

British Columbia
Ferry Services Inc.

Langdale TDP
Phase 2 Engagement
Summary

September 2018



This report was prepared by DIALOG for BC Ferries as part of the Langdale Terminal Development Engagement Project.



Summary | The Project

Overview

In 2013, BC Ferries created a Terminal Development Plan (TDP) to help improve the safety, efficiency and customer experience at the Langdale Terminal. This 25- year plan identified both short-term and long-term improvements to the terminal. In the summer of 2017, BC Ferries engaged DIALOG design to lead engagement for the Langdale Terminal Redevelopment over three engagement phases.

Phase 1 - Complete

Phase 1 Engagement sought out to understand priorities relating to the draft plan, and communicate the functional requirements.

Phase 2 - Complete

The purpose of Phase 2 Engagement activities was to share the outcomes of Phase 1 engagement activities, provide a project update on the Langdale Terminal Plan and overhead walkway project, and to capture any ideas and concerns around the construction of the overhead walkway. This phase included internal and external stakeholder workshops, and several mobile booths.

This report summarizes the outcomes of the second phase of engagement.

Phase 3 - Expected early 2019

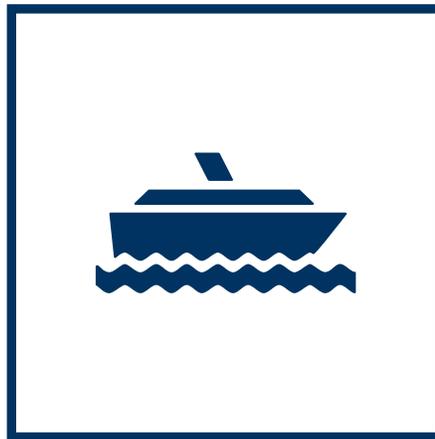
The third phase will solicit feedback on the upland portion of the terminal.

Project Process:



Summary of Engagement: Phase 2

The following info-graphic summarizes the engagement activities that took place during Phase 2.



What We Heard: A Foundation For Phase 2

Throughout the course of Phase 1 Engagement, the following themes emerged regarding the Langdale Terminal Redevelopment. These themes informed the design considerations for the overhead walkway and terminal plan.

- A need for more efficient passenger loading to improve on-time performance.
- A need for weather protection at foot passenger waiting areas to ensure comfort throughout the year.
- A desire for enhanced accessibility for seniors and those with mobility challenges.
- Support for food vendor upgrades.
- Improved signage for both pedestrians and vehicles.
- Increased parking facilities.

These key themes informed the design of the overhead walkway and will help to inform the design of the terminal building. Phase 2 sought to report back on these key themes and show how these themes are being used to inform design.



Internal Stakeholder Session

The six participants in the internal stakeholder session included both terminal and vessel staff. The purpose of the internal stakeholder session was to share the outcomes of Phase 1 engagement activities, provide a project update on the Langdale Terminal Plan and overhead walkway project, and to capture ideas and concerns about the construction of the overhead walkway that were specific to BC Ferries' staff. While we collected ideas and concerns, we emphasized that this was an informational session and that we would back in early 2019 for further dialogue about the terminal upland development.

Comments about the Overhead Walkway:

- There needs to be consideration for the maintenance and cleaning of the glazed side of the overhead walkway.
- The size of the overhead walkway should consider baggage as well as mobility aids such as scooters, strollers, and wheelchairs.

Comments about the Langdale Terminal Plan:

- Consider a covered walkway from the employee and guest parking.
- Provision should be made for efficient group luggage loading.
- Weather protection should be retained and enhanced mid-lot on the vehicle compound side of the terminal.
- Consider beach access as this is a major amenity for passengers when they experience delayed sailing times or miss a ferry.
- Encourage employee carpooling.
- Consider a place for organic waste.
- Consider the impacts of short-term closure of the public float.



Sysco

External Stakeholder Session

The fifteen participants in the external stakeholder session included representation from the Ferry Advisory Committees, SCRD, Ministry of Transportation and Infrastructure, tourism, TraC, and the Gibsons and District Chamber of Commerce. The purpose of the external stakeholder session was to share the outcomes of Phase 1 engagement activities, provide a project update on the Langdale Terminal Plan and overhead walkway project, and to capture ideas and concerns around the construction of the overhead walkway. Like the internal stakeholder session, we collected ideas and concerns, but we emphasized that this was an informational session and that we would back in 2019 for further dialogue about the terminal upland development.

Comments about the Overhead Walkway:

- Ensure that the length and slope of the walkway is accessible for those with mobility challenges.
- Concern about year-round thermal comfort.

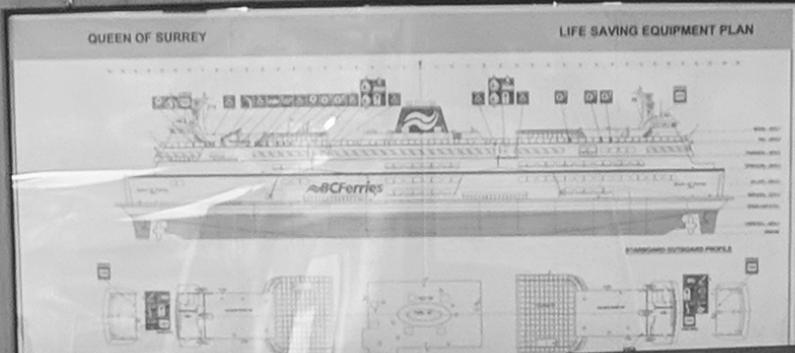
Comments about the Langdale Terminal Plan:

- Consider priority loading for passengers making connections from Powell River.
- Ensure a safe experience for cyclists riding on to Port Mellon highway after disembarking the ferry.
- Coordinate with TraC for best placement of Sunshine Coast bike route signage.
- Consider taxi/car share separation from regular traffic in foot passenger drop-off area.
- Appreciation for the addition of parking.

Community Board

QUEEN OF SURREY

LIFE SAVING EQUIPMENT PLAN



Langdale Terminal Development Plan



What's Happening?

In 2013, BC Ferries created a Terminal Development Plan (TDP) to help improve the safety, efficiency and customer experience at the Langdale Terminal. This 25-year plan identified both short-term and long-term improvements to the terminal.

BC Ferries has been undertaking public engagement to help us understand what is working and what could be improved at the Langdale Terminal. In the fall of 2017, we hosted a series of mobile booths and workshops in addition to an open house and online survey.

Today we are here to inform you about the outcomes of the first phase of engagement and to provide you with an update on the terminal redevelopment project. The outcomes of this engagement have helped to inform design development and the prioritization of an overhead walkway to help to improve on time performance and loading efficiency. Our goal is to get the overhead walkway into service as soon as possible to help address your priorities and concerns.

Project Timeline

The timeline below outlines activities relating to the Terminal Development.

Terminal Development Plan Planning & Implementation 2010 - 2014	Site Investigation Detailed Design Development Planning Applications 2016 - 2017	Community Engagement Phase 1 Understanding Priorities October 2017 - March 2018	Community Engagement Phase 2 Project Update September 2018	Continued Terminal Design Exploration Winter 2018 - 2019	Community Engagement Phase 3 Review of Terminal Design Early 2019
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"WE ARE HERE"

What We Heard | Phase 1 Engagement

Some of the most common themes we heard during the first phase of engagement were:

- 1 Improve departure times by making loading more efficient
- 2 Make the foot passenger waiting area comfortable, all year long
- 3 Ensure accessibility for all ages and all abilities
- 4 Additional and improved food options



30
INTERNAL

2,154
ONLINE SURVEY PARTICIPANTS

&

EXTERNAL STAKEHOLDER WORKSHOP PARTICIPANTS

130+
POST-IT NOTE COMMENTS

200+
MOBILE BOOTH VISITORS



28
OPEN HOUSE ATTENDEES

Langdale Termi

Project Update:

Overhead Walkway:

We remain committed to building an over performance and accessibility, in direct re

We are exploring the most efficient and overhead walkway functional as soon as



Rendering showing interior of overhead walkway

We heard from you that accessibility at th of all ages and all abilities. We have hired help ensure that our designs are as access with us to help us achieve the highest Rick Certification through strategies like ample to access doorways, floor surfaces that are natural light and features that mitigate dis

Mobile Booth Sessions

Mobile Booths were deployed on Friday, September 7th, Monday, September 10th, Tuesday, September 11th and Saturday, September 15th to capture both weekday commuters and weekend ferry users. The booths were set up on the ferry as well as mid-lot and in the passenger waiting lounge at the Langdale Terminal.

There were 294 interactions over the course of the four sessions, overall the response was positive. There were some comments around changing operations to include more sailing times, an additional boat, the use of Berth 2, and priority loading/unloading for specific user groups, but the majority of comments were in support of the planned changes. Multiple visitors expressed appreciation for the presence of the mobile booth on the ferry.

Reflective comments include:

- “Is there going to be beach access?”
- “Keep local artisans and businesses as vendors; no Starbucks”
- Priority loading for commercial truck drivers and Coast residents
- “Moving walkways or golf carts on the walkway like in airports”
- “What’s happening to Berth 2?”*
- “This is way better, actually”

**Any questions that involved Berth 2 were responded to with “You will hear more about the plans for berth 2 during our next phase of engagement, in 2019”.*



Next Steps

The terminal designed will continue to be explored over the winter months. Phase 3 Community Engagement on the upland terminal development is expected to occur in early 2019.

Next Steps:



Appendix

The following pages showcase the communication materials that were used throughout the engagement process.

Mobile Booth Boards:



Langdale Terminal Development Plan

Project Update:

Overhead Walkway:

We remain committed to building an overhead walkway to help enable on-time performance and accessibility, in direct response to your comments.

We are exploring the most efficient and cost-effective way of getting the overhead walkway functional as soon as possible.



Rendering showing interior of overhead walkway.

We heard from you that **accessibility at the terminal was a priority for those of all ages and all abilities.** We have hired a Universal Design Consultant to help ensure that our designs are as accessible as possible. They will be working with us to help us achieve the highest Rick Hansen Foundation Accessibility Certification through strategies like ample accessible parking spaces, easy to access doorways, floor surfaces that are easy to traverse, extensive use of natural light and features that mitigate discomfort.



Upland Development:

We will be taking additional time to explore design development for the upland portion of the terminal redevelopment to ensure that we get the design right.

We are excited to come back and engage with you on a draft design in early 2019. Check our website for future information about engagement activities.

Want to Stay in Touch?

For questions, feedback and suggestions, email tdpinfo@bcferries.com

For more information please visit bcferries.com/about/publicconsultation2



Langdale Terminal Development Plan

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Project Timeline

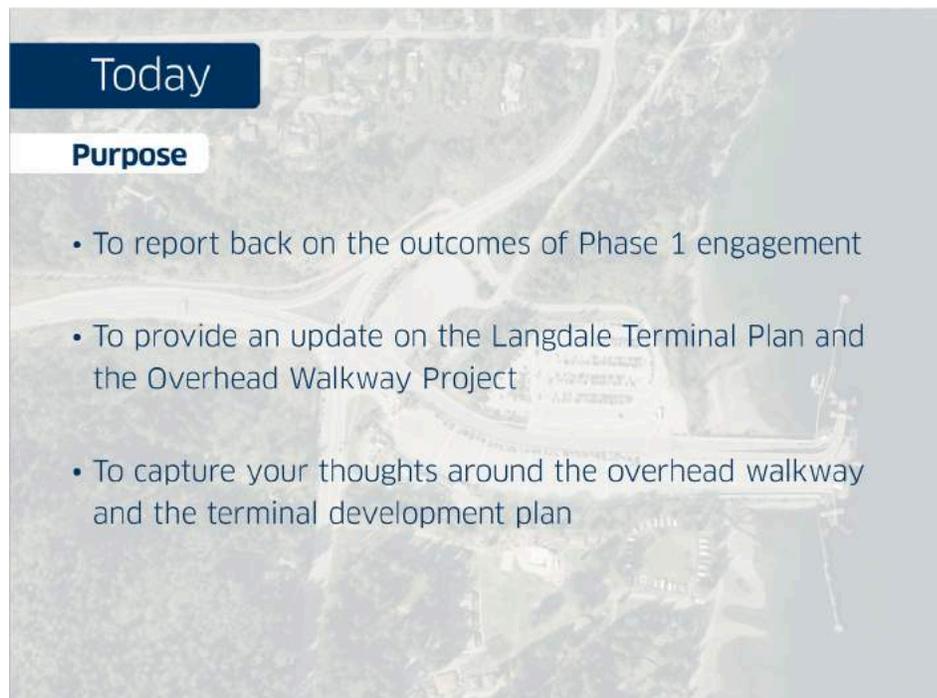
The timeline below outlines activities relating to the Terminal Development:

Terminal Development Plan Priority & Stakeholder Engagement 2013 - 2014	Site Investigations Terminal Concept Development Feasibility Analysis 2014 - 2017	Community Engagement Phase 1 Outstanding Matters October 2017 - March 2018	Community Engagement - Phase 2 Project Update September 2018	Conditional Final Design Exhibition Winter 2018 - 2019	Community Engagement Phase 3 Review of Terminal Design Early 2019
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"WE ARE HERE"



Stakeholder Workshop Presentation Slides:



Today

Purpose

- To report back on the outcomes of Phase 1 engagement
- To provide an update on the Langdale Terminal Plan and the Overhead Walkway Project
- To capture your thoughts around the overhead walkway and the terminal development plan

The background of this slide is an aerial photograph of the Langdale Terminal, showing the pier, parking areas, and surrounding landscape.

Today

Agenda

1. Project Update
2. Review the development of the terminal
3. Review the Overhead Walkway Project
4. Discussion and Questions
5. Conclusion and Next Steps

What We Heard

- A need for more efficient passenger loading to improve on-time performance
- A need for weather protection at foot passenger waiting areas to ensure comfort throughout the year
- A desire for enhanced accessibility for seniors and those with mobility challenges
- Support for food vendor upgrades
- Improved signage for both pedestrians and vehicles

Phase 1 Schedule



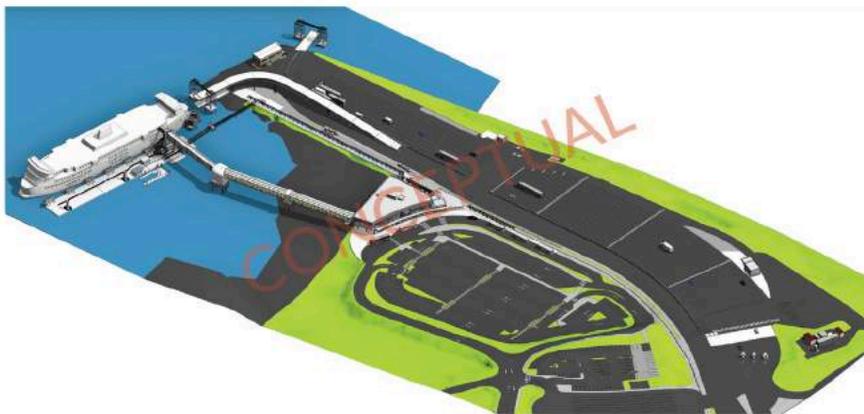
Updated Timeline



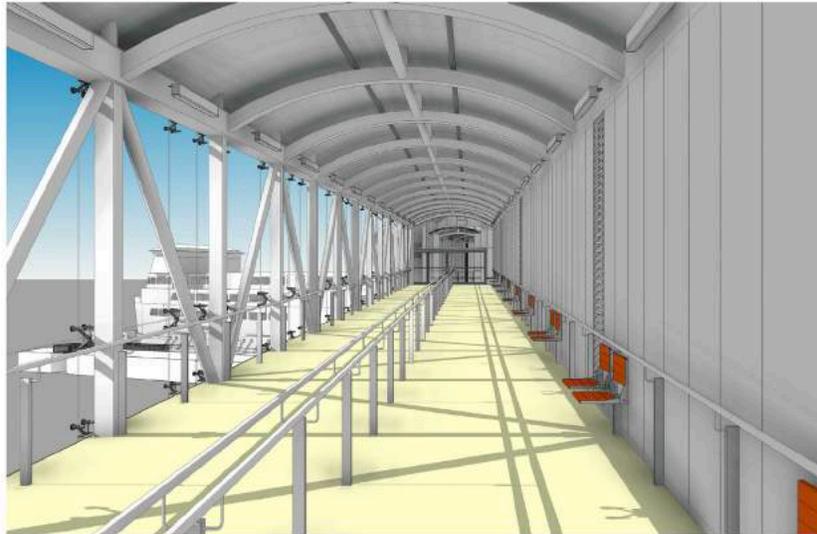
Design Process Update

- In response to phase 1 engagement outcomes, we have continued to work on the design development for the terminal.
- We are exploring the most efficient and cost-effective way of getting the overhead walkway functional as soon as possible.
- We are still exploring design options for the terminal building and upland portion of the project and will be returning for your input in early 2019.

Overhead Walkway



Overhead Walkway



Site Impacts During Walkway Construction

Goal:

- Minimize disruption to passengers, ferry and transit service

Construction start:

- 2019 (pending approvals)

Potential impacts:

- Construction zones and laydown areas
- Construction traffic - separate parking
- Construction noise (within by-law requirements)
- No significant impact to Route 13 anticipated
- Limited beach access
- Possible short term closure of public float

Hearing From You

1. Do you have any questions about the Overhead Walkway?
2. Do you have any questions about the updated project timeline?



Next Steps and Staying Involved



For more information:

<https://www.bcferrries.com/about/publicconsultation2/terminal-development-planning/langdale.html>



