

# An Update from BC Ferries

## Hello Swartz Bay and Southern Gulf Islands Ferry Travellers;

My name is Brian Green and I am with the Terminal Development team at BC Ferries. We'd like to keep you informed and up-to-date on what's happening with the Swartz Bay terminal. We've recently started the process of creating a new long-term plan and vision for this terminal.

This process builds on the previous master plan developed in 2004. Check out the chart below to see what we've done since then.

Swartz Bay is a critical connection point for residents and visitors travelling between the Southern Gulf Islands and Vancouver Island, as well as for those whose destination begins or ends in Metro Vancouver. It's the largest terminal on Vancouver Island and will continue to play a key role within the local and regional economy, providing transportation for goods and other services. More than seven million passengers travel through the terminal each year, and

our forecasts show expected growth in passenger numbers over the next 25 years.

Your feedback is important to us and we will use it to help shape our future plans. We will be engaging with our Ferry Advisory Committees (FACs) from Salt Spring Island and the Southern Gulf Islands, customers travelling through the Swartz Bay terminal, key stakeholders and the surrounding community to gather your input and feedback. Your suggestions and ideas will help inform our Terminal Development Plan.

We will be holding information sessions at the terminal in mid-May, and hosting other opportunities to hear from stakeholders, local governments, nearby residents and businesses. We look forward to seeing you and hearing your ideas about future improvements at the terminal that would enhance your travel experience with us. If you can't make one of these sessions, you can let us know what you think by completing a short online survey in late May on the Swartz Bay project page on [bcferries.com/swbvision](http://bcferries.com/swbvision) or by sending us an email at [tdpinfo@bcferries.com](mailto:tdpinfo@bcferries.com).

Following these sessions, we will prepare a report that summarizes what we heard from the community, including the drop-in information sessions, the surveys and any email comments we receive. We will post

this report on our website later in the year so you can see the key themes that emerged during this process.

I will be providing another update in a few months through the local papers and on our website to keep you informed on the status of this project. If you have any questions about the process we have undertaken so far, or what lies ahead, please don't hesitate to contact me directly at [brian.green@bcferries.com](mailto:brian.green@bcferries.com). We hope you have found this update helpful.

Project	Description	Completed
Highway 17 widening	Widened highway and improved approach to terminal	2006
Berth 2 marine structures	Complete rebuild of Berth 2	2006
Reconfigure the Southern Gulf Islands holding compound/construct East exit road	Expanded the Southern Gulf Islands holding compound and created East exit road for second exit for off-loading vehicles during peak times	2007
Relocate Ticket Booths	Ticket booths moved back to create more space in holding lanes within terminal	2008
Upper Lot public washrooms	Added a washroom for vehicle passengers waiting up near toll booths	2009
Short Term parking reconfiguration	Made improvements to pick-up / drop-off area	2010
Upper level parking reconfiguration and bus platform	Improved pick-up / drop-off flow and created designated bus parking	2011
Berths 4 and 5 Rebuild	Complete rebuild of Berths 4 and 5, including waiting shelters	2012
PA System Upgrades	Improved passenger notification through PA	2012
Traffic Calming	Installed traffic calming measures outside terminal to slow down traffic on the approach to the ticket booths	2017



Thanks for reading,

**Brian Green**

Manager, Terminal Development  
BC Ferries