



WHAT WE HEARD

Phase 2 Engagement

Crofton Terminal Development Plan



In collaboration with





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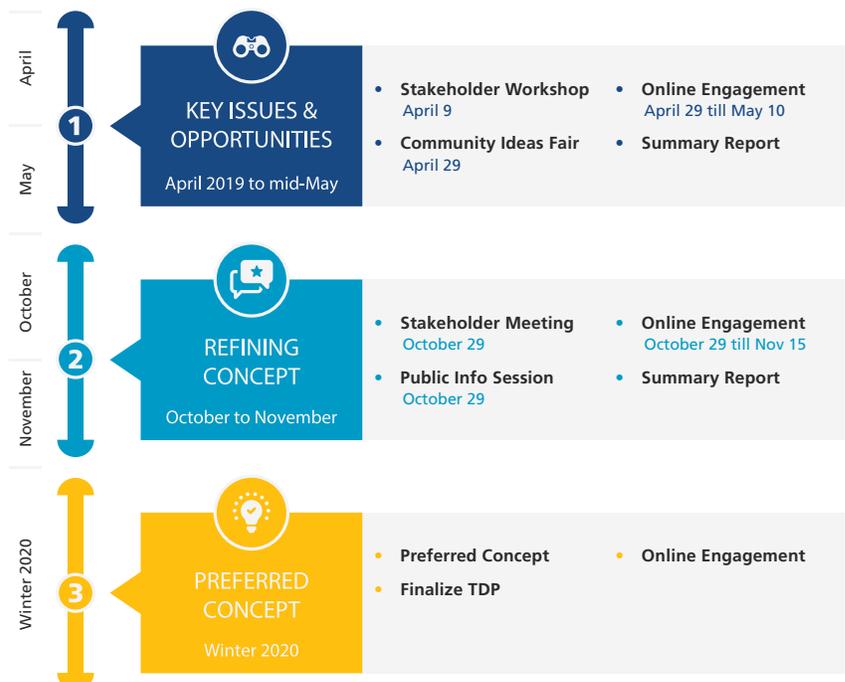
PROJECT OBJECTIVES

- To raise awareness and work with the community and partners (e.g., North Cowichan, Catalyst) to develop a future vision of the terminal as a beneficial, integrated asset to the community
- To identify terminal improvements, phasing, and cost estimates to accommodate functional needs and future growth
- To ensure improvements are undertaken in a sustainable, cost-effective, and efficient way

Overview

In February 2019, our Terminal Development team, along with key staff from various departments at BC Ferries, began the process of creating a Terminal Development Plan for the Crofton ferry terminal. The Terminal Development Plan is a long-term plan and vision for the terminal. It involves identification of key issues and opportunities, conceptual options, identification of preferred concepts, and the development of an implementation schedule for future terminal upgrades.

In April 2019, we began to engage the community, our customers, and key stakeholders as part of Phase 1 of the overall project process. A separate "What We Heard" report is available for Phase 1. Over the past six months, the outcomes of Phase 1 were used to inform the development of two preferred terminal concepts, which we continued to refine in partnership with Catalyst Paper, North Cowichan, and Ministry of Transportation & Infrastructure. Then, in October 2019, these concepts were brought back to the community as Phase 2 of the project. Phase 2 included a stakeholder meeting, public information session, and online engagement with a survey. See below for an overview of Phase 2.





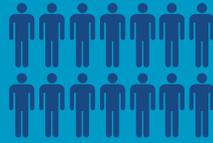
What We Did: Phase 2



12

Participants

COMMUNITY
STAKEHOLDER
MEETING



65

Participants

PUBLIC
INFORMATION
SESSION



19

Survey
Respondents

ONLINE
ENGAGEMENT



What We Heard

During Phase 2 of the Crofton terminal engagement, the following key findings and themes emerged, which are set out in the concepts shown below.



SUMMARY OF CONCEPT 1 FEEDBACK

COMMON THEMES:

- Does not resolve key community concerns regarding peak summer congestion issues
- Improvement from today, with separate holding lane on Chaplin and separate boat launch access route
- Central holding lane on Chaplin could cause visibility and traffic safety issues
- Need to consider those with mobility challenges
- Need for additional community input on park plans (e.g., skate park, vision for waterfront, green spaces)
- Could include waterfront park with this option

Full size images of both draft concepts can be found at:

bcferries.com/about/terminal-development-planning/crofton.html



SUMMARY OF CONCEPT 2 FEEDBACK

COMMON THEMES:

- Better meets community needs than current conditions or Option 1 by shifting ferry traffic and parking off of Chaplin
- Re-imagined pedestrian pier and market idea would be a great for the community
- This is a better ticketing and circulation plan for drivers and foot passengers
- Improvements to Chaplin that ensure ferry customers can access Crofton businesses easily
- Good transit stop location
- Need more community input and design consideration for park location and integration with parking lots
- Ensure strong/safe pedestrian connection to park and skate park
- Seawalk should be fully integrated and extend to the north end of any developed area
- Consider including a fenced pet area
- Consider additional parking, including boat trailer parking and enforcement

Change signs at main approach
Maple Street
improve and
landscaping

Consider
can expand
existing areas to
accommodate
more
parking

Ferry holding lanes
(+/- 82 cars)

Short-term parking & possible
long-term boat trailer parking

Skate Park &
Rec areas

Ability to
create mountain
bike paths here?
Can we connect
to other trails?

Community Green
Space

Options for
the building
parking
lot and drive

Options for
to and from
parking lot
and building
entrance

Consider
in the
best use
for street

Development potential
& streetscape improvements

ENGAGEMENT EVENT SUMMARIES



Stakeholder Meeting

On October 29, 2019, the project team facilitated an interactive meeting to discuss the two refined terminal concepts. Community stakeholders included one or more representatives from:

- Community Residents
- Municipality of North Cowichan (staff)
- Ferry Advisory Committee
- BC Transit
- Cowichan Valley Regional District Transit
- Ministry of Transportation & Infrastructure

SOME REPRESENTATIVE COMMENTS WE HEARD INCLUDE:

CONCEPT 1

- Delineated holding lane improves safety from today
- Centre lane holding feels unsafe
- Consider how those who are mobility challenged will get to ferry if travelling without a vehicle
- Wayfinding for pick up drop off potentially challenging
- Bus stop location in marina parking lot is not ideal due to challenging circulation and vehicle conflicts

CONCEPT 2

- Gets traffic off road and better meets community needs
- Additional community input needed on combo of park and parking
- Consider bike lanes and connections
- Bus stop location would work well for transit operations



Public Information Session

On October 29, 2019, the project team hosted a Public Information Session which was held at the Crofton Community Centre and attended by approximately 65 members of the public.

At the event, display boards with background information and the refined concepts generated from the input during Phase 1 were presented for feedback. There were two interactive exercises, as well: one in which participants used sticky dots to highlight elements that they liked and areas of concern, and one to assist in identifying highest-priority issues.

SOME REPRESENTATIVE COMMENTS WE HEARD INCLUDE:

CONCEPT 1

- Skate park needs to be gone! to another location. Too much traffic & vehicles in this area!
- With ferry parking on Chaplin, concerned about kids going to park
- Sea walk should “stub” to the north tip of whatever we develop!
- Missed opportunity to make fantastic green space on the waterfront

CONCEPT 2

- This is by far the better plan!
- Consider putting the boat launch and some boat traffic parking on fill across foreshore
- More boat launch parking
- Concerned about safe access to skate park for kids





Online Engagement Survey

In addition to in-person engagement, a public online survey was launched to coincide with the Public Information Session. There were 19 responses to the survey received between October 29th and November 15th, which helped to extend the reach of the (primary) in-person engagement.

SOME REPRESENTATIVE COMMENTS WE HEARD INCLUDE:

CONCEPT 1

- I like that there is less disruption to Crofton itself, with some amenities left as is
- I like how the boat launch traffic is separated from the community and ferry traffic
- I do not like this Concept at all. The ferry traffic needs to be off this road completely
- Really, this is status quo with a through lane: It does not solve the gridlock Crofton sees during peak summer season when traffic is backed up right to the top of Chaplin and onto Crofton Road

CONCEPT 2

- I love that the ferry traffic is diverted to its own road
- It may cost a lot more, but will solve any traffic issues for the next 100 years and improve the ambiance of Crofton in the long run
- The pedestrian pier and market are wonderful ideas to generate more income and interest in the Crofton area
- I like the expanded boat ramp parking. I like keeping the old dock and boat ramp where they are now and clearing of a lot of the traffic that is now on Chaplin
- More parking is always appreciated
- I would like to see any seawalk extension if possible to the terminal or further North
- Like the idea of the re imagined pedestrian pier-like expanded waterfront park. Shows vision and using the waterfront so pedestrians and public can enjoy



First Nation Engagement

BC Ferries met with representatives from the local Halalt First Nation in May 2019 to introduce and have a preliminary discussion about the TDP, and have maintained a continuing dialogue throughout the TDP process. Halalt First Nation has indicated an interest in participating in the process and collaborating on mutually beneficial initiatives, such as incorporating indigenous art (e.g., carvings, welcoming poles) and educational elements at the terminal. Archaeological considerations for the area were also discussed and will be addressed moving forward as specific construction projects are undertaken.