

Hornby Island & Denman East Terminal Development Planning

PUBLIC ENGAGEMENT SUMMARY

MARCH 2018

YOUR INPUT IS IMPORTANT TO US AND WILL HELP SHAPE OUR FUTURE PLANS.



ENGAGEMENT HIGHLIGHTS

In March 2017, BC Ferries launched the Terminal Development planning process for the Denman East and Hornby Island terminals – a planning initiative that will result in the phased implementation of strategies, actions and projects over a 25 year horizon. Terminal Development Plans will help BC Ferries develop terminals in a cost effective, organized, phased and efficient way.

As community input is an essential part of the planning process, BC Ferries held public engagement events on November 15, 2017 at the Hornby Island Community Hall and November 16, 2017 at the Denman Island Activity Centre. These events were designed to educate and start a conversation with the residents of both communities. We want to share with you the feedback we received.

Terminal Development Plans will enable BC Ferries to develop terminals in a cost effective, organized, phased and efficient way.

The November engagement events focused on:

- HOW** the community gets to and from the terminals
- WHY** the terminal is important to the community
- WHAT** challenges does the community face today when using BC Ferries
- WHAT** opportunities exist to improve the terminal



What will Denman East and Hornby Island terminals look like in 2040?

Denman East and Hornby Island Terminal Development

Great terminals are the result of careful planning, financial investment and thoughtful design. We are seeking your feedback on the key issues and draft concepts for Denman East and Hornby Island terminals. We want to hear from you on the changes and improvements you would like to see as we develop the terminals.

Community Information Sessions

Hornby Island
Wednesday, November 15, 2017
Hornby Island Community Hall
4305 Central Road, Hornby Island
4:00pm - 7:00pm

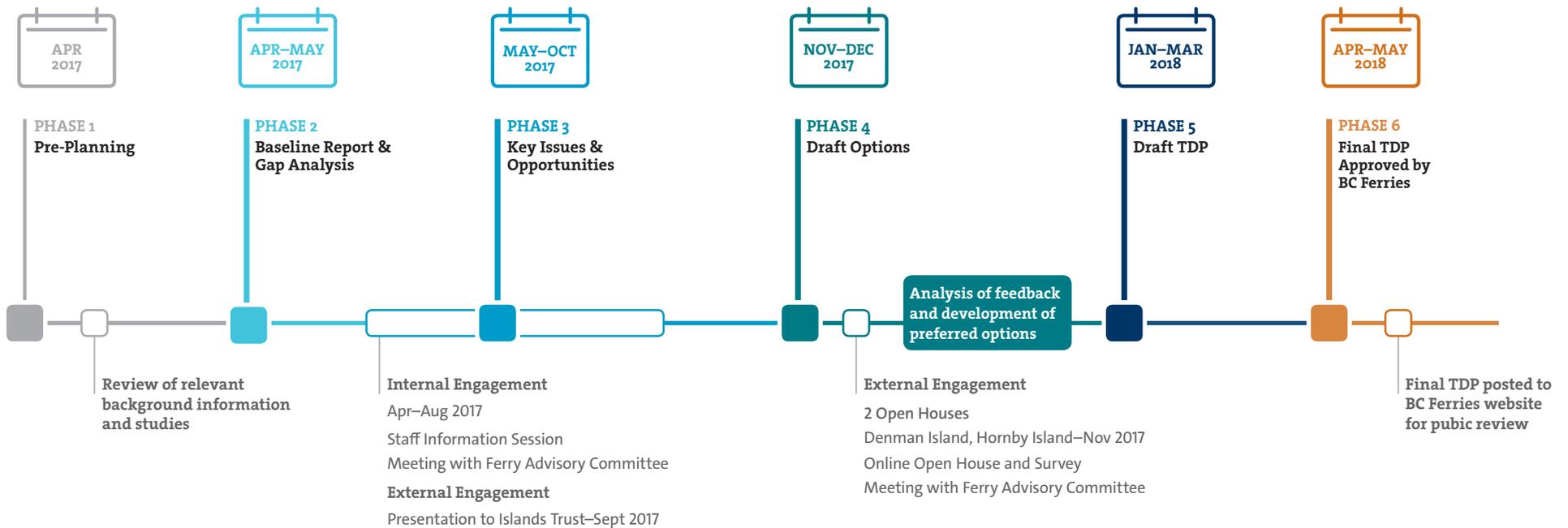
Denman East
Thursday, November 16, 2017
Denman Island Activity Centre
1111 Northwest Road, Denman Island
4:00pm - 7:00pm

Complete a Survey
Visit bcferries.com/about/publicconsultation2 to take part in the survey by December 1, 2017.



During the information sessions, Terminal Development staff met with and provided information about the terminal development planning process to members of the community who attended. The community feedback was received and heard by staff, and included both positive support and some concerns shared

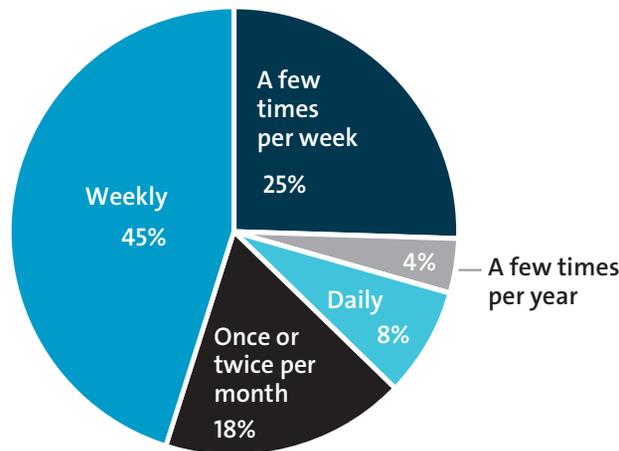
for consideration in the future planning of the terminals. The purpose of the sessions was to listen to the feedback from residents to help identify opportunities to improve the terminals and provide a cost-effective, customer-focused travel experience.



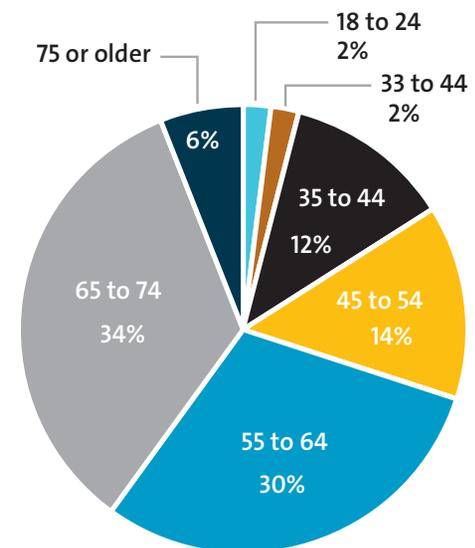
SURVEY SUMMARY

An online survey was posted on the BC Ferries website which included questions about the existing Hornby Island and Denman East terminals, what was working well, what was not working well, and what would make the terminals better in the future. The community expressed interest and support in developing both terminals while maintaining as much existing green space and natural surrounding as possible. The community liked the idea of expansion of holding compounds to improve traffic containment and minimize traffic issues on roadways. Community feedback included comments and suggestions on a wide range of aspects of BC Ferries services and operations, from schedule to frequency of sailings and cost of fares.

The majority of participants that answered the survey use BC Ferries weekly and are in the age range of 55 to 74.



How often do you use BC Ferries?



How old are you?

Members of the community

participated in the engagement process by...



attending the engagement event, interacting via email, or completing surveys (online and at event)

The community feedback collected will be used to inform the Denman East and Hornby Island Terminal Development Plans. The draft terminal concepts are posted on the website for the public to view.

These options can be viewed online by clicking on the Denman East and Hornby Island webpage at www.bcferrries.com/about/terminal-development-planning

Top 3 Comments*

→ **Improve VEHICLE HOLDING CAPACITY**
(holding lanes, parking)



→ **Improve SAFETY**
(traffic control, traffic overflow, separate pick up/drop off area)

→ **Maintain NATURAL SURROUNDING**
(green space, trees, views)

service parking lane beauty priority vessel
schedule lanes
safety larger green space
connecting fares traffic

* At the engagement events, we also heard from the community the desire to see increased ferry service between Hornby Island and Denman East. This feedback has been shared with our operations team.





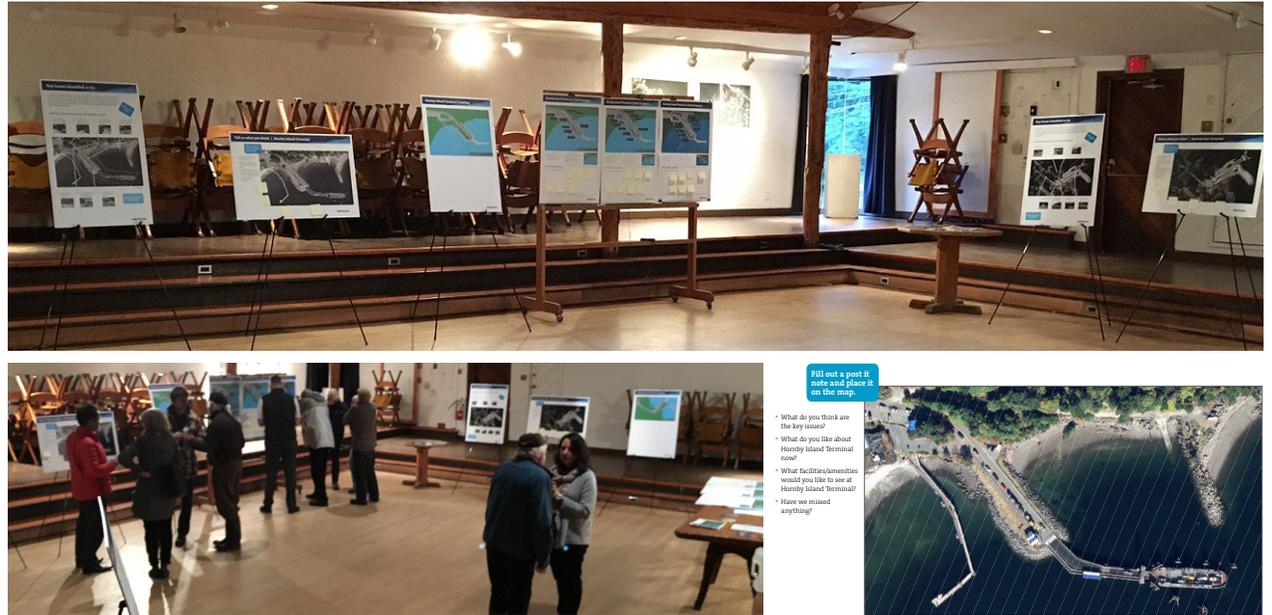
WHAT WE HEARD

The following is a summary of the engagement that took place to help inform the Terminal Development planning process for the Hornby Island and Denman East terminals.

The comments and responses from the engagement events and surveys are recorded in Appendix A of this report.

EVENTS

Public Information Session (35+ attendees)
November 15, 2017 4pm-7pm held at
Hornby Island Community Hall
and an online survey posted on the BC Ferries
website (from October–November 2017)



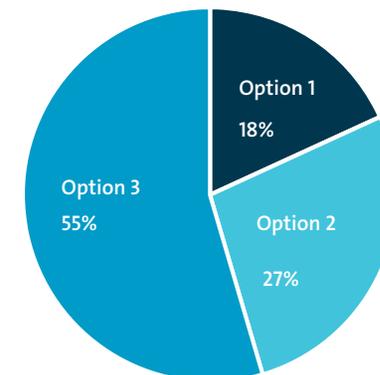
Hornby Island TDP What We Heard:

BC Ferries' Terminal Development staff provided information about the Terminal Development planning process, and listened to the comments and concerns raised by residents who attended the session. The feedback provided by the community will help inform the design of concept options for the Hornby Island Terminal Development Plan (TDP).

The community feedback from the open house and survey included:

- ➔ Increase holding lanes and upgrade existing side street to accommodate traffic
- ➔ Retain as much green space as possible and minimize impact on natural landscape
- ➔ Separate pick-up/drop-off area to improve safety and traffic flow
- ➔ Hornby Island Concept Option 3 as the preferred concept of 55% of the respondents

HORNBY ISLAND Which Option do you prefer?



These options can be viewed online by clicking on the Denman East and Hornby Island webpage at www.bcferries.com/about/terminal-development-planning

EVENTS

Public Information Session (20+ attendees)
November 16, 2017 4pm-7pm held at
Denman Island Activity Centre
and an online survey posted on the BC Ferries
website (from October–November 2017)



Denman East TDP What We Heard:

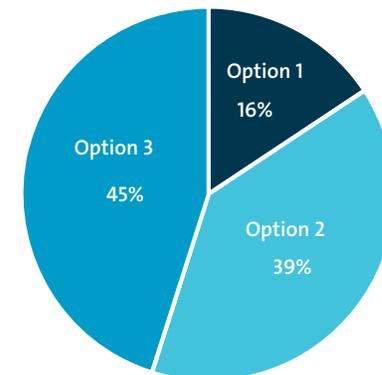
BC Ferries' Terminal Development staff provided information about the terminal development planning process, and listened to the comments and concerns raised by residents who attended the session. The feedback provided by the community will help inform the next steps of the Denman East Terminal Development Plan (TDP).

The community feedback from the open house and survey included:

- Support for separate thru lane for pick-up/drop-off and emergency vehicles
- Need for sufficient holding capacity on site for traffic that lines up on East Road
- Traffic management on and around site when traffic and passenger volumes are high during peak season
- Maintain trees and green space, least impact on natural landscape
- Denman East Concept Option 3 as the preferred concept of 45% of the respondents

DENMAN EAST

Which Option do you prefer?



These options can be viewed online by clicking on the Denman East and Hornby Island webpage at www.bcferrries.com/about/terminal-development-planning

An Update from BC Ferries

Dear Denman and Hornby Island Ferry Travellers,

Our team continues to move forward with the Denman East and Hornby Island Terminal Development Plans. I would like to explain why we are moving forward with this plan now. While there have already been recent improvements at the terminals such as new waiting rooms, washrooms and improving the marine infrastructure, there is still a need to create a long-term plan and vision to ensure our short-term actions and investments align with the long-term strategic planning for these important ferry terminals.

In April 2017, concerns were raised by the local community at our Ferry Advisory Committee meeting regarding potential safety issues arising from traffic backing up on the roads leading to the terminals due to the insufficient size of the holding compounds. Through the Terminal Development Plan process, we will address these concerns by looking to increase the capacity of the holding compounds while creating a safer and better experience for those arriving by vehicle, foot or bike.

Your input is important to us and we want to share some of the feedback we received from the sessions we held last fall. On November 15 and 16, 2017, we held two drop-in sessions

inviting you to provide your feedback about the future development of the Hornby Island and Denman East terminals. We asked for your ideas to help us in our planning process and ensure we develop a long-term vision that improves your travel experience.

We heard you want to improve the terminal holding compounds, particularly by increasing their size, and minimize ferry traffic using the roadway shoulders, especially during the summer months when traffic increases. In addition to your comments at the drop-in sessions, we also received feedback through the online survey and by email. We put together the feedback we received and will post it on our website by the end of February. If you would like to read the report, please visit the Denman East and Hornby Island page on bcferries.com/about/terminal-development-planning at the end of the month.

The next step for this project is to further develop the Terminal Development Plans and create a preferred option based on what we heard, and what we know about the terminals' opportunities and needs for operations. We anticipate having a preferred conceptual option ready by the spring, which we will post on our

website for you to view.

We also want to keep you updated on what is happening with this project and have included our schedule below.

If you have any questions about the process undertaken so far, or what lies ahead, please don't hesitate to contact me directly at brian.green@bcferries.com. Also let me know if you find these updates helpful, and any questions you may have that I can address next time I write.

Thanks for reading,

Brian Green

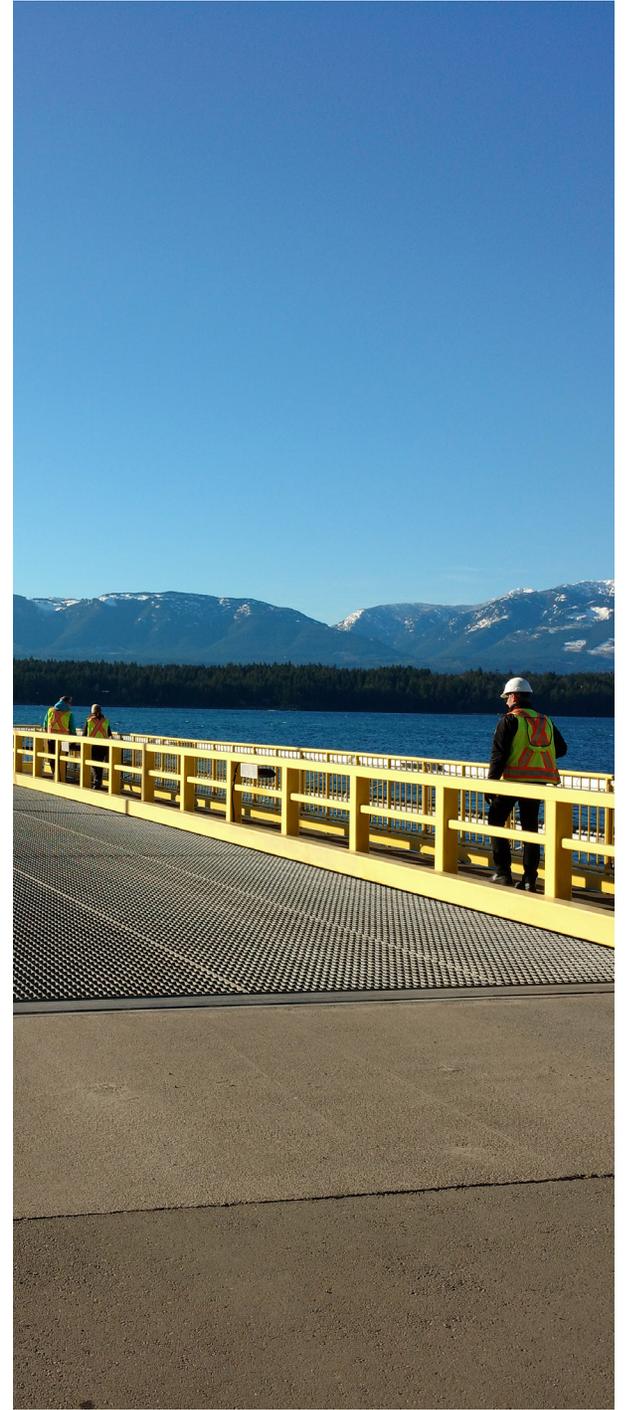
Manager, Terminal Development
BC Ferries



Denman East and Hornby Island		
What is happening?	Details	When?
Refine the draft options and create a preferred option for future terminal	Refine the options we presented at the public sessions to create a preferred option that considers opportunities, what we need for operations and what we heard from you	March 2018
Produce a draft Terminal Development Plan	Finalize information we collected and develop a draft Terminal Development Plan	Spring 2018

Terminal Development planning update can be viewed online by clicking on the Denman East and Hornby Island webpage at www.bcferries.com/about/terminal-development-planning





Appendix A

**Nov 15/17 Hornby Island – Public Information Session
Hornby Island Community Hall 4pm-7pm
And Online Survey**

FEEDBACK COMMENTS/POST-IT NOTES

- Not interested in any more expensive upgrades – enough is enough! Instead, give Hornby Isl people access to 50% of Denman West ferry on every sailing!
- Holding compound needs more capacity
- Spend the \$\$ on continuous sailings. We don't want to wait at terminals
- Leave this one!
- Garbage disposal?
- Electric vehicle charging station please!!
- I like it. Lose boat ramp. Too much traffic there. Eventually operations will catch up to you.
- Bathrooms – need more than one stall and unisex, two lanes would be good
- Rather see holding lanes than sidewalks
- Snow removal? School bus turn around? Terminal maintenance, vehicle holding area?
- We need small boats in winter, larger in summer. Also priority loading – much more!
- As many people as close as possible to the terminal
- Emphasis on boat service – 1) capacity, inter-communication, 2) regularity, 3) over terminal expansion
- Do not upgrade (boat ramp) please, traffic problems. There is a ramp if you continue on East Rd.
- What's being done- sea level rise elevation... is new terminal at Denman East safe?
- Big terminal need big boat
- Get rid of slow cable ferry & replace with one that can double trip fast enough to keep up with busy days. No large holding places needed if people are moved quickly & efficiently. Thank you
- Not on BCF property? Like holding lanes #3
- Do not want to see chain link fences blocking off beach access
- Like bus turn around and passenger drop-off
- Unnecessary
- No TDP – focus on better schedules and better service re: loading and unloading
- Direct route Buckley Bay – Hornby in July & August
- I like it. Operations needs to catch up to you
- More assured spots on Denman for Hornby residents
- No TDP
- More natural landscape vs. fence & concrete
- Hornby terminal stay as is. Larger vessel in summer. More sailings in winter
- I know chain link fence used but please don't do it here
- How much money have you already spent on all this before if asking us if we want any further development
- Assured loading for medical appointments! Love, the Doctor

- Larger holding compound, get people closer to facility, 90 car back-up in summer
- Unnecessary
- Winter schedule keep the 22:00 sailing
- Hourly schedule, loading cable ferry & unloading do so in the same order, priority Hornby residents on Denman-Buckley sailings
- Winter capacity is enough, tourist capacity to be addressed by boat size and schedule over and above terminal expansion
- No TDP!
- Focus on better schedules instead of TDPs!
- Larger vessel
- Rather see holding lanes than sidewalks
- Instead of more room to wait, how about a bigger boat so we don't have to?
- Favorable, lease aesthetic impact, most gained functionality
- At bare minimum a holding lane on Hornby
- The ideal boat type such as Island Sky – good capacity and power to transport between Buckley Bay and Hornby direct
- Naturalize the terminals, plant trees
- Improve connecting ferry service and schedules
- Thank you! Welcome the investment
- It's fine – leave it alone
- Least expensive to make it work, assured loading on Denman West, we are half the ferry!
- Solid regular service preferable to pavement expansion
- It's fine the way it is, spend your extra \$\$ on better scheduling
- Keep it small – keep it green!
- Not interested in any more expensive upgrades! Concentrate on putting back the old schedule, lowering ferry costs and giving Hornby ridership access to 50% of Denman West/Buckley Bay ferry on every sailing

Nov 16/17 Denman Island – Public Information Session

Denman Island Activity Centre 4pm-7pm

And Online Survey

Denman East TDP – What We Heard:

FEEDBACK COMMENTS/POST-IT NOTES

- Maintain the old conventional deck for use by a conventional replacement ferry
- Webcams showing the terminal / lineups
- Safe pedestrian access up & down the hill from terminal to village
- Don't remove the beautiful tree in the island
- Portapotty higher up for elderly & children
- Need temp. parking as bus service on Hornby will increase parked cars
- Thru lane on East Rd. for local traffic
- Leave food services in summer
- Holding area bigger say 4 lanes = 66 cars plus the westbound lane
- Flashing warning light for East Rd. vehicles exiting
- Traffic calming on the bends exiting vessel
- More EV stations
- Keep flaggers until permanent solution is done
- Safety issues in line ups & getting home for people who live past the landing on Den.

HORNBY ISLAND & DENMAN EAST TDP EMAIL FEEDBACK (5 Emails)

Email 1

I took the survey regarding options for upgrading both the Denman East and Hornby ferry terminals. We have an ongoing problem with Hornby residents and tourists speeding across Denman to try and beat East Rd versus Lacon /McFarlane Road ferry traffic. Could the Hornby ferry not just use the existing dock at Buckley Bay that was used for the old ferry? The Hornby ferry could go straight from Hornby around Chrome Island and to Buckley Bay. You could use the money allocated for both those terminal upgrades and just expand the Buckley Bay terminal. This would take care of all the problems in one project. I thought about this after I had taken the survey.

Email 2

I was unable to be at the recent presentation held on Denman Island regarding plans to up-grade the Denman East terminal. I was also unable to take the on-line survey due to a technical problem, however here are my comments regarding the proposed terminal.

Comments:

In your Strategic Goals there is no mention of any impact to the community the terminal may cause to local residents. As a resident of Denman Island I want BC Ferries to stop impacting our roads by creating line-ups of vehicles that create possibly life threatening hazards to Emergency vehicles, Fire and Ambulance in particular and local travellers. This condition gets worse every year. Denman Islanders suggested BC Ferries provide flaggers with radios to assist local traffic past ferry line-ups. BC Ferries hired flaggers with radios this year and the system worked well other than when flaggers were not scheduled and line-ups occurred. Regarding your Draft Concepts:

I believe that the major priority for Denman East is to utilize as much of BC Ferries property to allow vehicles waiting for a ferry to park on that land. I think all of the concepts could be designed to accommodate more room for waiting vehicles. There also needs to be parking space for short time vehicle parking. If this is not provided vehicles are left on the gravel portion of East Road causing a one lane situation similar to the overload parking problem on East Road. Taking down a beautiful tree to make way for a "Welcome" sign is certainly not a Denman Island approach. This concept alone makes me think how much BC Ferries knows about local people. Hoping to build a parking lane in-front of Driftwood Farms property is not legally possible. The road is gazetted and highways have no legal right of way other than the road bed. Making a parking lane past Driftwood Farms to the north is OK. The longest line-up I have encountered was just under a kilometre long so the parking lane needs to be considerable in length. There is no necessity to make improvements to the old boat launch ramp, doing so will impact on ferry traffic and there is a great boat ramp at Bill Mee Park a short distance south of the terminal. I hope my points will be considered. Sincerely.

Email 3

Four generations of our family have been seasonal residents of Denman Island (DI) for thirty years, living on Lacon Road between the Millard & Woodham junctions. Ferry traffic across the island and particularly past our home is a tragedy waiting to happen. Driving safely at the speed limit on DI results in tail-gating, and other forms of aggressive driving, including threatening hand gestures, and routinely results in ferry traffic overtaking on blind corners, as they race one another to get the next ferry from Buckley Bay (BB) to Hornby Island (HI), or from Hornby Island to Buckley Bay.

Obviously on an unpoliced island, ferry traffic takes greater risks than where a police presence and aggressive traffic control methods might result in traffic tickets. While it is not BC Ferries (BCF) responsibility to police bad driving, the reconfiguration of the DI East & HI terminals, and minor amendments at the DI West & BB terminals can significantly improve cross-island traffic flow at ferry times IF you introduce the reservation systems on all ferries for vehicles from Buckley

Bay to Hornby Island and vice versa, and for vehicles from Denman Island to Hornby Island and vice versa. If fifty (50%) of each ferry is reservable using the existing reservation system at \$5 per passenger car, with higher rates for commercial vehicles, then you dramatically lower the need to race across DI to grab those last few loading slots as you try to get to an appointment, make a delivery, etc.

There will be those on DI & HI who will loudly decry BCF's actions as "yet another cash grab", and demand "affordable ferry services", but all DI residents are threatened by HI ferry traffic, and in the absence of aggressive policing on DI, I firmly believe this concept ensures both HI & DI residents can plan their on-islands (s) and off island(s) business effectively, whilst allowing our off-island trades & services who support our communities to plan their business with minimal waiting for ferries. I also think that BC Ferries & the DI community should seriously discuss detouring all through HI => BB & BB => HI traffic along Lacon Road & Macfarlane Road during the Saturday Farmer's Market from the Victoria Day weekend to the Thanksgiving weekend to reduce the dangers with ferry traffic & local traffic in the vicinity of the Farmer's Market. Again, there will be DI locals who will not like the increased traffic past their homes (and ours included) during those three hours, but it is for our residents' safety, whilst reducing the risks of the HI 500 racing through our Market Traffic.

I would be happy to discuss my survey responses and these opinions with your BCF planners at your convenience. Regards

Email 4

I'm overwhelmingly hearing two messages from Hornby Island:

1) Many people say that they were not aware of the Open House.

The Denman and Hornby open houses were advertised in the Island Grapevine, but this is only distributed on Denman Island. There was no notice in the Hornby Tribune which is the equivalent publication delivered to all households.

(I did what I could by announcing the Open House on community Facebook groups and on the community radio station).

2) Many people are saying that they do not want to see any money spent to increase developments at Shingle Spit. They would like it left as it is and were preferred to see the money that would have been expended going towards improved service (eg restoration of lost sailings) or lower fares. Even if holding capacity is expanded at Shingle Spit there will still be traffic lined up on the road on busy days. Significant concerns about safety issues with respect to these line-ups are not being articulated.

Email 5

Received an info card at the Buckley Bay ferry booth.

Cannot attend community info sessions.

Visited website to access a survey (by December 1, 2017) as per info on the card.

Wasn't clear where the survey is on the site.

Can you please provide a link?

Thanks,

Hornby Island TDP & Denman East TDP – What We Heard – Survey Responses

Total of 58 Surveys

Survey Questions:

Denman East Terminal

Q1 – Which option do you most like?

Q2 – What did you like about this option?

Q3 – Is there anything you didn't like about this option? How can it be improved?

Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?

Hornby Island Terminal

Q5 – Which option do you most like?

Q6 – What did you like about this option?

Q7 – Is there anything you didn't like about this option? How can it be improved?

Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?

Tell Us About Yourself

Q9 – How old are you?

Q10 – How often do you use BC Ferries?

Respondent #1 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 1
Q2 – What did you like about this option?	The majority of traffic coming from Buckley bay is enroute to Hornby. The real answer to the issue would be providing a larger ferry for the crossing from Denman to Hornby during the summer months... but if the only option is to improve the vehicle waiting area then I suppose that will have to suffice
Q3 – Is there anything you didn't like about this option? How can it be improved?	Larger ferry to Hornby, less vehicles waiting and causing unsafe roadway
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	The new waiting rooms are a nice addition as are the bathrooms. Maybe vending machines
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	35 to 44
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #2	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Sufficient parking
Q3 – Is there anything you didn't like about this option? How can it be improved?	Lack of safe beach access (as proposed in option 2)
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	35 to 44
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #3	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Contains short term parking. Pick up and drop off zone is near enough to the vessel for a line of sight, and the position of it as opposed to option 1 will encourage people not to run through traffic. 2 lanes for holding traffic will be enough for most days, and not entirely too much during the slow season
Q3 – Is there anything you didn't like about this option? How can it be improved?	No safe beach access noted
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	more holding lanes, short term parking. pick up drop off area, formal beach access, utilizes existing side street - potential public service upgrading the boat launch rd
Q7 – Is there anything you didn't like about this option? How can it be improved?	staff parking relatively far from boat, potentially more short term parking than needed. Most day tripping walk on traffic parks on Denman. Not much traffic Parks on hornby then boards the ferry. Dedicated drop of zone for bus is probably unnecessary there is only 1 school bus a day, in winter only. That zone should be all pick up drop

	off, and then that small parking space could be staff parking
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	18 to 24
Q10 – How often do you use BC Ferries?	Weekly

Respondent #4 Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	--
Q10 – How often do you use BC Ferries?	--

Respondent #5 Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Keeps drop off traffic separate. Maximum holding area for cars
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Best use of space max holding, separate drop off and bus area, access to beach. Keeps big maple tree on inside corner I hope
Q7 – Is there anything you didn't like about this option? How can it be improved?	Doesn't improve visibility

Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #6	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 1
Q2 – What did you like about this option?	Least disruptive to environment/landscape. Seems efficient
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	Holds lots of vehicles with less disruption to the landscape in the area. It gets the cars from lining so far up Shingle Spit Road
Q7 – Is there anything you didn't like about this option? How can it be improved?	No. It looks great
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Having as much green areas (vegetation) as possible to mitigate the visual impact of the concrete used throughout
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #7	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical	--

terminal that you think should be addressed in the new design?	
Tell Us About Yourself	
Q9 – How old are you?	--
Q10 – How often do you use BC Ferries?	--

Respondent #8	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 1
Q2 – What did you like about this option?	Not as important to drop/off pick up on that side as most traffic is flow-through. So option 1 is good and will have less impact
Q3 – Is there anything you didn't like about this option? How can it be improved?	It's perfect
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Probably not for this terminal, though it could be considered. An EV charging station. Ideally there would be one at Buckley Bay...I guess am just making a mental note for you guys :)
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Space and staff parking. Everything is crammed right now and investing in fill would be great for the future
Q7 – Is there anything you didn't like about this option? How can it be improved?	Just careful on the aesthetics. Plan for natural/native landscaping please. A bit more cost but this will help with the aesthetics of a larger footprint
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	ABSOLUTELY. Please contact HIRRA right now to discuss the future of the Boat Ramp. They are currently fundraising to improve it. We are aware of the Denman experience. BCF would be adored for including the cost of the boat ramp in your project!
Tell Us About Yourself	
Q9 – How old are you?	33 to 44
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #9	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 1
Q2 – What did you like about this option?	Least amount of impact on existing landscape
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 1

Q6 – What did you like about this option?	Least impact on current landscape
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Retaining current “feel” without turning the area into giant paved environment
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #10 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	--
Q2 – What did you like about this option?	Don't think any are necessary. Better scheduling & service is what is needed
Q3 – Is there anything you didn't like about this option? How can it be improved?	As I said there isn't an option that is necessary!
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Better scheduling is what is needed not more money spent on the beauty of the terminal
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	Same answer as other terminal no options are necessary what is needed is better scheduling!
Q7 – Is there anything you didn't like about this option? How can it be improved?	Not needed
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Not needed what is needed is money put into better services as to scheduling and functioning of order of vehicle loading & off loading
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #11 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Consideration for emergency vehicle access
Q3 – Is there anything you didn't like about this option? How can it be improved?	No
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	More room and space for emergency vehicle access
Q7 – Is there anything you didn't like about this option? How	No

can it be improved?	
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #12	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 1
Q2 – What did you like about this option?	Minimal impact on surroundings, ecology
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 1
Q6 – What did you like about this option?	Least impact on environment and ecology, retain green spaces, trees etc
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #13	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	MORE room for cars and less East Road back up
Q3 – Is there anything you didn't like about this option? How can it be improved?	There should be even more emphasis on dealing with the east road back up. This is a SERIOUS public safety issue!
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	I think it is OK to widen the current footprint of the entire facility to solve this serious safety issue
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	

Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Daily

Respondent #14	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Best overall traffic control
Q3 – Is there anything you didn't like about this option? How can it be improved?	Fine. Try to save as many trees as possible
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Traffic flow
Q7 – Is there anything you didn't like about this option? How can it be improved?	Save beach
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Daily

Respondent #15	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Facilities not so spread out, Good passenger and bus drop-off, More holding area for vehicles, More efficient use of existing property
Q3 – Is there anything you didn't like about this option? How can it be improved?	Too much devoted to sidewalks, would like to see a minimum "concrete jungle" with a maximum of car handling. Don't want to see fences blocking off access to the waterfront/beach
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Keep it simple
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	More compact, All on BCF land, Good passenger and bus drop off. More parking, both for holding vehicles and also park 'n' ride
Q7 – Is there anything you didn't like about this option? How can it be improved?	I like the "knoll", good playground for kids. Encourage development over by the existing crew parking area, lots of room for expansion there. Keep access to the beaches. Don't need overkill on concrete and fencing

Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Treat the whole bay as one unit. Redo the road to the boat launch (and redo the launch itself) as a way to integrate more parking and enhance beach access. Also would like to see provision for a float plane landing area on the outside of the bay breakwater. We like nature, don't do anything not necessary for safety. The line up on Shingle Spit Rd. Could be signed to move over onto the shoulder. People stop right in the middle of the lane now, making dangerous driving conditions
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Weekly

Respondent #16 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	--
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	where is the high ways going to put the ditches for the run off water. the culvert has to be moved along East Rd so our neighbours and our property isn't flooded any more
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	--
Q10 – How often do you use BC Ferries?	--

Respondent #17 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Closer pick up/drop off for aging local population, separating staff parking from short term
Q3 – Is there anything you didn't like about this option? How can it be improved?	Where would a DI resident park their car if going walk on for a day trip to Hornby? If the Hornby bus continues I would see this happening much more than it does now

Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	I like the shoulder parking for overflow on all options, last summer the line up was the longest I have seen in 5 years. Flow of traffic through to the south and emergency vehicles a priority, which has been addressed in all three options
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	keeps it simple for tourists in height of summer. Winter volumes won't require lane 2. Like the lack of turnaround cross traffic right in the middle of the two lanes
Q7 – Is there anything you didn't like about this option? How can it be improved?	Keeping the north side more natural with the pub etc and views to the beach, with the business side on the south, improve greenspace while keeping views on left side when arriving on Hornby
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	I like future proofing the plan, over building because it will likely have increased traffic year after year going forward
Tell Us About Yourself	
Q9 – How old are you?	45 to 54
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #18	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Although it involves the most environmental destruction it provides a safer environment for all and a terminal that should be future proof
Q3 – Is there anything you didn't like about this option? How can it be improved?	Permanent pitch or building for a refreshment provider. If people are having to wait at peak times, we could at least provide them with the opportunity to get a snack and hot drink
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	See 3 above
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	It's a middle line
Q7 – Is there anything you didn't like about this option? How can it be improved?	No
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	45 to 54
Q10 – How often do you use BC Ferries?	Weekly

Respondent #19 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Pick up/drop off design
Q3 – Is there anything you didn't like about this option? How can it be improved?	The waiting lane along East Road. I am afraid that through traffic will still encounter people using the driving lane to play ball, etc. with children unsupervised and at great risk. Many of these people are in holiday mode and seem not to care that this is a through road and they seem oblivious to the danger. All ferry traffic needs to be accommodated within the terminal space
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	All ferry traffic needs to be accommodated within the terminal space
Hornby Island Terminal Questions	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself Questions	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #20 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	Staff parking does not need to be as big and should be the farthest away since you are all able bodied. At the most there is one staff from Denman, the rest are coming from off island and usually bring the vehicles to Hornby. The yellow lines that are sometimes painted to tell people not to park in front of are not obeyed/understood. Daily we are asking people to move in the summer or are stuck waiting to get a vehicle out from people blocking us in
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Short term parking/day parking should be close to terminals or at least some spots for those not so able bodies or there is a lot of walking by the time you get to

	HI
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	None, this should be left alone until new vessel arrives
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Why spend so much money on these upgrades instead of focusing on service...most of the regular users would prefer to spend money on lower fares/frequent runs than fancy upgrades....perhaps people are not participating in the meetings and surveys because they are feeling a bit jaded from the last 'community consultations'. The main issue is the Denman side and fixing the holding lane/shared road space which is incredibly dangerous and just a matter of time before some tourist gets hit
Tell Us About Yourself	
Q9 – How old are you?	45 to 54
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #21	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	most holding lanes, separate drop off area
Q3 – Is there anything you didn't like about this option? How can it be improved?	loss of vegetation but can't think of how that can be avoided
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	make sure lighting is LED with correct color and shields to minimize light pollution for are (hoping you can upgrade current lights to have shields!)
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	separate pick up drop off area, simpler two lane loading
Q7 – Is there anything you didn't like about this option? How can it be improved?	loss of trees but not sure how to avoid
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	new shielded LED lights with correct color to provide less light pollution/less disruption of wildlife
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #22	
Denman East Terminal	
Questions	Answers (-- if question not answered)

Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Ability to drive through and around & no parking lane
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Increased holding capacity
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	45 to 54
Q10 – How often do you use BC Ferries?	Weekly

Respondent #23 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Less holding lanes. Tourists can't seem to grasp the concept of taking turns so may need staff there to direct and police cheaters
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Weekly

Respondent #24 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3

Q2 – What did you like about this option?	The best long term plan
Q3 – Is there anything you didn't like about this option? How can it be improved?	Loss of trees of course
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #25 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	It seems to cover all aspects the best
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	--
Q10 – How often do you use BC Ferries?	--

Respondent #26 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Provides the best scenario for allowing for adequate parking,

	waiting space for ferry traffic, and comfort while waiting for the next available ferry
Q3 – Is there anything you didn't like about this option? How can it be improved?	No
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #27 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	It is closest to the ideal option which is to purchase the property right beside the ferry (the owners say they are open to a market value offer) and have the entire problem solved with lots of parking, room for short term, drop offs, etc etc etc
Q3 – Is there anything you didn't like about this option? How can it be improved?	Too small and cars will still be backed up on East Road
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Yes, it has to be larger than any of the options 1,2,3 #4 has to be looked at - purchasing the property that is adjacent to the ferry line up will give room for drop offs, for short term parking, for food, electric car parking terminals, etc and keep the parking and waiting public off the road and in a safe area that does not endanger pedestrians as they walk around during the hours waiting for summer rides. Hornby Island is expanding their marketing and attracting more and more summer visitors, so the problem now is just a fraction of what it will be in 5 years. As well, with the bus on Hornby, and with the Thatch restaurant, there will be more Denman residents wanting to park near the ferry..
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Doesn't come close to ideal, but better than what is there

	currently. Why not build out the spit and widen it to the point where this ferry landing can actually function?
Q7 – Is there anything you didn't like about this option? How can it be improved?	Still a fraction of what is needed in the summer months
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Same safety concerns apply as with the Denman side
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Daily

Respondent #28 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	--
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	There should be person at the terminal tasked with ensuring the drivers haven't sped across Denman to get there. This could be through a numbering system, for example
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #29 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Pick up and drop off area close to terminal and separated from the ferry traffic
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new	The ferry back up traffic along East Rd in the summer makes it really unsafe to travel there. Its difficult to walk, difficult to

design?	drive past if you are heading further along East Rd. Crazy when a ferry unloads!
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	Seems to hold more vehicles
Q7 – Is there anything you didn't like about this option? How can it be improved?	The split in the lanes where the turn around is could cause confusion for the self regulating traffic
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Once or twice per month

Respondent #30 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	I think that the Hornby Ferry should leave from Fanny Bay, direct to Hornby Island. The entire issue of people speeding across Denman Island to get off Denman is foolish. Let the summer traffic which are travelling to Hornby go back and forth from Vancouver Island
Q3 – Is there anything you didn't like about this option? How can it be improved?	don't like any of the options. Traffic is only going to increase, build infrastructure to support Hornby traffic by eliminating the East Denman terminal and building a suitable terminal at Fanny Bay or use the existing Buckley Bay terminal
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	--
Q10 – How often do you use BC Ferries?	--

Respondent #31	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Parking availability. Bigger holding area than option 1
Q3 – Is there anything you didn't like about this option? How can it be improved?	Bus turning around. What does the bus do now? Is a three point turn difficult for the bus when it's busy?
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	This question is poorly worded. I do not understand
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Sufficient holding space. Least confusing
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	35 to 44
Q10 – How often do you use BC Ferries?	Daily

Respondent #32	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	45 to 54
Q10 – How often do you use BC Ferries?	Weekly

Respondent #33	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	--
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 1
Q6 – What did you like about this option?	I chose option one only because it is listed first and gets me into this discussion. My answer to the problem of ferry using cars parked on the road is to construct an additional lane. One lane used to park, one lane used for residents to pass by the tourists. Make sure you build it long enough to handle the traffic during long weekends in the summer. Dropping people off or picking up passengers could be a small area connected to the through lane. As near as I can tell, this plan would not involve anything as complicated or expensive as the options presented. Less concrete, fewer lights, a few short sidewalks for walk-ons, and that would be sufficient. Parking lots are not required. Thanks for considering my request - I'm one of the 35 people who live south of the terminal. The flaggers used this summer were great. Their presence warned tourists of the problems of local traffic, and we noticed that the tourists were more cautious of playing on the road. Kids were corralled and dogs kept in the car. Of course there were days when the flaggers were not on duty and we were faced with the same problem as before. A residents lane would be available at all times.
Q7 – Is there anything you didn't like about this option? How can it be improved?	See above
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #34 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Somewhat larger holding area though 2 is biggest. Traffic flow
Q3 – Is there anything you didn't like about this option? How can it be improved?	Add more lanes and get cars off East Road
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Put foot passenger parking in the irregular shaped area to the southeast
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #35 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Waiting lanes are continuous, encouraging proper self-sorting. Split lanes in options 1 and 3 are asking for problems as people try to decide how to filter themselves
Q3 – Is there anything you didn't like about this option? How can it be improved?	Tight turnaround for the drop-off might be an issue, but I don't see a way to improve it
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	None
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Simplified waiting lane system, and separated (from waiting lanes) pick-up and drop-off area. Good use of existing side street that needed upgrades
Q7 – Is there anything you didn't like about this option? How can it be improved?	No
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the	None

new design?	
Tell Us About Yourself	
Q9 – How old are you?	45 to 54
Q10 – How often do you use BC Ferries?	A few times per year

Respondent #36 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Emergency vehicle thru-lane, and area for ambulances to rendezvous and transfer patients. Separate staff parking from public
Q3 – Is there anything you didn't like about this option? How can it be improved?	Needs designated pedestrian path from East Road holding lane to terminal. Ambulance will still encounter pedestrians and children wandering onto the roadway
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Signage/info further north along East Road, so that cars waiting in the holding lane along shoulder are aware of ferry status, etc
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Separate pick-up/dropoff area
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	35 to 44
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #37 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	The separate access for drop-off/short term parking so not competing with the traffic lined up for the ferry
Q3 – Is there anything you didn't like about this option? How can it be improved?	To accommodate a lane of stationary ferry traffic on East Road during the busy season, I assume you will widen East Road quite significantly, rather than the minimal widening that occurred at Denman West terminal and then making all the lanes narrower, which does not make for comfortable traffic flow
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new	None that I am aware of

design?	
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	The separate access for drop-off/short term parking so not conflicting with stationary ferry traffic
Q7 – Is there anything you didn't like about this option? How can it be improved?	Concern that overflow lane on East road will be wide enough to accommodate stationary vehicles without making two way traffic flow unsafe
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Not that I am aware of
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #38	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Easier and safer drop off/ pick up for school kids and walk on passengers, more parking, overflow lanes. Better access for emergency vehicles. I like the greenway & walkways too
Q3 – Is there anything you didn't like about this option? How can it be improved?	I think the overflow lanes need to be larger. It's really dangerous when you're trying to pass all that traffic on east road and you can't see if vehicles might be in the oncoming lane
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	As stated above, larger overflow area to accommodate increased traffic during the summer, holidays, and due to special events ie music festival
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	As I don't live in Hornby, I don't feel I should comment. However, having travelled there in the summer the long lines up the hill make it hard to drop people off, or park and walk on, and you might be driving into incoming traffic with no ability to pull over or get off the road
Q7 – Is there anything you didn't like about this option? How can it be improved?	N/a
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Increased overflow areas and safer drop off and pick up areas
Tell Us About Yourself	
Q9 – How old are you?	45 to 54

Q10 – How often do you use BC Ferries?	A few times per week
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Respondent #39	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 1
Q2 – What did you like about this option?	Least intrusive
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 1
Q6 – What did you like about this option?	Least intrusive
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #40	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Highest holding compound capacity. Best thru-lane and s-t parking. Best access for disabled and foot-passengers
Q3 – Is there anything you didn't like about this option? How can it be improved?	Boat ramp upgrade is superfluous since community-operated ramp is nearby. If boat launch is a BCFC priority, donate to Bill Mee Park Committee of DI Residents Assn. Labeling boat ramp upgrade as "opportunity" looks like window-dressing
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	East Rd shoulder holding area needs improvement: better separation from E Rd traffic (barrier&/or boulevard; traffic control light where ferry traffic crosses through traffic during loading
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option?	--

How can it be improved?	
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	75 or older
Q10 – How often do you use BC Ferries?	Weekly

Respondent #41	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	f;jflk
Q7 – Is there anything you didn't like about this option? How can it be improved?	sf;jasdf
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	asfklskdf;
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #42	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Seem like the most effective option
Q3 – Is there anything you didn't like about this option? How can it be improved?	Nothing to add
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Looks great and would solve all the problems

Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #43 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	--
Q2 – What did you like about this option?	None of these options
Q3 – Is there anything you didn't like about this option? How can it be improved?	No need for it if ferries can handle more cars
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Too much money will be spent on facilities that are needed less than 2 months a year. Money should be spent on improving the ferry schedules and ferries
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	None of them
Q7 – Is there anything you didn't like about this option? How can it be improved?	Improve the ferry schedule and have larger capacity ferries
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Too much money will be spent on facilities that are needed less than 2 months a year. Money should be spent on improving the ferry schedules and ferries
Tell Us About Yourself	
Q9 – How old are you?	--
Q10 – How often do you use BC Ferries?	Weekly

Respondent #44 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Total segregation between pick-up / drop-off, garbage & emergency vehicles, AND waiting to load for HI, or unloading from HI
Q3 – Is there anything you didn't like about this option? How can it be improved?	Any mention of resurrecting the boat ramp. Any reuse of that ramp will interfere with the main goal of this terminus, that is the safe movement of foot passengers, bicycles & motor vehicles on & off the HI ferry. There is a perfectly fine boat ramp in the park!

Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Section 1A (beside the foot passenger building) should be designated for priority boarding reservations from DI, and 1B for non-reservations from DI. Lane 2 is for priority boarding reservations from the Buckley Bay ferry. Lane 3 is for large vehicles. Then place Lane Reversal traffic lights to allow Lane 1A to be filled via the lane used by exiting vehicles until the HI ferry docks.
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 3
Q6 – What did you like about this option?	Total segregation between drop-off/ pick up traffic and the waiting lanes for loading
Q7 – Is there anything you didn't like about this option? How can it be improved?	No
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Make Lane 1 priority reservation boarding for both the DI East & DI West ferries. Then these vehicles don't need to race across DI, ignoring the rules of the road, and endangering DI human residents, bicyclists, farm animals & wildlife. Add priority boarding lanes at the DI West terminus
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	A few times per year

Respondent #45 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	--
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Denman East badly needs tragic control. Denman west needs better way of ensuring people don't cut in lines....
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	35 to 44
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #46	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	I drive the school bus and this seems to be the easiest turn around. I like the sidewalk for my students safety. It has the most capacity for waiting cars
Q3 – Is there anything you didn't like about this option? How can it be improved?	It would be nice if there could still be a turn around option at the top of the hill by the big tree
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	I think there should be a spot for a cafe type kiosk. So many people waiting need more than just ice-cream
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	I don't live on Hornby, so don't feel it's for me to say
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	35 to 44
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #47	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	-46 vehicle holding lane capacity -no need to waste valuable space on staff parking along exit lane. -smoothest traffic flow of all options
Q3 – Is there anything you didn't like about this option? How can it be improved?	Widen holding lane area to increase capacity to 3 lanes and at least 15 additional vehicles
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Need better traffic control at East Rd junction for safety and ease of non-ferry thru traffic to Boyle Point Provincial Park
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the	--

new design?	
Tell Us About Yourself	
Q9 – How old are you?	--
Q10 – How often do you use BC Ferries?	--

Respondent #48 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 1
Q2 – What did you like about this option?	Little disturbance to the existing ferry dock. Too much concrete in the other plans. Takes away from where we are. It is not Horseshoe Bay or Tswassen
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	I think the ferry terminal to Hornby should be moved off Denman and rather go to Deep Bay or Little River
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #49 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Very little but it does have additional space for waiting vehicles
Q3 – Is there anything you didn't like about this option? How can it be improved?	Where is public parking for walk-on vehicles? This plan is still inadequate for people wanting to travel south of the terminal. All options are AWFUL!
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Yes, provided public parking, put staff parking further from the terminal - you are supposed to serve the public, not staff. And, give people traveling south SAFE passage!
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 1

Q6 – What did you like about this option?	I don't like any of them but that is not an option on this survey
Q7 – Is there anything you didn't like about this option? How can it be improved?	All three options are too much development!
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Leave it alone!
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #50 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Better use of space
Q3 – Is there anything you didn't like about this option? How can it be improved?	There could be more parking for passengers walking on
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	There could be a camera to show crew if there is traffic around the corner
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 1
Q6 – What did you like about this option?	More parking
Q7 – Is there anything you didn't like about this option? How can it be improved?	No
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	No
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	A few times per week

Respondent #51 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	-access lane for folks who live past the ferry to get home SAFELY instead of waiting for the traffic to move -sidewalks and green space
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical	--

terminal that you think should be addressed in the new design?	
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Weekly

Respondent #52	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 1
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	75 or older
Q10 – How often do you use BC Ferries?	Weekly

Respondent #53	
Denman East Terminal	
Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	--
Q3 – Is there anything you didn't like about this option? How can it be improved?	--

Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #54 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	Drop off spot and extra holding lanes
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Put a bigger boat on in the summer – it is only an issue for two months of the year and a few long weekends
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	Least disruptive and most logical
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	Add a bigger ferry in the summer, will reduce lineups
Tell Us About Yourself	
Q9 – How old are you?	55 to 64
Q10 – How often do you use BC Ferries?	Weekly

Respondent #55 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 2
Q2 – What did you like about this option?	For safe drop off, sidewalk and access for emergency vehicle
Q3 – Is there anything you didn't like about this option?	n/a

How can it be improved?	
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	n/a
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	
Tell Us About Yourself	
Q9 – How old are you?	--
Q10 – How often do you use BC Ferries?	--

Respondent #56 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	Good holding capacity, drop off closer to terminal
Q3 – Is there anything you didn't like about this option? How can it be improved?	--
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	Option 2
Q6 – What did you like about this option?	Good capacity, less complicated than option 3
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	Weekly

Respondent #57 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	Option 3
Q2 – What did you like about this option?	The holding lane to keep waiting cars out of the lane of traffic

Q3 – Is there anything you didn't like about this option? How can it be improved?	The holding lane needs to be long enough to keep waiting cars out of the lane of traffic
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the new design?	--
Tell Us About Yourself	
Q9 – How old are you?	75 or older
Q10 – How often do you use BC Ferries?	Weekly

Respondent #58 Denman East Terminal Questions	Answers (-- if question not answered)
Q1 – Which option do you most like?	--
Q2 – What did you like about this option?	All of these options fail to take in the key issue - safety of the passengers waiting at Denman East and the residents who must drive past these waiting vehicles to get home. There MUST be a protected and reserved area for passenger traffic which is completely separate from East Road. Please purchase property for sale and do this correctly!!!. Also there must be sufficient parking so those going to Hornby on foot do not park there cars on East Road reduce it to one lane. Less important issues - keep a food vendor, put in several EV charging stations, and put in a porta-potty further away from the terminal, and signage so residents going home know when traffic is unloading
Q3 – Is there anything you didn't like about this option? How can it be improved?	As listed above
Q4 – Are there any opportunities relating to the physical terminal that you think should be addressed in the new design?	Keep the aesthetics as close as possible to the rural nature of Denman and Hornby, in keeping with the mandate of Islands Trust
Hornby Island Terminal	
Q5 – Which option do you most like?	--
Q6 – What did you like about this option?	--
Q7 – Is there anything you didn't like about this option? How can it be improved?	--
Q8 – Are there any other opportunities relating to the physical terminal that you think should be addressed in the	--

new design?	
Tell Us About Yourself	
Q9 – How old are you?	65 to 74
Q10 – How often do you use BC Ferries?	A few times per week

YOUR INPUT IS IMPORTANT TO US AND WILL HELP SHAPE OUR FUTURE PLANS.

