On-time Sunshine Coast and Bowen Island Public engagement report

for:
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About this report

This report represents the key findings of the On-Time Sunshine Coast and Bowen Island public engagement project.

The main body of the report highlights the aggregated findings from all streams of engagement and is broken down into Sunshine Coast and Bowen Island findings.

The data collected from engagement event forms the basis of the aggregate findings presented in the main body of this report. The summary reports from each event can be found in the appendices.

The communities' most important considerations

When providing feedback, community members felt some considerations to be more important than others. This was reflected in the number of comments received about certain considerations across all platforms of engagement. For example, morning and afternoon commute times were noted as important in the survey and in-person engagement events. These most important considerations are presented in the sections highlighting key findings and core values*.

Within the document, this symbol is used to indicate considerations within each engagement theme** that were most frequently mentioned by community members.

* See pages 20, 26, and 38.
** See page 19 for more information on engagement themes.
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Background

The On-Time Sunshine Coast and Bowen Island engagement project was initiated by BC Ferries to involve communities in planning for schedule changes for the Horseshoe Bay/Langdale, and Horseshoe Bay/Bowen Island routes. BC Ferries has identified that current schedules for these routes are not achievable the majority of the time as evidenced by the frequent delays passengers experience. BC Ferries’ goal in making schedule changes is to improve the on-time performance of vessels and reduce delays for passengers travelling on these routes.

Schedule changes related to routes sailing in and out of Horseshoe Bay are challenging because of space constraints at the terminal. Sailings from three different routes need to be sequenced to make efficient use of limited docking space and a single lane for off-loading vehicle traffic. In addition, vessels cannot pass each other while entering or leaving the terminal, meaning when one vessel is leaving or entering its berth, all other vessels must stop and wait. These constraints place limitations on the schedule changes that can be made because changes to one schedule have an impact on all three routes moving into and out of Horseshoe Bay. For this reason, BC Ferries wanted input on the communities’ most important sailing times and their level of flexibility for sailing time changes to better assess the trade-offs involved in making schedule changes. At the same time, BC Ferries wanted to hear about the bigger picture considerations most important to the community to help inform planning for other changes over the short and long term.

The On-Time Sunshine Coast and Bowen Island engagement project officially kicked off on May 23, 2017 with the launch of the project website and online survey. Between online and in-person outreach efforts, the project engaged with over 4,000 participants on the Sunshine Coast and Bowen Island over a six week period, closing with the end of the online survey on July 5, 2017.
Engagement objectives

The On-Time Sunshine Coast and Bowen Island engagement project sought to achieve the following goals:

1. Work with communities to assess options for schedule improvements for Horseshoe Bay/Langdale and Horseshoe Bay/Bowen Island routes

2. Create shared understanding about the constraints, interdependencies, and trade-offs involved in making schedule changes

3. Provide a space to explore ideas for immediate and future improvements to the Sunshine Coast and Bowen Island ferry service
Engagement Participants

The engagement process sought to gather feedback from a broad range of ferry users including (but not limited to):

- Regular commuters
- Students and parents
- Commercial users
- Residents travelling for business and personal reasons (e.g., family obligations, shopping etc.)
- Residents travelling for medical appointments
- Local businesses
- Tourists
- Sports teams
- Weekenders/cottagers
The engagement process

The engagement process included interviews, focus group workshops, pop-ups at community events, intercepts at terminals and onboard ferries, and an online survey.

The feedback generated through engagement events feeds into BC Ferries’ planning processes. This enabled the community to have input into the design and development of a new schedule.
Engagement activities

- 17 one-on-one stakeholder interviews: 22 people involved
- 6 stakeholder focus group workshops: 62 people involved
- 4,027 survey responses
- 17 intercept survey sailings: 325 people reached (approx.)
- 5 community pop-up events: 200 people reached (approx.)
Why stakeholder interviews?

Interviews allow for the exploration of individual points of view, and are often a good starting point for understanding the ideas and concerns that will arise during larger engagement efforts.

Interviews involved one or two participants and explored community members’ values with regards to scheduling, as well as the short and long-term changes they, and the groups they represent, would like to see.

Participants represented a range of users including:

- Sunshine Coast Tourism
- Sechelt Chamber of Commerce
- Powell River Chamber of Commerce
- Gibsons Chamber of Commerce
- BC Trucking Association
- West Vancouver School District
- SCRD Board
- SCRD Transportation Advisory Committee

- Ferry Advisory Committee Chairs
- Sunshine Coast residents
- Bowen Island residents
- Sunshine Coast commuters
- Sunshine Coast weekenders
- Caring Circle (seniors’ organization)
- Bowen Island Transportation Committee

*See Appendix C for a summary of the feedback provided through stakeholder interviews.*
**Focus group workshops**

*Why focus group workshops?*

Workshops allow a small, representative group of people to share in focused conversations that tackle a particular set of questions or topics. In each workshop, 10-15 participants shared ideas on community values, important sailing times, example schedules, and other changes they thought BC Ferries should consider.

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**Focus Group Workshops**
FROM MAY 23 TO JUNE 10

These focus group workshops are small group sessions (10 to 15 people) to ensure focused and dynamic dialogue. Invitations to workshops can be requested by emailing ontime-sc@bcferries.com.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bowen Island</td>
<td>Tuesday, May 23</td>
<td>6:30 pm - 8:30 pm</td>
</tr>
<tr>
<td>Gibsons</td>
<td>Wednesday, May 24</td>
<td>2:00 pm - 4:00 pm</td>
</tr>
<tr>
<td>Gibsons</td>
<td>Wednesday, May 24</td>
<td>6:00 pm - 8:00 pm</td>
</tr>
<tr>
<td>Sechelt</td>
<td>Wednesday, June 7</td>
<td>1:00 pm - 3:00 pm</td>
</tr>
<tr>
<td>Powell River</td>
<td>Thursday, June 8</td>
<td>6:30 pm - 8:30 pm</td>
</tr>
<tr>
<td>Sechelt</td>
<td>Saturday, June 10</td>
<td>9:30 am - 11:30 am</td>
</tr>
</tbody>
</table>

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**FOCUS GROUPS**

62 people
6 sessions

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*See Appendix C for a summary of the feedback provided through focus group workshops.*
Online survey*

Why a survey?

Surveys give community members an easily accessible channel for providing feedback. In this case, the survey asked questions about community values, schedule examples, and other changes the community would like BC Ferries to consider.

The online survey was comprised of 10 questions and was linked from the project website. It was broadly promoted through postcards, digital screens and posters at terminals and onboard vessels, via social media and through stakeholder networks.

Responding to the community

Context heard from stakeholders that survey questions were creating some confusion and frustration. Some stakeholders felt the survey boxed them into providing very specific feedback. We responded in several ways:

• Clarifying the survey’s wording where feasible without compromising the integrity of the results
• Responding directly and promptly to stakeholder feedback and questions
• Ensuring pop-up events and intercepts provided space for community members to have open conversation about the concerns and ideas that mattered most to them
• Ensuring that the over 4,000 comments provided through the open-ended survey questions were thoroughly reviewed and coded according to the theme(s) they represented*

Ensuring confidence in survey findings

Over 4,000 survey responses provided a significant sample size to work from and strong themes clearly emerged through the results. The feedback received through 45 in-person engagement events aligned closely with survey results, providing confidence that survey findings were accurately reflecting community needs and values.

*SSee Appendix A for more information on survey coding and analysis, and Appendix B for a copy of all verbatim comments received through the survey
Online survey participation

Number of survey responses

- Online: 98%
- Intercept: 2%

Respondents by primary route

- Bowen Island: 20%
- Langdale: 16%
- Nanaimo: 3%
- Powell River: 2%
- Unknown: 59%
Online survey participation

Respondents by user category*

- 22% Regularly, to commute to and from work
- 9% Casually, for work or as part of my business
- 14% Casually, for personal shopping or services
- 25% Regularly, to visit a vacation property, friends or family
- 25% Casually, for leisure or tourism
- 14% Unknown

*Users were only able to identify one user category

Primary route by user type

- Bowen Island
  - Unknown: 5%
  - Casually, for leisure or tourism: 9%
  - Casually, to visit a vacation property, friends or family: 22%
  - Casually, for personal shopping or services: 14%
  - Regularly, to commute to and from work: 25%
- Langdale
  - Casually, for work or as part of my business: 25%
- Nanaimo
  - Regularly, to visit a vacation property, friends or family: 25%
  - Casually, for personal shopping or services: 5%
- Powell River
  - Casually, for leisure or tourism: 25%
- Unknown
  - Unknown: 14%

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Community pop-up events*

Why community pop-up events?

Outreach teams ‘pop-up’ in high-traffic locations to engage community members in the places they frequent. This makes it easier for community members to participate and captures people who may not otherwise have an opportunity to engage with the project in person. These events were an opportunity for community members to have the conversations they wanted to have about the ideas and concerns that mattered most to them.

Responding to the community

Pop-ups were originally intended to be a delivery format for the online survey, however many stakeholders who visited the pop-ups had already taken the survey and wanted to voice their thoughts and concerns to someone in person. In response, the focus of these events was shifted to listening and capturing conversations with community members.

Community Event Pop-ups
FROM JUNE 3 TO JUNE 19

The outreach team will be on hand at the events listed below to invite participation in the online survey and talk to community members about the project.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gibsons Public Market</td>
<td>Saturday, June 3</td>
<td>10:30 am - 1:30 pm</td>
</tr>
<tr>
<td>Sechelt Farmers and Artisans Market</td>
<td>Saturday, June 10</td>
<td>10:30 am - 1:30 pm</td>
</tr>
<tr>
<td>Union Steamship Lawn/Snug Cove General Store</td>
<td>Sunday, June 11</td>
<td>11:00 am - 2:00 pm</td>
</tr>
<tr>
<td>Gibsons Public Market</td>
<td>Friday, June 16</td>
<td>10:30 am - 1:30 pm</td>
</tr>
<tr>
<td>Gibsons Landing Jazz Festival</td>
<td>Saturday, June 17</td>
<td>1:00 pm - 4:00 pm</td>
</tr>
</tbody>
</table>

*See Appendix C for a summary of the feedback provided through community pop-up events.
**Intercepts**

**Why intercepts?**

Intercepts place outreach teams into locations users frequent, in this case at ferry terminals and onboard ferries. Intercepts provide an opportunity to proactively engage with users and reach those who may not otherwise have an opportunity to engage with the project in person. These intercepts were an opportunity for community members to have conversations with the engagement team about the ideas and concerns that mattered most to them.

**Responding to the community**

Like the pop-ups, intercepts were originally intended to be a delivery format for the online survey, however many users had already taken the survey and wanted to voice their thoughts and concerns to someone in person. In response, the focus of these events was shifted to listening and capturing conversations with community members.

*See Appendix C for a summary of the feedback provided through intercepts.*
Engagement events were supported by a project webpage (www.bcferries.com/about/ontime-sc) that hosted information about the schedule changes, the engagement process, and engagement events. The page also provided a link to the online survey and to sign up for project updates.
Social Media

The BC Ferries Facebook and Twitter accounts were used to promote the presence of the online survey. Community members also used Facebook to provide comments to BC Ferries regarding the engagement process, schedule changes, and bigger picture considerations.
Sunshine Coast & Bowen Island
Key themes and findings
Engagement themes

After reviewing over 4,000 comments provided through the online survey and hundreds of comments captured through in-person engagement events, central themes clearly emerged. These themes are used throughout the report to organize the communities’ feedback into six high-level categories:

**Schedules**
Feedback on sailing time and schedule changes.

**Communications**
Feedback related to how BC Ferries communicates with its customers.

**Frequency/capacity**
Feedback related to the desire for additional and/or more frequent sailings.

**Operations**
Feedback on how BC Ferries operates and where the community sees opportunity for improvement.

**Organizational priorities**
Feedback related to BC Ferries’ overall priorities, including fares and its role in the transportation system.

**Other**
Feedback that does not easily fit into other categories, for example parking and wi-fi service.
Three key findings emerged about how Sunshine Coast and Bowen Island communities use and view the ferry system:

Sunshine Coast and Bowen Island communities value the ferry system as a vital link in their transportation network, and desire service that supports quality of life for residents and economic development for the region.

Sunshine Coast and Bowen Island communities widely consider commuters (including students) as priority users of the ferry system and community members generally feel that schedules should be built around key commuting times.

Sunshine Coast communities want more frequent service and more capacity to accommodate their growing population and tourism markets. The Bowen Island community would like more weekend sailings, especially in the morning. All communities would like later evening sailings out of Horseshoe Bay.
The On-Time Sunshine Coast and Bowen Island engagement program was designed to gather communities’ input on schedule changes that will help improve the reliability of sailing times. The idea being that by improving on-time performance, community members can better plan their ferry travel, reduce their wait times at the terminals, and get where they’re going with less stress.

What we heard about reliability:

- Reliability consistently ranked as one of the top considerations for both Sunshine Coast and Bowen Island communities*.

- In conversation with community members, other considerations ranked equally as high including community-generated priorities like capacity and connectivity with transit**.

The importance of reliability

The key takeaway?

Communities value reliable sailing times, and generally feel other values (like capacity and connectivity with transit) are equally important and should be considered together with reliability when evaluating schedule and other changes.

* See pages 13, 16, and 32 of Appendix A to for survey results on reliability
** See ‘Focus Group Workshop Summary of Input’ in Appendix C for more information on community-generated priorities.
Example comments*

Reasonable prices, frequent sailings and not constantly behind schedule.

The Sunshine Coast route has a heavy commuter factor. However, the ferry times are not aligned for a productive workday. The three morning sailings are currently concentrated into two return sailings at 3:50 PM and 5:50 PM from Horseshoe Bay.

Coordinate times with bus schedules for people that do not drive a car, so they can make the ferries at the proper times.

Increase the number of sailings during the day. More and more people are moving to the Sunshine Coast so if we don’t have increased service there will be longer line ups and more ferry delays.

It would be nice to be able to rely on arrival and departure times.

Have a look at the West Coast Express for an example of par excellence on-time performance.

*Example comments drawn from Bowen Island and Sunshine Coast survey responses, emails, and letters received from community members. Please see Appendices B and D for verbatim survey comments, and copies of correspondence from community members.
Sunshine Coast feedback
Sunshine Coast findings

The following pages present the findings of the engagement process with Sunshine Coast communities and are representative of all feedback provided through the online survey and in-person engagement events.

Key considerations & values.................................................................................................................. p.26
The community’s top considerations for change and core community values.

Langdale sailing times.......................................................................................................................... p.27
The sailing times identified as being most important to the community and the range of flexibility for sailing time changes.

Langdale schedule examples.............................................................................................................. p.29
Community feedback on the schedule examples provided in the survey and discussed in focus group workshops.

Bigger picture considerations............................................................................................................ p.30
The communities’ ideas, concerns, and feedback on the key engagement themes:

Frequency/capacity considerations.................................................................................................... p.30
Schedule considerations.................................................................................................................... p.30
Communication considerations......................................................................................................... p.31
Operations considerations.................................................................................................................. p.32
Organizational priority considerations................................................................................................ p.33

Example comments.......................................................................................................................... p.34
Verbatim comments collected from Sunshine Coast community members.
Sunshine Coast - Guide to Appendices

The information presented in the following pages is drawn from the results of engagement with Sunshine Coast communities. Detailed summaries of feedback and survey results specific to Sunshine Coast engagement can be found on the following pages within the Appendices:

Appendix A – Online Survey Results
Bigger picture considerations........................................................................................................................................... pgs. 11-13, 17-23
Community values, sailing time flexibility, and schedule examples....................................................................................... pgs. 32-38

Appendix B – Verbatim Survey Comments
Question 7: Suggestions for change........................................................................................................................................... pgs. 60-160
Question 10: Considerations for schedule changes...................................................................................................................... pgs. 189-268

Appendix C – In-Person Engagement Summaries of Input
Stakeholder interviews................................................................................................................................................................. pgs. 295-298
Focus group workshops................................................................................................................................................................. pgs. 308-332
Community pop-up events............................................................................................................................................................. pgs. 334-337
Intercepts...................................................................................................................................................................................... pgs. 339-346
Sunshine Coast community members emphasized the role of the ferry system as a **vital link in the community’s transportation network.**

Based on the feedback provided, the top two considerations for change for Sunshine Coast communities are:

- **Maintaining commute times** (especially the 6:20am from Langdale and ideally a 5:30pm from Horseshoe Bay).
- **Increasing the capacity and frequency of service** to the Sunshine Coast.
When asked to identify the most important Langdale sailing times, Sunshine Coast community members most commonly mentioned:

Commute times (especially the 6:20am from Langdale and ideally a 5:30pm from Horseshoe Bay) are critical and relatively inflexible to change.

The last sailing of the day impacts what social and entertainment activities can be enjoyed with friends and family without incurring accommodation costs.

Morning sailings out of Horseshoe Bay are important for commercial traffic travelling to the Sunshine Coast.

Residents of the Northern Sunshine Coast and surrounding islands (e.g. Gambier-Keats) rely on mid-day and early evening sailings to make critical connections to/from Metro Vancouver.

*See feedback provided under the heading ‘Important sailing times’ in the summaries of input in Appendix C for more information on important sailing times for the community.
In the online survey participants were asked to indicate their level of flexibility to accommodate changes in sailing times*. Morning and afternoon commute times appear to have the least capacity to accommodate change, but all time slots appear to have some flexibility for slight shifts.

*Stakeholders noted confusion with this question which may influence results. Data compiled also resulted in a large standard deviation meaning there was no clear consensus on how much flexibility exists for each time slot. See pages 35 and 36 in Appendix A for more detail on the results of this survey question.
1. Survey results did not show a significant preference for any one schedule example*.

2. When asked to note the benefits and challenges of the three schedule examples, participants in in-person engagement events generally commented that although some of the example sailing times worked well, none of the examples would meet commuter needs in both the morning and afternoon**.

*15% of survey respondents chose to skip the schedule example ranking question. See pages 37 & 38 of Appendix A for more information on survey results related to schedule examples.

**See feedback provided under 'Schedule Examples' in the summaries of input in Appendix C for more information on in-person feedback related to schedule examples.
Sunshine Coast community members most commonly mentioned the following **frequency/capacity and schedule considerations***:

- Ensure ferry schedules are aligned with transit schedules on the Sunshine Coast and in Horseshoe Bay.
- Consider adding a later last sailing out of Horseshoe Bay to Langdale.
- Ensure Langdale sailing times leave enough time for residents of Powell River and surrounding islands to connect safely and reliably.
- Ensure sailings run on time.
- Simplified schedules are desirable.

Increase the capacity and frequency of service to the Sunshine Coast:

- Bring back hourly service
- Extend long-weekend schedules from Thursday to Tuesday
- Extend peak-season schedules, e.g. from spring break to Thanksgiving
- Add more sailings at peak times
- Add a passenger ferry at peak commuter times.

*See feedback provided under ‘Frequency/capacity’ and ‘Schedule’ in Appendices A and C for more information on these considerations.*
Sunshine Coast community members most commonly mentioned the following communication considerations*:

Ensure clarity and transparency in communications, e.g. provide passengers with specific reasons for delays, communicate about operational considerations, and make schedules easy to understand.

Provide easy access to information and bookings, e.g. mobile app that pushes service notices, allows payment from phone & access to reservations, provide visible notice boards for people waiting in cars.

Begin to collaborate and integrate with the community by involving the community in conversations about planning and changes, and by supporting community events.

*See feedback provided under ‘Communication’ in Appendices A and C for more information on these considerations.
Bigger picture considerations

Sunshine Coast community members most commonly mentioned the following operations considerations*:

Provide accommodations for those with mobility and medical issues, e.g. easier access and assistance at terminals and onboard, priority boarding and reservations.

Consider adjusting cut-off times for reservations, walk-ons, and vehicles, especially when vessels are late or sailings are not full.

Consider how to better accommodate pedestrian and cyclist traffic at the terminals, e.g. safer, easier access on and off vessels, adequate parking at terminals, consider bringing back Car-2-Go.

Ensure operations are as efficient as possible, e.g. ensure crew are well trained and there are adequate staff for loading and unloading, ensure consistent loading procedures so that cars park within 2 feet of the car ahead.

*See feedback provided under ‘Operations’ in Appendices A and C for more information on these considerations.
Sunshine Coast community members most commonly mentioned the following organizational priority considerations*:

Ensure fares are affordable for all. Consider implementing student discounts and bringing back seniors rates that apply seven days-a-week.

Consider all costs and benefits of ferry service. Take a holistic view of the role the ferries plays in the economic development of the Sunshine Coast and the province.

Consider how to keep fares down by applying for federal and/or provincial funding.

Consider resident/commuter-only accommodations, e.g. resident/commuter rates, free reservations, priority commuter boarding etc.

Consider the ferries part of the highway system for coastal communities and ensure cost and time required to travel reflect this.

*See feedback provided under ‘Organizational priorities’ in Appendices A and C for more information on these considerations.
There is no summer / winter schedule any more. It is always high season.

A 14-16 hour day for a commuter is not acceptable and does not promote quality of life.

Have later sailings that connect without having to rush between boats. It would cause less frustration and would be safer if schedules were better aligned.

Bring back commuter passes for locals, this is our highway.

Langdale terminal upgrades should be designed to provide public transit and a car drop off site close to ferry to facilitate reasonable access for the mobility impaired.

We need hourly sailings.

*Example comments drawn from Sunshine Coast survey responses, emails, and letters received from community members. Please see Appendices B and D for verbatim survey comments, and copies of correspondence from community members.
Bowen Island feedback
Bowen Island findings

The following pages present the findings of the engagement process with the Bowen Island community and are representative of all feedback provided through the online survey and in-person engagement events.

Key considerations & values........................................................................................................................................... p.38
The communities’ top considerations for change and core community values.

Bowen Island sailing times............................................................................................................................................. p.39
The sailing times identified as being most important to the community and the range of flexibility for sailing time changes.

Bowen Island schedule examples................................................................. p.41
Community feedback on the schedule examples provided in the survey and discussed in focus group workshops.

Bigger picture considerations ........................................................................................................................................ p.42
The communities’ ideas, concerns, and feedback on the key engagement themes:

Schedule considerations............................................................................................................................................... p.42
Communication considerations................................................................. p.43
Operations considerations................................................................................................. p.44
Organizational priority considerations....................................................................................... p.44

Example comments................................................................................................................................. p.45
Verbatim comments collected from Bowen Island community members.
The information presented in the following pages is drawn from the results of engagement with the Bowen Island community. Detailed summaries of feedback and survey results specific to Bowen Island engagement can be found on the following pages within the Appendices:

Appendix A – Online Survey Results
Bigger picture considerations.................................................................................................................. pgs. 15-16, 24-30
Community values, sailing time flexibility, and schedule examples....................................................... pgs. 32,33 & 39-43

Appendix B – Verbatim Survey Comments
Question 7: Suggestions for change...................................................................................................... pgs. 161-184
Question 10: Considerations for schedule changes.............................................................................. pgs. 269-286

Appendix C – In-Person Engagement Summaries of Input
Stakeholder interviews ......................................................................................................................... pgs. 291-294
Focus group workshops....................................................................................................................... pgs. 303-307
Community pop-up events................................................................................................................ pgs. 334-337
Intercepts........................................................................................................................................... pgs. 339-342
Core values & key considerations

Bowen Island community members emphasized the role of the ferry system as a **vital link in the community’s transportation network.**

Based on the feedback provided, the top two considerations for change for the Bowen Island community are:

- **Maintaining school and work commute times** (especially the 7:30am from Snug Cove, the 3:30 and ideally the 5:30pm from Horseshoe Bay).
- **A later last sailing out of Horseshoe Bay and additional weekend sailings.**
When asked to identify the most important Bowen Island sailing times, community members most commonly mentioned:

School and work commute times (morning and afternoon) are critical because they link with school and transit schedules. These times are relatively inflexible to change.

The last sailings of the day impact what social and entertainment activities can be enjoyed with friends and family without incurring costs for accommodation.

First and last sailings of the day are important because they determine residents’ availability for shift work and other employment as well as ease of travel when making connections for flights etc.

*See feedback provided under ‘Important sailing times’ in the summaries of input in Appendix C for more information on important sailing times for the community.
Bowen Island sailing times

In the online survey participants were asked to indicate their level of flexibility to accommodate changes in sailing times*. Morning commute times appear to have the least capacity to accommodate change, but all time slots appear to have some flexibility for slight shifts.

*Stakeholders noted confusion with this question which may influence results. Data compiled also resulted in a large standard deviation meaning there was no clear consensus on how much flexibility exists for each time slot. See pages 40 and 41 in Appendix A for more detail on the results of this survey question.
1. When asked to rank the three schedule examples, survey respondents indicated a preference for schedule example two*.

2. When asked to note the benefits and challenges of the three schedule examples, workshop participants noted some preference for schedule example two**.

*13% of survey respondents chose to skip the schedule example ranking question. See pages 42 and 43 of Appendix A for more information on survey results related to schedule examples.

**See feedback provided under the ‘Schedule Examples’ in the summaries of input in Appendix C for more information on in-person feedback related to schedule examples.
Bowen Island community members most commonly mentioned the following schedule considerations*:

- Ensure ferry schedules are aligned with school and transit schedules in Horseshoe Bay and on Bowen Island.
- Ensure sailings run on time.
- Simplified schedules are desirable.
- Consider closing the mid-day gap in the schedule.
- Consider adding a later last sailing out of Horseshoe Bay, and adding more sailings on weekends, especially early morning times.

*See feedback provided under ‘Schedule’ in Appendices A and C for more information on these considerations.
Bigger picture considerations

Bowen Island community members most commonly mentioned the following communication considerations*:

Provide easy access to real-time updates, e.g. mobile app that push service notices, electronic notice boards for people waiting in cars.

Ensure transparency in communications, e.g. provide passengers with specific reasons for delays, communicate about operational considerations to improve public understanding.

*See feedback provided under ‘Communication’ in Appendices A and C for more information on these considerations.
Bowen Island community members most commonly mentioned the following operations and organizational priority considerations*:

Consider adjusting cut-off times for reservations, walk-ons, and vehicles, especially when vessels are late or sailings are not full.

Provide accommodations for those with mobility and medical issues, e.g. easier access and assistance at terminals and onboard, priority boarding, and reservations.

Ensure fares are affordable for all. Consider implementing student discounts and bringing back seniors rates.

Ensure operations are as efficient as possible, e.g. loading and unloading procedures, enough deck crew etc.

*See feedback provided under ‘Operations’ and ‘Organizational priorities’ in Appendices A and C for more information on these considerations.
Commuter times are important but also later evenings would be a solid improvement.

Line up ferries with connecting ferries and bus schedules if possible. (Bowen Island and Langdale ferry. Also coming in from Vancouver on the 257, I often just miss the Bowen ferry.)

Stop delaying Bowen ferry outside Horseshoe Bay to give way to other ferries.

BC Ferries provides an important link for our staff and families to attend school and school-related events, and it is the only affordable service available to dependent communities.

I have coworkers that reverse commute, they are essential to health services on Bowen.

I need a 7:30 am sailing so I don’t miss school (no later or else I’m late) & 3:30/3:45pm so I’m not home too late.

*Example comments drawn from Bowen Island survey responses, emails, and letters received from community members. Please see Appendices B and D for verbatim survey comments, and copies of correspondence from community members.
Next steps
The goal of the On-Time Sunshine Coast and Bowen Island engagement was to involve communities in planning for schedule changes that will help to improve the on-time performance of the Horseshoe Bay/Langdale and Horseshoe Bay/Bowen Island routes.

Through the engagement process communities emphasized how important the ferry system is to their livelihoods and quality of life. Community members also noted the importance of reliable on-time service and expressed a strong desire to maintain current, or very similar, commute times and to increase frequency of service.

BC Ferries is now reviewing public feedback and making schedule changes to achieve more reliable service for Sunshine Coast and Bowen Island communities. This process requires community priorities be balanced with operational constraints and that sailing times be shifted to ensure passengers can rely on posted schedules. In addition to schedule changes, BC Ferries is also reviewing short and long-term measures including more frequent service to better support commuter and wider community needs.

In early fall, BC Ferries will present new schedule options to the public and will report back on action items and plans related to the key considerations brought forward by the community. Dates for this report back will be available shortly. Please sign up for project email updates or stay tuned to the project website at: www.bcferries.com/about/ontime-sc/