

# Campbell River Terminal Development Plan

## ENGAGEMENT SUMMARY

MARCH 2019

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



# ENGAGEMENT HIGHLIGHTS

In July 2018, BC Ferries launched the Terminal Development planning process for the Campbell River terminal – a planning initiative that will result in the phased implementation of strategies, actions and projects over a 25 year horizon. Terminal Development Plans (TDPs) will help BC Ferries develop terminals in a cost effective, organized, phased and efficient way.

Engaging with key stakeholders is an essential part of the planning process. This includes the public (ferry users and terminal neighbours, with the residents of both Campbell River and Quadra Island), the Ferry Advisory Committee (FAC), government stakeholders, First Nations, and employees.

Engagement events were held in October 2018 and February 2019, including workshops, meetings, and open houses. The October events helped gain an understanding of key issues and opportunities for this terminal from the perspective of the various stakeholders, which in turn helped inform the development of terminal concept options that meet the needs of BC Ferries, system users, and the community alike. The February events presented the concepts for input and feedback, which will assist in developing a preferred concept for the TDP.

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

The October engagement events focused on:

**HOW** the community gets to and from the terminal

**WHY** the terminal is important to the community

**WHAT** challenges the community faces today when using the terminal

**WHAT** opportunities exist to improve the terminal

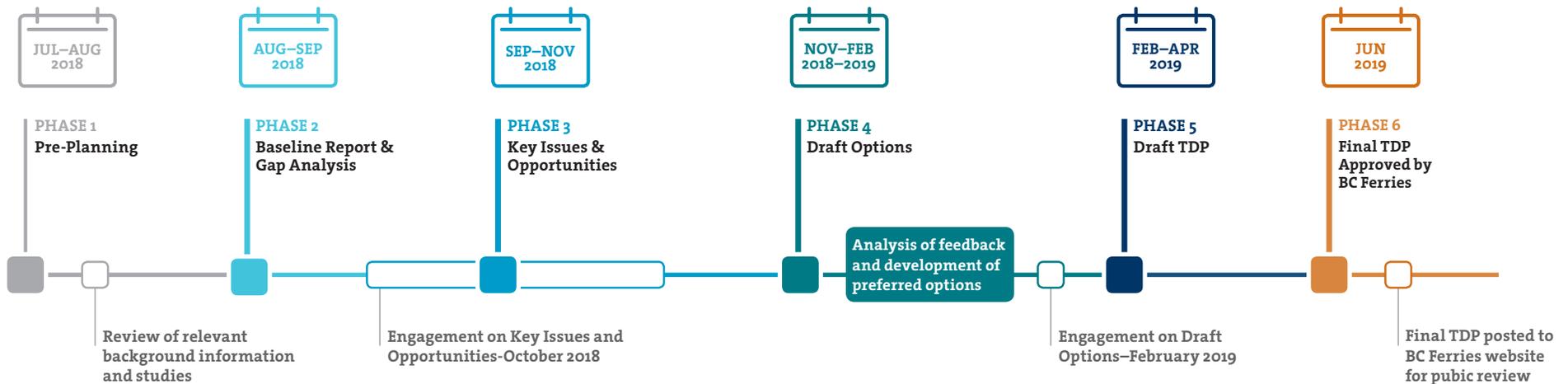


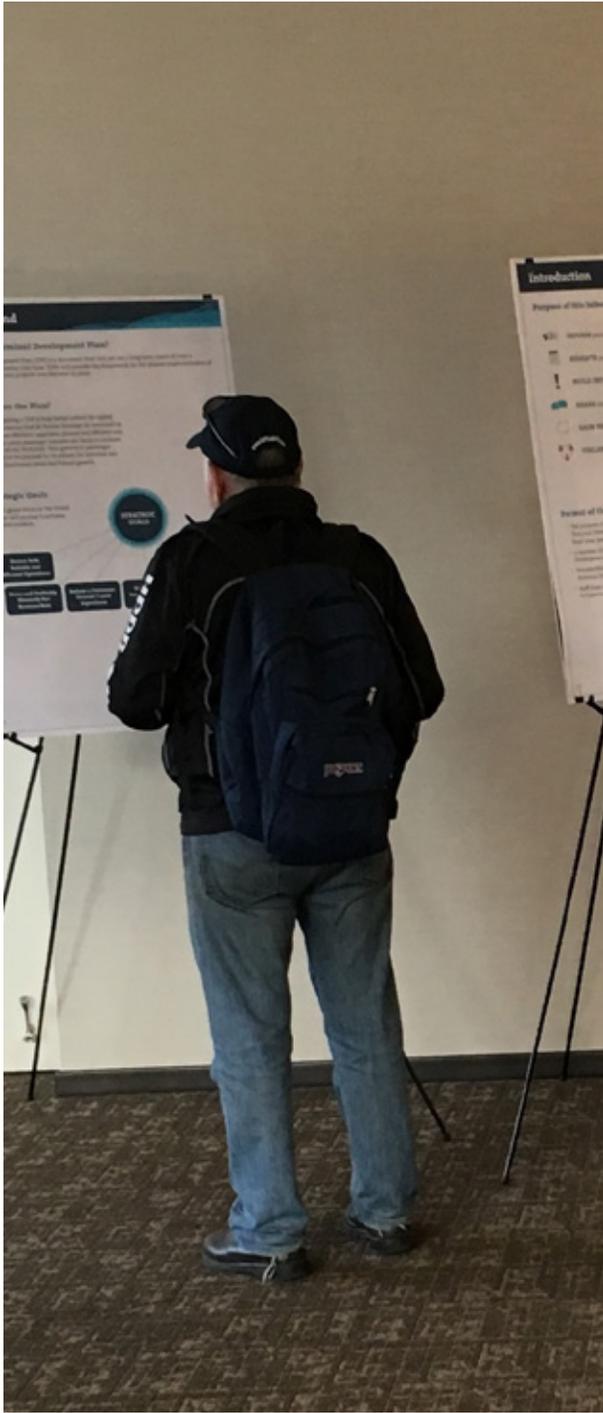
Engagement on key issues and opportunities took place in Phase 3 of the six-phase terminal development plan process. The key groups were engaged in various formats (workshops, meetings, interactive open house) with the goal of starting the conversation and hearing different perspectives and ideas for consideration in the development of draft options for the terminal.

A second round of engagement was undertaken in Phase 4 that presented draft concepts for input. This feedback will ultimately inform the content and direction of the final TDP.

## The following engagement events were held:

- Ferry Advisory Committee Workshops, October 9, 2018 and February 27, 2019
- Government Stakeholder Workshops, October 10, 2018 and February 27, 2019. Participants included:
  - City of Campbell River
  - Ministry of Transportation & Infrastructure
  - Ministry of Forests, Lands, Natural Resource Operations and Rural Development
  - We Wai Kai First Nation
- Employee Workshops, October 10, 2018 and February 26, 2019
- First Nations Meetings, Wei Wai Kum First Nation, October 11, 2018 and March 22, 2019
- Community Information Sessions:
  - October 11, 2018 at the Comfort Inn & Suites, Campbell River
  - February 26, 2019, at the Campbell River Terminal
  - February 27, 2019, at the Quadra Island Community Centre
- Online Engagement - <http://www.bcferrries.com/about/terminal-development-planning>





# WHAT WE HEARD – KEY ISSUES AND OPPORTUNITIES

The following is a summary of the key issues and opportunities engagement that took place to help inform the Terminal Development planning process for the Campbell River terminal.

The comments and responses from the October 2018 engagement events are recorded in Appendix A of this report.



## Top 3 Themes

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


- **Improve PEDESTRIAN SAFETY**  
(pedestrian safety crossing highway, pedestrian accommodation in the terminal, pick-up/drop-off area)


- **Improve AMENITIES**  
(waiting room and washrooms, provide shade/shelter, food/beverage offerings)



# WHAT WE HEARD

## – DRAFT CONCEPTS

Engagement on draft concepts was undertaken in February 2019. Three draft concepts were presented along with access configuration options at the entrance and exit. The following is a summary of the engagement from the events held in February 2019. The comments and responses, as well as the online survey and emails are recorded in Appendix B of this report. The concepts can be viewed online on the Campbell River webpage at [www.bcferrys.com/about/terminal-development-planning](http://www.bcferrys.com/about/terminal-development-planning).

### Key Themes:

- Need **more shade** (e.g. trees or screening along road frontage)
- **Washrooms** located **next to waiting room** are desirable
- Strong support for **access entry improvements**; the option with a separate access and left turn lane was most preferred
- Support for **longer and straighter exit lanes**
- Improved **pedestrian safety** for **crossing the Highway** is important
- **Overhead walkway**; some liked the idea, others thought it unnecessary
- Where future berth is located northeast corner, **some concerned about feasibility due to wind and wave conditions** and **breakwater requirements**
- Consider a **second pedestrian exit route** towards the north



Community Information Session at Quadra Island Community Centre, February 27, 2019



Community Information Session at Campbell River Terminal, February 26, 2019



Ferry Advisory Committee Workshop, February 27, 2019

Terminal Development planning updates can be viewed online by clicking on the Campbell River webpage at [www.bcferries.com/about/terminal-development-planning](http://www.bcferries.com/about/terminal-development-planning)



September 2018

## An Update from BC Ferries

Dear Campbell River Terminal Ferry Travellers,

I'm Mitchell Jacobson, with the Terminal Development team at BC Ferries, and I'd like to provide you with an update on the Campbell River terminal. In June, our Terminal Development team, along with key staff from various departments at BC Ferries, began the process of creating a long-term plan and vision for this important terminal.

Your input is important to us and it will be used to help shape our future plans. We will be engaging with the community and key stakeholders to hear your feedback, suggestions and ideas to help inform this Terminal Development Plan (TDP).

We are holding a drop-in information session in your community. Here are the details:

### When

3 to 6 p.m.  
Thursday, October 11

### Where

Comfort Inn & Suites  
1351 Shoppers Row, Campbell River

We hope you can make it to the session and we look forward to hearing your ideas about future improvements we can make at the terminal to enhance your travel experience with us.

Additional information and materials for the session will be available online by October 5. Please review the information and share your thoughts with us at the session. If you are unable to attend the session, let us know what you think by providing your feedback to us by email at [tdpinfo@bcferries.com](mailto:tdpinfo@bcferries.com). For more information about the session and materials, please visit the Campbell River page on [bcferries.com/about/terminal-development-planning](http://bcferries.com/about/terminal-development-planning).

Following the information session, we will put together a report that summarizes what we heard from you, including feedback from the session and email comments. We will post this report on our website in November so you can see the key themes that came up during this process.

Our next step with the Terminal Development Plan is to develop concept options and create a preferred design that takes into consideration your feedback and meets BC Ferries' operational needs. We anticipate having a preferred option ready by spring 2019 and we will post it online for you to review.

I will be providing another update about the Terminal Development Plan in spring 2019 through this paper to keep you informed about 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 [mitchell.jacobson@bcferries.com](mailto:mitchell.jacobson@bcferries.com).

Thanks for reading.

Mitchell Jacobson

Assistant Manager, Terminal Development  
BC Ferries



BC Ferries

ADVERTISING FEATURE

February 2019

## An Update from BC Ferries

Dear Campbell River Terminal Ferry Travellers,

I'm Mitchell Jacobson, with the Terminal Development team at BC Ferries. I'd like to keep you informed and up-to-date on what's happening with the Campbell River ferry terminal.

### What's happened so far

In July 2018, our Terminal Development team, along with key staff from various departments at BC Ferries, began a long-term plan and vision for this important terminal. This planning initiative will help BC Ferries develop this terminal in a cost-effective, phased and efficient way over the next 25 years.

In October, we engaged with customers and the community so we could better understand any key issues and opportunities for the terminal. We heard from the community (ferry users and terminal neighbours), the Ferry Advisory Committee (FAC) for Campbell River, Quadra Island and Cortes Island, government stakeholders, First Nations and employees.

### We are gearing up for our next engagement

We took the feedback we received and created some draft concepts we now want to share with you. We will be holding two drop-in information sessions in the community.

When	Where
Tuesday, February 26 3:30 to 5:30 p.m.	Waiting Room, Campbell River terminal 1001 Island Hwy, Campbell River
Wednesday, February 27 3:30 to 5:30 p.m.	Quadra Island Community Centre 970 West Rd, Quadra Island

For those who can't attend in person, we will post the draft concepts on our website by February 25, along with some opportunities to collect your feedback online. Please let us know your thoughts by completing the online portion between February 25 and March 15, or by sending us your comments at [tdpinfo@bcferries.com](mailto:tdpinfo@bcferries.com). For more information on the upcoming engagement opportunities, please visit the Campbell River terminal project page on [bcferries.com/about/terminal-development-planning](http://bcferries.com/about/terminal-development-planning).

### What's next

Following our presentation of the draft concepts on February 26 and 27, we will take the feedback we receive from the drop-in sessions, the online survey, your emails, and the community input we received earlier, and post a summary on our website for your review.

The next step in our terminal development process is to create a preferred design that meets the needs of ferry travellers and the community, as well as our operational needs. We expect to have a preferred option drafted by the spring and will post it online for you to see once it's ready.

We look forward to hearing your ideas about future improvements we can make for the terminal at the upcoming sessions. If you have any questions about the process, or what lies ahead, please don't hesitate to contact me directly at [mitchell.jacobson@bcferries.com](mailto:mitchell.jacobson@bcferries.com).

Thanks for reading.

Mitchell Jacobson

Assistant Manager, Terminal  
Development  
BC Ferries



BC Ferries

Columns published in the Campbell River Mirror, September 2018 (top) and February 2019 (bottom).

# Appendix A

Campbell River Terminal Development Plan  
Key Issues and Opportunities Engagement Feedback  
October 2018



## CAMPBELL RIVER TDP

### PUBLIC INFORMATION SESSION

October 11, 2018 – Comfort Inn 3pm-6pm

- Pedestrian overhead walkway – I'd use it!
- Biggest issue as a pedestrian is congestion of both vehicles and foot passengers leaving and crossing highway at the same time.
- Signal at Egress – dangerous crossing of highway, exit vehicles not braking for pedestrians. Extend pedestrian by two times.
- Coffee shop! Gift Shop!
- Provide kiosk service for seniors. Students, etc. At the terminal building so they don't have to cross at the ticketing building.
- Focus on pedestrian users – water taxi?
- Coffee shop in the terminal – get out of the heat in the summer, out of the rain in the winter.
- Availability for drop off for walk on smaller road (convert to 3 lanes) - park corner to Roberts Reach.
- Need the following improvements on existing ferry:
  - Change intensity and direction of LED lights so when ferry is parked at Q-Cove terminal, particularly overnight, they do not shine across Discovery Passage and create a navigation hazard.

### Email & Letter Feedback (9 responses)

October 11 – November 2, 2018

- Email 1
  - 1. A overhead walkway with elevator service for people with disabilities.
  - 2. No left turn proceeding south into the ferry terminal.
  - 3.Reducing # of lanes not a good idea with the amount of traffic in that area.
- Email 2 - To Whom it may concern, I would like to let you know that I was a member of the Campbell River Community Services, Recreation & Culture Commission for several years. The topic of the Highway, Ferry Terminal, Crosswalks and Parking were all items which were discussed whether as a group or with individual members of the Commission at different times over the past years. I would like to make a few comments on items which I feel should be considered in your planning process.
  - Consider working with the City of Campbell River, Tyee Plaza owners, Ministry of Highways, Provincial and Federal funding and build a ramped overhead walkway between the Ferry Terminal and the Tyee Plaza. This would eliminate the need for the 2 Crosswalks in the immediate area of the Terminal, 2 ground level crossings, one at the light at Shoppers Row and the second at Roberts Reach would still be available. I have travelled that stretch of highway since it was built 25 plus years ago and the number of pedestrian-vehicle near misses that I have seen is tremendous.

- Strongly consider relocation of the entry to the Parking lot, or working with Transportation and eliminate the Southbound Left hand turn into the Lot, there have been far too many accidents, and near misses from drivers turning left in front of oncoming traffic, or people suddenly deciding to turn left and being rear-ended.
- Discussions should be held with the City of CR on their future plans to turn that stretch of highway from 4 lanes down to 2 lanes. It is congested enough, especially when the Ferry is unloading and lessening the number of lanes will only make it worse.
- Email 3
  - This is a quick note to encourage you to work with the City of Campbell River, Ministry of Highways and owners of the Tyee Plaza property to coordinate timing and infrastructure replacement in the vicinity of the terminal. With all organizations working together, you can develop complementary plans that enhance traffic flow for ferry travellers as well as safety and the experience of the waterfront for pedestrians and cyclists travelling past the terminal. Thank you for offering the opportunity for public input during the pre-planning stage of terminal re-development
- Email 4
  - How about an overhead walkway, no traffic disruption then.
- Email 5
  - I think you have to move the terminal because of the ridiculous congestion. Whether you move it to the cruise ship terminal built a few years ago or where ever, but it needs to be moved. Access to the parking, pedestrian movement, and all traffic coming to a stand still with ferry unloading, it's just a complete mess. It just feels so 1950's in the 21st century.
- Email 6
  - Apart from the pedestrian crossing issues discussed in today's Mirror, the entranceway into the terminal for motor vehicle traffic is a major concern; especially for southbound traffic. Heading south on 19A there is just a single lane for the left turn into the terminal entrance. It is at a sharp corner in the highway. This ferry turning lane also serves as the only through lane to Courtenay. It faces two lanes of oncoming traffic. Often, the ferry traffic turning left into the entrance must wait. Traffic piles up waiting for the RV, truck and boat trailer or whatever to get a chance to make the turn into the terminal. The southbound right lane is committed to going through an upcoming intersection, about a block away, on to Alder St., not through southbound to Courtenay. In effect, all southbound traffic must halt and back-up until the ferry traffic makes its turn into the terminal.back-up. Congestion mounts very quickly. This just isn't adequate situation and its getting worse. So if there is going to be some "revamping" for pedestrian traffic, this might be a good opportunity to re-configure turning lanes and entranceway design to improve traffic flow into the terminal. Thank you for your attention to this matter.

- Email 7
  - As you approach a revamp of this increasingly busy terminal, I have a few suggestions you may wish to consider:
    - a) Overhead walkway for pedestrians, scooters, bicycle traffic
      - Ending in Tyee Plaza lot or sidewalk outside, or routing passengers off the opposite side of the boat currently used and having the walkway end by Chevron station
    - b) Update the roadway, to include a merge for traffic going right. Will still need to have the light for those going left. Thank you for soliciting input.
  
- Email 8
  - Over the years, I have used most BC Ferries terminals. I have to say that Campbell River is by far the most miserable! As a resident of Quadra Island, I am a frequent user. The ticket booth staff are excellent; the vehicle waiting area is not. The cheapest and easiest upgrade would be a row of fast growing deciduous shade trees on the road side of the terminal. In the summer months, waiting for a ferry, possibly with a sailing or two wait, is a most horrible experience, with the sun beating down directly on the drivers side of vehicles. Trees would help alleviate this problem and would certainly be an improvement on the few miserable concrete containers presently used.
  - Quadra is very much a commuter island because of proximity to Campbell River. Eventually, some solution may have to be found to address the issue of commuters vs. tourists. To arrive at the terminal after a days work during the summer months to find a line-up of gigantic campers, boat trailers, cars towing all manner of trailers, to say nothing of eighteen wheelers servicing a poorly located seafood processing plant, is very discouraging and ultimately can become a reason for leaving the island. This has unfortunate ramifications; Quadra could become little more than a tourist destination, quite undesirable for permanent residency. I'm sure there will be many other suggestions forthcoming. Thank you.
  
- Letter 1
  - Need 2nd vessel immediately in the summer (by summer 2019)
  - Tie up could be at old Q Cove ferry terminal (end of Ferry Rd)
  - Breakwater extension is a bad idea
  - Should not "traffic calm" Hwy 19A; it is the only truck route from the ferry and busy even at 4 lanes
  - Crosswalk from terminal is not a safety issue (use it regularly)

# Appendix B

Options Engagement Feedback February 2019



## PUBLIC INFORMATION SESSIONS

### February 26, 2019 – Campbell River Terminal 3:30pm-5:30pm

- Poor pedestrian x-ing x3
- Public art make it fun and welcoming
- Prioritize foot passengers over cars
- Adequate foot passenger walkways
- Reduce exhaust/idling emissions
- More trees green the terminal
- Not in favour of green space (dog park)
- Add trees
- New berth add breakwater or more \*\*\* (illegible)
- Will new berth work? Breakwater needed
- Prefer existing location of berth
- Need more shade
- Like OH walk, like washroom at waiting room
- C2 – like walkway but uses up AEQ – add more green and vendor
- Terrible left turn in, can't see with corner
- DG reserved vs priority

### February 27, 2019 – Quadra Island Community Centre 3:30pm-5:30pm

- WiFi
- Create a shaded seating area along west side baking hot from 4-6pm in summer!
- Park second ferry somewhere in Campbell River instead of both on Quadra
- Diesel pollution with two ferries on Quadra
- Noise from two ferries at Quadra
- Share negative impact between two sides
- Like the extended exit lane
- Like the overhead walkway
- Adjust signal timing instead of walkway?
- Generally wood/works. Washrooms at waiting room would be nice
- Separate dog run... (not whole green space)
- Shade of trees in lanes??
- Forces pedestrians waiting to go north to walk 300 feet wrong direction
- Roundabouts do not work
- Not enough room to turn tourists with trailers
- Like this the most
- Like the left turn lane

## Email & Letter Feedback (4 responses)

- Email 1 – February 25, 2019  
Hello BC Ferries,  
I'm looking at the recently released Campbell River terminal plan and had a couple of questions. Firstly I wonder if the document should be called a 'plan' as really it's a series of concepts for public input. Specifically I'm wondering what the shading indicates in the 3 concept photo-illustrations. There is a mid-green strip along the road to the left in Concept 1 for example - what does that mean and the mid-grey shading? What is the significance of that/ Perhaps a key to the shading & colours in the document would help. Many thanks
- Email 2 – February 20, 2019  
Campbell River Terminal Development Planning Consultants,  
I've lived on Cortes Island most years since the ferry started in 1969, and have made my living as a builder and architect since the early 80's. I'm glad you are consulting the public about much-needed improvements to the Campbell River terminal, but may not be able to attend any off-island info sessions. I also worry that I may be long gone by the time any of the following "no brainer" improvements are implemented. There are several issues that desperately need attention at the Campbell River Terminal, but some will need addressing in co-operation with the Ministry of Highways and the City of CR.

The First one, perhaps the most urgent, is traffic-related, and cannot wait until 2040. Specifically, please look how vehicles coming from the north on the highway bypass have to turn into this ferry terminal. I can think of no other major road junction that services a year-round population of 4000 people, a number which easily doubles in summer months, being treated like a BACK ALLEY! Even in Google Maps the access road to the ticket booth at CR terminal is shown as something equal in value to the parking lanes in the nearby mall.

The Ministry of Highways and Campbell River Municipality Planners seem to have a similar dismissive attitude, as there is no turning lane at this dangerous corner, and southbound cars trying to access the ferry terminal hold up all southbound traffic in that center lane. Now that the Inland Highway delivers up-island traffic to the north end of Campbell River, the number of vehicles arriving to the CR ferry terminal from the north has increased immensely. Again, this is essentially the only road access to a number of islands with thousands of residents, and this major intersection is poorly designed and simply too dangerous. While I have not seen any traffic fatalities at this location, I have seen many many close calls.

Second, there are no washroom facilities in the waiting room near the ramp. The only facilities are way back in the ticket booth, and now require a key code to unlock the doors, and that code can only be given by bothering the same people who are busy selling ferry tickets. This is absurd and inconvenient. Third, and this is where the City of Campbell River comes in to the planning, is easy market access. People trapped in hot vehicles during summer ferry lineups have a lot of time on their hands, but there's nothing much they can safely do. The nearby Tyee Plaza is across a four-lane highway, and indeed the whole architecture of this mall resembles a city with its back turned to a significant percentage of its business clientele. A pedestrian overpass would help a lot, but only if the mall businesses had "back doors" that let people in to shop. Right now, the appearance of welcome to ferry patrons looks like this:

It would also be really nice if refreshments were available inside the terminal property, and if some afternoon shade was provided where people could relax outside their sweltering vehicles on summer afternoons. Relaxation might also be enhanced if this potentially-beautiful waterfront ferry terminal didn't look just like an impoundment lot for unwanted refugees. Sincerely,

- Email 3

I have previously commented on some aspects of the CR terminal, but I would like to draw your attention to a very serious safety issue, which I hope will be addressed as a part of the terminal redevelopment together with the City of Campbell River and the province, namely the pedestrian access to the terminal from the west side of Island Highway, highway 19A. At some point in the past, an unthinking engineering designer decided to make a short section of the Island Highway from downtown Campbell River to Campbellton a four lane highway. This decision has resulted in a high speed section of roadway crossed every hour by the many pedestrians who board the ferry on foot. There are two sets of lights, one at the exit point from the ferry, the other a little further south. I can tell you that for virtually every change of the lights to allow pedestrians to cross, vehicles speed through the lights and frequently run red lights. The 50K speed limit is routinely ignored, and there is rarely, if ever, any enforcement, not even a red light camera. That there have not been serious pedestrian/vehicle incidents here is purely luck. Another issue is that vehicles departing the ferry also frequently ignore the pedestrian light when turning right off the ferry onto the Island Highway, when pedestrians have the right of way walk light. This may seem to be outside the purview of BCF, but I suggest otherwise. BCF absolutely needs to take this opportunity to address this issue with the City of Campbell River and the Province. It is my understanding that highway 19A is actually a provincial highway and therefore not the responsibility of the City of

Campbell River. If that is indeed the case, then please bring this issue to the attention of the appropriate government department. The terminal is in an unfortunate location for pedestrian access, but there are relatively easy solutions available, e.g. an overhead walkway, or perhaps some major traffic calming measures. (Reduce the highway to two lanes.) The former is clearly the safest and probably the easiest.

I would ask that you take a serious look at this situation. Beautifying the terminal would be very much appreciated but safety must surely take priority here. Thank you.

- Email 4

Hello there. I was looking at the proposed plans for the terminal and I have a few questions that I wish to be replied to. Why not build a new terminal opposite the original dock on Native Land and you would have lots of parking and traffic lights to control the traffic flow in and out of the terminal. If you proceed with the old terminal, then I think two major issues to be addressed is the installation of a floating dock and to increase the length of the break water to reduce wave action at the dock. The traffic issue at the dock right now is an abomination of stupidity that the Highways Department allows you to turn left over a double yellow line into the terminal and the traffic behind rather perturbed at waiting as the lineups get long during the rush hour in Campbell River. Another item that needs to be looked at is the walking to and from the boat. In Horseshoe Bay, Twisawassen have covered walkways to protect against the elements. If you are a handicapped individual, it is kind of rough coming and going onto the boat. With a larger elderly population growing in BC has the handicap issue been addressed in the new boat construction. The crossing over to the Tyee Plaza is a crap shoot crossing as there have been a few times that I have come close to being hit by vehicles coming off the ferry turning right. The elevated sidewalk is a great idea but if you have mobility problems then you are basically screwed. Anyway just a few things that have I have thought about. I hope some other ideas come your way to make travelling on the BC ferries an enjoyable experience.

**Survey Feedback (10 responses)**

February 25-March 15, 2019

<p><b>Which concept do you most like?</b></p> <p>Concept 1 – 1          Concept 2 – 5          Concept 3 – 5</p>	<p><b>What do you like about this concept?</b></p> <ul style="list-style-type: none"> <li>• most parking and separated accesses</li> <li>• The safe pedestrian crossing and the larger vehicle holding area</li> <li>• Safer pedestrian access. Parking</li> <li>• The priority it gives to improved pedestrian safety. I would suggest a large elevator on either side of the street to handle several passengers at once, and thus encourage people use it rather than to jaywalk at street level</li> <li>• The addition of parking. I assume some or all the 48 stalls are for public use? It is essential that a solution is found for residents to park in Campbell River. It would certainly result in those vehicles not needing to take a sailing especially in the summer</li> <li>• The entrance, loading and drop off zone. Also there is no need for parking as there is the tyee plaza across the road for parking</li> <li>• forces separation between pedestrians and cars, has more room for cars to be stopped by the traffic lights when getting off the ferry, separates the vehicle entrance to the ferry ticket booth from the pier parking lot</li> <li>• Left turn lane Pedestrian walkway Better protection for ferry from seas</li> <li>• Safety and simple. Least disruptive</li> <li>• Parking very useful for day trips to islands</li> </ul>
<p><b>Which concept do you least like:</b></p> <p>Concept 1 – 6          Concept 2 – 2          Concept 3 – 2</p>	<p><b>Is there anything you do not like about this concept?</b></p> <ul style="list-style-type: none"> <li>• The overhead walk way. Seems like a waste. A lot of infrastructure for just that little bit. How do elderly get across? Or in a south east Gail is it covered?</li> <li>• I do not like 19a being reduced to single lanes</li> <li>• The lesser number of parking stalls, though it looks like this could be addressed by using the same ocean infill in concept 3</li> <li>• Would like to see an overpass so blending that element in would help</li> <li>• the parking lot is way too big, only need about 10 spaces, Quadra Island residents have grandfathered parking rights at Tyee Plaza</li> <li>• I think it looks good overall</li> <li>• It's unfortunate and doubtless a significant expense to add to the fill at the marina but I think it needs to be recognized that an expansion is over due</li> <li>• one lane for highway</li> <li>• The overpass would also be useful but less so</li> </ul>
<p><b>Do you have any comments on the Entrance and/or Exit Access Options?</b></p>	<ul style="list-style-type: none"> <li>• The raised median and round about might work. The left hand turn lane is a must</li> <li>• prefer separate accesses, DO NOT like A or D entrances. prefer right lane only, left lane only exit</li> <li>• I like entrance option C and exit option B</li> <li>• Yes. Prefer entrance design C for safety reasons. 2nd choice would be entrance design D. Exit plan B is my preference because of the challenge and danger of trying to change lanes while exiting the ferry</li> <li>• I prefer B, could accept A as well. C and D look too complicated for easy vehicle-maneuvering</li> <li>• One of the main reasons that there is a pedestrian risk around the terminal is that very often pax are rushing to try and make a sailing so they cut corners like J walking. While I see the benefit of an overhead walkway I fear that not attending to options at street level ignore this factor in the equation. I'm not sure I have an answer other than to suggest both levels of travel are</li> </ul>

	<p>given equal consideration and improvements are made to accommodate walk-on pax ticketing</p> <ul style="list-style-type: none"> <li>• I think exit A would provide for better traffic flow, less congestion at new roundabout</li> <li>• dedicated left turn lane for southbound traffic is the best idea you have come up with, roundabouts do not work for the volume of traffic at the intersection of shoppers row and hi-way 19a, just ask the City of Edmonton</li> <li>• The raised median and round about might work. The left hand turn lane is a must</li> <li>• Most disruptive. And does not solve foot passenger safety issue</li> <li>• Roundabout option is best, other option not very secure</li> </ul>
<b>Do you have any comments on the Entrance and/or Exit Access Options?</b>	<ul style="list-style-type: none"> <li>• The raised median and round about might work. The left hand turn lane is a must</li> <li>• prefer separate accesses, DO NOT like A or D entrances. prefer right lane only, left lane only exit</li> <li>• I like entrance option C and exit option B</li> <li>• Yes. Prefer entrance design C for safety reasons. 2nd choice would be entrance design D. Exit plan B is my preference because of the challenge and danger of trying to change lanes while exiting the ferry</li> <li>• I prefer B, could accept A as well. C and D look too complicated for easy vehicle-maneuvering</li> <li>• One of the main reasons that there is a pedestrian risk around the terminal is that very often pax are rushing to try and make a sailing so they cut corners like J walking. While I see the benefit of an overhead walkway I fear that not attending to options at street level ignore this factor in the equation. I'm not sure I have an answer other than to suggest both levels of travel are given equal consideration and improvements are made to accommodate walk-on pax ticketing</li> <li>• I think exit A would provide for better traffic flow, less congestion at new roundabout</li> <li>• dedicated left turn lane for southbound traffic is the best idea you have come up with, roundabouts do not work for the volume of traffic at the intersection of shoppers row and hi-way 19a, just ask the City of Edmonton</li> <li>• The raised median and round about might work. The left hand turn lane is a must</li> <li>• Most disruptive. And does not solve foot passenger safety issue</li> <li>• Roundabout option is best, other option not very secure</li> </ul>
<b>Are there any other ideas or suggestions you have about improving the terminal?</b>	<ul style="list-style-type: none"> <li>• trees along roadway to provide shade</li> <li>• Some sort of shade for the vehicles in the holding area</li> <li>• Shade screening is important. I almost got sunstroke during a long wait when I was unable to walk</li> <li>• Whatever you do, please improve passenger safety across 19A</li> <li>• 1- there should be fast growing trees (paulownia for example) planted on the highway side of the main holding area. The summer sun is unbearable in that lot. This should have been done years ago but now there's a new development coming this is the time to do this. 2- a better solution for walk on pax using Experience Card for tix is still needed. The cut off is terrible and arbitrary - often the machine cuts you off before the ferry is anywhere near ready for loading. We should be able to swipe the card at the gate, simple</li> <li>• in option 3 turn the admin building 90 degrees and do not separate the parking from the line up for the ticket booth</li> </ul>
<b>What age category best describes you?</b>	Under 20 – 1    20 to 30 – 1    30 to 40 – 0    40 to 50 – 2    50 to 60 – 1    60 or older – 6
<b>How often do you use BC Ferries?</b>	Daily – 4    A few times per week – 2 Weekly – 3    Once or twice per month – 1 A few times per year – 1



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

