

Proposed Belleville Terminal Redevelopment Project **Public Engagement Summary**

September 20 – October 20, 2022



BRITISH
COLUMBIA

Territorial Acknowledgement

The Province of B.C. acknowledges the proposed Belleville Terminal Redevelopment Project is located on the traditional territory of the Lekwungen Peoples, also known today as the Esquimalt and Songhees Nations.

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The Ministry of Transportation and Infrastructure (the ministry) has conducted Indigenous, stakeholder and public engagement to inform the development of a business case for the proposed Belleville Terminal Redevelopment Project (the Project). This report summarizes the stakeholder and public engagement results. The Project's business case will propose a safe, secure, state-of-the-art international terminal for the Clipper and the Coho ferries – and their passengers and goods – that operate in between Victoria B.C.'s, Inner Harbour and their connecting ports in the United States.

As part of the development of a business case for the Project, the Province is committed to ensuring government policies, programs, and services are working for all people in B.C., including traditionally underrepresented groups.

Public engagement ran from September 20 to October 20, 2022, and included focused discussions with 26 stakeholder groups (Appendix A), a project webpage, an engagement website, several social media posts, an online survey, and a public open house. The open house was held on September 27, 2022, at the Victoria Conference Centre where the public could learn about the project, ask questions, and fill out the survey in person.

A total of **507 respondents completed the survey** between September 20 and October 20, 2022. Key results include:

- **88% of respondents were supportive** of the proposed Belleville Terminal Redevelopment Project.
 - Support for the project among respondents who self-identified as visible minority, Indigenous person, person with diverse cognitive abilities, person with diverse physical abilities, LGBTQ2S+ and newcomers to Canada was consistent with the general result.
- **87% of respondents indicated that they felt informed about the proposed project** after reviewing public engagement materials whereas only 60% were familiar with the project beforehand.
- **The top 3 public amenities** respondents would like to see included at a new terminal include **outdoor washrooms for public use, water stations, and public parking spaces**.
- **The top 3 secondary commercial revenue opportunities** respondents would like to see included at a new terminal include a **restaurant, taxi and ride-hail staging areas, and concessions including vending machines**.

Overview

The current Belleville International Ferry Terminal (Belleville Terminal) is an international marine vehicle and passenger terminal owned by the British Columbia Transportation Financing Authority (BCTFA) and managed by the ministry. It provides cross-border vehicle and passenger transportation services between Vancouver Island and Washington State, and serves as an important gateway for international goods and services. FRS Clipper Navigation Inc. (Clipper) operates the Clipper vessel, which is a foot-passenger-only service between Seattle and Victoria. Black Ball Ferry Line (Black Ball) operates the Motor Vessel Coho (Coho), which provides foot-passenger and vehicle service between Port Angeles and Victoria. In 2019, the Belleville Terminal supported approximately 2,200 jobs, processed more than 680,000 travelers and contributed \$57 million in Federal and Provincial government tax revenues.

Need for Investment

The existing Belleville terminal does not comply with the Canada-US Land, Rail, Marine, and Air Transport Preclearance Agreement (LRMA) and if not upgraded, it will result in:

- Removal of US Customs and Border Protection services from Vancouver Island
- Existing ferry operations being shut down and/or significantly reduced
- Significant losses to small businesses & industries
- Significant job losses

As well, current terminal operations and goods processing facilities are inefficient and need to be addressed while aging infrastructure require improvements to ensure public safety and effective terminal operations.

Project Scope

PHASE 1 SCOPE

- Construction of a temporary terminal in the Steamship Building and wharf to accommodate Clipper and US Customs and Border Protection, with Black Ball and Canadian Border Services Agency continuing to utilize existing facilities.

PHASE 2 SCOPE

- Demolition of existing Clipper terminal infrastructure
- Construction of a new pre-clearance terminal building with modern border security standard
- Replacement of ageing wharf facilities
- Construction of a new commercial goods processing facility
- New accessible terminal building to be LEED Gold, all electric building with mass timber components.

Project Benefits

SAFETY AND SECURITY

New terminal will comply with all the required safety and pre-clearance border control measures under the Canada-US Land, Rail, Marine, and Air Transport Preclearance Agreement (LRMA). It will also maximize capacity to be flexible and adaptable to future changes in security and user requirements.

ECONOMIC

The Belleville Terminal is an international gateway for goods, services, and passengers that drives the regional, provincial, and national economies. A new terminal is anticipated to support \$257 million in visitor spending and 3,200 jobs a year in 20 years.

TOURISM

More than 680,000 passengers travelled through the Belleville Terminal in 2019 and they spent approximately \$174 million in the Greater Victoria Region, which generated \$268 million in provincial economic output and \$155 million in provincial gross domestic product (GDP). As well, Belleville Terminal generates 220,000 overnight visitors and sells over 16,000 vacation packages annually to their passengers, all of which are provided by local businesses in Victoria.

RECONCILIATION

The Province is working collaboratively with the Songhees and Esquimalt Nations to identify opportunities to showcase the cultural and geographical significance of the project's location in Victoria's Inner Harbour. The project will support short and long-term economic development opportunities for Indigenous groups.

SUSTAINABLE AND ADAPTABLE DEVELOPMENT

The project will incorporate the highest energy efficiency standards and resiliency standards for a changing climate while reducing greenhouse gas emissions, mitigating site contamination, and integrating renewable materials into its design. It will also help grow the skilled labour workforce through apprenticeships and skills training, including employment opportunities for Indigenous peoples, women and underrepresented groups. As well, the project will incorporate GBA+ and barrier-free accessibility principles to provide a safe, equitable, and accessible transportation facility with strong community presence and accessible multimodal connections.

Overview

The ministry has engaged with over 26 stakeholder groups and organizations (Appendix A) to provide information about the Project and gather input and feedback to help shape the future of the project. These groups were identified through a combination of research, advice from key partners including City of Victoria staff, recommendations from participants, and other sources. Feedback received thus far has been overwhelmingly positive.

Key themes that will be integrated into the business case include a desire for the terminal to be universally accessible and developed as a mobility hub. The ministry will review and consider all feedback as the Project advances.

The ministry also met with four Members of the Legislative Assembly (MLAs) and one federal Member of Parliament (MP). The ministry will continue to engage with interested and impacted stakeholders and gather feedback throughout the subsequent phases of the Project.

Next Steps

Subject to business case approval, and as the Project advances, the ministry will develop and implement a new engagement and communications strategy for major Project milestones including Project approval, procurement, terminal design planning and the launch of construction.



Overview

Public engagement was held to provide the community with information about the project and gather feedback. This engagement consisted of hosting an open house and offering an online survey, with additional project information posted online.

Open House

On September 27, 2022, a public open house was held at the Victoria Conference Centre from 2:00 p.m. to 7:30 p.m., and was attended by 72 people. Presentation boards (Appendix B) were on display, and each board was accompanied by a subject matter expert.

This open house was designed so visitors could review information about the project and ask subject matter experts questions as they arose. Quick Response (QR) codes were printed on posters and placed in the doorways so visitors could fill out the survey at any point during their visit. Additionally, printed surveys and iPads were available on-site during the open house for the public to provide their feedback. In total, there were seven printed surveys and 13 digital surveys completed during the open house.

The open house was promoted by [news release](#) and on [Twitter](#). Media representatives from a number of local news organizations were present at the open house to continue their coverage of the Project's engagement.

Feedback gathered during the open house was generally positive and included key themes such as accessibility for all active transportation options, terminal design, and terminal construction noise and traffic concerns.

Survey

The online survey was live from September 20, 2022 to October 20, 2022, and received a total of 507 responses. Eight project questions and four demographic questions

were asked (Appendix C). Project questions focused on gathering information about people's awareness and feelings about of the Project. Two of the project questions asked people to rank the amenities (public and commercial revenue) they would like to see at the new terminal and gave the option to submit a custom-written answer for additional amenities not listed.

The online survey was promoted on the ministry's [website](#), [Twitter](#) and posters displayed in the open house.

Feedback gathered from the more than 500 survey responses showed overwhelming support for the project, gave good insight into the amenities that people would like to see, and helped gauge the public's awareness of the project.

Website

[An engagement website](#) (Figure 2) was created to inform the public about the proposed Project. The website also linked to presentation boards (Appendix B), the online survey, and the Project webpage.

From September 20 to October 20, 2022:

- The engagement website received 1,115 visits,
- Top referral methods were direct website links, google, and the news release, and
- Presentation boards were downloaded 40 times.

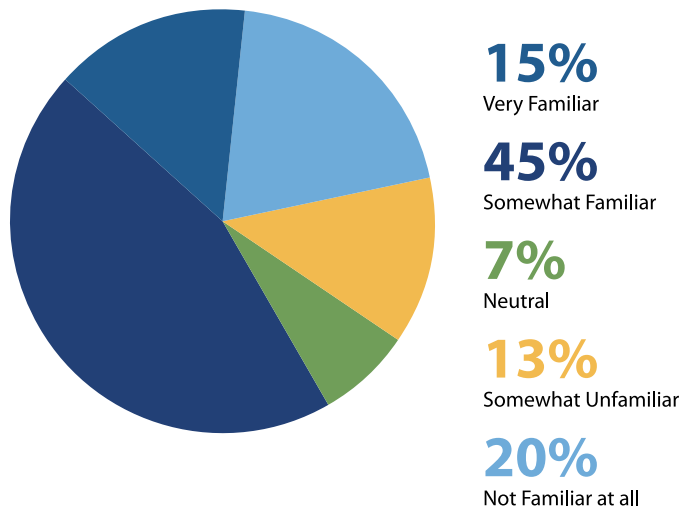
Analysis of the survey's eight Project questions and four demographic questions follows in the next section.

To analyze the feedback responsibly and inclusively, demographic questions were asked to both assess the representativeness of responses and identify preferences of different groups. Any significant differences across these groups are highlighted in the details below.

Project Question 1

Before today, how familiar were you with the Belleville Redevelopment Project?

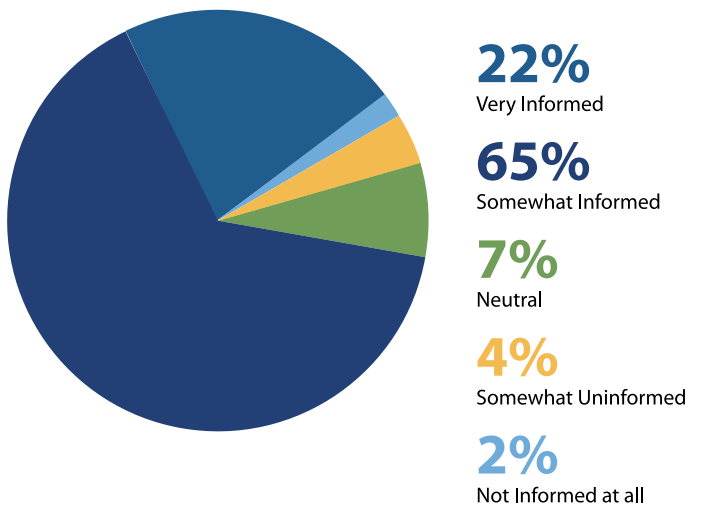
Most respondents (60%) were either “Somewhat familiar” or “Very familiar” with the Project. However, awareness of the Project was significantly lower for those respondents who had never used either ferry service (Coho or Clipper) at 43% (“Somewhat familiar” and “Very familiar”). Additionally, those that self-identified as LGBTQ2S+ or “Newcomers to Canada” had lower total familiarity with the Project (38% and 47% respectively). Respondents between the ages of 19 and 24 also had lower total familiarity with the Project (38%).



Project Question 2

After reading public engagement materials about the Belleville Terminal Redevelopment Project, how informed do you feel about the project?

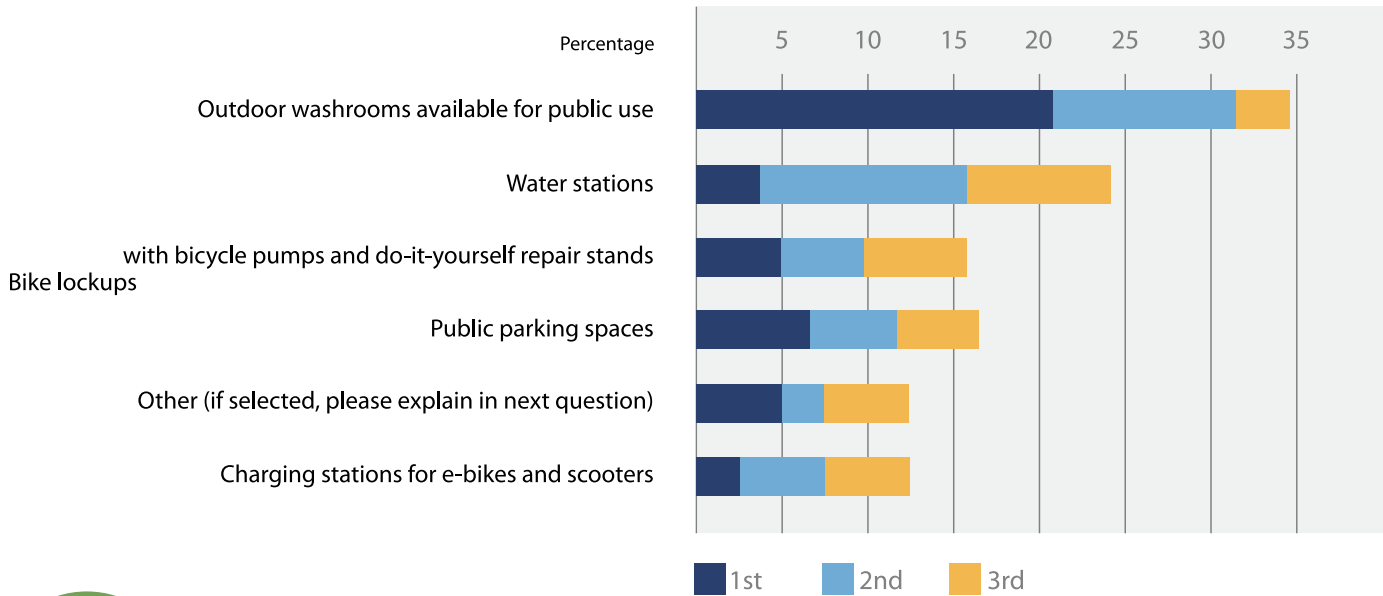
A strong majority of respondents (87%) felt that they were either “Somewhat informed” or “Very informed” about this project after reviewing the provided materials (65% and 22% respectively). The group that felt most informed (94%) after reviewing the materials were those that self-identified as between the ages of 19 and 24.



Respondents went from 60% familiar to 87% informed after reading public engagement materials

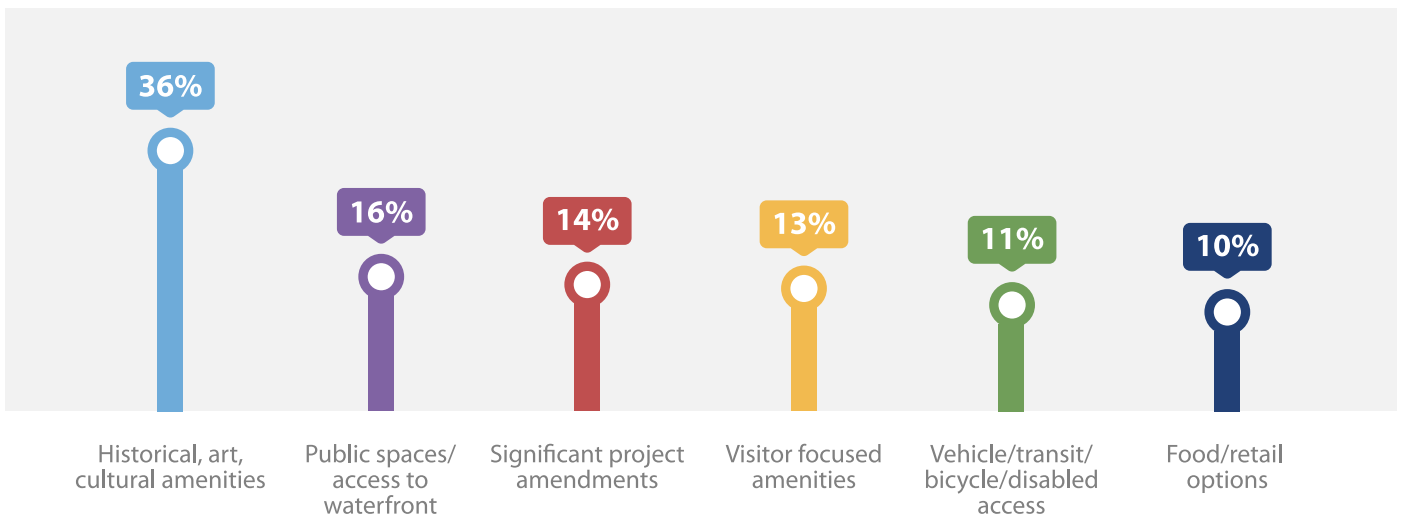
Question 3:

From the list below, rank the top 3 public amenities you would like to see included at the proposed new Terminal



In order of preference, respondents chose “Outdoor washrooms available for public use”, “water stations” and “Public parking spaces” as their top ranked public amenities they would like to see included at the proposed terminal.

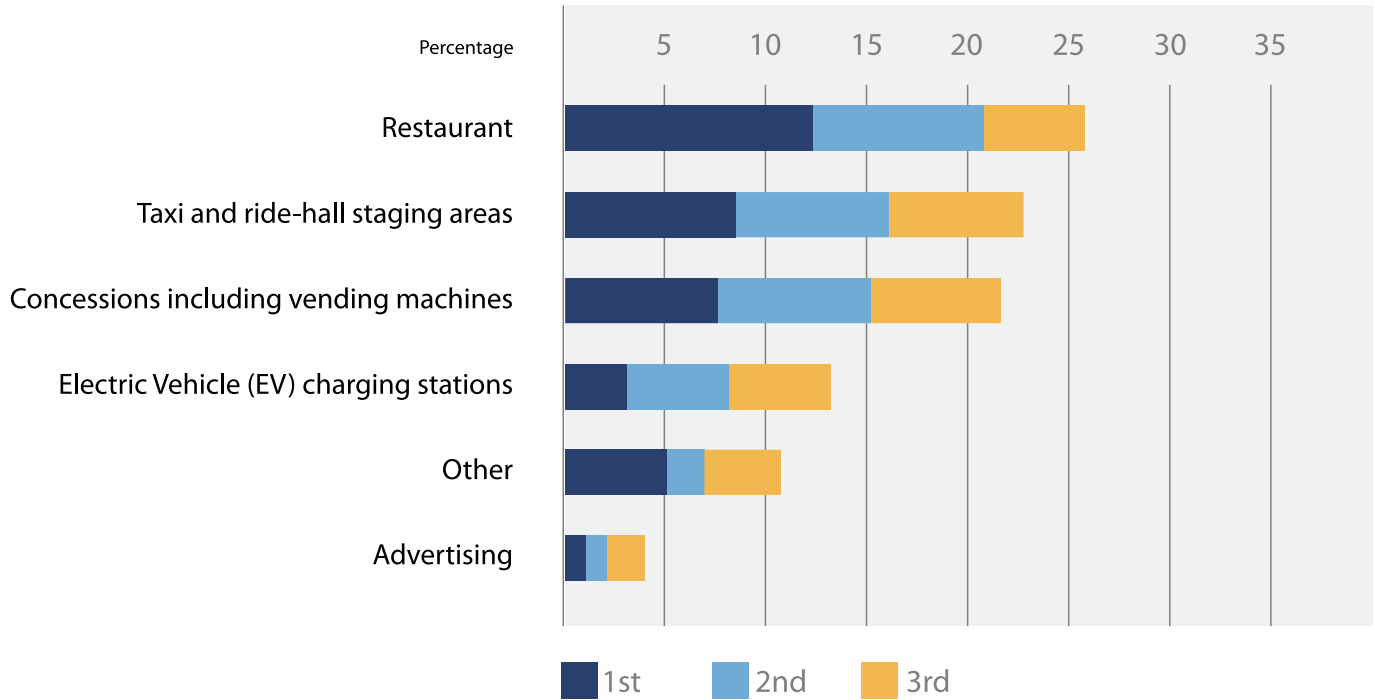
Please explain why you chose “other” as an option in the previous question:



Of the 149 people who selected “Other”, 127 people provided a written response and these have been themed and summarized in the chart above.

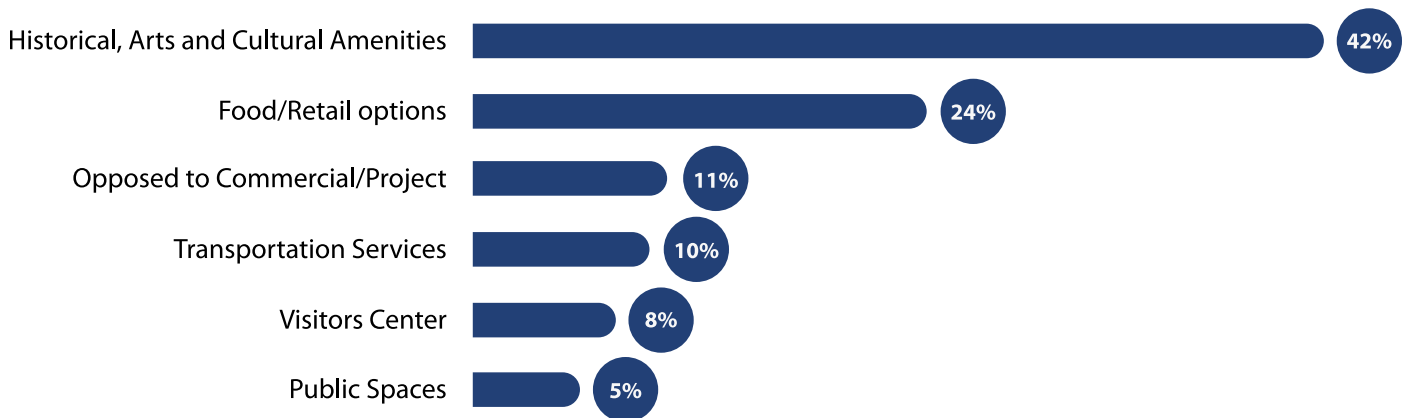
Project Question 4

Of the list below, rank the top three, secondary commercial revenue opportunities you would like to see included at the proposed new Terminal



In order of preference, respondents chose “restaurant”, “taxi and ride-hail staging areas” and “concessions including vending machines” as their top ranked secondary commercial revenue opportunities. Respondents 65 years and older ranked “taxi and ride-hail staging areas” as their top preference.

Please explain why you chose “other” as an answer in the previous question:



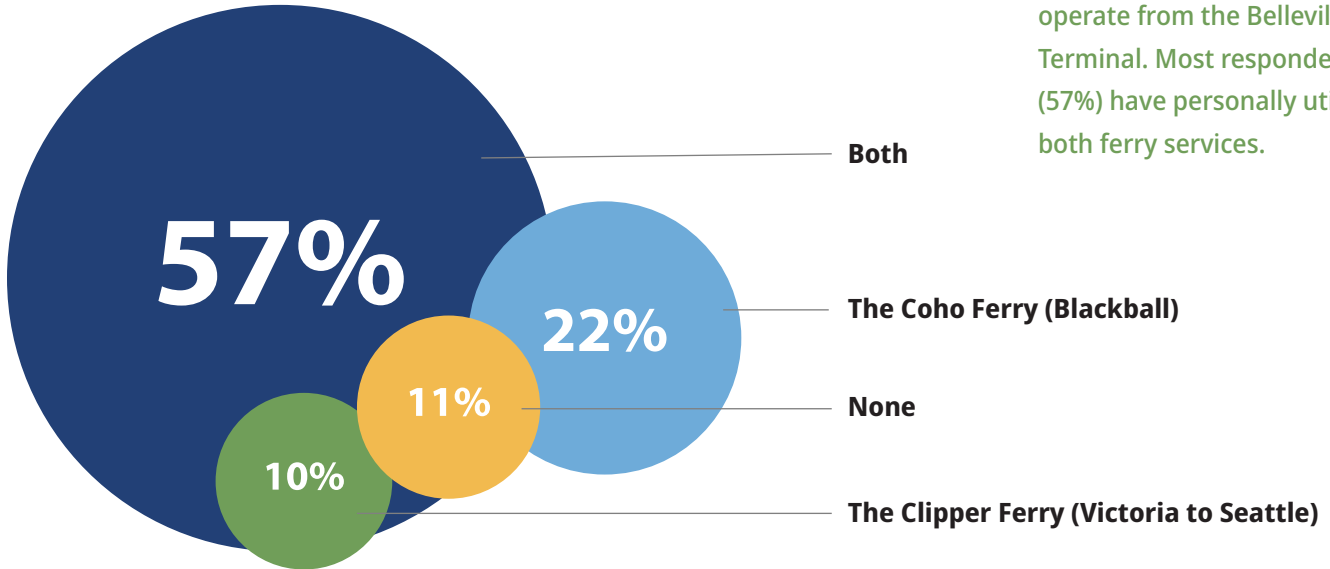
A total of 138 people chose “Other”. Of those, 74 people provided a written response and these have been themed and summarized in the chart above.

Project Question 5

Which ferry services have you previously taken?

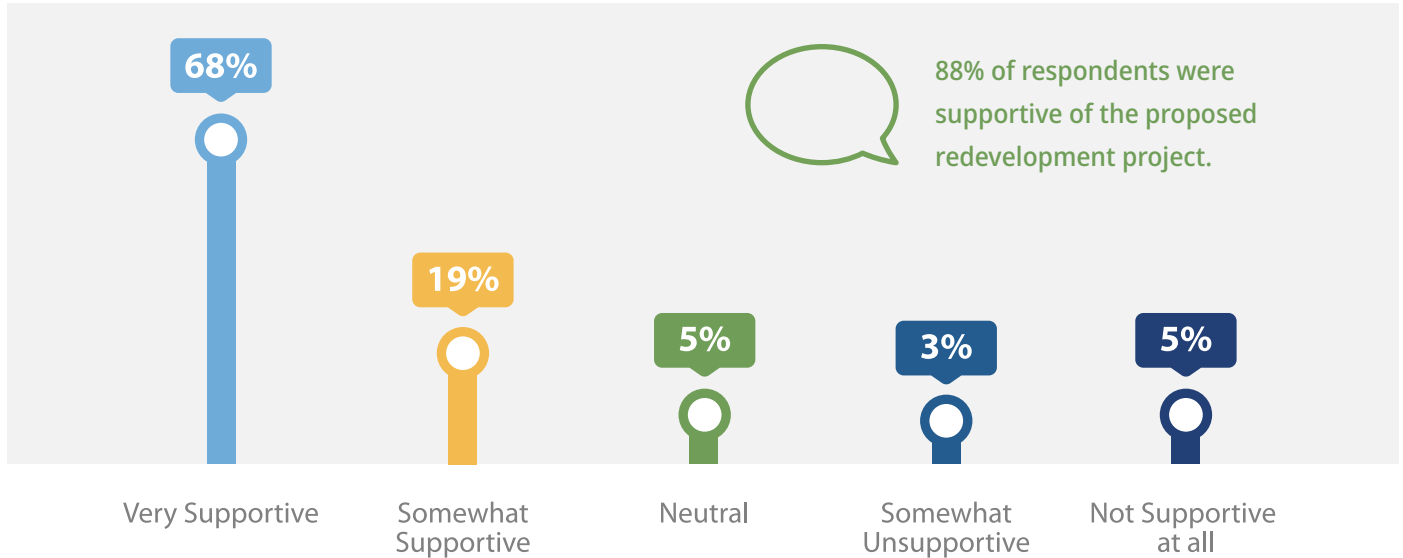


A strong majority of respondents (89%) have either taken one or both ferry services that currently operate from the Belleville Terminal. Most respondents (57%) have personally utilized both ferry services.

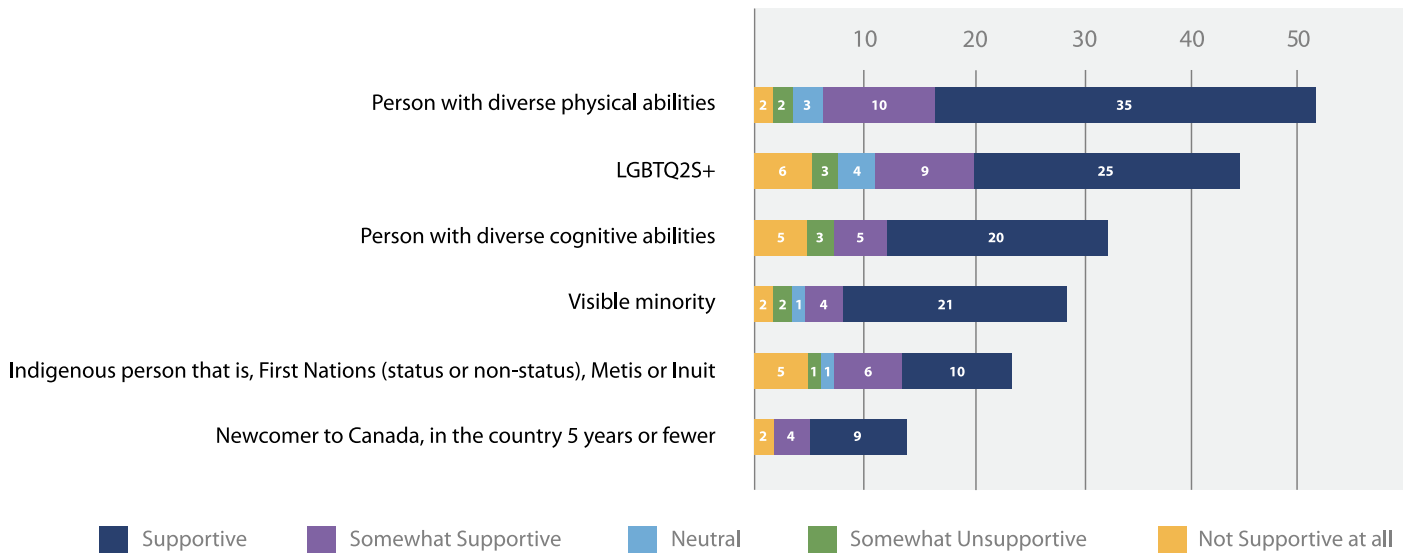


Project Question 6

Given what you have learned, how supportive are you of the Belleville Terminal Redevelopment project?



Demographic Group for Question 6 (number counted)



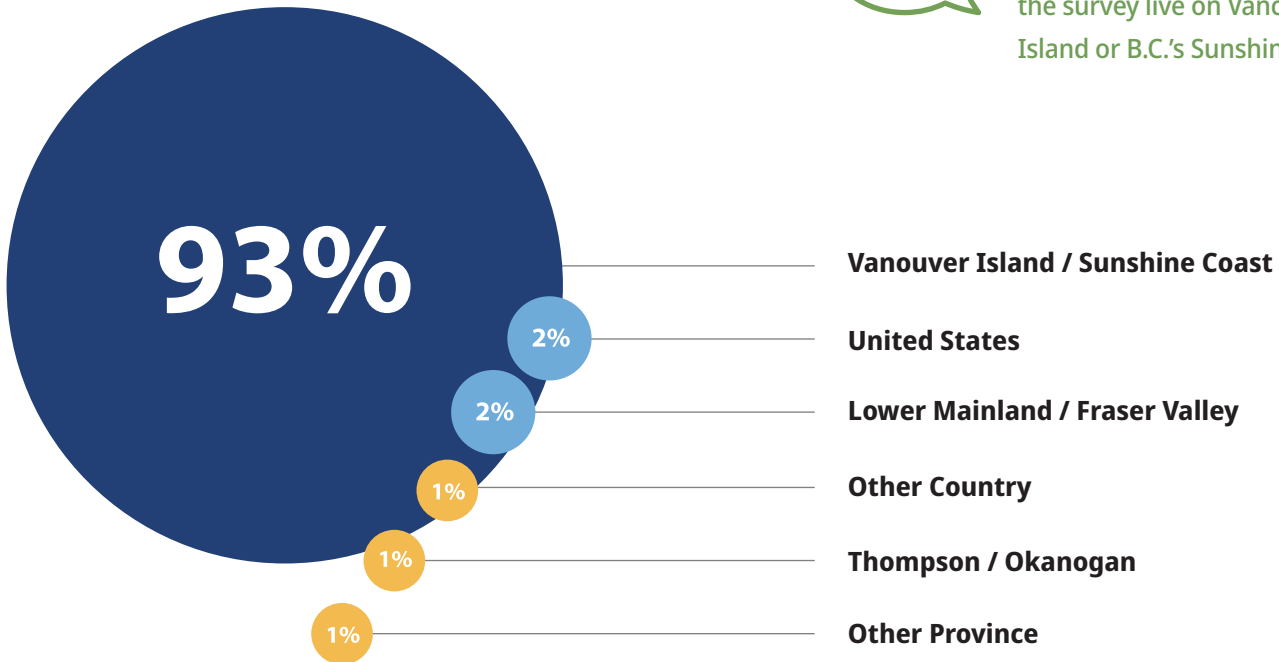
As shown in the chart above, there was overall support among respondents who self-identified as visible minority, Indigenous person (First Nations, Métis or Inuit), person with diverse cognitive abilities, person with diverse physical abilities, LGBTQ2S+ and newcomers to Canada. Survey respondents had the option to self-identity as one or multiple of the groups above. Of the 507 people who responded to the survey there were 200 selections of self-identifying groups.

Demographic Question 7

Which region of British Columbia do you live in?



The majority (93%) of respondents who filled out the survey live on Vancouver Island or B.C.'s Sunshine Coast.

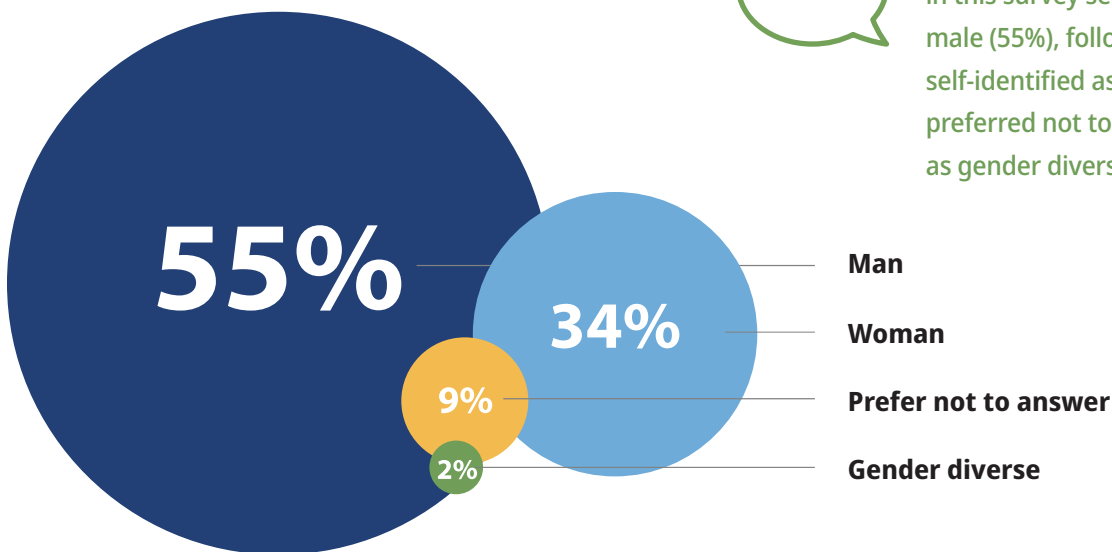


Demographic Question 8

What Gender do you identify with?

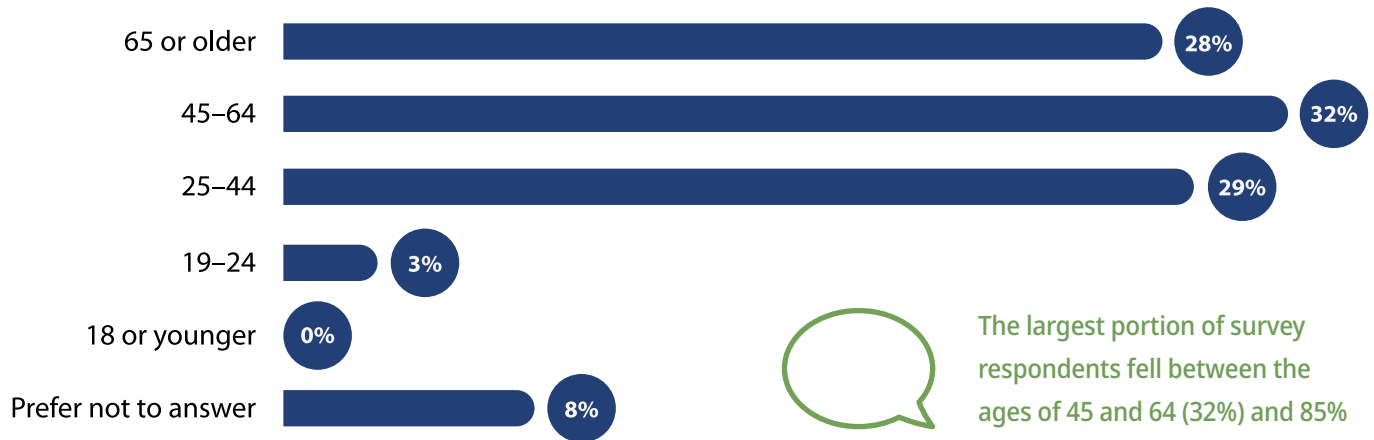


Most individuals who participated in this survey self-identified as male (55%), followed by 34% who self-identified as female, while 9% preferred not to say and 2% identified as gender diverse.



Demographic Question 9

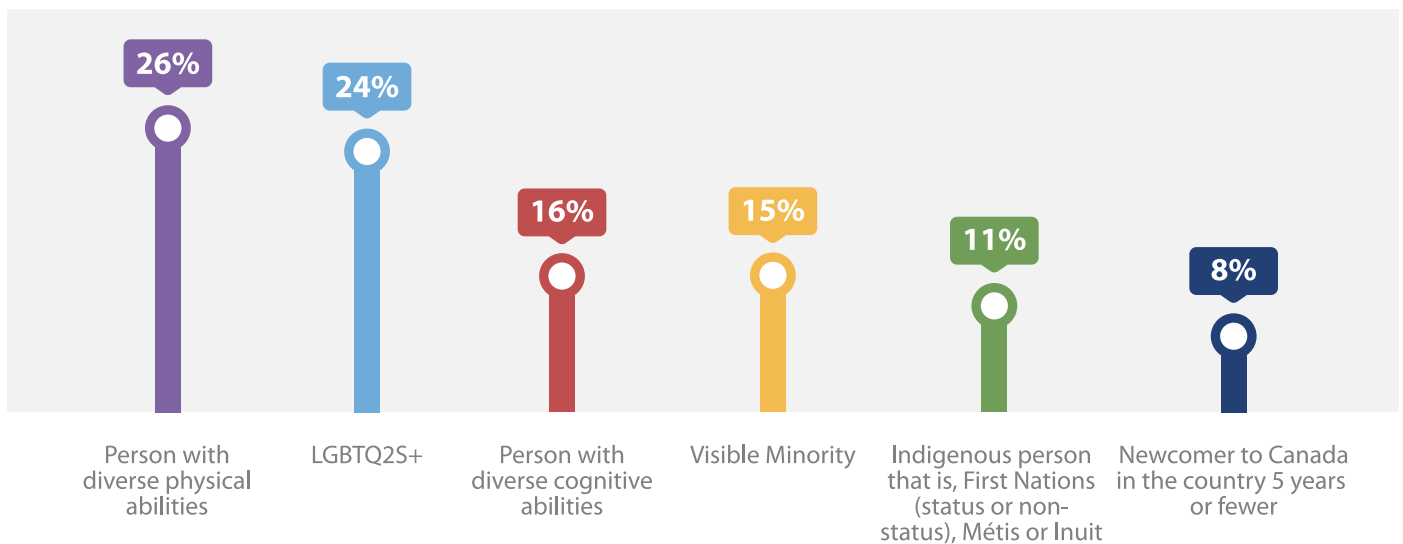
What is your age?



The largest portion of survey respondents fell between the ages of 45 and 64 (32%) and 85% of respondents were above the age of 25.

Demographic Question 10

Which of the following groups do you identify with?



Of the 200 people who responded to this question, 26% of respondents indicated that they have a diverse physical ability, 24% self-identified as LGBTQ2S+ and 17% said they have a diverse cognitive ability.



Feedback obtained through the open house, online survey, stakeholder engagement will help to inform the Project's business case. Additionally, subject to business case approval, a new engagement plan will be produced to gather feedback to help next steps of the project.



Engaged Stakeholders

Terminal Partners: Black Ball Ferry Line, Clipper Vacations
 Canada Border Services Agency (CBSA)
 US Customs and Border Protection (CBP)
 Washington State Ferries (Serviced by customs agencies out of Belleville)

Steamship Terminal Tenant: Robert Bateman Gallery

Property Owner: City of Victoria

Harbour Groups: Greater Victoria Harbour Authority (GVHA)
 Victoria Esquimalt Harbour Society

Economic Development/Tourism Groups: Destination Greater Victoria
 Downtown Victoria Business Association
 Greater Victoria Chamber of Commerce
 Victoria International Airport
 Town of Sidney (owner of Sidney Terminal)
 South Island Prosperity Group
 Ocean Network Canada
 Harbour Air
 Butchart Gardens
 Huntingdon Manor
 Downtown Victoria Hotel Association.

Community Interest Groups: James Bay Neighbourhood Association
 Capital Bike
 Walk-On Victoria

GBA+: Victoria Disability Resource Centre
 New Horizons (Menzies)

Interested Third Parties: Stuart Culbertson (Former Deputy Minister and consultant).

MLAs: Hon. Rob Fleming (NDP)
 Hon. Mitzi Dean (NDP)
 Hon. Murray Rankin (NDP)
 Hon. Lana Popham (NDP)

MP: Laurel Collins (NDP)

Presentation Boards



[To view powerpoint presentation, click here.](#)

Survey questions (that were originally asked)

Collection Notice: Your personal information will be collected for the purposes of informing the Belleville Terminal Redevelopment. If you have any questions about the collection of this personal information, please contact: Director, Citizen Engagement, citizenengagement@gov.bc.ca. This information is being collected by the Ministry of Citizens' Services on behalf of the Ministry of Transportation, under the authority of section 26(c) and 26(e) of the Freedom of Information and Protection of Privacy Act ("FOIPPA").

There are 12 questions in this survey.

Which ferry services have you previously taken?

- The Clipper ferry (Victoria to Seattle)
- The Coho ferry (Blackball) (Victoria to Port Angeles)
- Both
- None

Given what you have learned, how supportive of the Belleville Terminal Redevelopment Project are you?

- Very supportive
- Somewhat supportive
- Neutral
- Somewhat unsupportive
- Not supportive at all

From the list below, rank the top 3 public amenities you would like to see included at the new Belleville Terminal?

Please number each box in order of preference from 1 to 3, please choose no more than 3 items.

- Outdoor washrooms available for public use
- Bike lockups with bicycle pumps and do-it-yourself repair stands
- Charging stations for e-bikes and scooters
- Water stations
- Public parking spaces
- Other (if selected, please explain in next question)

Please explain why you chose "Other" as an answer in the previous question:

Please write your answer here:

Of the list below, rank the top 3 secondary commercial revenue opportunities you would like to see included at the new Belleville Terminal?

Please number each box in order of preference from 1 to 3, please choose no more than 3 items.

- Taxi and ride-hail staging areas
- Restaurant
- Advertising
- Electric vehicle (EV) charging stations
- Other (please tell us what you would like to see)

Please explain why you chose "Other" as an answer in the previous question:

Please write your answer here:

Given what you have learned, how supportive of the Belleville Terminal Redevelopment Project are you?

Please choose only one of the following:

- Very supportive
- Somewhat supportive
- Neutral
- Somewhat unsupportive
- Not supportive at all

Which ferry services have you previously taken?

Please choose only one of the following:

- The Clipper ferry (Victoria to Seattle)
- The Coho ferry (Blackball) (Victoria to Port Angeles)
- Both
- None

Which region of British Columbia do you live in?

- Vancouver Island / Sunshine Coast
- Lower Mainland / Fraser Valley
- Thompson / Okanagan
- Kootenay
- Cariboo
- Northwest and North Coast
- Nechako
- Northeast
- Other province
- United States
- Other country

What gender do you identify with?

- Woman
- Man
- Gender diverse
- Prefer not to answer

What is your age?

- 25 to 44
- 45 to 64
- 65 or older
- Prefer not to answer

Which of the following groups do you identify with?

Please choose all that apply:

- Visible minority
- Indigenous person, that is, First Nations (status or non-status), Métis or Inuit
- Person with diverse cognitive abilities
- Person with diverse physical abilities
- LGBTQ2S+
- Newcomer to Canada, in the country 5 years or fewer

Thank you for your feedback

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