

# Horseshoe Bay Terminal Redevelopment

We recently wrapped up Phase 2 of our Visioning Engagement for the Horseshoe Bay Terminal Redevelopment project. Phase 2 was our Discovery phase and saw us conduct five workshops in West Vancouver, the Sunshine Coast, Bowen Island and Nanaimo. Each workshop involved 5-10 key community stakeholders who have a vested interest in the future of Horseshoe Bay terminal as well as one employee workshop with terminal and vessel staff. These meetings outlined challenges and constraints, as well as ideas and opportunities related to travel trends and desires, and asked participants what their ideal vision for the future of Horseshoe Bay terminal looks like. We heard six major themes and several key considerations from workshop participants including:

THEME	KEY CONSIDERATIONS
 <b>Terminal access</b>	<ul style="list-style-type: none"><li>• Provide safe and easy access for all modes of transportation (e.g. private vehicle, public transit, bicycles, walking)</li><li>• Ensure easy access to other regional connections (transit, ferry routes, rail)</li><li>• Create easy, stress-free movement during arrival and throughout the time spent at the terminal</li><li>• Ensure easy access for all ages and abilities</li><li>• Provide clear, visible signage &amp; wayfinding</li><li>• Create easy and freer access between the terminal and the village</li></ul>
 <b>Terminal amenities</b>	<ul style="list-style-type: none"><li>• Provide fast, reliable Wi-Fi</li><li>• Create separate 'zones' – for example, work stations, kids play areas, family space</li><li>• Develop common community spaces that can be enjoyed by the village and customers</li><li>• Include retail space (this included ensuring retail opportunities bring benefit to the Horseshoe Bay community and businesses)</li><li>• Provide shelter for shade and rain cover</li><li>• Create large and comfortable waiting areas</li></ul>
 <b>Gateway aesthetics and experience</b>	<ul style="list-style-type: none"><li>• Create a sense of arrival with aesthetics and architecture that the community can be proud of (e.g. along the lines of YVR)</li><li>• Install local and First Nations art</li><li>• Create a warm and welcoming feel</li><li>• Consider changing name from "terminal" to "hub" or "gateway"</li><li>• Pay attention to comfort and ambience</li></ul>
 <b>Integration with surrounding environment and history</b>	<ul style="list-style-type: none"><li>• Create amenities that benefit the surrounding neighbourhoods and businesses</li><li>• Provide green space</li><li>• Ensure territorial acknowledgement and integration/collaboration with First Nations</li><li>• Work with the natural beauty of the space</li><li>• Provide access to surrounding parks and trails</li><li>• Ensure minimal noise, light pollution disruption to residents</li><li>• Establish ongoing and open dialogue with surrounding residents and businesses</li></ul>
 <b>Technology and information</b>	<ul style="list-style-type: none"><li>• Provide paperless ticketing</li><li>• Install a countdown clock for departure/arrival</li><li>• Provide clear, timely information on sailings/delays available on site, through apps, etc.</li><li>• Make upgrades to technology for ticketing, reservations, scheduling</li><li>• Use reservations to smooth demand</li></ul>
 <b>Future flexibility</b>	<ul style="list-style-type: none"><li>• Ensure terminal can accommodate passenger ferries</li><li>• Leave room to integrate future technology and travel patterns</li></ul>