

# Nanaimo Harbour & Gabriola Island Terminal Development Planning

## PUBLIC ENGAGEMENT SUMMARY

JUNE 2018

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



# ENGAGEMENT HIGHLIGHTS

In January 2018, BC Ferries launched the Terminal Development planning process for the Nanaimo Harbour and Gabriola 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 May 15, 2018 at the Vancouver Island Conference Centre and May 16, 2018 at the Gabriola Island Arts Council Hall. 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 May 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 Gabriola and Nanaimo Harbour terminals look like in 2040?**

**Nanaimo Harbour and Gabriola Terminal Development Plans**

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 Nanaimo Harbour and Gabriola terminals. We want to hear from you about how we can improve them in the future.

**Community Drop-in Information Sessions**

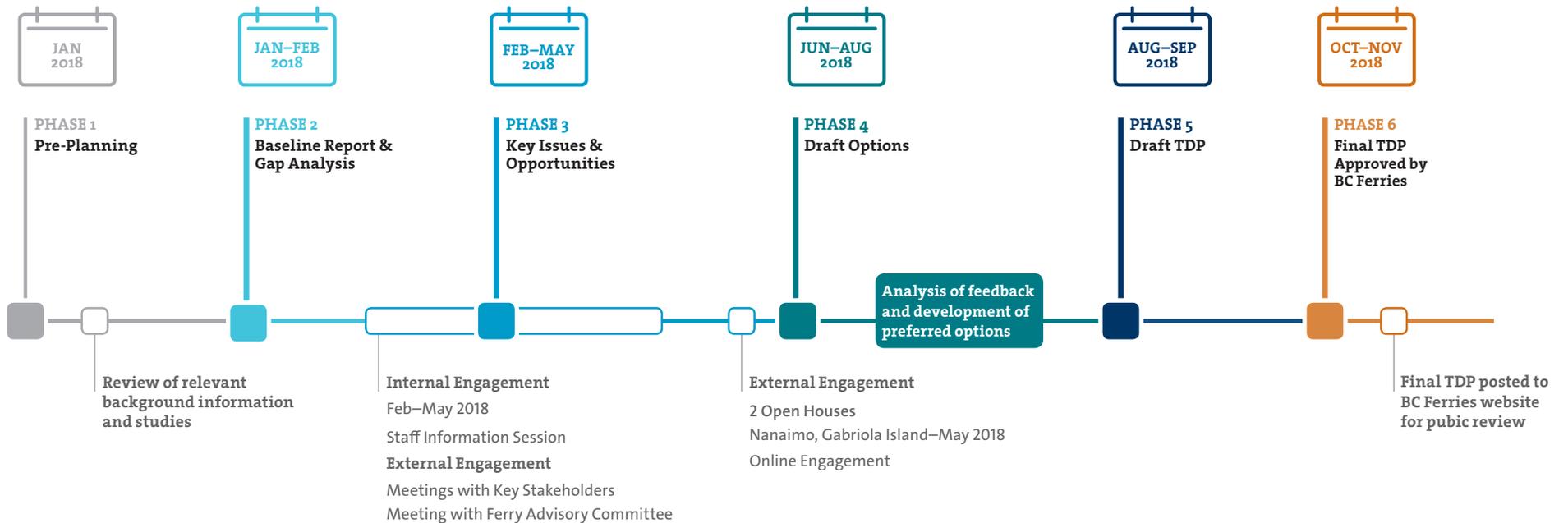
<b>Nanaimo Harbour</b> Tuesday, May 15, 2018 Vancouver Island Conference Centre 101 Gordon Street, Nanaimo BC 4:00pm - 7:00pm	<b>Gabriola</b> Wednesday, May 16, 2018 Gabriola Arts Council Hall 476 South Road, Gabriola Island, BC 3:00pm - 6:00pm
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**Complete a Survey**  
Visit the Nanaimo Harbour and Gabriola pages at [bcferries.com/about/terminal-development-planning](http://bcferries.com/about/terminal-development-planning) to take part in the survey by June 1, 2018



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

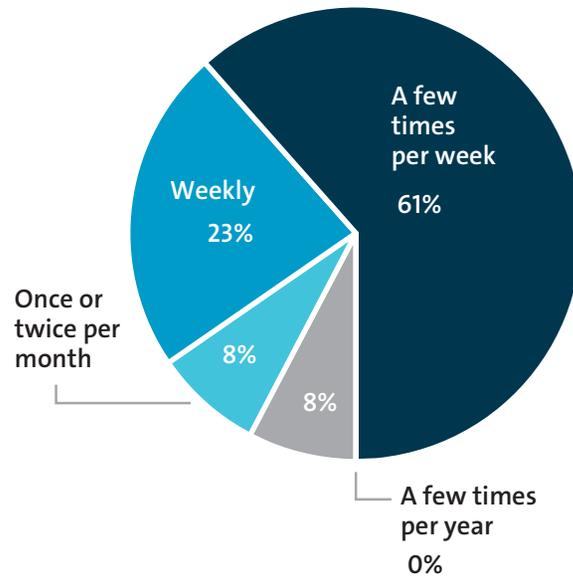
for consideration in the future planning of the terminals. The purpose of the sessions was to listen to the feedback from residents to help identify opportunities to improve the terminals and provide a cost-effective, customer-focused travel experience.



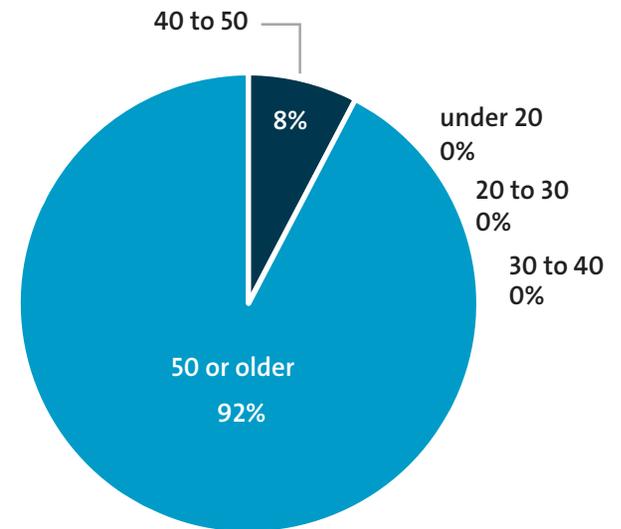
# SURVEY SUMMARY

An online survey was posted on the BC Ferries website which included questions about the existing Nanaimo Harbour and Gabriola Island terminals such as, what was working well, what was not working well, and what would improve the terminals in the future. The community expressed interest and support in developing both terminals with a focus on improving ferry traffic flow to minimize the impacts of ferry traffic line-ups on the roadway, safety for pick-up and drop-offs, and customer amenities. The community liked the idea of expansion of holding compounds to improve traffic containment and minimize traffic build up on roadways. Community feedback included comments and suggestions on a wide range of aspects of BC Ferries services and operations and a desire to have two smaller vessels between Nanaimo Harbour and Gabriola.

There were 40 individuals who participated in the survey – 61% of survey participants told us they use BC Ferries a few times per week and 92% told us they were 50 years or older.



How often do you use BC Ferries?



What age category best describes 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 Nanaimo Harbour and Gabriola 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 Nanaimo Harbour and Gabriola Island webpage at [www.bcferrries.com/about/terminal-development-planning](http://www.bcferrries.com/about/terminal-development-planning)

## Top 3 Comments\*

→ **Improve FERRY TRAFFIC**  
(points of entry and exit, impacts of traffic back-ups on roadways)



→ **Improve SAFETY**  
(size of holding compound, traffic overflow, separate pick-up/drop-off area)

→ **Improve AMENITIES**  
(waiting room, customer amenities)

loading capacity  
amenities safety  
two vessels  
bikes parking traffic  
pedestrians vehicles

\* At the engagement events, we also heard from the community the desire to have two smaller vessels between Nanaimo Harbour and Gabriola Island. This feedback has been shared with our planning 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 Nanaimo Harbour and Gabriola Island terminals.

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

## ENGAGEMENT OPPORTUNITIES

Public Information Session (25+ attendees)  
May 15, 2018 4pm–7pm held at  
Vancouver Island Conference Centre  
and an online survey posted on the BC Ferries  
website (from May 10–31, 2018)



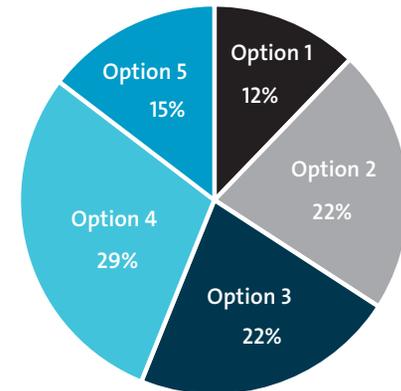
# Nanaimo Harbour TDP What We Heard:

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 Nanaimo Harbour Development Plan (TDP).

The community feedback from the open house and survey included:

- ➔ Berth realignment and two smaller vessels for operational efficiency
- ➔ Improve traffic flow to minimize ferry traffic line-ups on roadway
- ➔ Dedicated pick-up/drop-off area

**NANAIMO HARBOUR**  
Which Option do you prefer?



These options can be viewed online by clicking on the Nanaimo Harbour and Gabriola Island webpage at [www.bcferrries.com/about/terminal-development-planning](http://www.bcferrries.com/about/terminal-development-planning)

## ENGAGEMENT OPPORTUNITIES

Public Information Session (50+ attendees)  
May 16, 2018 3pm–6pm held at  
Gabriola Island Arts Council Hall  
and an online survey posted on the BC Ferries  
website (from May 10–31, 2018)



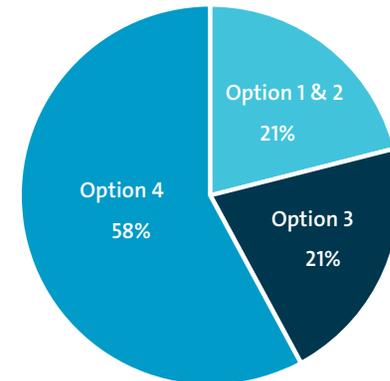
# Gabriola Island TDP What We Heard:

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 next steps of the Gabriola Island Terminal Development Plan (TDP).

The community feedback from the open house and survey included:

- Safety improvements including pedestrian walkways
- Solution required for vehicle queue along Taylor Bay
- Separate pick-up/drop-off area

## GABRIOLA ISLAND Which Option do you prefer?



These options can be viewed online by clicking on the Nanaimo Harbour and Gabriola Island webpage at [www.bcferries.com/about/terminal-development-planning](http://www.bcferries.com/about/terminal-development-planning)



May 2018

## An Update from BC Ferries

Hello Nanaimo Harbour and Gabriola Island 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 Nanaimo Harbour and Gabriola Island terminals. In January, our Terminal Development team, along with key staff from various departments at BC Ferries, and the local Ferry Advisory Committee (FAC), began to create a long-term plan and vision for these two important terminals.

Your input is important and we will use it to help shape our future plans. We will be engaging with the community and key stakeholders to gather your input and feedback, and your suggestions and ideas will help inform our Terminal Development Plans (TDPs).

We are holding two drop-in information sessions.

<b>Nanaimo</b>
Tuesday, May 15, 4:00 to 7:00 pm
Vancouver Island Conference Centre 101 Gordon Street, Nanaimo
<b>Gabriola Island</b>
Wednesday, May 16, 3:00 to 6:00 pm
Gabriola Island Arts Council Hall 476 South Road, Gabriola Island

We hope you can attend one of the sessions and we look forward to hearing your ideas about future improvements BC Ferries can make at the terminals that will enhance your travel experience with us.

More information and background materials on the sessions will be available on [bcferries.com](http://bcferries.com) by May 10. Please review the information and come prepared to share your thoughts with us. If you are unable to attend either of the sessions, you can let us know what you think by completing a short survey between May 15 to May 30. You can also provide feedback by email at [tdpinfo@bcferries.com](mailto:tdpinfo@bcferries.com). For more information about the materials, sessions and online survey, please visit the Nanaimo Harbour and Gabriola Island project pages on [bcferries.com/about/terminal-development-planning](http://bcferries.com/about/terminal-development-planning).

Following these sessions, we will prepare a report that summarizes what we heard from the community, including from the drop-in information sessions, the surveys and any email comments we receive. We will post this report on our website in June, so you can see the key themes that emerged during this process.

Our next step with these Terminal Development Plans will be to develop concept options and create a draft plan that meets our collective needs. We anticipate a final plan will be ready later this year and we will share it by posting it on [bcferries.com](http://bcferries.com) for you to see.

I will be providing another update in fall 2018 through the local papers to keep you informed on the status

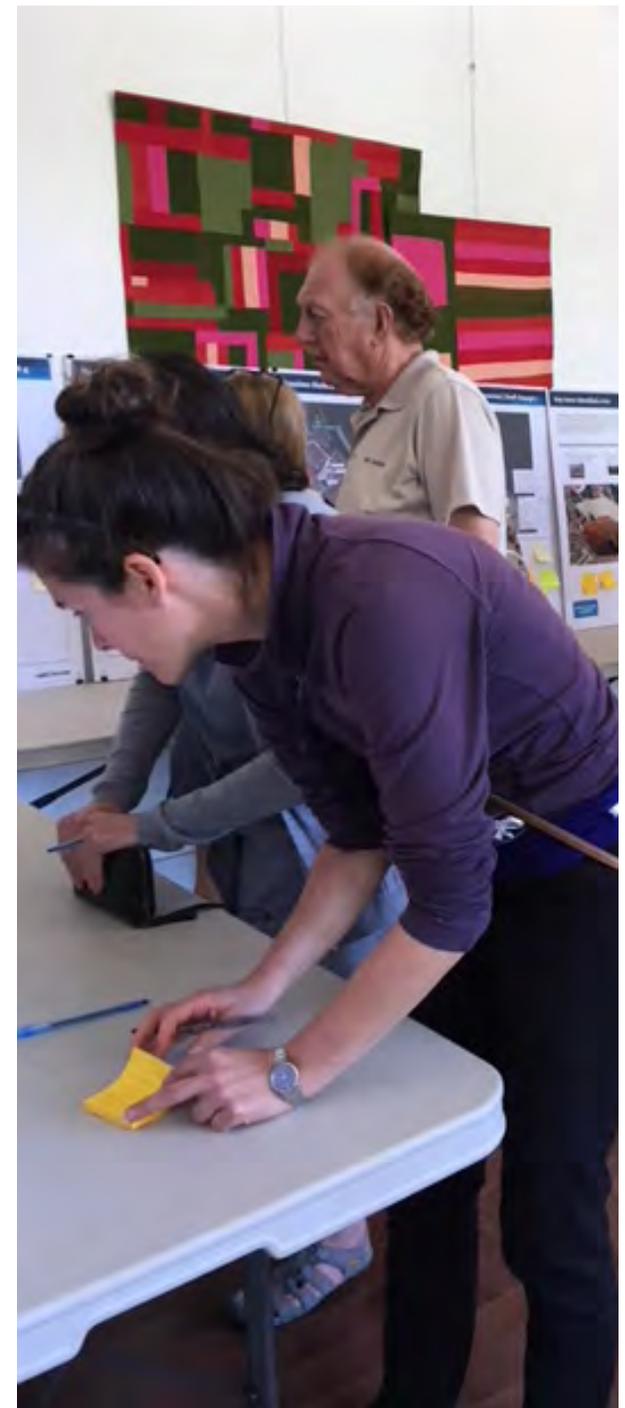
of these projects. If you have any questions about the process we have undertaken so far, or what lies ahead, please don't hesitate to contact me directly at [brian.green@bcferries.com](mailto:brian.green@bcferries.com). We hope you have found this update helpful.



Thanks for reading,

**Brian Green**

Manager, Terminal Development  
BC Ferries



Terminal Development planning update can be viewed online by clicking on the Nanaimo Harbour and Gabriola Island webpage at [www.bcferries.com/about/terminal-development-planning](http://www.bcferries.com/about/terminal-development-planning)



# Appendix A





Nanaimo Harbour Terminal



Gabriola Island Terminal

# Nanaimo Harbour and Gabriola Island TERMINAL DEVELOPMENT PLANNING PUBLIC INFORMATION SESSIONS

May 15/18 – Vancouver Island Conference Centre

May 16/18 – Gabriola Island Arts Council Hall

## NANAIMO HARBOUR AND GABRIOLA ISLAND PUBLIC INFORMATION SESSIONS

Nanaimo Harbour - May 15, 2018 – Vancouver Island Conference Centre 4pm-7pm

Gabriola Island - May 16, 2018 – Gabriola Island Arts Council Hall 3pm-6pm

### Nanaimo Harbour Terminal & Gabriola Island Terminal - General

- Two ferries alternating would alleviate the cramped terminal and terminal access issues.
- This vessel is too small for the demand.
- Prefer two smaller ferries. Less space required for vehicles lining up for ferries.
- In the last 15 years BC Ferries has reduced each day three runs and four on weekends.
- Gabriola needs greater capacity addressed immediately!
  - Two ferries would be best!
  - Long line-ups in sun/cold are a great hardship!
  - More capacity and greater frequency a must!
- Test a second ferry now! See the capacity loading needs with a second ferry.
- Too many years of studies and planning and very little change. Less studies and get on with larger capacity.
- There should be more sailings in summer. The population of the island increases by 2,000.

### NANAIMO HARBOUR

#### Key issues identified so far: Nanaimo Harbour Key Issues & Opportunities

- Impact is minimal on this road – not a busy road even when vehicles are lined up in one lane.
- Where cities typically have two rush hour periods per day, Gabriola has several rush minutes. Not unimaginable.
- Before you spend money on major renovations please try running two ferries.
- Is there consideration to sell air right over Nanaimo Harbour?
- PLAY AREA. Something besides concrete barriers for kids to play on.
- Room for transit to pick up passengers to Departure Bay.
- Plan for passengers embarking and debarking while cars are also going on or off would reduce time in dock significantly.
- How about back to back ticket offices:
  - Foot passengers.
  - Vehicles.

#### Tell us what you think: Nanaimo Harbour Terminal

- A design that accommodates foot passengers load at the same as vehicles would help with the summer delays and improve on-time performance.
- Wi-Fi. Walking path separate from road way.

- Wi-Fi.
- City Bus schedule to somewhat match ferry times.
- More and more people are commuting on bikes, e-bikes, scooters and motorbikes. They need to accommodate the increase.
- Bicycles are now lining up with pedestrians it is way too cramped in the spring and summer.
- Wi-Fi. Opportunity to catch transit bus at Nanaimo terminal. Big windows in terminal building are nice!
- To aid ferry keeping to a schedule, have a walkway so that cars and passengers can load at the same time.
- Visitors to Gabriola have a difficult time understanding how to join the Front Street line. Clear overhead street signage would be more effective than the tiny board on the ground.
- Signs on Front Street indicating the ferry lineup area would be helpful as a short term low cost solution.
- Is there any potential to acquire lands to the south?
- Leave the existing terminal. Run two ferries, reduce the holding needs.
- Thinking ahead a way to load passengers and vehicles at the same time might not work with Quinsam but could with new vessel. Current system: Passengers off/cars off/passengers on/cars on/passengers on → very inefficient.
- Two smaller ferries would solve a lot of problems.
- Wi-Fi. Cameras. Pedestrian Lane.
- Two smaller electric ferries would allow for smaller terminals and better service.
- Keep existing Terminals.

#### Nanaimo Harbour Terminal: Draft Concept 1

- This is not a proper solution.
- The two ferry plan seems to offer many possibilities, including running two on peak times, one on off times.
- Good use of existing space. Something similar could be done immediately without building over water.
- Get rid of parking land make more space for vehicles using ferry.
- Walkway is positive if it means passengers and cars could load and unload at the same time.
- Cameron Island residents would appreciate not having a ferry docking structure immediately beside their homes – the current one is very unattractive.
- Gabriola residents priority here first. Cameron Island condo owner knew when bought ferry there.
- Nanaimo terminal, please update seating area. Very difficult to sit more than 5 minutes!
- Work with RDN and Nanaimo City to have bus loop as close as possible to ferry terminal.
- Seating in terminal is very uncomfortable.

- The current ferry docking structure at the Nanaimo end is extremely unattractive. I trust it will be removed!

### Nanaimo Harbour Terminal: Draft Concept 2

- Good Plan to accommodate a larger ferry concept.
- Didn't see anything to suggest car and foot traffic boarding at the same time on any concept.
- Like concept 2. Angled parking is much easier to use – less 'poor' park jobs! Nice having car and foot passengers separate.
- How does this fit with south downtown Nanaimo waterfront plans?
- Looks like there is no dedicated passenger loading ability. This would make ferry loading/unloading more efficient.
- On one hand I think too much parking, but on the other it makes it easier to go as a foot passenger.
- Finally – ferry dock in right direction.
- Need walkway. Need greater capacity for pedestrians and cyclists.

### Nanaimo Harbour Terminal: Draft Concept 3

- 140 cars capacity is positive.
- Like two cars unload capacity.
- Overnight parking fee in this lot should be a fair market rate, i.e. probably at least \$15.00/night.
- Overnight parking must be inexpensive. Not \$15.00 per night other suggests too much low income.
- Can you load two lanes of vehicles at one time?
- Best dock design! Straight out faster.
- Would be good to highlight a few pros/cons of the concepts to better understand the advantages of disadvantages of each.

### Nanaimo Harbour Terminal: Draft Concept 4

- Pollution from vessel, poor air quality – fumes residents in condo next door.
- More bike space. More frequent buses to encourage people out of cars. Better bus routing on the island. I like concept 4.
- Noise from vessel operation and announcements impact condo neighbors.
- This is better than building out into the water. Two smaller ferries would mean less parking/waiting space needed.
- This is an excellent solution.
- Like two ferries idea. Best, unless cost puts tickets up.
- Better design. Run two ferries, reduce holding, increase service.
- Seems to solve most problems for least cost?
- Best solutions.
- This is an excellent solution.
- This is the best solution.
- Like the option of not building out over the water. Good size two smaller ferries.

### Nanaimo Harbour Terminal: Draft Concept 5

- People with mobility issues would appreciate the option of being dropped off in front of the ticket/admin building.
- Love it!
- Best option for foot passengers.
- I think this serves all needs best.
- Quinsam (5 years ago) announcements onboard are hard to hear on the vessel. Announcements loud impact to condo neighbors.
- Most accessible option for anyone with physical restrictions.
- More seating in waiting room at Nanaimo Harbour.
- Leave the existing lot, run two ferries half hour apart, increase service. Less need for holding.
- Better option.
- Pickup/drop-off area is good idea.
- Both 1 and 2 designs prioritize vehicles over foot passengers. (distance).
- How do foot passengers safely walk to ticket booth?
- This is too big and ugly for Nanaimo waterfront.
- Key issue least expensive ferry prices. Two ferries nice but cost efficient.
- 4 and 5 concept good. Concept 3 nice for more Nanaimo parking.

### GABRIOLA ISLAND

- Traffic projections are ludicrous! WAG 2028 + 50% = 150%
- Increase in traffic will be ongoing in future – need to plan for future growth.
- An explanation of BCF's logic in these projections would be enlightening. Few posts agree here!
- How many vehicles get left behind? Unknown find out to calculate demand.
- Is this projection the best case scenario? What will happen in the worst case?
- Expect with a larger ferry and available space for more vehicles this will increase significantly.
- Forecasts from 2018 onward seem low.
- This forecast seems very unrealistic.
- Why a decline? Gabriola has 500 undeveloped lots. If they are developed we could see quite an increase in ridership. Ask anyone how bad the ferry lineups are already.

### Key issues identified so far: Gabriola Island Key Issues & Opportunities

- Possibility of a foot passenger ferry only in addition to regular service.
- Staff parking too good!
- Key Issues:
  - Congestion for drop-off and pick up.
  - Safety of pedestrians and cyclists crossing Eastholm.
  - Ferry too small → line ups that are too long.

- Lack of Parking.
- Parking lot behind Skol Pub is dangerous particularly in winter.
- Staff parking too good – they should have parking up the hill behind Skol.
- Move staff parking – rent space away from terminal.
- Dangerous for pedestrians and cyclists.
- Please consider two slightly smaller (electric) ferries. More capacity and more frequent service would be much better.
- Safety!
- Unsafe conditions for people on foot, riding bikes, using mobility aids and pushing strollers.

### Tell us what you think: Gabriola Island Terminal

- Greatly improve the comfort of walk-on passengers. Consider having motor car co-op at the terminal in Nanaimo.
- Would like Wi-Fi at terminal – waiting room is too small in the winter. Safety for cyclists and foot passengers must be addressed ASAP!
- Have you considered changing the ferry access road to the one behind the Skol? One-way traffic in and one-way traffic out?
- Charging station for e-bikes and covered waiting area for people on foot and bikes so they can comfortably wait for vehicles unloading.
- Is there any possibility to acquire private property at the corner of North and Eastholm? It would be a completely different conversation if BC Ferries has that land.
- Expropriate.
- Enforce the parking “rules”?
- Encourage walk-on traffic vs cars. There seems to be limited ways to improve our line-up problems in any meaningful way.
- At the risk of annoying those who will not go anywhere without their vehicle, make it better for walk-on traffic.
- Bring back 1:50 and 2:25 weekend ferries.
- Please bring back the 1:50 and 2:25 weekend sailings all year.

### Gabriola Island Terminal: Draft Concept 1 & 2

- Wonderful plan – if a much higher car capacity comes with our ‘next’ ferry. No driveway will be blocked. Lineup folks will use commercial service. Win, win.
- Good solution. The Saturday farmers market needs to move away.
- Bad Plan! Agri Market from May – Oct.
- How will Berry Point traffic turn left onto North Road? This plan seems to high risk unless there is a traffic signal.
- Neither is good. Not good to have vehicles line up along commercial street (North Road). South Road has lots of traffic with Agri Hall and Post Office.
- Vehicle queue along Taylor Bay is no longer a problem with two smaller ferries.
- Not workable! Will block too much!

- Solve the line-up problems with more frequent service two ferries.
- Current road size doesn’t support either of these options. Roads would have to be widened.
- Terrible plan. Blocks and jam in Gabriola commercial area.
- People coming from Berry Point area will make dangerous U-turns.
- Blue option wouldn’t work. Too many driveway accesses. Area is very congested on Saturday.
- Line up on North Road and even up to Lockenvar. Good solution we need more capacity to move vehicle.
- This is not workable. Waste of discussion.
- Doesn’t do anything to solve congested and dangerous situation for drop off/pick up.
- For immediate improvements:
  - More and larger explicit signage might help.
  - Re-work intersection by ferry parking lot to help traffic flow.
- Currently it is very dangerous as a pedestrian to cross North Road onto Berry Point when ferry traffic is moving. This plan could make this issue worse.
- Ridiculous, will create more problems than it solves.
- Better to widen Taylor Bay and ensure one turnabout.

### Gabriola Island Terminal: Draft Concept 3

- There have to be a walking and cycling path built in from the downtown core.
- Please no. Get the ferry line off the main road.
- Worst option. Imagine this with any winter snow and ice. No thanks!
- This is silly.
- Pedestrian routes? Handicap access.
- Is there sufficient room for pedestrians and cyclists?
- Too big and probably ugly. We need quicker solutions. Will we need this much infrastructure in 25 years?
- Separate walk on to ferry for passengers?
- Crosswalk at Eastholm is positive.
- How much rock would you have to blast to build this?
- More frequent ferry runs means smaller holding area!
- When public transportation improves and self-driving cars are popular then parking and vehicle capacity will greatly decline.
- Begin to prepare for far more passengers.
- By making it easy to drive on and not have to wait all of us are forced to subsidize the car. Not wise.

#### Gabriola Island Terminal: Draft Concept 4

- 4B works separate passenger loading from cars but no more studies GET ON WITH IT!
- Simplicity. Flexibility in design. Water-drinking
- The road up and down the hill is very dangerous and need some protection for foot passengers.
- Where is the walking path down the hill (to the ferry)? That's a top concern in this community.
- Lighting is currently the greatest safety concern in the winter. Children commuting to high school are crossing in the dark.
- Roundabout is a waste of space at this location.
- I'd go for concept 4B first. 4A second. Concept 3 third. Concept 1 and 2 if Taylor Wide.
- 17 Bay parking should be drop off only and disabled parking.
- How about buying the house on the corner.
- This is very large and could be ugly.
- Looks good! 4B
- 4B. Lighting for parking lot behind pub and up the road.
- 4A works best but need more parking beside Skol as well.
- BC Ferries needs to acquire land for parking. Current private options are dangerous. Many people have been injured slipping on steep hill beside Skol Pub.
- No shade in holding area. Nowhere for people in cars to go if it's hot (i.e. no terminal) except up to the top of the hill and into trails/woods there.
- Parking lot 22 is currently a giant rock! Construction cost?
- Have you considered what this would cost? Two smaller electric ferries might be a better investment.
- Upper parking lot would require significant modification to steep hillside.
- I question the logic of sending every offloading vehicle around the traffic circle.
- For some ferries there are three buses. I don't see enough room for three.

## Online Survey Questions & Survey Responses

Total of 40 Surveys Completed

Survey Questions:

Q1. Have you reviewed the draft concept options for the Nanaimo Harbour and Gabriola Island TDPs?

*Yes – 87.5% (35 Responses)*

*No – 12.50% (5 Responses)*

### Nanaimo Harbour

Q2. Which option do you most like?

*Option 1 – 25% (4 Responses)*

*Option 2 – 37.5% (6 Responses)*

*Option 3 – 37.5% (6 Responses)*

Q3. What do you like about this option? (16 Responses)

- Better vehicle holding capacity than options 1 and 2. But option 4 is also good and doesn't involve the additional cost and of building out onto piles.
- No need to acquire additional land; potentially less interference by rights of way (city). Simple. While it is good to expand the holding area for cars, you will always have more vehicles...build it and they will come.
- 3A: It holds vehicles close to the ferry and takes them away from the roads and doesn't involve building out onto piles.
- Holding area (and waiting passengers) isolated from thru traffic. More parking for foot passengers.
- Critical issue missed is ability for ferry to handle 51ft commercial tractor trailers. As a business owner not having this ability causes major issues and leads to expensive freight costs for island businesses. Will help reduce overall ferry congestion by allowing one long tractor trailer replace 2 shorter ones. Need a straight dock on both sides. Can't remember which option 2 was but I think it had a straight dock.
- I like that we need to do something about the line up on Taylor. The waiting room is fine. Do not worry about that/we might have a 10 min wait.
- No right angle turns to get into holding lanes.
- Option 4A compound away from main roadways. This needs to be expanded to 150 vehicles rather than using the main roadway. It's amazing there haven't been fatalities. And earlier proposal using North Road would have been even more dangerous. - two exits out of parking lot - no roundabout which would impede off loading traffic.
- Good compromise. It keeps the traffic lineup off the road without creating a gigantic ugly structure over the water.

- None.
- More parking and really well arranged terminal.
- Presumably this is the lowest cost option.
- Least disruptive.
- Traffic flow, the loading ramp, and more parking.
- This is the most important option to address first, followed by the number of vehicles that the parking lot can hold at this time.
- There are 6 options. I like options with most parking and holding spots. The option 2 in the concept paper, which takes over the space of the apartment building next door is unrealistic.

Q4. Is there anything in the options that you didn't like? Are there any other ideas or suggestions you have about improving the terminal? (14 Responses)

- I think the most important thing is to provide sufficient holding space for vehicles so that at busy times they don't end up in a line along the road.
- No major differences between 2 through 5 that jumped out. They all look expensive.
- What about option 4A? (Not mentioned in this survey.) What I like about this option is that it wouldn't involve appropriating land to create holding lanes either side of the existing road - however it would necessitate extensive construction work to create the pile structure.
- Cost Length of construction schedule and disruption of service.
- No curved docks/ramps. Requires ferry to turn to dock, which increases fuel usage (green house gases), adds to wear and tear of ferry and slows docking time. Keep them straight!
- We need either 2 ferries going to Nanaimo from May 01 to Sept 15th. or we need one to Duke point and one to downtown. Or we need the terminal moved where there is a parking lot for cars like every other Gulf Island.
- When there are five options presented, why is it only possible to pick options one to three? Option five looks better as vehicles dropping off or picking up persons are separated from ferry vehicles.
- The egress along Easthom road needs to be attended to. Parking facilities needs to be better organized and expanded. The use of Easthom Road at the moment needs to have prohibited parking where, at the moment, cars park as much as half way into the lane making it extremely dangerous for pedestrians and drivers.
- Size of holding area can be reduced by using two smaller ferries.
- Separate foot passenger loading onto ferry!
- I'm not sure improvements on the Nanaimo side are a high priority - something needs to be done to address the issues on the Gabriola side first
- Greater separation of pedestrians/bikes from vehicles.
- During peak summer seasons, have an employee out by Terminal Park to direct traffic. There is always someone who feels they can just jump the queue.

- More slots for holding and parking. Do not introduce reservations. Reservations will make it easier for wealthy people and much harder for poor people. Please do not introduce a reservation system.

### Gabriola Island

Q5. Which option do you most like?

*Option 1 – 18.18% (2 Responses)*

*Option 2 – 27.27% (3 Responses)*

*Option 3 – 54.55% (6 Responses)*

Q6. What do you like about this option? (13 Responses)

- I like the fact that it manages the vehicles waiting for the ferry better than both the current situation and than either Option 1 or 2 (lining them up along North or South road).
- Truly, there is no other option that makes sense. Directing the waiting ferry line up North Road is stupid and very hazardous.
- Can't remember the designs but keep the dock straight! Also separate the ferry traffic from pedestrians. Option 1 looks like a nightmare!
- Has a proper holding area.
- Good compromise. It gets the ferry line off the road without creating a large ugly structure over the water.
- Nothing.
- 3A give the best option with more parking and a safer, well designed flow for traffic and foot passengers.
- Best of the three bad choices - what happened to Option 4A and 4B?
- Safer line-up, round about at Taylor Bay road.
- The options are not available on your website!
- This is likely the most critical to get fixed. One option might be to let cars off first, followed by the large construction vehicles that are slow to go up the hill and thereby slow all the ferry traffic down. Foot passengers/bikes etc. will always be here. Re-routing them will not solve any problems.
- More safe to park along North Rd. than Taylor Bay Rd. Prefer extension into South Rd. because there is less traffic and turns than the Madrona-Co-op stretch of North Rd.
- No.

Q7. Is there anything in the options that you didn't like? Are there any other ideas or suggestions you have about improving the terminal? (10 Responses)

- I am a little concerned about how the necessary space for the holding area will be achieved (loss of trees etc.). The alternative Option 4A would avoid this but would involve the additional expense of building out over the water instead.

- See response to 6. Major factors to consider in choosing anything but 1 or 2: pedestrian ease of access: especially, but not only for the disabled: safety best achieved if plan restricts ped. crossing of vehicular traffic to once only. Other: don't put bus stop on Eastholm Rd.: there is no safe turnaround (at all).
- Option 1 with lines along the road. Been there done that and it's a mess.
- Vehicle lineup can be reduced by using two smaller ferries.
- Separate foot passenger loading is essential. Planning should start with foot passenger access and crosswalks.
- Option 4A or 4B are the most sensible choices for Gabriola, despite the cost - why are they not included on this survey? Options 1 and 2 just make the existing problems worse by obstructing even busier roadways and would be a terrible waste of money.
- I can not comment about material you have not provided!
- Summer - I do not believe that the projection of less people is true. We are at capacity in sales on Gabriola. Time has come NOW for a larger ferry, not trying to figure out how to not leave the island during the summer because of the unacceptable line-ups and waits for the ferry.
- Need to address pedestrian/bicycle safety, along the holding area and on/off the ferry. This is a problem now that must be addressed in any terminal improvement. If a roundabout is added, please do it at the entrance to Taylor Bay Rd. not close to the terminal.
- No.

Q8. What age category best describes you? (15 Responses)

*40-50 – 13.33% (2 Responses)*

*50 or older – 86.67% (13 Responses)*

Q9. How often do you use BC Ferries? (15 Responses)

*Daily – 6.67% (1 Response)*

*A few times per week – 60% (9 Responses)*

*Weekly – 26.67% (4 Responses)*

*Once or twice per month – 6.67 (1 Response)*

# Letters (1)

May 31, 2018

To : BC Ferries [tdpinfo@bcferries.com](mailto:tdpinfo@bcferries.com)  
Cc: Ministry of Transportation and Infrastructure [Stuart.Johnson@gov.bc.ca](mailto:Stuart.Johnson@gov.bc.ca)  
Gabriola Ferry Advisory Committee [gabriola.fac@gmail.com](mailto:gabriola.fac@gmail.com)

Delivered via E-Mail

Re: Gabriola Island Terminal Development Public Engagement Process/ Ferry Hill Lineup

Dear Sirs/Mesdames:

We write to express our appreciation for the care and attention to detail with which BC Ferries has approached the growing problem of increased ferry traffic on Gabriola Island. The consultation process presents some sensible alternatives to what we currently have. We also write to underscore our objection to two proposals that have been put forth to the community.

With regards to not just the survey, but the public consultation as a whole, we have the gravest concerns about the inclusion of Draft Concept 1 and Draft Concept 2 in your planning document. These two concepts were conceived by the Gabriola Ferry Advisory Committee (FAC); these are (obviously) still extant, despite our previous letter to the FAC explaining our alarm at unacceptable hazards these suggested routes present.

Both Draft Concept 1 and 2 presented by BC Ferries involve the ferry line-up being transferred to North Road, extending down the ferry hill from the village area. We are residents of a property on [REDACTED] North Road).

Figure 1 is an abstract from your website; we have overlain an "x" which shows [REDACTED] from North Road. Figure 2 is a photograph taken [REDACTED] while waiting to turn onto North Road. Irrespective of whether the turn is left or right, view of downhill-bound vehicles is completely occluded when there is a parked vehicle on the shoulder. This presents a non-trivial risk of collision leading to serious injury or fatality. Our neighbours [REDACTED] at [REDACTED] North Road are faced with the same hazard inherent in the two concepts.

The FAC's response to our concern was to suggest that the hazard would be mitigated by a 30km/hr speed limit on North Road. This response was inadequate at best: people speed through school zones all the time; if behaviour is not changed to mitigate hazard to life and limb of children, why would someone rushing downhill for the ferry concern themselves with a "driveway"? Moreover, the speed of

an oncoming vehicle is irrelevant; if one cannot see it, then one is in significant danger. Speed is a contributing factor, but not a defining one to the hazard created by Concepts 1 and 2.

There are other critical flaws in Concepts 1 and 2. The T- intersection of North Road and Taylor Bay Road presents an uphill slope to motorists turning from Taylor Bay Road onto North Road. Presently, the current ferry lineup configuration slightly obscures view of traffic to the right (of a left turning motorist). By re-routing the ferry lineup so that it continues up North Road (instead of turning onto Taylor Bay Road), oncoming traffic to the left and right of the motorist at the intersection will be obscured; the visual obstruction would be acute looking uphill to the left (akin to conditions at the end of our driveway). This, combined with motorists having to negotiate entering an inclined intersection, would create a very serious accident black-spot.

The concept to have the ferry lineup relocated to the busiest arterial route (North Road) on the island is absurd. Why take it from one location where bypassing traffic is much less to one where it is greatest? Compound that with parking the ferry bound vehicles along the poorly developed shoulders in the village where vehicular and pedestrian volume is high. Worse, weekends are incredibly busy and congested in the village and mixing a ferry lineup with pedestrians roaming about accessing markets, street fairs and the museum would create an environment where the likelihood of serious injury or death is avoidably high.

In conclusion, we support the idea to reconfigure the ferry terminal and the lineup. However, we register our vehement objection to Concepts 1 and 2; to implement either would be to create significantly more hazardous ferry lineup conditions than already exist.

Yours sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED] Gabriola Island  
[REDACTED]

2 Attachments

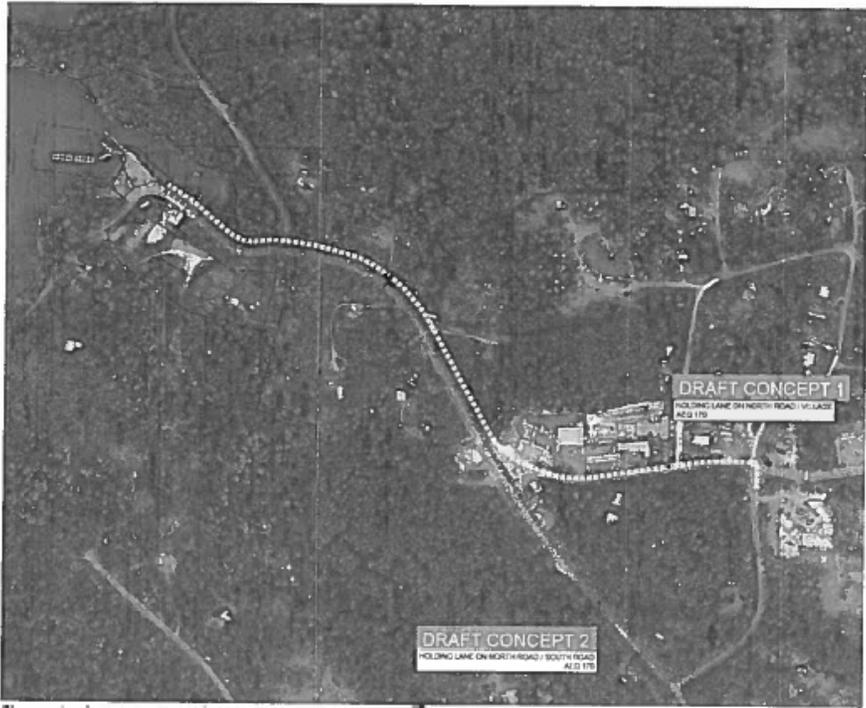


Figure 1. Concepts 1 and 2 [redacted] North Road (black cross).



Figure 2. View from [redacted] North Road [redacted] Parked vehicles completely obscure sight of downhill traffic, creating non-trivial potential for serious injury or fatality. The same condition obtains for [redacted] North Road and the turn from Taylor Bay Road.

## Email Feedback (4 Responses)

1. I have reviewed the information presented at the information sessions. I live on Gabriola. Here are my comments...

### Main Issues

The main issues identified at both terminals relate to lack of ferry capacity during peak periods which reduces safety and passenger comfort.

The problems are; size of holding compound, congested terminal pick up / drop off, traffic backup on roadways and size of customer amenities.

Planning for a larger ferry will make some of these problems worse.

Immediate action - safety issues and congestion during peak periods should be dealt with promptly.

We should make the necessary changes now and plan for flexibility in the future.

Transportation technology is changing rapidly and could result in other unpredictable changes.

### Ferry Capacity

Planning for two smaller ferries allows for smaller holding areas, smaller waiting rooms and more flexibility.

More frequent service is much preferable from the customer point of view.

Electric ferries would reduce operating costs and pollution.

Immediate action - Consider adding a second ferry from Duke Point during busy periods.

This could primarily be a “commercial ferry”. It could provide service for dangerous goods and large vehicles.

It could provide overflow capacity for passenger vehicles and could have simple customer amenities as there would be few foot passengers.

This would immediately reduce traffic and holding area problems in Nanaimo and Gabriola.

### Nanaimo Terminal

Draft Concept 4 seems like a great compromise and would be more than adequate for two smaller ferries.

This will facilitate public walk access along the waterfront and avoid a large ugly pile structure over the water.

Immediate action - Acquire the additional “Bow Tie Lands” as soon as possible.

This would allow you to reconfigure the holding area, parking and customer pickup / drop-off.

The waiting room and ferry dock can be upgraded in the future as they are still in good condition.

### Gabriola Terminal

Draft Concept 3 seems like a good choice and would be more than adequate for two smaller ferries.

This will eliminate cars lined up on Taylor Bay road and avoid a large, ugly, expensive pile structure over the water.

Immediate action - Blast the rock and create the vehicle holding area as soon as possible.

This will allow you to create a path to the village and reconfigure the parking and customer pickup / drop-off.

The waiting room and ferry dock should be used as is for as long as possible.

Thanks

2. One thing that would certainly speed up the load/unload cycle at Nanaimo would be to arrange manual control for traffic light where the ferry traffic exits the terminal. There is a very similar situation at the Campbell River terminal and from what I recall the traffic light remains green for the exiting traffic until the ferry is unloaded and then resumes normal operation. This will avoid traffic backing up and preventing a smooth unload for the ferry. I was told some time ago that this was not possible because there is no cooperation between the highways and BC Ferry at Nanaimo. Hard to believe that what works at Campbell River cannot be applied to Nanaimo. Just a small step but with the struggle to maintain a schedule every little bit helps.
3. I was responsible for the Petition to find out some costs regarding substituting a fixed link to replace ferry service to Gabriola, in 2015. It was a surprise to find so many flaws in the estimation of costs in the final report. I can list the flaws at another date if you wish.

I would like an opportunity to brief you, BCFC and the public with a financial plan for replacing the ferry with a bridge. This would be based on a 30 year plan of financing a completed 100 year bridge instead of, the ferry service, two modified terminals, new road work, parking, and waiting rooms, plus a bus service at Duke Point.

The bridge alternative was first brought up by the NDP Government in 1973. The Islands Trust Act states that the Gulf Islands should be managed for Provincial interests and that the Trust shall work with all jurisdictions. These issues were incorporated into our Community Plan for decades.

4. Hi, I realize that you are looking for capital project suggestions, but sometimes operational changes require some capital modifications. Attached are my Gabriola ferry suggestions. Thanks

# GABRIOLA FERRY TERMINAL SUGGESTIONS

1) SENIORS SUBSIDY... Subsidising seniors during the rush hour is DAFT! A previous Ferry Advisory Committee requested the late afternoon runs, from Monday to Friday have no subsidy, in exchange for seniors subsidy on non rush hours Friday, and all day Saturday and Sunday.

We were told that the subsidy came from the B.C. Government, who would not make individual route changes, and that it had nothing to do with B.C. Ferries.

2) FOOT PASSENGER RAMP... A telescoping foot passenger ramp, similar to the one on the emergency dock, could be placed on the floating barrier. A gate would be necessary on the Quinsam, and a small folding barrier on the larger ramp. Most foot passengers could be off before the main ramp was cleared, and the adjacent cars had to move. Car loading would start with the opposite side. A similar ramp would be placed on the opposite corner in Nanaimo.

Approximately four minutes would be saved for each landing, giving one or two more round trips per day.

3) VEHICLE LENGTH... All vehicle lengths can be measured by T.V. cameras looking at a green background. By charging for the vehicle length, there would be an incentive to use the shortest vehicle in a two car family, or at least remove the trailer hitch from your truck. A charge by length is fair, because you would pay for the ferry capacity that you use. More, shorter cars would be equivalent to a bigger ferry, without the capital cost. Shorter lineups as well.

Adjusting the price to match existing tolls would result in the same overall cost to Gabriola.

4) VEHICLE PRICE ONLY... Charging only for the vehicle would result in free foot passenger fares. Lower mainland bridges use the same system, based on recognizing the licence plate number. Frequent user discounts would be maintained as at present, and an invoice sent to other B.C. residents, as was done for the mainland bridges. A crew member would need to charge out of province vehicles while they were on the ferry. Would free foot passengers result in fewer vehicles?

B.C. Ferries could save two or three Nanaimo staff members, by using the ferry crew for loading.

5) COFFEE SHOP... The old coffee shop did a booming business for everyone waiting for the ferry, until B.C. Ferries forced them out of business, by insisting on a one month lease. With a foot passenger ramp on the opposite side of the parking lot, a new larger waiting room could include space for a kitchen. Lease revenue would pay for the new facility, and you could have a snack before you got home after a long day.

6) COMMUTER PASSENGERS... would love to have a fresh cup of coffee on their way to work. Just look at the street in Vancouver. A local entrepreneur was running a coffee shop in a V.W. beetle, and offered to run it on the ferry, with training and union approval, thus reducing the staffing requirement by one. This was refused because management thought there might be more cleanup required.

7) CNG.... Garbage trucks, busses, and large highway rigs are all transferring to compressed natural gas as a fuel source. Adjusting for bulk purchase of diesel, fuel savings calculators for the trucking industry show fuel costs to be 52% of diesel. Refueling may require more time than the present once a week. The four engines on a commuter ferry are roughly the same size as a big transport truck. Ferries management will only discuss liquefied natural gas for the big ferries, ignoring the benefits on the routes which require the subsidies.

8) TIME... Time of day pricing is practised by most transportation authorities. A higher price on rush hours, such as full pricing, with a lower price on the under utilized sailings leaves options for people with flexible schedules.

9) SHIFT.... Workers have had to move off Gabriola if they cannot get to their shift by removal of the first or last runs. The 5:25 sailing is necessary to get to the 6:30 Departure Bay sailing for some shift workers.

10) PORTABLE... If the ferry or city terminal is out of commission, foot passengers can board at the big dock in the city harbour. You cannot pay the fare at the city dock, because there is no portable hand held card reader. Hence you have to walk over to the existing terminal, get a ticket, and then walk back to the city dock, by that time the foot passenger ferry is gone.

Notification of a ferry out of commission on Gabriola doesn't exist. Parked in a long line up, which isn't unusual, you start to notice cars coming out of the lineup. These

are people with cell phones, who have seen what is going on on the net, or been told by friends. We need a next sailing display on the waiting room.

11) WATER... There is a pop machine on the ferry, but water costs \$0.50 more than coke. At one time there was a water fountain, but it was removed due to difficulties in the approval process. Water is available to the crew.

12) JUMP... New safety evacuation slides have been added, with an inflatable life raft at the end. The major difficulty is that you have to go into the cabin, where the life jackets are available at the muster station, in order to wait to depart. So this means that people in vehicles on the open deck have to enter a cabin behind a steel door if the vessel requires evacuation.

13) FIRE... During the last refit, fire monitors fitted to the four corners of the Quinsam up on the roof. These are designed to provide a powerful salt water stream, equivalent to a large fire hose. Now a bit of a warning, if you happen to be standing on the deck and get in front of the water, there is no way you can stand up, in spite of the directions to report to the muster stations in the passenger cabins. The process of firing water onto a fire, likely caused by vehicle fuel leaking on the deck, is more or less guaranteed to spread the fire. The original equipment was hand held foam extinguishers using effective biodegradable foam. These were removed because the regulations could not allow biodegradable foam to get into the ocean. Perhaps a ferry full of flaming vessels would be better with the federal regulators?

29) The employee directing traffic should make the decision as to whether you arrive in time for the next sailing. If the barrier has been switched down it is too late. Ticket selling should continue without using the barrier, whether the ferry is late or on time, unless a personnel break is necessary.

32) There are weekly postings of new and near new, suitable vessels for sale in Europe at terrific prices. Purchase can be arranged immediately through the good offices of a ship's broker in North Vancouver. A second small ferry servicing Gabriola would eliminate the one hour wait for everyone in the morning.

33) Using both Nanaimo and Duke Point terminals, would reduce sailing time by about 20 minutes per round trip. Obviously the School runs will need to go to Nanaimo. The following schedule would add one extra sailing in the morning and one in the afternoon, and still avoid a Duke Point conflict.

Quinsam Departure - Destination

6:15:00 AM	- Duke Point
7:25:00 AM	- School Run Nanaimo
8:40:00 AM	- Duke Point
9:40:00 AM	- Duke Point
10:40:00 AM	- Duke Point
11:40:00 AM	- Duke Point
12:40:00 PM	- Nanaimo
1:55:00 PM	- Duke Point
3:05:00 PM	- School Run Nanaimo
4:20:00 PM	- Nanaimo
5:35:00 PM	- Nanaimo
6:40:00 PM	- Nanaimo
8:25:00 PM	- Nanaimo
10:30:00 PM	- Nanaimo

34) The recent face book suggestion of a round-about pylon at the junction may be worth a study.



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

