongly or somewhat) 5% disagree (strongly or somewhat) <p>Base (n=514)</p>

1.7 RESERVATIONS ON MINOR ROUTES AT LOCATIONS WHERE FEASIBLE.

COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> 49% of participants agree (strongly or somewhat) 26% disagree (strongly or somewhat) <p>Base (n=2,160)</p>	<ul style="list-style-type: none"> 69% of participants agree (strongly or somewhat) 9% disagree (strongly or somewhat) <p>Base (n=513)</p>
<p>Top 3 Additional Comments Regarding Reservation System, Time-of-Day Pricing, and Loyalty Programs</p> <ul style="list-style-type: none"> This is not beneficial for those who cannot afford the reservation fee/remove the reservation fee (261) Discriminates against those who cannot travel during discounted period (154) Reduce fares/cannot afford to be a frequent user (109) <p>Base (n=830)</p>	<p>Top 3 Additional Comments Regarding Reservation System, Time-of-Day Pricing, and Loyalty Programs</p> <ul style="list-style-type: none"> This is not beneficial to those who cannot afford the reservation fee/remove the reservation fee (25) Should offer discounts/fares like airlines/cruise lines (e.g., seasonal rates, last-minute discounts, seat sales) (23) Would be beneficial in planning trips (20) <p>Base (n=116)</p>

⁴ This multi-year program will be implemented in stages starting in 2015, and is expected to be fully completed in 2017. Implementation of this program will focus on the Major Routes before addressing the Minor and Northern Routes.

⁵ The remaining number is made up of Neither Agree nor Disagree responses

COMMUNITY ENGAGEMENT OVERVIEW OF FEEDBACK continued

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.

COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> • 45% of participants agree (strongly or somewhat) • 31% disagree (strongly or somewhat) <p>Base (n=2,129)</p>	<ul style="list-style-type: none"> • 24% of participants agree (strongly or somewhat) • 19% disagree (strongly or somewhat) <p>Base (n=505)</p>
1.9 WE NEED SUPPLEMENTAL PRIVATE PASSENGER-ONLY SERVICE AT TIMES OF DAY WHEN THE FERRY SERVICE IS NOT RUNNING.	
COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> • 46% of participants agree (strongly or somewhat) • 26% disagree (strongly or somewhat) <p>Base (n=2,128)</p>	<ul style="list-style-type: none"> • 37% of participants agree (strongly or somewhat) • 15% disagree (strongly or somewhat) <p>Base (n=506)</p>
1.10 WE NEED A SUPPLEMENTAL PRIVATE PASSENGER ONLY SERVICE THROUGHOUT THE DAY.	
COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<ul style="list-style-type: none"> • 23% of participants agree (strongly or somewhat) • 40% disagree (strongly or somewhat) <p>Base (n=2,099)</p>	<ul style="list-style-type: none"> • 23% of participants agree (strongly or somewhat) • 20% disagree (strongly or somewhat) <p>Base (n=502)</p>
<p>Top 3 Additional Comments Regarding Supplemental Private Passenger-Only Service</p> <ul style="list-style-type: none"> • Passenger-only service is not necessary (263) • Require early morning/late evening service (150) • Would require public transit/shuttle service (111) <p>Base (n=767)</p>	<p>Top 3 Additional Comments Regarding Supplemental Private Passenger-Only Service</p> <ul style="list-style-type: none"> • Require reasonable fares (4) • Offer direct trips to Vancouver/Nanaimo/Victoria (4) • Passenger-only service is not necessary (3) (tie) • Faster travel times than current ferries (3) (tie) <p>Base (n=18)</p>

COMMUNITY ENGAGEMENT OVERVIEW OF FEEDBACK continued

SERVICE REDUCTIONS

Community Engagement participants and poll respondents were asked to provide feedback on proposed service reductions on 16 minor routes. The following are the top five comments across all route reduction questions. For detailed feedback results, please see page 29 (Feedback Forms) or page 55 (Poll Results). Please note that the number of additional comments made by engagement participants were significantly higher than those made by poll respondents.

COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<p>1. Disagree with a proposed service reduction (2,057 total comments):</p> <ul style="list-style-type: none"> > Route 3 – Langdale to Horseshoe Bay (163) > Route 6 – Vesuvius Harbour to Crofton (133) > Route 7 – Earls Cove to Saltery Bay (239) > Route 8 – Horseshoe Bay to Bowen Island (170) > Route 9 – Tsawwassen to Southern Gulf Islands (64) > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (74) > Route 11 – Skidegate to Prince Rupert (110) > Route 17 – Comox to Powell River (328) > Route 18 – Texada Island to Powell River (208) > Route 19 – Gabriola Island to Nanaimo Harbour (217) > Route 20 – Chemainus to Thetis Island to Penelakut (21) > Route 21 – Buckley Bay to Denman Island (56) > Route 22 – Hornby Island to Denman Island (41) > Route 23 – Quadra Island to Campbell River (73) > Route 26 – Skidegate to Alliford Bay (73) > Route 40 – Port Hardy to Mid-Coast to Bella Coola (87) 	<p>1. Agree with proposed service reduction (126 total comments):</p> <ul style="list-style-type: none"> > Route 3 – Langdale to Horseshoe Bay (33) > Route 6 – Vesuvius Harbour to Saltery Bay (5) > Route 7 – Earls Cove to Saltery Bay (7) > Route 8 – Horseshoe Bay to Bowen Island (5) > Route 9 – Tsawwassen to Southern Gulf Islands (25) > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (5) > Route 11 – Skidegate to Prince Rupert (3) > Route 17 – Comox to Powell River (7) > Route 18 – Texada Island to Powell River (4) > Route 19 – Gabriola Island to Nanaimo Harbour (2) > Route 20 – Chemainus to Thetis Island to Penelakut (6) > Route 21 – Buckley Bay to Denman Island (3) > Route 22 – Hornby Island to Denman Island (4) > Route 23 – Quadra Island to Campbell River (9) > Route 26 – Skidegate to Alliford Bay (4) > Route 40 – Port Hardy to Mid-Coast to Bella Coola (4)
<p>2. Ferry service is an essential service/coastal communities are completely dependent upon ferry service/BC Ferries are part of the highway system/should be funded by the entire province (1,361 total comments):</p> <ul style="list-style-type: none"> > Route 3 – Langdale to Horseshoe Bay (41) > Route 6 – Vesuvius Harbour to Crofton (42) > Route 7 – Earls Cove to Saltery Bay (81) > Route 8 – Horseshoe Bay to Bowen Island (46) > Route 9 – Tsawwassen to Southern Gulf Islands (14) > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (39) > Route 11 – Skidegate to Prince Rupert (71) > Route 17 – Comox to Powell River (184) > Route 18 – Texada Island to Powell River (197) > Route 19 – Gabriola Island to Nanaimo Harbour (222) > Route 20 – Chemainus to Thetis Island to Penelakut (27) > Route 21 – Buckley Bay to Denman Island (79) > Route 22 – Hornby Island to Denman Island (66) > Route 23 – Quadra Island to Campbell River (93) > Route 26 – Skidegate to Alliford Bay (88) > Route 40 – Port Hardy to Mid-Coast to Bella Coola (71) 	<p>2. Disagree with proposed service reduction (119 total comments):</p> <ul style="list-style-type: none"> > Route 3 – Langdale to Horseshoe Bay (11) > Route 6 – Vesuvius Harbour to Saltery Bay (10) > Route 7 – Earls Cove to Saltery Bay (5) > Route 8 – Horseshoe Bay to Bowen Island (17) > Route 9 – Tsawwassen to Southern Gulf Islands (15) > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (14) > Route 11 – Skidegate to Prince Rupert (11) > Route 17 – Comox to Powell River (3) > Route 18 – Texada Island to Powell River (3) > Route 19 – Gabriola Island to Nanaimo Harbour (3) > Route 20 – Chemainus to Thetis Island to Penelakut (2) > Route 21 – Buckley Bay to Denman Island (5) > Route 22 – Hornby Island to Denman Island (8) > Route 23 – Quadra Island to Campbell River (3) > Route 26 – Skidegate to Alliford Bay (4) > Route 40 – Port Hardy to Mid-Coast to Bella Coola (5)

COMMUNITY ENGAGEMENT OVERVIEW OF FEEDBACK continued

SERVICE REDUCTIONS continued

COMMUNITY ENGAGEMENT FEEDBACK FORM	PUBLIC OPINION POLL
<p>3. Service reduction would negatively impact commuters (761 total comments):</p> <ul style="list-style-type: none"> > Route 3 – Langdale to Horseshoe Bay (65) > Route 6 – Vesuvius Harbour to Crofton (37) > Route 7 – Earls Cove to Saltery Bay (39) > Route 8 – Horseshoe Bay to Bowen Island (81) > Route 9 – Tsawwassen to Southern Gulf Islands (10) > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (7) > Route 11 – Skidegate to Prince Rupert (5) > Route 17 – Comox to Powell River (28) > Route 18 – Texada Island to Powell River (118) > Route 19 – Gabriola Island to Nanaimo Harbour (143) > Route 20 – Chemainus to Thetis Island to Penelakut (15) > Route 21 – Buckley Bay to Denman Island (53) > Route 22 – Hornby Island to Denman Island (22) > Route 23 – Quadra Island to Campbell River (50) > Route 26 – Skidegate to Alliford Bay (77) > Route 40 – Port Hardy to Mid-Coast to Bella Coola (11) 	<p>3. Ferry service is an essential service/coastal communities are completely dependent upon ferry service/BC Ferries are part of the highway system/should be funded by the entire province (66 total comments):</p> <ul style="list-style-type: none"> > Route 3 – Langdale to Horseshoe Bay (2) > Route 6 – Vesuvius Harbour to Crofton (4) > Route 7 – Earls Cove to Saltery Bay (4) > Route 8 – Horseshoe Bay to Bowen Island (3) > Route 9 – Tsawwassen to Southern Gulf Islands (1) > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (6) > Route 11 – Skidegate to Prince Rupert (6) > Route 17 – Comox to Powell River (3) > Route 18 – Texada Island to Powell River (2) > Route 19 – Gabriola Island to Nanaimo Harbour (5) > Route 20 – Chemainus to Thetis to Penelekut (4) > Route 21 – Buckley Bay to Denman Island (3) > Route 22 – Hornby Island to Denman Island (5) > Route 23 – Quadra Island to Campbell River (4) > Route 26 – Skidegate to Alliford Bay (5) > Route 40 – Port Hardy to Mid-Coast to Bella Coola (9)
<p>4. Service reduction would negatively impact tourists/leisure travel (708 total comments):</p> <ul style="list-style-type: none"> > Route 3 – Langdale to Horseshoe Bay (40) > Route 6 – Vesuvius Harbour to Crofton (43) > Route 7 – Earls Cove to Saltery Bay (50) > Route 8 – Horseshoe Bay to Bowen Island (59) > Route 9 – Tsawwassen to Southern Gulf Islands (15) > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (30) > Route 11 – Skidegate to Prince Rupert (36) > Route 17 – Comox to Powell River (137) > Route 18 – Texada Island to Powell River (71) > Route 19 – Gabriola Island to Nanaimo Harbour (75) > Route 20 – Chemainus to Thetis Island to Penelakut (4) > Route 21 – Buckley Bay to Denman Island (15) > Route 22 – Hornby Island to Denman Island (29) > Route 23 – Quadra Island to Campbell River (18) > Route 26 – Skidegate to Alliford Bay (19) > Route 40 – Port Hardy to Mid-Coast to Bella Coola (67) 	<p>4. Find savings elsewhere/be more efficient (55 total comments):</p> <ul style="list-style-type: none"> > Route 3 – Langdale to Horseshoe Bay (2) > Route 6 – Vesuvius Harbour to Crofton (2) > Route 7 – Earls Cove to Saltery Bay (1) > Route 8 – Horseshoe Bay to Bowen Island (1) > Route 9 – Tsawwassen to Southern Gulf Islands (1) > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (1) > Route 11 – Skidegate to Prince Rupert (1) > Route 17 – Comox to Powell River (2) > Route 18 – Texada Island to Powell River (5) > Route 19 – Gabriola Island to Nanaimo Harbour (3) > Route 20 – Chemainus to Thetis to Penelekut (4) > Route 21 – Buckley Bay to Denman Island (8) > Route 22 – Hornby Island to Denman Island (2) > Route 23 – Quadra Island to Campbell River (4) > Route 26 – Skidegate to Alliford Bay (5) > Route 40 – Port Hardy to Mid-Coast to Bella Coola (13)

COMMUNITY ENGAGEMENT OVERVIEW OF FEEDBACK continued

SERVICE REDUCTIONS continued

COMMUNITY ENGAGEMENT FEEDBACK FORM

5. Service reduction will create economic hardship (e.g., loss of business, additional trip costs) (681 total comments):

- > Route 3 – Langdale to Horseshoe Bay (31)
- > Route 6 – Vesuvius Harbour to Crofton (29)
- > Route 7 – Earls Cove to Saltery Bay (111)
- > Route 8 – Horseshoe Bay to Bowen Island (40)
- > Route 9 – Tsawwassen to Southern Gulf Islands (8)
- > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (17)
- > Route 11 – Skidegate to Prince Rupert (46)
- > Route 17 – Comox to Powell River (78)
- > Route 18 – Texada Island to Powell River (53)
- > Route 19 – Gabriola Island to Nanaimo Harbour (90)
- > Route 20 – Chemainus to Thetis Island to Penelakut (8)
- > Route 21 – Buckley Bay to Denman Island (20)
- > Route 22 – Hornby Island to Denman Island (35)
- > Route 23 – Quadra Island to Campbell River (33)
- > Route 26 – Skidegate to Alliford Bay (37)
- > Route 40 – Port Hardy to Mid-Coast to Bella Coola (45)

PUBLIC OPINION POLL

5. Alternative service reduction suggestions (40 total comments):

- > Route 3 – Langdale to Horseshoe Bay (4)
- > Route 6 – Vesuvius Harbour to Crofton (5)
- > Route 7 – Earls Cove to Saltery Bay (4)
- > Route 8 – Horseshoe Bay to Bowen Island (4)
- > Route 9 – Tsawwassen to Southern Gulf Islands (2)
- > Route 10 – Port Hardy to Mid-Coast to Prince Rupert (5)
- > Route 11 – Skidegate to Prince Rupert (2)
- > Route 17 – Comox to Powell River (2)
- > Route 18 – Texada Island to Powell River (2)
- > Route 19 – Gabriola Island to Nanaimo Harbour (3)
- > Route 20 – Chemainus to Thetis Island to Penelakut (1)
- > Route 21 – Buckley Bay to Denman Island (1)
- > Route 22 – Hornby Island to Denman Island (2)
- > Route 23 – Quadra Island to Campbell River (2)
- > Route 26 – Skidegate to Alliford Bay (1)
- > Route 40 – Port Hardy to Mid-Coast to Bella Coola (no comments)

WRITTEN SUBMISSIONS

Open-ended feedback was received in the form of 1,335 written submissions. Of these, 547 were submitted to the BC Coastal Ferries Community Engagement and 788 were submitted to the Ministry of Transportation and Infrastructure. The top 10 key themes from written submissions were:

KEY THEMES FROM WRITTEN SUBMISSIONS		
RANK	KEY THEME	NUMBER OF MENTIONS
1	Opposed to service reductions on all routes	563
2	Service reductions will have a negative impact on economy/businesses/tourism/access to employment	556
3	Save costs by reducing administration/management salaries/pensions/compensation	536
4	Service reductions will affect social fabric/communities/result in depopulation	463
5	Ferry service is an essential service/coastal communities are completely dependent upon ferry service/BC Ferries are part of the highway system/should be funded by the entire province	373
6	Opposed to reducing seniors' discount	363
7	End of day/beginning of day sailings should not be reduced	301
8	Service reductions will impact kids' ability to access extracurricular activities/sports	275
9	Reduce fares/offer discounts/high fares resulting in decreased ridership	269
10	Service reductions will impact access to health services	252

KEY THEME SUMMARY FROM PUBLIC OPEN HOUSES AND SMALL GROUP MEETINGS

There were many comments and questions heard in each of the six small group meetings, 16 open houses and one webinar held as part of the Community Engagement. The following is a summary of the most frequently mentioned key themes.

It is important to note that this key theme summary represents a qualitative analysis of public open house, small group meeting and webinar meeting notes, as opposed to the quantitative analysis of feedback forms, which is summarized on page ii of the Executive Summary and presented in more detail starting on page 19. Please refer to pages 8–18 for the key theme summary from each of the 23 meetings.

1. **Opposition to service reductions** (a key theme at 22 meetings)

Participants said service reductions would result in serious impacts to coastal communities that rely on ferries for access to employment, education, health care and other essential services. Participants said service reductions would negatively impact:

- Commuters who rely on early and late sailings to get to and from work and school
- Youth who need to access sports and education activities on Vancouver Island or in the Lower Mainland
- Residents of coastal communities who rely on the ferry to access medical services
- Haida Gwaii and mid-coast communities that rely on ferry service for food, mail, freight, and access to essential supplies and services
- First Nations communities that rely on the ferry to connect with family and friends and to participate in important cultural events
- Coastal economies, as service reductions will hurt local businesses and industry
- The tourism industry, as participants said ferries are critical to the tourism industry and tourists will be deterred by service changes. Further, they said tourism providers have not had adequate time to adjust to the proposed changes. Participants also stressed that eliminating Route 40 would have serious consequences for tourism on Vancouver Island, along the mid-coast, and in the Interior.
- Residents of coastal communities who access arts and recreation activities on Vancouver Island or in the Lower Mainland

2. **BC Ferries should be an essential part of the provincial highway system and should be funded by the province and taxpayers** (a key theme at 17 meetings)

Participants expressed a strong desire for BC Ferries to be under the authority of the Ministry of Transportation and Infrastructure and expressed unhappiness with the ferry authority model. Participants said that ferries are part of the marine highway and should be funded accordingly, and stressed that it is not fair that inland ferry users do not pay fares and that the provincial government provides funding to highways and transportation infrastructure projects elsewhere in the province.

3. **Socio-economic study** (a key theme at 15 meetings)

Participants said there should be a socio-economic impact study before service reductions are considered. Participants said high fares and proposed service reductions are leading to crippling socio-economic effects, as families and businesses move away from coastal communities because they can no longer afford to live and do business there.

4. Fares are not affordable (a key theme at 13 meetings)

Participants remain concerned about high fares, saying high fares have resulted in a decline in ridership and tourism. Participants would like to see fares reduced, adding that lower fares will increase ridership.

5. Opposition to executive compensation and bonuses (a key theme at 12 meetings)

Participants expressed high levels of frustration with BC Ferries' executive compensation and bonuses, especially in light of service reductions. Participants also disagreed with the high number of management positions at BC Ferries.

6. Skepticism about the consideration of input (a key theme at 11 meetings)

Participants said they do not believe that the BC Ferries and the Ministry of Transportation and Infrastructure have considered their previous input and responded to their concerns. Participants were unhappy that they did not have the opportunity to provide input into proposed service reductions prior to the 2013 Community Engagement.

7. Opposition to reducing the seniors' discount (a key theme at 9 meetings)

Participants said reducing the discount will hurt seniors living in coastal communities, as they will not be able to afford to travel. Participants also said the reduction would result in decreased vehicle utilization, because seniors who travel with their vehicle may elect not to travel due to the increased cost.

A key theme summary from each of the 23 meetings can be found on pages 8–18 of this report.

1. INTRODUCTION

1.1 ENGAGEMENT OVERVIEW

The B.C. coastal ferry service has been wrestling for more than 20 years with cost pressures that threaten the sustainability of the system. Accordingly, the Ministry of Transportation and Infrastructure has engaged coastal communities and ferry users from across the province on strategies to ensure the long-term sustainability of the coastal ferry network. To that end, the Province initiated a new round of Community Engagement in 2013 following a province-wide engagement process in November and December of 2012.

An Engagement Discussion Guide and Feedback Form was developed that outlined the following:

THE CHALLENGE

The B.C. coastal ferry service faces significant financial hurdles in the immediate and long term.

Costs Up

- Fuel costs rose 140% to \$121 million between 2004 and 2013 (this more than overwhelmed efficiency improvements, in which BC Ferries reduced annual fuel consumption)
- Operational labour costs rose 30%, from \$202 million in 2004 to \$263 million in 2013, due in part to increased staff levels mandated by federal safety regulations
- Long-term capital costs – to replace or refurbish ferries and terminal infrastructure – are expected to amount to \$2.6 billion in the next decade

Ridership Down

- Both vehicle and passenger ridership have declined since the global economic downturn in 2008

In 2012/2013, BC Ferries reported the lowest vehicle numbers in 14 years and the lowest passenger volume in 22 years. While reduced ridership may be partially attributable to higher prices, toll-free inland ferries in B.C. are experiencing similar ridership declines, suggesting that other factors are at play.

LONG-TERM PLANS

The Province and BC Ferries continue to explore strategies, such as those listed below, to create an affordable and sustainable ferry system. 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 feasibility 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

MEDIUM-TERM PLANS

The Province is looking at strategies to support ferry fare increases trending toward the consumer price index (CPI). These strategies and cost-saving measures can be brought into effect more quickly than the long-term strategies listed previously. If introduced successfully, the medium-term strategies could have a direct beneficial impact on fares and operational efficiency in the period from 2016 to 2020.

- **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.

- **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**

The Province has set an objective of \$18.9 million in total net savings to be achieved through service reductions by 2016. Annual net savings will carry forward to reduce future pressure on fares. The Ministry of Transportation and Infrastructure and BC Ferries have identified the following considerations to inform service adjustment decisions:

- > Significant annual shortfalls
- > Low annual utilization
- > Low round-trip utilization
- > Basic levels of ferry service
- > Routes requiring vessel replacement
- > Complexity of multi-stop routes

Based on these considerations, a service reduction plan on the minor (including Route 3) and Northern routes to achieve net savings of \$14 million through to 2016 has been identified. This leaves \$4.9 million of service reductions still to be identified. The \$4.9 million in savings will come from future changes to the three major routes connecting Vancouver Island to the Lower Mainland (in addition to the \$4 million in net savings already in place for 2013 to 2016). A separate process will be undertaken to seek input on changes to the major routes.

1.2 PREVIOUS CONSULTATION AND ENGAGEMENT (2012)

The BC Coastal Ferries Consultation and Engagement, held from October 29 to December 21, 2012, was designed to consult and engage the public and stakeholders on the immediate challenge of achieving \$26 million in savings to 2016, and the long-term vision of connecting coastal communities in an affordable, efficient and sustainable manner.

For the complete Consultation and Engagement Summary Report from the 2012 Consultation and Engagement, please visit coastalferriesengagement.ca.

2. BC COASTAL FERRIES COMMUNITY ENGAGEMENT FALL 2013

November 18 to December 20, 2013

2.1 PURPOSE

The Ministry of Transportation and Infrastructure undertook the BC Coastal Ferries Community Engagement to seek input on measures that are intended to maintain a sustainable ferry service while minimizing the rate of increase of future fares.

The public and stakeholder input summarized in this engagement summary report 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.

2.2 NOTIFICATION

Notice of opportunities to participate in the BC Coastal Ferries Consultation and Engagement was broad and included the following:

- **Notification and Reminder Emails:** More than **2,600 stakeholders** were sent an email notification and reminder of opportunities to participate in the small group meetings, webinar and public open houses, or to submit a feedback form online or by email or mail.
- **Follow-Up Phone Calls:** More than **2,800 follow-up phone calls** were made to remind stakeholders and the public of small group meetings, public open houses and online feedback opportunities.
- **Advertising:** The Ministry of Transportation and Infrastructure notified stakeholders and the public about the opportunity to participate in the consultation and engagement through print advertising:
 - > **Newspaper:** A newspaper advertisement was placed in **19 local, regional and provincial publications**, notifying the public and stakeholders about the engagement. The advertisement included a list of meetings that were scheduled in each coastal community around the province, as well as opportunities to provide input online.
 - > **News Release and News Bulletins:** A provincial news release was issued on November 18, 2013 to promote the engagement and to notify the public about in-person and online participation opportunities. In addition, news bulletins were issued during the engagement period to inform the public about changes in venue for the engagement meetings in the communities of Gibsons, Salt Spring Island and Gabriola Island.
- **Social Media:** **49 tweets** were sent from the project's Twitter account (@coastalferries), with approximately 118 followers. These tweets were retweeted by the Ministry of Transportation and Infrastructure (@TranBC), BC Ferries (@BCFerries), and the provincial government's social media news outlet (@BCGovNews).
 - > All tweets were retweeted at least once, reaching an estimated 36,000 Twitter accounts
- **Consultation and Engagement Website:** A dedicated engagement website, **coastalferriesengagement.ca**, was updated on November 18, 2013. All consultation and engagement materials were available on the project website.

A copy of all notification materials can be found in Appendices 5 and 6.

PARTICIPATION

There were multiple opportunities for the public and stakeholders to participate in the BC Coastal Ferries Community Engagement from November 18 to December 20, 2013. There were a total of **7,864 participant interactions** during this time.

- **3,707 people attended 23 consultation events**
 - > 213 people attended 6 small group meetings (209 participants) and 1 webinar (4 participants)
 - > 3,494 people attended 16 public open houses
- **2,293 feedback forms were received and tabulated**
 - > 2,110 online feedback forms
 - > 183 hard-copy feedback forms
- **1,335 written submissions were received**
 - > 547 written submissions
 - > 788 written submissions to the Ministry of Transportation and Infrastructure
- **529 people participated in a public opinion poll**

2.3 CONSULTATION AND ENGAGEMENT METHODS

Public consultation and engagement materials were available online at coastalferriesengagement.ca beginning on November 18, 2013. Input and feedback were collected through the following methods:

2.3.1 DISCUSSION GUIDE AND FEEDBACK FORM

A 46-page Discussion Guide was developed for the BC Coastal Ferries Engagement, which explained the Province's plans for creating an affordable and sustainable ferry system. The Discussion Guide also outlined planned service reductions to achieve \$18.9 million in total net savings by 2016, which will carry forward to reduce future pressure on fares.

This document was used in small group meetings and at public open houses, and was available in PDF and flip book format on the consultation and engagement website. An online version of the feedback form was also available. Results from the feedback form can be found beginning on page 19 of this report.

A copy of the Discussion Guide and Feedback Form can be found in Appendix 1.

2.3.2 ONLINE CONSULTATION

Consultation and Engagement Website: All consultation and engagement materials were available on the project website coastalferriesengagement.ca, including an online version of the feedback form that could be submitted electronically. Of the 2,293 feedback forms received, 2,110 were received online using this engagement method.

2.3.3 SMALL GROUP MEETINGS AND WEBINAR

213 people attended six small group meetings and a webinar held on the following dates:

SMALL GROUP MEETINGS		
LOCATION	DATE	TIME
1. Ferry Advisory Committee Chairs	Tuesday, November 19, 2013	10:00am – 11:30am
2. Regional District Chairs	Tuesday, November 19, 2013	1:30pm – 3:00pm
3. Klemtu	Thursday, November 21, 2013	6:00pm – 8:00pm
4. Bella Bella	Saturday, November 23, 2013	10:00am – 12:00pm
5. Comox/Courtenay	Friday, November 29, 2013	9:00am – 11:00am
6. Penelakut	Wednesday, December 11, 2013	1:00pm – 3:00pm
WEBINAR		
1. Webinar	Wednesday, December 18, 2013	1:00pm – 3:00pm

A Kirk & Co. Consulting Ltd. facilitator and meeting recorder attended the small group meetings with Ministry of Transportation and Infrastructure and BC Ferries project team members. At each meeting, participants were provided with a copy of the Discussion Guide and Feedback Form and a Ministry representative presented information, focusing on the engagement topics. Participants were encouraged to provide comments and ask questions of the project team.

Key themes from each of the small group meetings are summarized in this report beginning on page 8.

2.3.4 PUBLIC OPEN HOUSES

3,494 people attended 16 public open house meetings held on the following dates:

PUBLIC OPEN HOUSE MEETINGS		
LOCATION	DATE	TIME
1. Port Hardy	Wednesday, November 20, 2013	5:00pm – 8:00pm
2. Bowen Island	Thursday, November 21, 2013	5:00pm – 8:00pm
3. Bella Coola	Friday, November 22, 2013	5:00pm – 8:00pm
4. Texada Island	Monday, November 25, 2013	5:00pm – 8:00pm
5. Powell River	Tuesday, November 26, 2013	5:00pm – 8:00pm
6. Hornby Island	Wednesday, November 27, 2013	5:00pm – 8:00pm
7. Denman Island	Thursday, November 28, 2013	4:00pm – 7:00pm
8. Gibsons	Saturday, November 30, 2013	10:00am – 1:00pm
9. Sandspit	Monday, December 2, 2013	5:00pm – 8:00pm
10. Queen Charlotte City	Tuesday, December 3, 2013	5:00pm – 8:00pm
11. Masset	Wednesday, December 4, 2013	5:00pm – 8:00pm
12. Prince Rupert	Thursday, December 5, 2013	5:00pm – 8:00pm
13. Salt Spring Island	Saturday, December 7, 2013	10:00am – 1:00pm
14. Quadra Island	Monday, December 9, 2013	6:00pm – 9:00pm
15. Gabriola Island	Tuesday, December 10, 2013	5:00pm – 8:00pm
16. Thetis Island	Wednesday, December 11, 2013	5:00pm – 8:00pm

The Discussion Guide and Feedback Form was provided to those who attended the public open house meetings. Display boards summarizing the engagement materials were set up around the room, and people were encouraged to complete their feedback forms in hard copy or online. Note: Display boards can be found in Appendix 4.

For approximately the first half of the public open house, participants had the opportunity to engage with Ministry of Transportation and Infrastructure and BC Ferries staff in one-on-one and small-group discussions. The remaining half of the public open house was used for a plenary-style question and answer session, where participants were encouraged to ask questions of, and provide comments to, project staff. At some meetings, the volume of questions and comments from participants resulted in a question and answer session that extended longer than the advertised one and a half hours. A record was kept of these plenary question and answer sessions; these notes can be found in Appendix 3.

2.3.5 PUBLIC OPINION POLL

Between November 25 and December 20, 2013, Mustel Group conducted a computer-assisted telephone interview screening survey in order to recruit a representative sample of British Columbia residents to complete the same online feedback form as was presented in the Consultation and Engagement Discussion Guide and Feedback Form. Based on an estimated 50% completion rate, approximately 1,000 residents were recruited, from which 529 went on to complete the online survey.

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

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

The final sample of 529 residents completing an online survey yields a margin of error of +/-4.3% at the 95% level of confidence.

Results from the public opinion poll can be found in this report beginning on page 47 and in Appendix 7.

3. KEY RESULTS

3.1 KEY THEME SUMMARY FROM SMALL GROUP MEETINGS AND PUBLIC OPEN HOUSES

The following table includes key themes from the small group meetings, webinar and public open houses held as part of the engagement. The meetings are listed in chronological order.

Meeting notes from each of the small group meetings and public open houses can be found in Appendices 2 and 3.

KEY THEME SUMMARY	
MEETING/MEETING TYPE	KEY THEMES
1. Ferry Advisory Committee Chairs Meeting (Nanaimo) Small Group Meeting November 19, 2013 10:00–11:30am	<ul style="list-style-type: none"> Participants stated that a socio-economic impact analysis should have been done prior to the Community Engagement. They suggested that: <ul style="list-style-type: none"> > This would have given the government information about how the service reductions would impact communities and families. > The additional comments section of the feedback form should be used to gather input regarding the socio-economic impacts of cuts. Participants said that the government has failed to fund the ferry system adequately and more funding is required. They said that service reductions, costs savings from the seniors' discount, and gaming on major routes will not result in the estimated savings. Participants wanted to know what the Province and BC Ferries will do with feedback regarding supplemental private passenger-only ferry service. Participants stated that capacity utilization should be re-evaluated so that each route has the correctly sized vessel. Participants felt that the service reductions will result in negative economic impacts in the longer term, which will further erode ferry ridership and reduce revenue. Participants said that developing the proposed service reductions should have been done with communities on their specific routes prior to them being proposed in the Community Engagement. Participants said that people will want to know foot passenger utilization. Participants wanted to know more specific details regarding the breakdown of ferry operating costs per route. Participants said three-quarters of savings are coming from the minor and Northern routes. They wanted to know about planned cuts to the major ferry routes.
2. Regional District Chairs Meeting (Nanaimo) Small Group Meeting November 19, 2013 1:30–3:00pm	<ul style="list-style-type: none"> Participants wanted to know why there is not a needs assessment and an analysis of socio-economic effects. Participants said that service reductions will result in people moving away from coastal communities and businesses could close due to fewer customers. Participants said they want to know (consistent with the Union of British Columbia Municipalities resolution) why the government does not fund the ferry system as they fund the provincial highway system. Participants said BC Ferries should be returned to provincial government control. Participants were opposed to service reductions, noting that they will negatively impact people commuting to work and school, and negatively impact the economies of coastal communities. Participants said businesses on islands require late-night sailings. Participants said fares are too high and that efforts to keep fare increases to the consumer price index are not good enough. Participants said this plan will devastate coastal communities; the government should look at Washington State Ferries as a better model for running the system. Participants said service reductions will drive costs up, rather than generate savings.

KEY THEME SUMMARY *continued*

MEETING/MEETING TYPE	KEY THEMES
3. Port Hardy Public Open House November 20, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants expressed concern that service reductions were proposed without undertaking a socio-economic analysis of potential impacts, particularly from lost tourism revenue. Participants said that fares are too high and suggested that lower fares could increase ridership. They said it is cheaper to fly to Vancouver than to take a ferry with their vehicle. Participants expressed frustration with BC Ferries' executive compensation and bonuses, especially in the light of service reductions. Participants expressed a lack of confidence in the credibility of the Ministry of Transportation and Infrastructure's commitment to consider input received. Participants said that ferries are an essential service and should be part of the provincial highway system. Participants were opposed to service reductions and said that: <ul style="list-style-type: none"> > Service reductions, and the loss of Route 40, would cause a significant blow to local businesses from lost tourism revenue. > Changes to ferry service would increase the difficulty for First Nations of visiting their traditional territory and connecting with family in mid-coast First Nations communities.
4. Bowen Island Public Open House November 21, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants did not support the planned service reductions and were particularly unhappy about the loss of the late Saturday sailing. Participants were worried: <ul style="list-style-type: none"> > About a loss of jobs due to the inability to get to and from work, and the resulting loss of families from the island. > That the service reductions will result in the loss of tourism jobs on the island. Participants were concerned that reductions in service were planned in the absence of a socio-economic study that would measure potential impacts on the community. Participants were concerned that the reduction in the seniors' discount would hurt seniors on the island and tourism – as a result of seniors being unable to afford to visit the island.
5. Klemtu Small Group Meeting November 21, 2013 6:00–8:00pm	<ul style="list-style-type: none"> Participants said the ferries are the marine highway and the community relies on the ferry for food and to connect with family in Bella Bella and Bella Coola. Participants wanted assurance that the <i>Nimkish</i> will continue to provide those connections. Participants said the ferry system should be returned to the authority of the provincial government. Participants expressed concern that service reductions were proposed without undertaking a socio-economic analysis of potential impacts, particularly from lost tourism revenue. 80–85% employment is a goal of the community. Participants said ferry service reductions will reduce tourism and therefore reduce employment, particularly for young people. Participants said there is a serious need for a ticketing agent to work the lineup and to check identification before boarding the ferry; passengers currently line up in all weather conditions for extended periods. Participants said it takes too long to board the ferry, particularly for older people. Participants were opposed to service reductions and said the elimination of Route 40 will be a significant blow to local business from lost tourism revenue. Participants noted the government used to promote tourism to the Discovery Coast. Participants expressed a need for trailer hostelling on all routes. Participants said there is a need for longer dock times in Port Hardy to accommodate shopping trips; Port Hardy is Klemtu's only source of food. Participants expressed frustration with BC Ferries executive-level compensation and bonuses. Participants had questions about the federal subsidy and asked if it could be allocated to First Nations ferry service. Participants said there should be no BC Ferries employee discounts or free passes.

KEY THEME SUMMARY continued

MEETING/MEETING TYPE	KEY THEMES
6. Bella Coola Public Open House November 22, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants expressed concern that service reductions were proposed without undertaking a socio-economic analysis of potential impacts, particularly from lost tourism revenue from the elimination of Route 40. Participants asked that the Ministry of Transportation and Infrastructure and BC Ferries undertake a regional economic impact study prior to implementing ferry service reductions. Participants said the Circle Route (Route 40) is critically important for tourism in Bella Coola and the Interior, and said that the <i>Nimkish</i> will not serve European tourists. <ul style="list-style-type: none"> > Participants said tourism operators have been working in good faith to build and invest in tourism predicated on ferry service and companies have booked tourist groups a year in advance to service these advanced bookings. Participants opposed service reductions. They said that service reductions: <ul style="list-style-type: none"> > Would cause a significant blow to local business from lost tourism revenue. > The elimination of Route 40 would threaten the community with further isolation and depopulation. > Participants said that Bella Coola needs a direct route to Port Hardy, especially with road closures due to weather and fog, which prevent flights from leaving the airport. > Participants said that Bella Coola will lose its mammography screening for 200 women; people will have to go to Williams Lake if Route 40 is cancelled. Participants proposed that BC Ferries and the Ministry of Transportation and Infrastructure partner with local tourism operators to expand efforts, instead of cancelling Route 40. Participants expressed frustration with executive-level compensation and bonuses provided by BC Ferries. Participants expressed lack of confidence in the Ministry's commitment to consider input received during engagement. Participants said that ferries are an essential service and should be maintained as part of the provincial highway system. Participants did not support gaming onboard the ferries.
7. Bella Bella Small Group Meeting November 23, 2013 10:00am–12:00pm	<ul style="list-style-type: none"> Participants expressed concern that service reductions were proposed without undertaking a socio-economic analysis of potential impacts. Participants noted that the consequences of short-term cost savings would be a loss of investment, tourism and business in coastal communities. Participants expressed frustration with excessive identification checking, which takes too long, particularly for older people. Participants expressed disapproval of the overnight facilities on the summer run and said people have to sleep on the floor. Participants said that the ferry system is an essential service and should be maintained as part of the provincial highway system. They said cost savings could be found elsewhere, rather than reducing service on mid-coast routes for communities that are as isolated as Bella Bella. Participants reinforced that the ferry is a lifeline for these communities. Participants said there is a need for longer dock times in Port Hardy to accommodate shopping trips. Participants opposed service reductions and said they would be a significant blow to local business and tourism. <ul style="list-style-type: none"> > Participants noted the Discovery Coast was a government initiative. The communities invested in tourism on the understanding that existing ferry service would be maintained. These cuts will significantly reduce their tourism business. > Participants do not support replacement of Route 40 with <i>Nimkish</i> service. The elimination of Route 40 will ensure the brunt of the impacts fall on Bella Bella, Klemtu and Bella Coola, and is unfair to citizens of the central coast. They said the <i>Nimkish</i> will not be able to accommodate all the tourists. Participants said the government has a social contract to provide services to the coast; a government-to-government commitment with First Nations was made and therefore funding of services should be maintained. Participants noted great wealth is coming out of the region's land and sea and the government needs to uphold their side of the contract. Participants questioned why BC Ferries executives are getting high pay and pay increases when those who use the ferry service are being subjected to cuts.

KEY THEME SUMMARY *continued*

MEETING/MEETING TYPE	KEY THEMES
8. Texada Island Public Open House November 25, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants did not support service reductions. Participants stated: <ul style="list-style-type: none"> > The service reductions will have a major economic impact on Texada Island and Powell River. > Service reductions will lower property values and families will move away from Texada Island. > Fewer people will go to Powell River to eat in restaurants and spend their money in the community. > Cultural impacts will occur in their community as a result of the service reductions. Participants were concerned about not being able to get to dinner or the theatre and not being able to see their children participate in school activities and sports in Powell River. > Children will not be able to participate in extracurricular activities in Powell River, such as drama, sports, award ceremonies, night school and graduation ceremonies. > The reductions will affect the ability of Texada Island residents to work in Powell River and get people from Powell River, such as shift workers, to work in the quarry. The service reductions will make it difficult to attract ferry officers and workers. In addition, there is no work for youth on Texada (after-school work is only available in Powell River), so youth on Texada would have fewer opportunities if ferry service is reduced. > The reductions will have a huge impact on the under-18 and under-14 soccer league. The league is positive and exciting, and hundreds of youth will be affected by the service reductions, as they would not be able to make it to games in other communities without staying overnight. Service reductions will significantly increase costs and make sports unaffordable. Participants stated that a socio-economic impact study should have been done before making service reductions. Participants stated that fares are too high, resulting in declining ridership. They said that if fares were cheaper, more people would ride the ferries and the service reductions would not be necessary. The high costs of fares have also reduced tourism and would further increase freight costs. Participants want to see a “reduced-fare card” for isolated communities. Participants felt that BC Ferries should be part of the Ministry of Transportation and Infrastructure, and that the free ferries in the interior should be changed to charge a user fee to help raise money for the overall ferry system. Participants said that the cuts to the seniors’ discount are disrespectful and if BC Ferries needs to save costs they should reduce the number of Executive Board members and cut bonuses. Participants said that free ferry passes for employees are not right. Participants asked that BC Ferries consult with the community on the schedule (produce scenarios) and allow Texada residents to choose the right schedule for them. Some felt a triangle route from Texada to Powell River to Comox would make the most sense.

KEY THEME SUMMARY continued

MEETING/MEETING TYPE	KEY THEMES
9. Powell River Public Open House November 26, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants wanted the ferry system to be part of the highway system. They do not see BC Ferries as a business and think that the <i>Coastal Ferry Act</i> is a failure. Participants did not think that the seniors' discount should be reduced, as seniors have paid taxes all their lives. They did not understand why BC Ferries employees travel for free but seniors will have to pay. Participants suggested that the home port for the ferry be in Powell River as the ferry is for Powell River, not Comox. Participants suggested utilization is not the primary criteria that should be used for service reductions. They said the cuts will have the opposite effect intended and will cause utilization to go down, and in turn decrease revenue again. Participants stated that they would like a bridge that connects them by road to the Lower Mainland, as they are part of the mainland and not an island. Participants did not support service reductions. They stated that: <ul style="list-style-type: none"> > Impacts are too great to justify the savings. > A socio-economic study is necessary, as service reductions would have huge economic, cultural and social impacts. > Ferry service reductions will reduce or eliminate economic activity created by Powell River residents going to other cities, including Nanaimo, Comox and Vancouver. > Cultural activities impacted by service reductions include jazz concerts, school musicals and festivals. Weekend service reductions significantly affect cultural activities. > Ferry service reductions will reduce opportunities for kids and cause people to leave the community. > Weekend reductions will pose very significant challenges to sports teams that are dependent on ferry service, such as youth soccer and Junior A hockey programs in Powell River. It is increasingly difficult to raise funds to travel on expensive ferries. Participants noted that the Premier and the government had said that healthy living is a priority but these cuts undermine the ability for Powell River youth and others to pursue sports and healthy living. Participants stated that fares are too high and that it is unaffordable to travel by ferry. They said high fares and service reductions will put downward pressure on property values, and tourism is declining due to high fares. The Mayor of Powell River asked the engagement team to come back and use another venue so that more people from the community could participate in the Open House.⁶
10. Hornby Island Public Open House November 27, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants stated that fares are too high and that this has caused a significant decline in ridership, putting the viability of their community at risk. Participants were opposed to service reductions, in particular the Friday night sailing. Participants: <ul style="list-style-type: none"> > Stressed the importance of maintaining Friday night sailings for the social and economic well-being of the community. Participants reinforced that the Friday night sailing is crucial for maintaining access to medical services, sports, culture and recreation. > Said the Friday night sailing is crucial for facilitating year-round weekend tourism, which is the foundation of the local economy. They said the \$108,000 in savings is not worth the serious consequences to the local economy. Participants stated that executive compensation levels are unacceptably high, especially given proposed service reductions. Participants were opposed to reducing the seniors' discount. Participants were concerned about the ratio of management to non-management staff within BC Ferries, saying that savings could be achieved by reducing the number of management positions. Participants did not support the provision of free travel passes for BC Ferries board members, former MLAs, and employees. Participants expressed frustration with this engagement and previous consultations on BC Ferries, stating that there has been a lack of responsiveness from the Ministry of Transportation and Infrastructure and from BC Ferries. Participants questioned the utilization numbers presented in the engagement materials, saying that although the ferry is a 30-car ferry, it is full with only 25 cars.

⁶ To ensure participant safety, the fire marshal limited the number of Powell River Open House participants in the meeting room to 375 people. Approximately 500 additional people waited outside and were encouraged to complete the Feedback Form.

KEY THEME SUMMARY *continued*

MEETING/MEETING TYPE	KEY THEMES
11. Denman Island Public Open House November 28, 2013 4:00–7:00pm	<ul style="list-style-type: none"> Participants said that BC Ferries should be returned to the provincial highway system and funded at the same level as highways in B.C. Participants said that they do not like the ferry authority model. Participants stated that fares are too high and that this has caused a significant decline in ridership, putting the economic and social viability of their community at risk. Participants particularly mentioned that property values will decline further if ferry service is reduced. Participants did not support service reductions. They stressed that: <ul style="list-style-type: none"> > The 6:40am and late evening sailings are critical for community members commuting to work and school, as well as for ensuring community members are able to access extracurricular activities for students, social and recreation activities, and medical services. > Ferry service reductions will have profound socio-economic consequences and that the projected cost savings to BC Ferries do not factor in the magnitude of these community consequences. Participants said service reductions would result in a demographic shift, with young people and families leaving the island. > Service reductions will have a negative impact on tourism to Denman and other Gulf Islands. Participants suggested that BC Ferries should do more to grow its business and attract ridership by partnering with local communities. Participants expressed significant frustration with the level of executive compensation and bonuses. Participants said the new cable ferry already provides a cost savings for this run and that those savings should be considered in place of service reductions.
12. Comox (Courtenay) Small Group Meeting November 29, 2013 9:00–11:00am	<ul style="list-style-type: none"> Participants said service reductions will hurt coastal and island economies, particularly the tourism sector, and questioned whether a socio-economic study had been completed. Participants emphasized the need to have early morning and late evening sailings, in particular noting that the elimination of the Friday night sailing to Hornby Island and the 6:40am sailing and evening sailings on the Denman run would have serious consequences for island commuters and children getting to and from activities. Participants said that businesses, especially in the tourism sector, need more notice about service reductions and the cancellation of Route 40. They emphasized that tour companies make bookings more than two years in advance. Participants asked how vehicle capacity on the ships is calculated and questioned whether the utilization charts were correct.

KEY THEME SUMMARY continued

MEETING/MEETING TYPE	KEY THEMES
13. Gibsons Public Open House November 30, 2013 10:00am–1:00pm	<ul style="list-style-type: none"> • Participants stated that fares are unaffordable and fare increases are destructive to communities. They said that due to rising fare prices, utilization has decreased and communities are being eroded. • Participants are opposed to service cuts, especially the Sunday morning sailing, and stated that there should be a hold on all service cuts until meaningful consultation with the community and commuters is done. • Participants felt that the ferry system should be the responsibility of the provincial government, and returned to the provincial highway system. They stated that ferries should be funded in a similar manner as provincial highways. Participants said the ferry board and management should be abolished and the business model changed. • Participants said that BC Ferries is not independent, and the business model should be changed. They said BC Ferries is a contractor and is required to deliver the contract given to them by the government. • Participants said a good ferry system is important to economic development and said a socio-economic study should be done to understand the impacts of these cuts. They felt that a community-by-community needs assessment should be completed before decisions are made about service reductions. • Participants stated that the seniors' discount should not be reduced. They said that many seniors who are on fixed incomes will no longer be able to travel on ferries due to this change, and the economic benefit of seniors using ferries to access shopping or to travel will decrease. • Participants were opposed to gaming on ferries, saying it would encourage people, especially young people, to gamble. • Participants felt that in place of the 6:20am Sunday ferry to Vancouver, there should be a water taxi service. • Participants stated that with the constantly changing ferry schedules, it makes it difficult to integrate the schedule with local transit schedules. Workers take the 6:20am ferry to Vancouver and 5:45pm ferry back – these are key commuter times. • Participants stated that elected officials should be attending the Community Engagement meetings to hear what people are saying. • Participants asked that BC Ferries send a representative to attend the local Regional District meetings.
14. Sandspit Public Open House December 2, 2013 5:00–8:00pm	<ul style="list-style-type: none"> • Participants were concerned about decisions being made without an understanding of the socio-economic impacts of the service reductions. • Participants opposed service reductions and said that: <ul style="list-style-type: none"> > Cutting early and late sailings will further isolate an already struggling community, which relies on the ferry for banking, hospital visits, and high school and social events. > There would be a loss of jobs and businesses that will occur as a result of the planned service reductions. Representatives from a logging operation, fishing guide company, and a guided tour company explained that the 11-hour window would not allow them time – either for a full work day (factoring in travel time to get into the bush and get out and back to the ferry) or to complete a day of fishing or touring, with the distances involved. > Tourism operators were also concerned about the lack of notice, given the fact that many have sold tours and made commitments for the coming tourist season. • Participants want to see BC Ferries returned to the control of government as part of the Ministry of Transportation and Infrastructure. • Participants were very unhappy about the perceived lack of fairness of inland ferry users getting free ferry travel, and suggested that the savings could be found if these ferry users paid for their service.

KEY THEME SUMMARY continued

MEETING/MEETING TYPE	KEY THEMES
15. Queen Charlotte City Public Open House December 3, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants were worried about the health of people in the community, particularly seniors who, if they have to incur additional costs for extra days in Prince Rupert to attend specialist appointments or treatments, will not go. Participants are concerned about loss of jobs due to employees not being able to get to work on time or get home at the end of the day; jobs in tourism, logging and fishing. Participants also complained about the short notice of the engagement and suggested that there be a delay in the decision regarding ferry service reductions so that the community can try to develop some alternative solutions. Participants are concerned about youth losing the ability to participate in programs such as sporting and education trips out of the communities. They said youth will not be able to afford these programs if they cannot get back home at the end of the day. <ul style="list-style-type: none"> > School district representatives were concerned about teachers who go back and forth; specialists and counsellors – often going for after-school sessions – will not be able to provide services if they cannot get back. > Many of the volunteers who work with youth live on one side and travel back and forth to help with youth programs. They believe ferry reductions will kill some of these programs, as volunteers will not be able to get back in the evening. Participants were concerned about the cost of groceries and the quality of food decreasing if trucks have to lay over if the already limited sailings from Prince Rupert are reduced.
16. Masset Public Open House December 4, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants did not support service reductions: <ul style="list-style-type: none"> > Participants said that the consideration of “basic service” is not being met now, and that further reductions to their lifeline are completely unacceptable. > Participants were angry at what they perceive as an unfair reduction in service to a community that is already suffering significant hardship. > Participants said that the cuts in service to Prince Rupert will make a difficult living environment even worse, creating greater challenges for people and businesses that rely on the ferry service to and from Prince Rupert for health care, mail service, groceries and family connections. Many participants urged government to reconsider the way the subsidies for the ferries are allocated. They suggested that the utilization figures put northern communities at a disadvantage because the type of vessel and the distances are so much greater and the population so much smaller. People felt that northern communities should be treated differently – that there should be a regional solution that reflects an understanding of the realities of life in the northern communities. Many participants also felt that the suggested cuts are consistent with a general lack of government services and that the significant contribution of the natural resources of the islands to the provincial economy has not been considered and has not been repaid. Many representatives of the Haida Nation expressed concerns about the importance of the ferries: <ul style="list-style-type: none"> > To the health of their people: elders barely getting by on a pension cannot afford to stay in Prince Rupert extra nights if the sailing is cut. > To maternity care: mothers must travel to Prince Rupert to have their babies. > To attending funerals: which bring together Haida people from all over the territory. > To visiting extended family communities. Participants urged the BC Ferries and Ministry of Transportation and Infrastructure representatives to “carry the message strongly” that Masset needs the ferry at current service levels. Many participants expressed concerns about the high salaries and bonuses being paid to BC Ferries and suggested that there could be savings there that should be put back into the system.

KEY THEME SUMMARY continued

MEETING/MEETING TYPE	KEY THEMES
17. Prince Rupert Public Open House December 5, 2013 5:00–8:00pm	<ul style="list-style-type: none"> • Participants opposed service reductions and said reductions would: <ul style="list-style-type: none"> > Severely hurt the tourism industry and the Prince Rupert economy as well as the economies of coastal communities. > Hurt the residents of Haida Gwaii, who rely on the ferry to bring food and freight. > Impact the residents of Haida Gwaii, who also rely on regular ferry service to access medical services. • Participants said that ferries are critical to the tourism industry and that reliable published schedules are required for the industry. Participants noted that the announcement of cancelled sailings and the elimination of Route 40 is already impacting the tourism industry. • Participants said that fares are too high, resulting in declining ridership. • Participants said the ferries are part of the provincial highway system and should be funded accordingly. Some participants said access to the ferry service is a fundamental right, which the provincial government has an obligation to provide for people living in coastal communities. Some participants from Powell River noted the “fiscal fairness” campaign and said everyone should have equal access to transportation.
18. Salt Spring Island Public Open House December 7, 2013 10:00am–1:00pm	<ul style="list-style-type: none"> • Participants were opposed to service reductions. They expressed frustration and concern about the impacts of the reductions on the community, including: <ul style="list-style-type: none"> > Social impacts: People think that the community will be destroyed if people leave the island because they can no longer commute to their jobs and their kids cannot participate in programs off-island. Many youth athletic programs will not survive if the early and late sailings cannot be adjusted to ensure that athletes and teams can get back to the island after mid-week practices and weekend tournaments. > Economic impacts: Business representatives warned that the costs of impacts to small businesses will outweigh any savings from the service reductions. • Participants are frustrated with what they think is an unfair targeting of coastal communities for relatively small savings, especially in light of the recent announcement and timing of the executive bonus and salary scheme. Participants think that the compensation paid to executives and board of directors should be reviewed before considering service reductions. • Participants are unhappy about the change to the seniors’ discount and cautioned that the company will lose more money because the seniors on fixed incomes will no longer travel and will therefore no longer be paying the fare for their vehicles. • Participants expressed frustration at high fares and asserted that the utilization would be greater if the fares were not so expensive. Participants think that the fares are past the tipping point and that many people would travel more off the island and come to visit more frequently if the fares were more reasonable. • Participants questioned the utilization numbers for the Vesuvius to Crofton run, as they say their actual experience as commuters is completely different than what the numbers would indicate. Participants encouraged BC Ferries’ management to travel on this route to see for themselves.

KEY THEME SUMMARY continued

MEETING/MEETING TYPE	KEY THEMES
19. Quadra Island Public Open House December 9, 2013 6:00–9:00pm	<ul style="list-style-type: none"> Participants were very unhappy that a socio-economic impact study was not done prior to proposing service reductions. People were concerned that the island economy is already struggling and that reductions will cause further job losses, as people will be unable to commute to work on time. Participants said that there should be no service reductions at all. They stated that service reductions will not work to deal with the debt and that there should be a bigger picture review to find a longer term solution to the problem. <ul style="list-style-type: none"> Participants said that the proposed reductions are unfair and discriminatory against coastal communities. People mentioned many expensive transportation infrastructure projects that government is funding in the Lower Mainland and the Interior, and expressed frustration that government will not adequately fund their only mode of transportation. Participants were concerned that the service reductions would drive youth and families with children off the island, as young people would not be able to get to and from social events, sports practices and games, and school functions. Participants felt that management of the ferries should be returned to government in order to properly serve the needs of taxpayers. Participants expressed frustration and anger at perceived misplaced spending priorities and corporate/board salaries in a structure that is profit driven rather than service driven. Participants felt that the loss of the seniors' discount will cause further hardship to people on fixed incomes who are least able to afford the ferries and that this will cause further isolation from families. Participants said that the main reason utilization is down is that fares are too high. They insisted that more people would be travelling if the fares were more reasonable. People also asked that BC Ferries consider the fact that more people are walking on, and that this is a significant factor in understanding vehicle utilization data. Participants were frustrated with the process of announcing a plan and then coming to the community for feedback. Many participants felt that government had already made up its mind and that the process was not respectful of communities.
20. Gabriola Island Public Open House December 10, 2013 5:00–8:00pm	<ul style="list-style-type: none"> Participants said ferries are an essential service, and part of B.C.'s highway system, and should be funded accordingly. Participants do not like the ferry authority model, citing additional costs such as the number of managers and high executive-compensation levels. They said ferries should be returned to the authority of the Ministry of Transportation and Infrastructure. Participants are opposed to service reductions. Participants said early and late sailings are critical for the community. These sailings are important for: <ul style="list-style-type: none"> Children who need to access sports and education activities on Vancouver Island The Gabriola arts community, who rely on visitors to support the island's large arts community People who like to access arts and recreation activities off-island, such as the Port Theatre Commuters who rely on early and late sailings to get to and from work or school Participants said fares are too high, resulting in declining ridership. Participants wanted to speak directly to elected officials. Participants said ferries are a key driver of the economy of coastal communities, and service reductions and high fares will negatively impact coastal businesses and tourism. Participants said they made the decision to live on Gabriola Island based on the current ferry schedule and the availability of ferry service, and that the government has a social contract to continue to supply this service. Participants said the government and BC Ferries are not listening to them – people from Gabriola have made numerous recommendations in the past. Participants said the community wants to work with government and BC Ferries to come to solutions, rather than have an imposed solution (service reductions). Participants from Powell River noted the "fiscal fairness" campaign and said everyone should have equal access to transportation. Participants said there should be a socio-economic impact study before service reductions are considered.

KEY THEME SUMMARY continued

MEETING/MEETING TYPE	KEY THEMES
21. Penelakut Small Group Meeting December 11, 2013 1:00–3:00pm	<ul style="list-style-type: none"> • Participants said that there should be greater consideration given to the needs of their people. Participants reminded government that their ancestors were sent to the island against their will, that very few services are provided to them, and that different governments always pass the buck. • Participants expressed anger and frustration about the high cost of fares for a population that is largely on welfare. • Participants felt that the elimination of the seniors' discount will be very hard on the elders, many of whom are already struggling on fixed incomes. • Participants did not support service reductions. They said that there had been no consultation about the proposed reductions, which will cause hardship to their people. They expressed anger and frustration that government tells, rather than asks. • Participants said that the salaries for BC Ferries' management are too high, and that if the organization was managed properly it could find other ways to save money instead of reducing services.
22. Thetis Island Public Open House December 11, 2013 5:00–8:00pm	<ul style="list-style-type: none"> • Participants were concerned that high fares have been driving down the number of people using the ferries and that the economic survival of the community is at risk. • Participants felt that the island communities are not receiving their share of transportation funding and that the way ferries are funded is unfair in contrast to how transportation infrastructure is funded in the rest of the province. They stressed that the ferry system should be brought back into the Ministry of Transportation and Infrastructure so that serving taxpayers is the priority. • Participants stressed that the community of Thetis is a community of volunteers, and that many of these people (in particular, the young people involved as volunteer first responders) would not be able to continue to provide services if they are driven off the island by reduced ferry service. • Participants were concerned about the reduction in the seniors' discount and felt that this wrongly targets people who can least afford the fare. • Participants were particularly concerned about the specific sailing that was shown in the proposed service reduction plan as being eliminated. When they learned in the meeting that BC Ferries still intended to provide a sailing at that time but to combine it into a triangle route, they were very angry that this information had not been provided in the materials, as the proposed reduction had caused extreme anxiety in the community. • Participants felt there should have been a study regarding the impacts of these reductions prior to being proposed. • Participants expressed skepticism about government's willingness to listen to feedback and frustration about a process that they perceive to be a waste of time and money.
23. Webinar December 18, 2013 1:00–3:00pm	<ul style="list-style-type: none"> • Participants suggested that bringing the coastal ferry system back under the provincial government would allow for more efficient planning. • Participants suggested that BC Ferries should have to publish a schedule two years in advance of any service being provided or changed, particularly in the north.

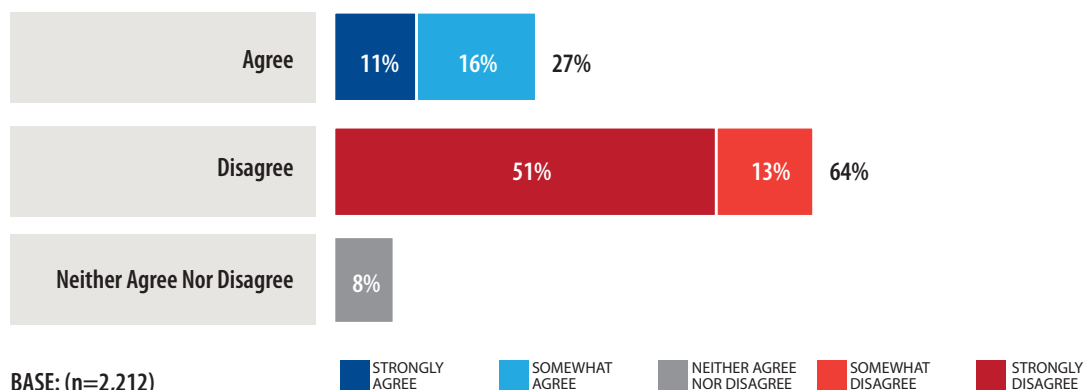
3.2 FEEDBACK FORMS

The following section provides detailed results from input received through the feedback forms.

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.



Note: Totals may not add up to 100% due to rounding.

FEEDBACK FORMS

COMMENTS REGARDING CHANGES TO SENIORS' DISCOUNT

COMMENTS REGARDING CHANGES TO SENIORS' DISCOUNT		TOTAL COMMENTING 1,592
Disagree with Reducing the Seniors' Discount		
> Do not remove the current seniors' discount		899
> Seniors' discount removal will reduce ferry usage/will stop travelling with their vehicles/loss of revenue onboard/at terminals		232
> Skeptical about the \$6 million in savings/BC Ferries is reimbursed for discount by the Ministry of Transportation and Infrastructure/do not believe BC Ferries is losing any money by offering the current seniors' discount		153
> Current discount allows seniors to keep active/social/in touch with family members		106
Agree with Reducing the Seniors' Discount		
> Agree with proposed changes/seniors can afford to travel at new 50% rate/ferry services should be self-sustaining/user pay		251
> Remove seniors' discount altogether/should pay full fare		53
> With an aging population, free travel is not economically sustainable		24
Ferry service is an essential service/coastal and island communities are completely dependent upon ferry service (i.e., economic, quality of life)		233
Should be free/discounted dependent upon socio-economic need (i.e., low income, students, disabled)		199
Discontinue free trips for ferry employees		176
Miscellaneous discount option suggestions (e.g., 50% 2 days per week, free travel 2 days per week)		112
Save costs by reducing administration/management salaries/pensions/compensation		105
Reduce fares/offer discounts/high fares resulting in decreased ridership		98
Operational cost reductions (e.g., crew size, fuel, maintenance, operate like Washington State Ferries, right-size vessels, Powell River berth suggestions)		57
Comments regarding inland ferries (i.e., they should not be free if coastal ferries are user pay)		17

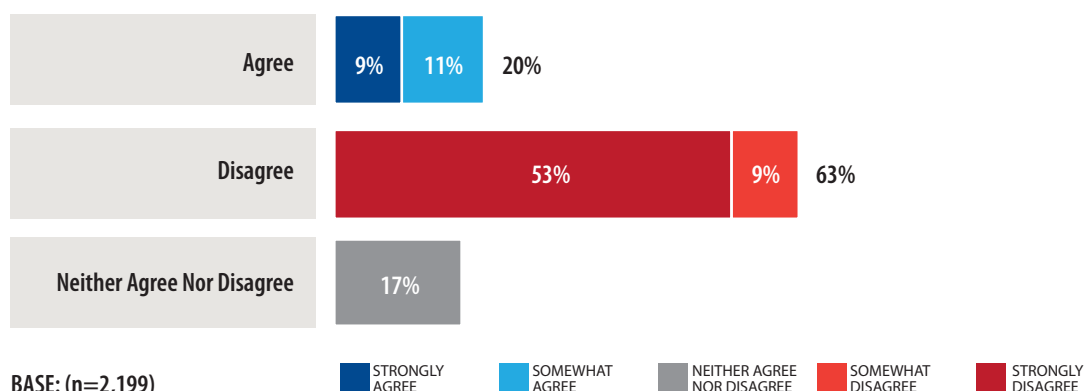
Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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.



Note: Totals may not add up to 100% due to rounding.

FEEDBACK FORMS

COMMENTS REGARDING PERMANENT GAMING ON MAJOR ROUTES

TOTAL COMMENTING 1,333	
Disagree with Permanent Gaming on Major Routes	
> Miscellaneous negative gambling comments (e.g., a “tax on the poor”, immoral)	531
> Gambling takes advantage of addicts/addiction concerns	372
> Inappropriate in a public setting/captive audience/concern about exposing children to gambling	299
> Skeptical of any revenue gains (i.e., would have to hire additional staff, slot machine maintenance)	140
> Too many amenities, cruise ship-style luxury is not needed	125
> Concerned about reduced seating	20
Agree with Permanent Gaming on Major Routes	
> Onboard gambling will keep routes in service/reduce fares	200
> Supportive of gaming/gambling is a personal choice	74
> Need a separate area/monitored/unobtrusive	53
> Slot machines would be a good source of entertainment	32
> Should also have an onboard bar/licensed lounge	19
> Increase revenue by adding services on vessels or at terminals, such as casinos, bars, restaurants and retail services	14
Ferry service is an essential service/coastal and island communities are completely dependent upon ferry service (i.e., economic, quality of life)	108
Save costs by reducing administration/management salaries/pensions/compensation	64
Operational cost reductions (e.g., crew size, fuel, maintenance, operate like Washington State Ferries, right-size vessels, Powell River berth suggestions)	38

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

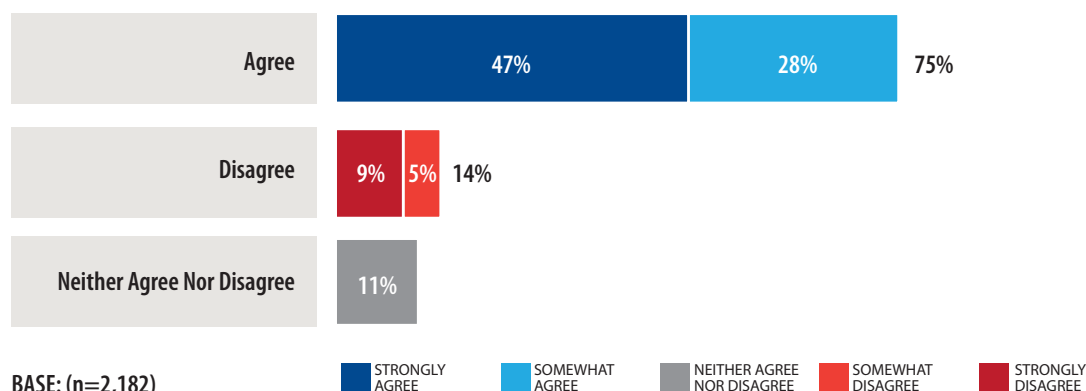
FEEDBACK FORMS

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.⁷

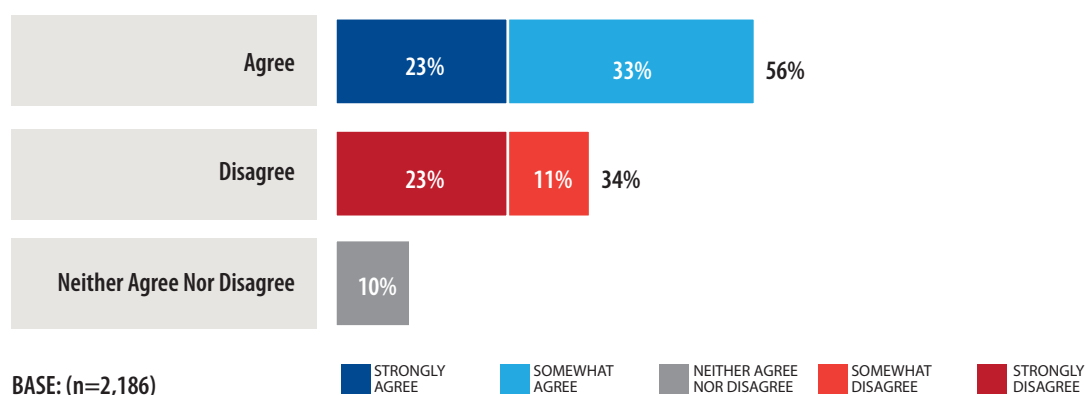
Please indicate your level of agreement with the following:

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



Note: Totals may not add up to 100% due to rounding.

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

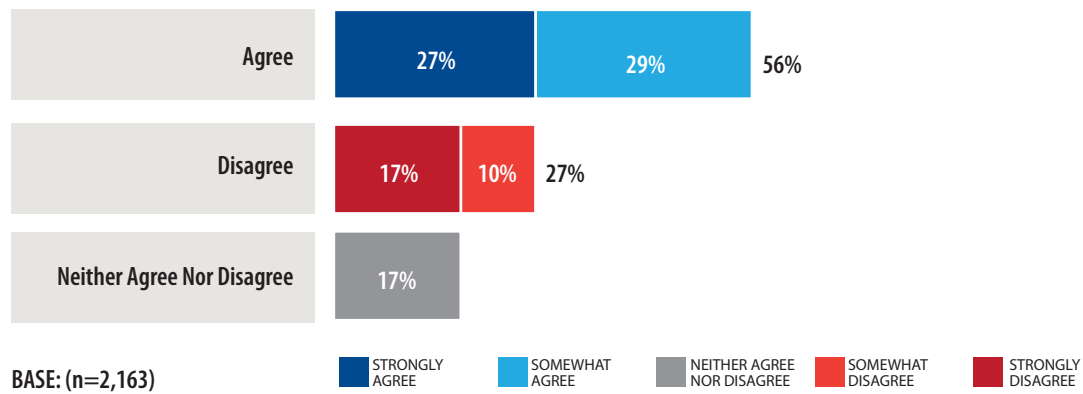


Note: Totals may not add up to 100% due to rounding.

⁷ This multi-year program will be implemented in stages starting in 2015, and is expected to be fully completed in 2017. Implementation of this program will focus on the Major Routes before addressing the Minor and Northern Routes.

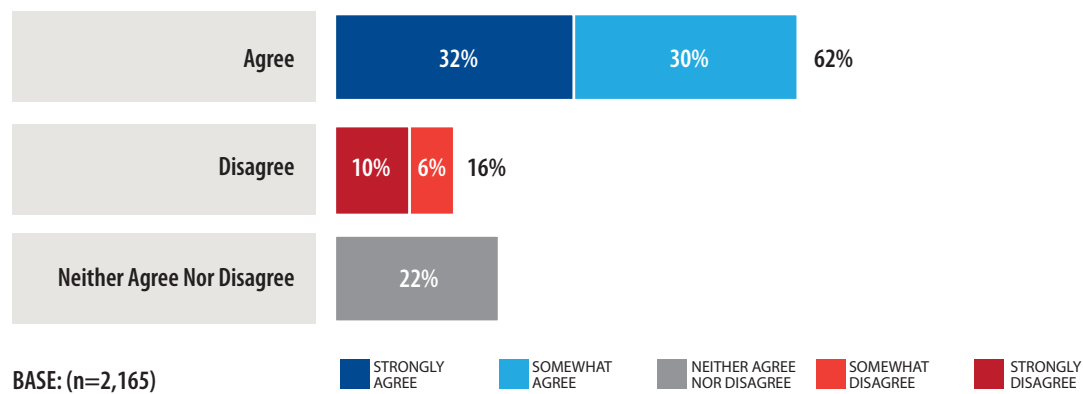
FEEDBACK FORMS

1.5 Discount fares for early bookings.



Note: Totals may not add up to 100% due to rounding.

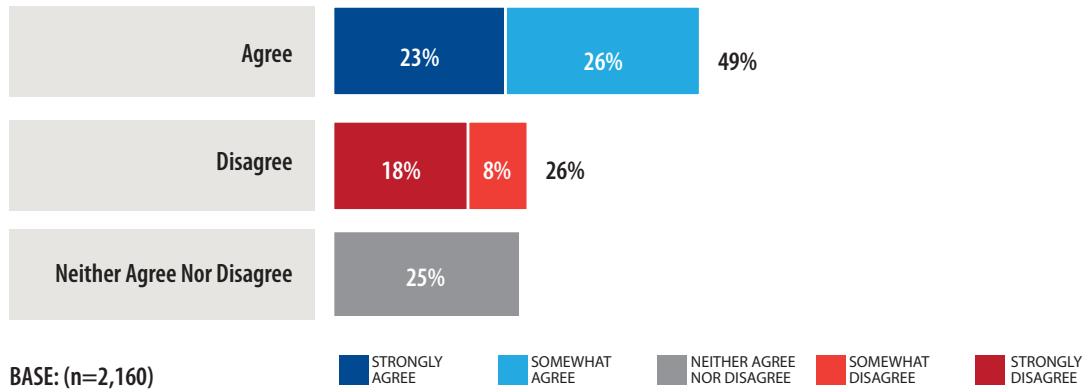
1.6 Ability to purchase, in advance of a sailing, tickets that include a reservation.



Note: Totals may not add up to 100% due to rounding.

FEEDBACK FORMS

1.7 Reservations on minor routes at locations where feasible.



Note: Totals may not add up to 100% due to rounding.

FEEDBACK FORMS

COMMENTS REGARDING RESERVATION FEATURES, TIME-OF-DAY PRICING, AND LOYALTY PROGRAMS

Please provide reasons for your level of agreement:

		TOTAL COMMENTING 830
Disagree with Changes to the Reservation System		
> This is not beneficial to those who cannot afford the reservation fee/remove the reservation fee		261
> Discriminates against those who cannot travel during discounted period		154
> Remove reservation system completely/should be first-come, first-served		78
> Should be offered for all routes/discriminates against residents of small islands/only benefits tourists		68
> Opposed to changes to the reservation system		22
Agree with Changes to the Reservation System		
> Would be more affordable for frequent users		107
> Would be beneficial in planning trips		87
> Would provide guaranteed revenue for the route		78
> Would benefit small, isolated communities		39
> Support changes to reservation system		33
Reduce fares/cannot afford to be a frequent user		109
Coastal/island residents should have special fare rates/preferred boarding		79
Reservation system comments/suggestions		74
Should offer discounts/fares like airlines/cruise lines (i.e., seasonal rates, last-minute discounts, seat sales)		69
There needs to be a limit on the amount of reservations per sailing		65
Fare suggestions (e.g., variable rates, based on vehicle size)		60
There should be no penalty for missed reservations/allow flexibility in changing travel plans		39
Proposed changes will not help BC Ferries make up revenue shortfall		39
Should guarantee priority boarding for connecting trips		29

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

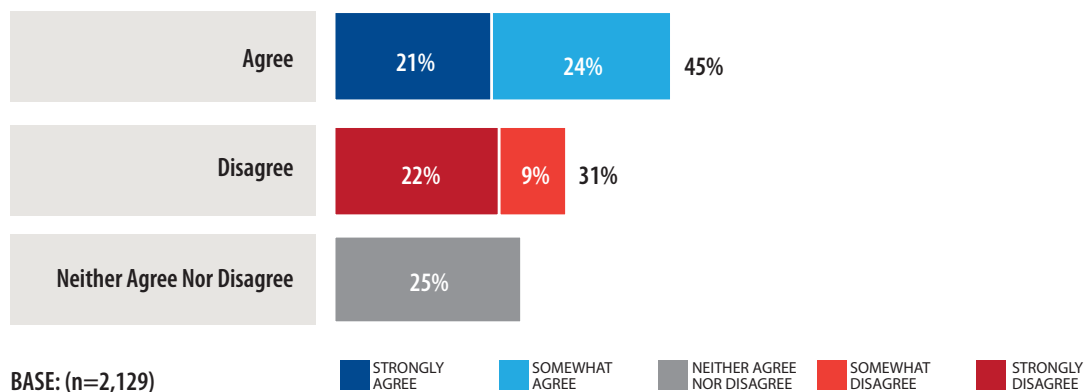
FEEDBACK FORMS

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?

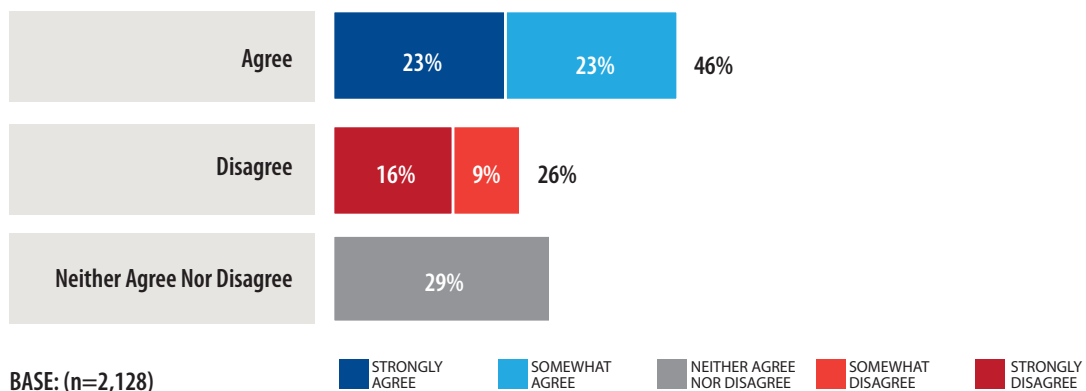
Please indicate your level of agreement with the following:

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



Note: Totals may not add up to 100% due to rounding.

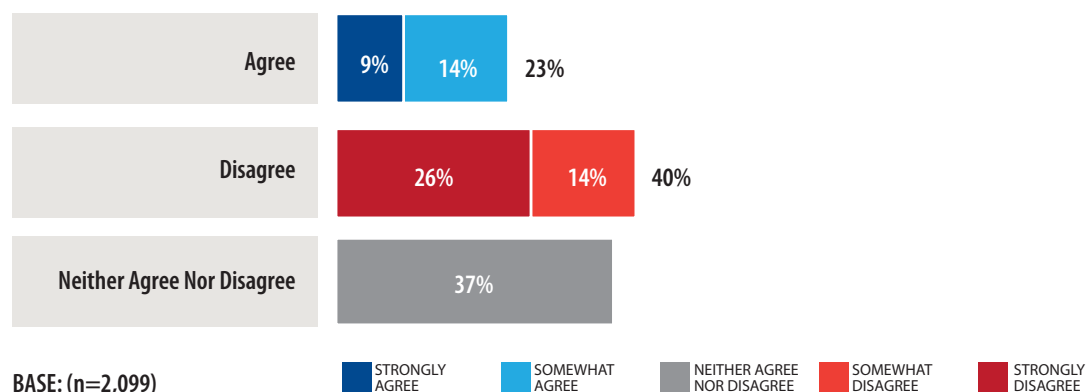
1.9 We need supplemental private passenger-only service at times of day when the ferry service is not running.



Note: Totals may not add up to 100% due to rounding.

FEEDBACK FORMS

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



Note: Totals may not add up to 100% due to rounding.

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

COMMENTS REGARDING SUPPLEMENTAL PRIVATE PASSENGER-ONLY SERVICE	TOTAL COMMENTING 767
Passenger-only service is not necessary	263
Require early morning/late evening service	150
Would require public transit/shuttle service	111
Require reasonable fares	98
Scheduled trips when regular ferry is not running/alternate time	91
Offer direct trips to Vancouver/Nanaimo/Victoria	67
Frequent/regular service throughout the day	57
Offer direct trips to/between the islands	45
Faster travel times than current ferries	27
Weekend/summer tourist season service	27
Needed for medical emergency/last-minute trips	22
Safe/able to operate in rough conditions	18

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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.

COMMENTS REGARDING ROUTE 3 – LANGDALE TO HORSESHOE BAY	TOTAL COMMENTING 290
Disagree with proposed service reduction	163
Agree with proposed service reduction	77
Would negatively impact commuters	65
Proposed service reduction interferes with other ferry connections	44
Would negatively impact sports teams	44
Would negatively impact tourists/leisure travel	40
Alternative service reduction suggestions	35
Will create economic hardship (e.g., loss of business, additional trip costs)	31
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	41
Find savings elsewhere/be more efficient	28
Disagree with service reductions on all routes	27
Powell River berth suggestions	25
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	10
Build a fixed link (bridge or tunnel)	2

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 6 – VESUVIUS HARBOUR TO CROFTON	TOTAL COMMENTING 166
Disagree with proposed service reduction	133
Would negatively impact sports teams	58
Alternative service reduction suggestions	45
Would negatively impact tourists/leisure travel	43
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	42
Would negatively impact commuters	37
Will create economic hardship (e.g., loss of business, additional trip costs)	29
Find savings elsewhere/be more efficient	16
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	16
Agree with proposed service reduction	15
Disagree with service reductions on all routes	8
Proposed service reduction interferes with other ferry connections	8
Build a fixed link (bridge or tunnel)	1

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 7 – EARLS COVE TO SALTERY BAY	TOTAL COMMENTING 332
Disagree with proposed service reduction	239
Will create economic hardship (e.g., loss of business, additional trip costs)	111
Proposed service reduction interferes with other ferry connections	98
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	81
Agree with proposed service reduction	54
Alternative service reduction suggestions	51
Would negatively impact tourists/leisure travel	50
Would negatively impact commuters	39
Powell River berth suggestions	29
Find savings elsewhere/be more efficient	13
Would negatively impact sports teams	12
Disagree with service reductions on all routes	9
Build a fixed link (bridge or tunnel)	4
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	2

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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: 10:00pm 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

COMMENTS REGARDING ROUTE 8 – HORSESHOE BAY TO BOWEN ISLAND	TOTAL COMMENTING
	196
Disagree with proposed service reduction	170
Would negatively impact commuters	81
Alternative service reduction suggestions	59
Would negatively impact tourists/leisure travel	59
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	46
Will create economic hardship (e.g., loss of business, additional trip costs)	40
Find savings elsewhere/be more efficient	29
Would negatively impact sports teams	28
Agree with proposed service reduction	17
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	16
Disagree with service reductions on all routes	4

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 9 – TSAWWASSEN TO SOUTHERN GULF ISLANDS	TOTAL COMMENTING 105
Disagree with proposed service reduction	64
Agree with proposed service reduction	33
Alternative service reduction suggestions	16
Would negatively impact tourists/leisure travel	15
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	14
Find savings elsewhere/be more efficient	11
Would negatively impact commuters	10
Will create economic hardship (e.g., loss of business, additional trip costs)	8
Proposed service reduction interferes with other ferry connections	5
Would negatively impact sports teams	1
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	1

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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 *Nimkish*.

COMMENTS REGARDING ROUTE 10 – PORT HARDY TO MID-COAST TO PRINCE RUPERT	TOTAL COMMENTING 98
Disagree with proposed service reduction	74
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	39
Would negatively impact tourists/leisure travel	30
Find savings elsewhere/be more efficient	19
Will create economic hardship (e.g., loss of business, additional trip costs)	17
Alternative service reduction suggestions	16
Agree with proposed service reduction	15
Would negatively impact commuters	7
Proposed service reduction interferes with other ferry connections	7
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	4
Would negatively impact sports teams	1
Disagree with service reductions on all routes	1

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 11 – SKIDEGATE TO PRINCE RUPERT	TOTAL COMMENTING
	135
Disagree with proposed service reduction	110
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	71
Will create economic hardship (e.g., loss of business, additional trip costs)	46
Would negatively impact tourists/leisure travel	36
Alternative service reduction suggestions	25
Agree with proposed service reduction	20
Find savings elsewhere/be more efficient	17
Would negatively impact sports teams	6
Would negatively impact commuters	5
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	4
Proposed service reduction interferes with other ferry connections	1

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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 Saturday
Departing Comox: 7:15pm Saturday
Departing Powell River: 8:10am Sunday
Departing Powell River: 8:45pm Saturday

COMMENTS REGARDING ROUTE 17 – COMOX TO POWELL RIVER	TOTAL COMMENTING 494
Disagree with proposed service reduction	328
Would negatively impact sports teams	242
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	184
Would negatively impact tourists/leisure travel	137
Powell River berth suggestions	81
Will create economic hardship (e.g., loss of business, additional trip costs)	78
Disagree with service reductions on all routes	73
Find savings elsewhere/be more efficient	59
Alternative service reduction suggestions	52
Would negatively impact commuters	28
Agree with proposed service reduction	26
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	26
Proposed service reduction interferes with other ferry connections	11
Build a fixed link (bridge or tunnel)	2

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 18 – TEXADA ISLAND TO POWELL RIVER	TOTAL COMMENTING 320
Disagree with proposed service reduction	208
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	197
Would negatively impact commuters	118
Would negatively impact sports teams	87
Alternative service reduction suggestions	75
Would negatively impact tourists/leisure travel	71
Find savings elsewhere/be more efficient	63
Will create economic hardship (e.g., loss of business, additional trip costs)	53
BC Ferries are part of the highway system/should always have access	35
Proposed service reduction interferes with other ferry connections	25
Disagree with service reductions on all routes	16
Agree with proposed service reduction	14
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	10
Powell River berth suggestions	1
Build a fixed link (bridge or tunnel)	1

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 19 – GABRIOLA ISLAND TO NANAIMO HARBOUR	TOTAL COMMENTING 321
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	222
Disagree with proposed service reduction	217
Would negatively impact commuters	143
Alternative service reduction suggestions	99
Will create economic hardship (e.g., loss of business, additional trip costs)	90
Find savings elsewhere/be more efficient	82
Would negatively impact tourists/leisure travel	75
Would negatively impact sports teams	51
Disagree with service reductions on all routes	38
Proposed service reduction interferes with other ferry connections	23
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	17
Agree with proposed service reduction	15
Build a fixed link (bridge or tunnel)	14

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 20 – CHEMAINUS TO THETIS TO PENELAKUT	TOTAL COMMENTING
	57
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	27
Disagree with proposed service reduction	21
Find savings elsewhere/be more efficient	19
Would negatively impact commuters	15
Alternative service reduction suggestions	12
Disagree with service reductions on all routes	10
Agree with proposed service reduction	9
Will create economic hardship (e.g., loss of business, additional trip costs)	8
Would negatively impact sports teams	7
Would negatively impact tourists/leisure travel	4
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	2
Build a fixed link (bridge or tunnel)	2
Proposed service reduction interferes with other ferry connections	1

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 21 – BUCKLEY BAY TO DENMAN ISLAND	TOTAL COMMENTING 133
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	79
Disagree with proposed service reduction	56
Would negatively impact commuters	53
Alternative service reduction suggestions	36
Find savings elsewhere/be more efficient	30
Proposed service reduction interferes with other ferry connections	29
Disagree with service reductions on all routes	26
Will create economic hardship (e.g., loss of business, additional trip costs)	20
Would negatively impact sports teams	17
Would negatively impact tourists/leisure travel	15
Agree with proposed service reduction	13
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	10
Build a fixed link (bridge or tunnel)	5

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 22 – HORNBY ISLAND TO DENMAN ISLAND	TOTAL COMMENTING 116
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	66
Alternative service reduction suggestions	45
Disagree with proposed service reduction	41
Will create economic hardship (e.g., loss of business, additional trip costs)	35
Disagree with service reductions on all routes	33
Would negatively impact tourists/leisure travel	29
Would negatively impact commuters	22
Find savings elsewhere/be more efficient	18
Agree with proposed service reduction	11
Proposed service reduction interferes with other ferry connections	8
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	6
Would negatively impact sports teams	4
Build a fixed link (bridge or tunnel)	3

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 23 – QUADRA ISLAND TO CAMPBELL RIVER	TOTAL COMMENTING 144
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	93
Disagree with proposed service reduction	73
Would negatively impact commuters	50
Find savings elsewhere/be more efficient	39
Will create economic hardship (e.g., loss of business, additional trip costs)	33
Alternative service reduction suggestions	26
Would negatively impact sports teams	24
Disagree with service reductions on all routes	23
Would negatively impact tourists/leisure travel	18
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	16
Agree with proposed service reduction	10
Proposed service reduction interferes with other ferry connections	5
Build a fixed link (bridge or tunnel)	2

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

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

COMMENTS REGARDING ROUTE 26 – SKIDEGATE TO ALLIFORD BAY	TOTAL COMMENTING
	131
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	88
Would negatively impact commuters	77
Disagree with proposed service reduction	73
Will create economic hardship (e.g., loss of business, additional trip costs)	37
Alternative service reduction suggestions	32
Find savings elsewhere/be more efficient	31
Disagree with service reductions on all routes	22
Would negatively impact tourists/leisure travel	19
Proposed service reduction interferes with other ferry connections	10
Would negatively impact sports teams	8
Agree with proposed service reduction	7
Build a fixed link (bridge or tunnel)	3
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	2

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

2.16 Route 40 – Port Hardy – Mid-Coast – Bella Coola:

This route will be discontinued. Year-round service by the *Nimkish* 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.

COMMENTS REGARDING ROUTE 40 – PORT HARDY TO MID-COAST TO BELLA COOLA	TOTAL COMMENTING 155
Disagree with proposed service reduction	87
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	71
Would negatively impact tourists/leisure travel	67
Find savings elsewhere/be more efficient	66
Will create economic hardship (e.g., loss of business, additional trip costs)	45
Agree with proposed service reduction	13
Would negatively impact commuters	11
Disagree with service reductions on all routes	10
Alternative service reduction suggestions	5
Proposed service reduction interferes with other ferry connections	5
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	1
Build a fixed link (bridge or tunnel)	1

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

FEEDBACK FORMS

ADDITIONAL COMMENTS

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

	TOTAL COMMENTING 1,651
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/BC Ferries are part of the highway system/should be funded by the entire province	814
Opposed to service reductions on all routes	631
Reduce fares/offer discounts/high fares resulting in decreased ridership	594
Save costs by reducing administration/management salaries/pensions/compensation	501
Operational cost reductions (i.e., crew size, fuel, maintenance, operate like Washington State Ferries, right-size vessels, Powell River berth suggestions)	444
Service reductions will have a negative impact on economy/businesses/tourism/access to employment	408
Service reductions will affect social fabric/communities/result in depopulation	226
Don't like the ferry authority model/ <i>Coastal Ferry Act</i> /BC Ferries should not have been privatized/revert to Crown corporation	180
Comments about the consultation/inadequate consideration of previous feedback/need for additional consultation	165
Comments regarding inland ferries (i.e., they should not be free if coastal ferries are user pay)	132
Too many amenities, cruise ship-style luxury is not needed	131
Anti-government/anti-B.C. Liberal comments	125
End of day/beginning of day sailings should not be reduced	122
Opposed to free ferry passes for employees/retired employees	118
Opposed to reducing seniors' discount	113
Service reductions will impact kids' ability to access extracurricular activities/sports	98
Ferry service should be run like any other business	85
Service reductions will affect access to culture/recreation	76
Service reductions will impact access to health services	70
Build a fixed link (bridge or tunnel)	47
Support service reductions	43
Opposed to gaming (i.e., immoral, takes advantage of addicts)	35
Support passenger-only service	33
Reduce the amount of advertising	24
Increase revenue by adding services on vessels or at terminals, such as casinos, bars, restaurants and retail services	20
Ferry service should be self-sustaining and paid for by the user	18
Service reductions will result in fewer overall users/loss of revenue	18
Reservation system comments (e.g., remove fee, should be reservation only)	13
Support reducing seniors' discount	12
Support changes to the reservation system	11
Miscellaneous comments	19

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

3.3 WRITTEN SUBMISSIONS

In addition to comments on the feedback forms, open-ended feedback was also received in the form of 547 written submissions to the BC Coastal Ferries Community Engagement and 788 written submissions to the Ministry of Transportation and Infrastructure. Of the **1,335 written submissions** received, the following were the most commonly mentioned themes. It should be noted that a submission may have included more than one theme.

1. Opposed to service reductions on all routes (563)
2. Service reductions will have a negative impact on economy/businesses/tourism/access to employment (556)
3. Save costs by reducing administration/management salaries/pensions/compensation (536)
4. Service reductions will affect social fabric/communities/result in depopulation (463)
5. Ferry service is an essential service/coastal communities are completely dependent upon ferry service/BC Ferries are part of the highway system/should be funded by the entire province (373)
6. Opposed to reducing seniors' discount (363)
7. End of day/beginning of day sailings should not be reduced (301)
8. Service reductions will impact kids' ability to access extracurricular activities/sports (275)
9. Reduce fares/offer discounts/high fares resulting in decreased ridership (269)
10. Service reductions will impact access to health services (252)
11. Service reductions will affect access to culture/recreation (242)
12. Anti-government/anti-B.C. Liberal comments (227)
13. Operational cost reductions (i.e., crew size, fuel, maintenance, operate like Washington State Ferries, right-size vessels, Powell River berth suggestions) (211)
14. Opposed to free ferry passes for employees/retired employees (163)
15. Comments regarding inland ferries (i.e., they should not be free if coastal ferries are user pay) (142)
16. Don't like the ferry authority model/*Coastal Ferry Act*/BC Ferries should not have been privatized/revert to Crown corporation (129)
17. Opposed to gaming (i.e., immoral, takes advantage of addicts) (99)
18. Comments about the consultation/inadequate consideration of previous feedback/need for additional consultation (92)
19. Reduction in seniors' discount will reduce ferry usage/stop travelling with vehicles/loss of revenue onboard/at terminals (87)
20. Current full discount allows seniors to keep active/social/in touch with family members (68)
21. Too many amenities, cruise ship-style luxury is not needed (47)
22. Support reducing seniors' discount (43)
23. Service reductions will result in fewer overall users/loss of revenue (40)
24. Support service reductions (37)
25. Build a fixed link (bridge or tunnel) (36)
26. Reservation system comments (e.g., remove fee, should be reservation only) (17)
27. Reduce the amount of advertising (12)
28. Petition Submitted in Opposition of Service Reductions (10)
29. Support gaming/onboard gambling will generate additional funds/keep routes in service/help reduce fares (8)
30. Ferry service should be run like any other business (7)
31. Increase revenue by adding services on vessels or at terminals, such as casinos, bars, restaurants and retail services (5)
32. Ferry service should be self-sustaining and paid for by the user (3)
33. Support passenger-only service (2)
34. Miscellaneous comments (34)

Note: The number of comments may exceed the total commenting, as participants may have commented on more than one topic.

3.4 PUBLIC OPINION POLL

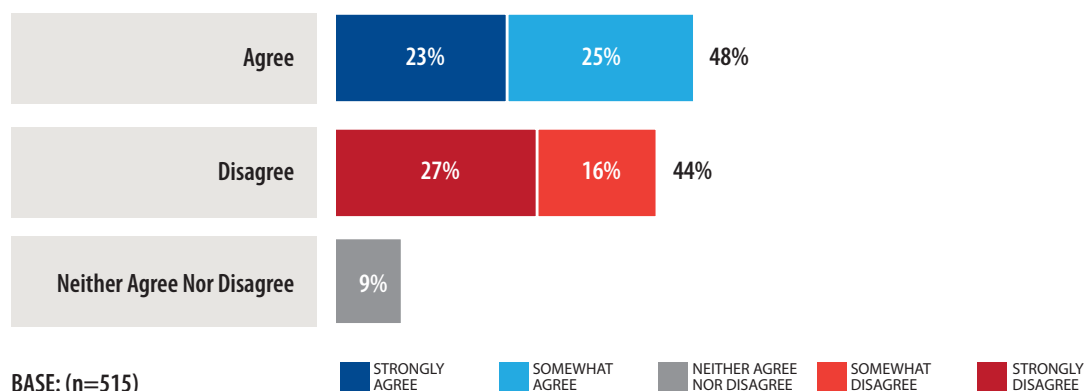
The following section provides detailed results from input received through the public opinion poll.

Note: Engagement participants were mostly comprised of residents of coastal communities and likely to be more frequent users of the ferry service, compared with poll respondents who were comprised of a randomly recruited, representative sample of residents from across British Columbia and so likely to be less frequent users of the ferry service. Therefore it is not surprising that with more experience and detailed knowledge of the ferry service, engagement participants provided a great many more comments regarding service reductions on specific routes than poll respondents as a whole.

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.



Note: Totals may not add up to 100% due to rounding.

PUBLIC OPINION POLL

COMMENTS REGARDING CHANGES TO SENIORS' DISCOUNT

TOTAL COMMENTING 332	
Disagree with Reducing the Seniors' Discount	
> Do not remove the current seniors' discount	164
> Seniors' discount removal will reduce ferry usage/will stop travelling with their vehicles/loss of revenue onboard/at terminals	33
> Current discount allows seniors to keep active/social/in touch with family members	19
> Skeptical about the \$6 million in savings/BC Ferries is reimbursed for discount by the Ministry of Transportation and Infrastructure/do not believe BC Ferries is losing any money by offering the current seniors' discount	14
Agree with Reducing the Seniors' Discount	
> Agree with proposed changes/seniors can afford to travel at new 50% rate/ferry services should be self-sustaining/user pay	68
> Remove seniors' discount altogether/should pay full fare	27
> With an aging population, free travel is not economically sustainable	8
Should be free/discounted dependent upon socio-economic need (i.e., low income, students, disabled)	34
Reduce fares/offer discounts/high fares resulting in decreased ridership	22
Ferry service is an essential service/coastal and island communities are completely dependent upon ferry service (i.e., economic, quality of life)	21
Miscellaneous discount option suggestions (e.g., 50% 2 days per week, free travel 2 days per week)	19
Save costs by reducing administration/management salaries/pensions/compensation	17
Discontinue free trips for ferry employees	16
Operational cost reductions (e.g., crew size, fuel, maintenance, operate like Washington State Ferries, right-size vessels, Powell River berth suggestions)	7
Comments regarding inland ferries (i.e., they should not be free if coastal ferries are user pay)	2

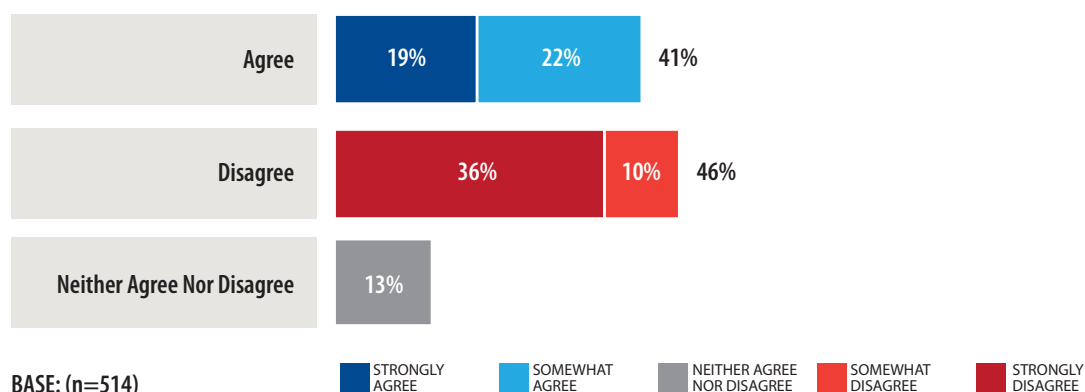
Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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.



Note: Totals may not add up to 100% due to rounding.

COMMENTS REGARDING PERMANENT GAMING ON MAJOR ROUTES

TOTAL COMMENTING
285

Disagree with Permanent Gaming on Major Routes	
> Miscellaneous negative gambling comments (e.g., a "poor tax", immoral)	98
> Gambling takes advantage of addicts/addiction concerns	59
> Inappropriate in a public setting/captive audience/concern about exposing children to gambling	57
> Skeptical of any revenue gains (i.e., would have to hire additional staff, slot machine maintenance)	15
> Too many amenities, cruise ship-style luxury is not needed	9
> Concerned about reduced seating	6
Agree with Permanent Gaming on Major Routes	
> Onboard gambling will keep routes in service/reduce fares	74
> Supportive of gaming/gambling is a personal choice	36
> Slot machines would be a good source of entertainment	25
> Need a separate area/monitored/unobtrusive	23
> Increase revenue by adding services on vessels or at terminals, such as casinos, bars, restaurants and retail services	2
> Should also have an onboard bar/licensed lounge	1
Ferry service is an essential service/coastal and island communities are completely dependent upon ferry service (i.e., economic, quality of life)	5
Save costs by reducing administration/management salaries/pensions/compensation	5
Operational cost reductions (e.g., crew size, fuel, maintenance, operate like Washington State Ferries, right-size vessels, Powell River berth suggestions)	4

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

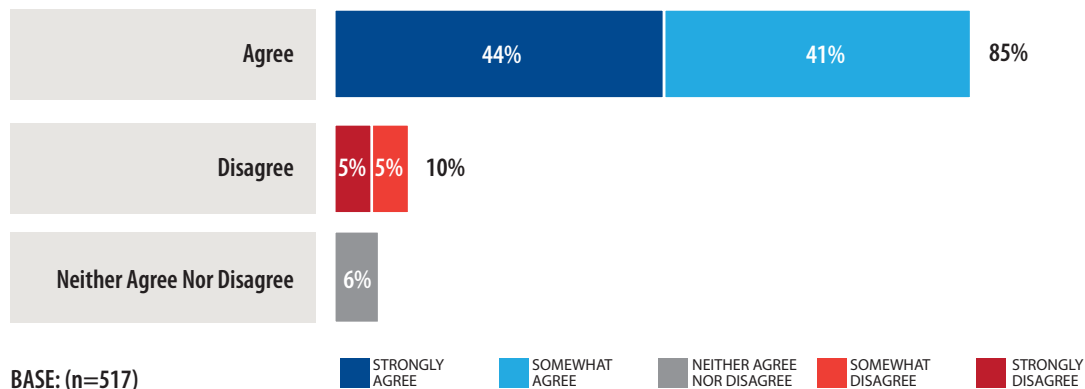
PUBLIC OPINION POLL

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.⁸

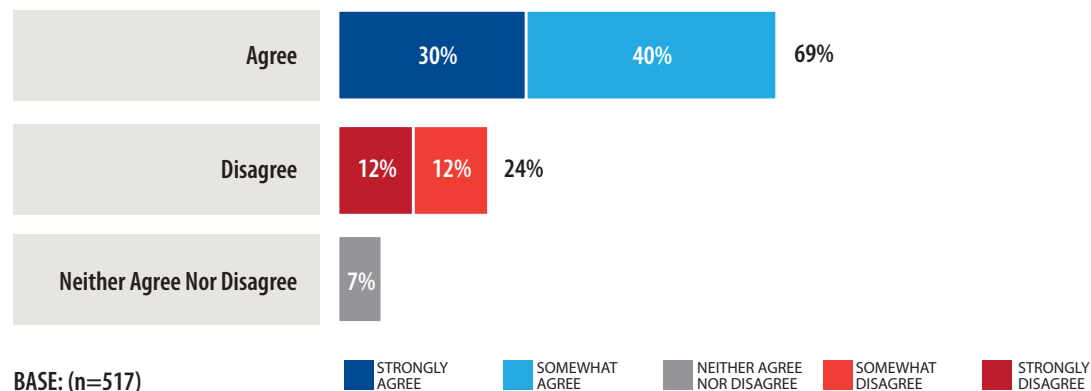
Please indicate your level of agreement with the following:

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



Note: Totals may not add up to 100% due to rounding.

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

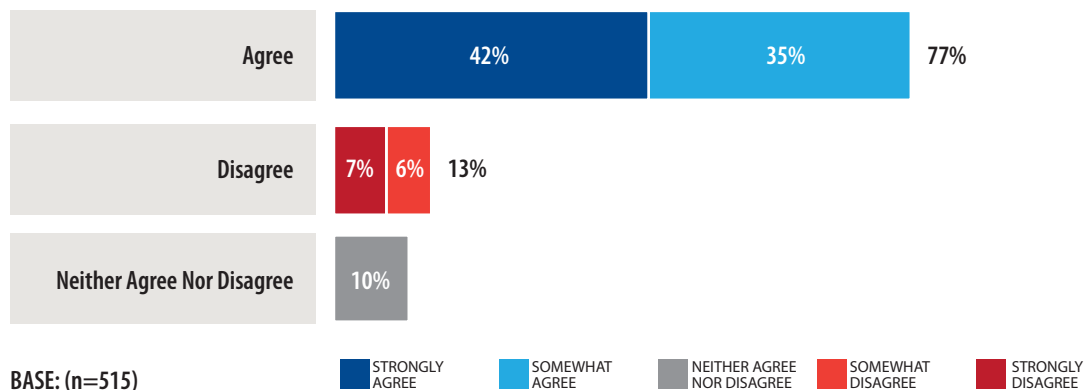


Note: Totals may not add up to 100% due to rounding.

⁸ This multi-year program will be implemented in stages starting in 2015, and is expected to be fully completed in 2017. Implementation of this program will focus on the Major Routes before addressing the Minor and Northern Routes.

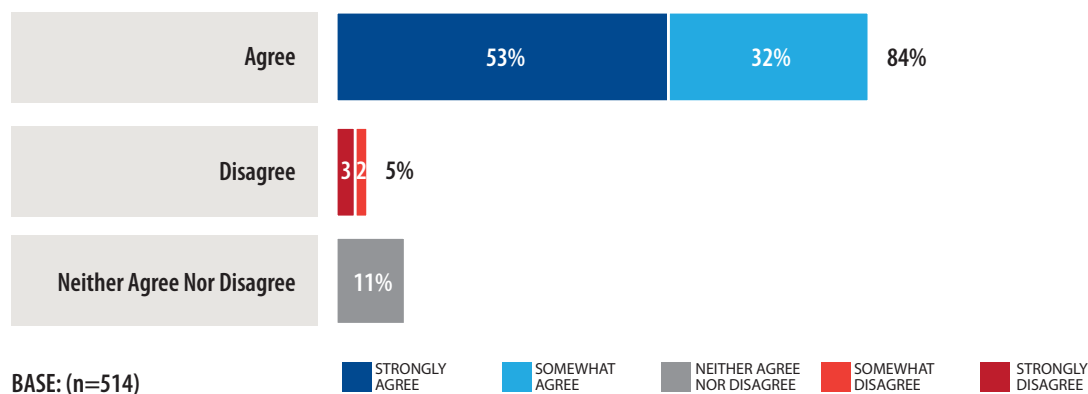
PUBLIC OPINION POLL

1.5 Discount fares for early bookings.



Note: Totals may not add up to 100% due to rounding.

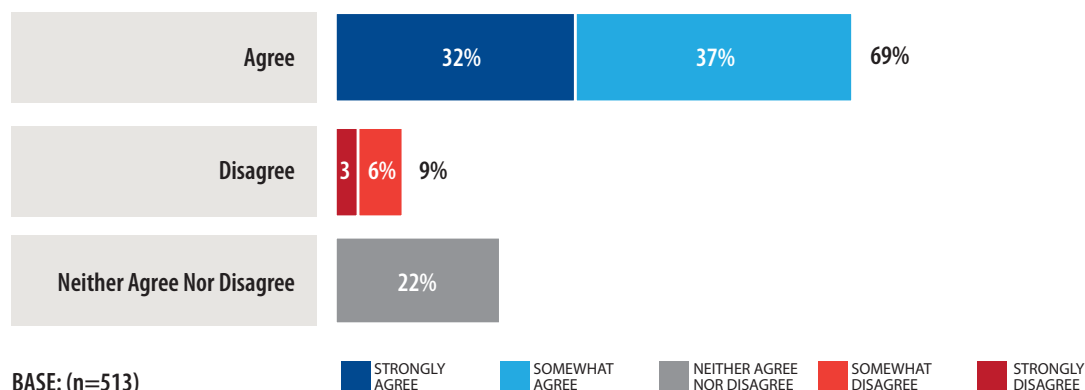
1.6 Ability to purchase, in advance of sailing, tickets that include a reservation.



Note: Totals may not add up to 100% due to rounding.

PUBLIC OPINION POLL

1.7 Reservations on minor routes at locations where feasible.



Note: Totals may not add up to 100% due to rounding.

COMMENTS REGARDING RESERVATION FEATURES, TIME-OF-DAY PRICING, AND LOYALTY PROGRAMS	TOTAL COMMENTING 116
Disagree with Reservation System Changes	
> This is not beneficial to those who cannot afford the reservation fee/remove the reservation fee	25
> Discriminates against those who cannot travel during discounted period	15
> There needs to be a limit on the amount of reservations per sailing	8
> Should be offered for all routes/discriminates against residents of small islands/only benefits tourists	5
> Opposed to changes to the reservation system	2
Agree with Reservation System Changes	
> Would be beneficial in planning trips	20
> Would be more affordable for frequent users	18
> Support changes to reservation system	14
> Would provide guaranteed revenue for the route	13
> Would benefit small, isolated communities	1
Should offer discounts/fares like airlines/cruise lines (i.e., seasonal rates, last-minute discounts, seat sales)	23
Reduce fares/cannot afford to be a frequent user	15
There should be no penalty for missed reservations/allow flexibility in changing travel plans	9
Reservation system comments/suggestions	8
Remove reservation system completely/should be first-come, first-served	6
Coastal/island residents should have special fare rates/preferred boarding	5
Proposed changes will not help BC Ferries make up revenue shortfall	4
Fare suggestions (e.g., variable rates, based on vehicle size)	3
Should guarantee priority boarding for connecting trips	2

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

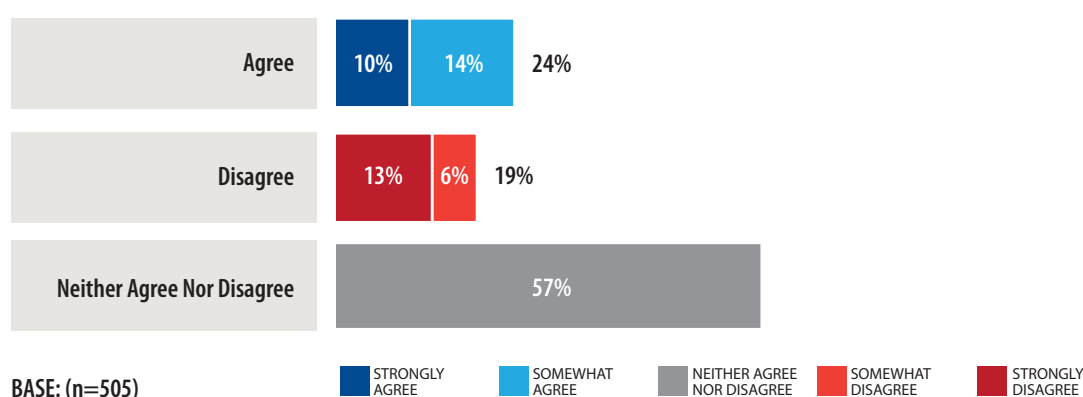
PUBLIC OPINION POLL

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?

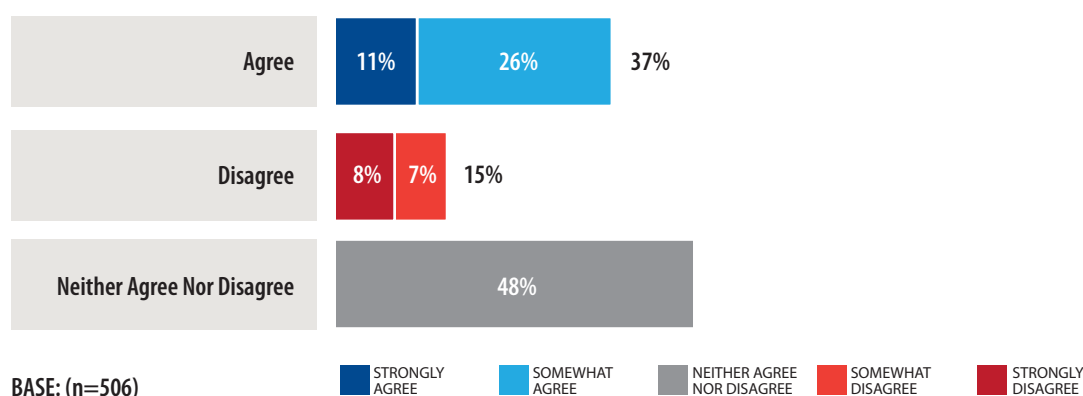
Please indicate your level of agreement with the following:

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



Note: Totals may not add up to 100% due to rounding.

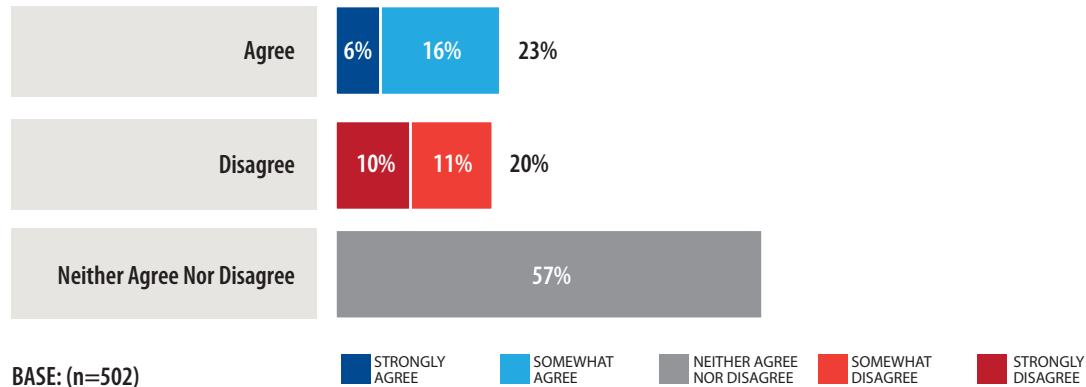
1.9 We need supplemental private passenger-only service at times of day when the ferry service is not running.



Note: Totals may not add up to 100% due to rounding.

PUBLIC OPINION POLL

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



Note: Totals may not add up to 100% due to rounding.

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

COMMENTS REGARDING SUPPLEMENTAL PRIVATE PASSENGER-ONLY SERVICE	TOTAL COMMENTING
	18
Require reasonable fares	4
Offer direct trips to Vancouver/Nanaimo/Victoria	4
Passenger-only service is not necessary	3
Faster travel times than current ferries	3
Require early morning/late evening service	2
Would require public transit/shuttle service	2
Scheduled trips when regular ferry is not running/alternate time	2
Frequent/regular service throughout the day	2
Weekend/summer tourist season service	2
Safe/able to operate in rough conditions	2
Offer direct trips to/between the islands	1
Needed for medical emergency/last-minute trips	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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.

COMMENTS REGARDING ROUTE 3 – LANGDALE TO HORSESHOE BAY	TOTAL COMMENTING
	48
Agree with proposed service reduction	33
Disagree with proposed service reduction	11
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	5
Would negatively impact commuters	4
Alternative service reduction suggestions	4
Find savings elsewhere/be more efficient	2
Powell River berth suggestions	2
Proposed service reduction interferes with other ferry connections	1
Would negatively impact sports teams	1
Would negatively impact tourists/leisure travel	1
Will create economic hardship (e.g., loss of business, additional trip costs)	1
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	2
Build a fixed link (bridge or tunnel)	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 6 – VESUVIUS HARBOUR TO CROFTON	TOTAL COMMENTING
	20
Disagree with proposed service reduction	10
Agree with proposed service reduction	5
Alternative service reduction suggestions	5
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	4
Would negatively impact commuters	3
Would negatively impact tourists/leisure travel	3
Find savings elsewhere/be more efficient	2
Would negatively impact sports teams	2
Will create economic hardship (e.g., loss of business, additional trip costs)	2

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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: 1 0:05pm Daily
Departing Saltery Bay: 9:15pm Daily

COMMENTS REGARDING ROUTE 7 – EARLS COVE TO SALTERY BAY	TOTAL COMMENTING
	14
Agree with proposed service reduction	7
Disagree with proposed service reduction	5
Alternative service reduction suggestions	4
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	4
Would negatively impact commuters	2
Proposed service reduction interferes with other ferry connections	2
Will create economic hardship (e.g., loss of business, additional trip costs)	2
Find savings elsewhere/be more efficient	1
Would negatively impact tourists/leisure travel	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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: 10:00pm 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

COMMENTS REGARDING ROUTE 8 – HORSESHOE BAY TO BOWEN ISLAND	TOTAL COMMENTING
	23
Disagree with proposed service reduction	17
Agree with proposed service reduction	5
Would impact commuters	5
Alternate service reduction suggestions	4
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	3
Would impact sports teams	2
Would impact tourists/leisure travel	2
Will create economic hardship (e.g., loss of business, additional trip costs)	1
Find savings elsewhere/be more efficient	1
Build a fixed link (bridge or tunnel)	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 9 – TSAWWASSEN TO SOUTHERN GULF ISLANDS	TOTAL COMMENTING
	43
Agree with proposed service reduction	25
Disagree with proposed service reduction	15
Will create economic hardship (e.g., loss of business, additional trip costs)	5
Would negatively impact tourists/leisure travel	4
Alternative service reduction suggestions	2
Would negatively impact commuters	1
Find savings elsewhere/be more efficient	1
Proposed service reduction interferes with other ferry connections	1
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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 *Nimkish*.

COMMENTS REGARDING ROUTE 10 – PORT HARDY TO MID-COAST TO PRINCE RUPERT	TOTAL COMMENTING 19
Disagree with proposed service reduction	14
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	6
Agree with proposed service reduction	5
Alternative service reduction suggestions	5
Will create economic hardship (e.g., loss of business, additional trip costs)	5
Would negatively impact tourists/leisure travel	2
Find savings elsewhere/be more efficient	1
Proposed service reduction interferes with other ferry connections	1
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	1
Would negatively impact commuters	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 11 – SKIDEGATE TO PRINCE RUPERT	TOTAL COMMENTING
	15
Disagree with proposed service reduction	11
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	6
Agree with proposed service reduction	3
Alternative service reduction suggestions	2
Will create economic hardship (e.g., loss of business, additional trip costs)	2
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	1
Would negatively impact commuters	1
Find savings elsewhere/be more efficient	1
Would negatively impact tourists/leisure travel	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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 Saturday
Departing Comox: 7:15pm Saturday
Departing Powell River: 8:10am Sunday
Departing Powell River: 8:45pm Saturday

COMMENTS REGARDING ROUTE 17 – COMOX TO POWELL RIVER	TOTAL COMMENTING 17
Agree with proposed service reduction	7
Disagree with proposed service reduction	3
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	3
Alternative service reduction suggestions	2
Find savings elsewhere/be more efficient	2
Would negatively impact commuters	1
Powell River berth suggestions	1
Would negatively impact sports teams	1
Will create economic hardship (e.g. loss of business, additional trip costs)	1
Disagree with service reductions on all routes	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 18 – TEXADA ISLAND TO POWELL RIVER	TOTAL COMMENTING 12
Find savings elsewhere/be more efficient	5
Agree with proposed service reduction	4
Disagree with proposed service reduction	3
Would negatively impact commuters	2
Alternative service reduction suggestions	2
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	2
Would negatively impact sports teams	1
Will create economic hardship (e.g., loss of business, additional trip costs)	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 19 – GABRIOLA ISLAND TO NANAIMO HARBOUR	TOTAL COMMENTING 16
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	5
Disagree with service reductions on all routes	5
Disagree with proposed service reduction	3
Would negatively impact commuters	3
Alternative service reduction suggestions	3
Find savings elsewhere/be more efficient	3
Build a fixed link (bridge or tunnel)	3
Agree with proposed service reduction	2
Will create economic hardship (e.g., loss of business, additional trip costs)	2
Would negatively impact sports teams	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 20 – CHEMAINUS TO THETIS TO PENELAKUT	TOTAL COMMENTING
	11
Agree with proposed service reduction	6
Find savings elsewhere/be more efficient	4
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	4
Disagree with proposed service reduction	2
Would negatively impact commuters	2
Alternative service reduction suggestions	1
Would negatively impact sports teams	1
Will create economic hardship (e.g., loss of business, additional trip costs)	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 21 – BUCKLEY BAY TO DENMAN ISLAND	TOTAL COMMENTING
	16
Find savings elsewhere/be more efficient	8
Disagree with proposed service reduction	5
Agree with proposed service reduction	3
Would negatively impact commuters	3
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	3
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	1
Alternative service reduction suggestions	1
Proposed service reduction interferes with other ferry connections	1
Would negatively impact tourists/leisure travel	1
Will create economic hardship (e.g., loss of business, additional trip costs)	1
Build a fixed link (bridge or tunnel)	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 22 – HORNBY ISLAND TO DENMAN ISLAND	TOTAL COMMENTING
	17
Disagree with proposed service reduction	8
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	5
Agree with proposed service reduction	4
Alternative service reduction suggestions	2
Find savings elsewhere/be more efficient	2
Will create economic hardship (e.g., loss of business, additional trip costs)	2
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	1
Would negatively impact commuters	1
Disagree with service reductions on all routes	1
Build a fixed link (bridge or tunnel)	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 23 – QUADRA ISLAND TO CAMPBELL RIVER	TOTAL COMMENTING
	17
Agree with proposed service reduction	9
Find savings elsewhere/be more efficient	4
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	4
Disagree with proposed service reduction	3
Will create economic hardship (e.g., loss of business, additional trip costs)	3
Disagree with service reductions in general	2
Would negatively impact commuters	2
Alternative service reduction suggestions	2
Would negatively impact sports teams	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

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

COMMENTS REGARDING ROUTE 26 – SKIDEGATE TO ALLIFORD BAY	TOTAL COMMENTING 13
Find savings elsewhere/be more efficient	5
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	5
Agree with proposed service reduction	4
Disagree with proposed service reduction	4
Would negatively impact commuters	4
Will create economic hardship (e.g., loss of business, additional trip costs)	2
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	1
Alternative service reduction suggestions	1
Proposed service reduction interferes with other ferry connections	1
Would negatively impact sports teams	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

2.16 Route 40 – Port Hardy – Mid-Coast – Bella Coola:

This route will be discontinued. Year-round service by the *Nimkish* 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.

COMMENTS REGARDING ROUTE 40 – PORT HARDY TO MID-COAST TO BELLA COOLA	TOTAL COMMENTING
	19
Find savings elsewhere/be more efficient	13
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	9
Disagree with proposed service reduction	5
Agree with proposed service reduction	4
Skeptical of usage data (i.e., inaccurate, does not include foot passengers)	3
Would negatively impact commuters	1

Note: The number of comments may exceed the total commenting, as poll respondents may have commented on more than one topic.

PUBLIC OPINION POLL

ADDITIONAL COMMENTS

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

	TOTAL COMMENTING 184
Reduce fares/offer discounts/high fares resulting in decreased ridership	56
Ferry service is an essential service/coastal communities are completely dependent upon ferry service/ BC Ferries are part of the highway system/should be funded by the entire province	55
Save costs by reducing administration/management salaries/pensions/compensation	49
Operational cost reductions (i.e., crew size, fuel, maintenance, operate like Washington State Ferries, right-size vessels, Powell River berth suggestions)	35
Opposed to service reductions on all routes	29
Support service reductions	25
Don't like the ferry authority model/ <i>Coastal Ferry Act</i> /BC Ferries should not have been privatized/revert to Crown corporation	14
Too many amenities, cruise ship-style luxury is not needed	14
Comments about the consultation/inadequate consideration of previous feedback/need for additional consultation	13
Ferry service should be self-sustaining and paid for by the user	12
Build a fixed link (bridge or tunnel)	11
Service reductions will have a negative impact on economy/businesses/tourism/access to employment	10
Service reductions will affect social fabric/communities/result in depopulation	10
Ferry service should be run like any other business	10
Increase revenue by adding services on vessels or at terminals, such as casinos, bars, restaurants and retail services	7
Opposed to gaming (i.e., immoral, takes advantage of addicts)	6
Opposed to reducing seniors' discount	6
Opposed to free ferry passes for employees/retired employees	5
Anti-government/anti-B.C. Liberal comments	5
Comments regarding inland ferries (i.e., they should not be free if coastal ferries are user pay)	3
Support reducing seniors' discount	3
Support changes to the reservation system	3
Support passenger-only service	2
Reduce the amount of advertising	1
Reservation system comments (e.g., remove fee, should be reservation only)	1
End of day/beginning of day sailings should not be reduced	1
Service reductions will affect access to culture/recreation	1
Service reductions will impact access to health services	1
Service reductions will result in fewer overall users/loss of revenue	1
Miscellaneous comments	1

