

An Update on BC Ferries' Langdale Terminal Redevelopment Plan

Hello Sunshine Coast Residents,

We want to keep you informed and up-to-date on the Langdale terminal redevelopment project as our team continues to move it forward. During the first two weeks of February, members of our team were on site to complete an underground utility assessment. We're using a variety of technologies, including ground penetrating radar and electromagnetic tracing, to confirm the location of underground pipes. This is important to ensure we minimize any underground conflicts during construction, which in turn will save money and help us stay on schedule.

What we heard from you

Throughout February we held several engagement sessions at the terminal and on board the *Queen of Coquitlam*. We provided updates on the design process and explained how the design relates to your earlier feedback. We connected with a wide range of our customers travelling to and from the Sunshine Coast.

We heard a lot of positive feedback about the improved parking design, more efficient vehicle circulation plan, comfortable indoor waiting areas and the overhead walkway. Customers also provided input on landscape areas, a future playground, art and cultural installations and electric vehicle (EV) charging stations. We will continue to take into account your input as we move toward a final design. I look forward to the remaining engagement opportunities that will be held in the first week of March.

Parking lot ticket machine cover and lot feedback

I enjoy receiving your feedback and hearing your suggestions. I appreciate all of the positive comments I

have received from customers about engaging with us in one-on-one conversations. I want to share another example of some feedback I received from a customer that I was able to take to our team, which resulted in some changes. A customer emailed me about improving the cover over the ticket machines in the long term parking lot. The current cover is small and the customer asked if BC Ferries could increase the size of the existing roof to keep customers standing in line dry during periods of poor weather.

The result: we are moving ahead to extend the roof cover. This is a small upgrade, but we believe it will improve our customers' experience when travelling with us. It's helpful for us to hear our customers' point of view to understand where improvements can be made. We expect to complete the ticket machine roof extension by the end of February.

Another question I often get asked is around the design for the parking lot and capacity for long-term users. While our overall parking lot design is progressing well, we continue to revisit the design details to ensure we provide the best mix of use for all our customers. This includes passengers looking for short and long-term parking, pick-up and drop-off users, BC Transit and charter buses, taxi cabs, motor cycles and electric vehicles.

We also want to understand how we can design the area to be flexible to accommodate future needs. To achieve a balanced mix that meets needs today while being flexible to future needs, we have engaged our parking lot consultant to review the design to ensure we make every effort to provide efficient use for our

operations while maximizing the numbers of parking spaces. The overall number of spaces at the terminal will only increase minimally due to constraints with the land.

What's next

This summer, we expect to be on site to start the first stages of work, which include some early site preparation. We expect construction on the new overhead walkway and terminal building to start in the fall, and be complete within three years. We're confident these investments will improve your experience at the terminal when travelling, as well as contribute to improved safety of the terminal.

Please continue to send me your questions about the Langdale terminal redevelopment project and what lies ahead. If you have any specific aspects of the project you would like to suggest for this column, please contact me directly at michael.pearson@bcferries.com.

Thank you,

Mike

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