



Bowen Queen

# An Update from BC Ferries

Hello Community Members,

## A larger vessel is coming for peak season 2020

In response to your concerns over the past summer regarding overloads that impacted residents' and business travel experience on the Vesuvius to Crofton route, we would like to announce that the *Bowen Queen* will service this route April through October 2020. The *Bowen Queen* will be deployed on the route during the peak season until the arrival of the larger *Quinsam* in 2022. We know it has been a challenging summer and we sincerely apologize for the experience you've had.

Traffic modelling indicates that while the *Bowen Queen* will relieve some pressure on the route, it will not alleviate overloads completely, particularly during peak times. Longer line-ups on roadways may also occur. We will evaluate the 2020 peak season to help decide the type of service needed in 2021/22. Off-peak season service between now and 2022 will be provided by the *Quinitsa*.

Thank you to the Salt Spring Island Ferry Advisory Committee (FAC) who conveyed your concerns regarding this route, and advocating for the solutions above on the community's behalf.

## Other actions we're taking

In response to community requests, we placed flaggers at the Vesuvius and Crofton terminals over the peak summer months to address traffic flow and safety. We also placed signage along the roadway near the Vesuvius and Crofton terminals to indicate where the cut-off is for the next sailing.

During August, we held a workshop with customer and community representatives to discuss the challenges at Vesuvius terminal. Together, BC Ferries and the Salt Spring Island Ferry Advisory Committee invited participants representing a variety of perspectives to the table, including residents and businesses, commuters, commercial and dangerous good users, transit and local government representatives.

Participants told us about the impacts of overloads on the community and helped identify a list of priority solutions to mitigate and/or alleviate these impacts. These solutions are

Priority solution	Action by BC Ferries
Increase capacity by bringing in a larger ship, or expediting two-ship service for this route	We will deploy the <i>Bowen Queen</i> to the route during peak season starting in 2020.
Reviewing DG sailing times to better support business on the island	We are speaking with DG sailing users to determine how a schedule change would be acceptable to all users, and are evaluating potential impacts to traffic.
Provide accurate information regarding DG sailings on the upper sign at the terminal	We are looking to install technology at the Vesuvius terminal so terminal staff can control the sign's message. Currently the sign is controlled in Crofton, leading to delayed updates.
Provide a camera or other technology so travellers can see current terminal conditions	We are actively exploring the installation of cameras.
Provide information via signage outside the terminal or online to help customers decide whether or not to travel	We expect the installation of cameras at the terminal will assist customers in decision making.
Use lane 7 at the terminal differently – suggestions included painting it as overflow and/or using it as an assured loading lane	We will continue to use lane 7 in a variety of ways depending on the need at the terminal. We are unable to provide assured loading on this route due to space limitations that make it challenging to identify and properly stage vehicles.
Find ways to encourage travel by other modes of transportation	We will continue to work with BC Transit to keep schedules in sync, making travel on foot easier.

listed above along with a report on our continued action on them.

## We're working on the Crofton and Vesuvius Terminal Development Plans

Over the last six months, our Terminal Development Team has been working with the FAC and key stakeholders to identify key issues and opportunities at the terminals. We are now developing draft terminal concepts and in early November, we'll be ready to gather your input on them. Stay tuned to the project page for more information: [bcferries.com/about/terminal-development-planning](https://bcferries.com/about/terminal-development-planning)

## Construction at the Vesuvius and Crofton Terminals

We'll be doing maintenance work on the trestles at Vesuvius and Crofton terminals until November 1, including replacing piles, guardrails, deck boards and other minor items. We are using

a barge for the work and there will be no service interruptions during this time. There may be some increase in noise between 7am and 5pm, Monday to Saturday, but we will make every effort to minimize disruption.

It's a busy time on the Crofton-Vesuvius route. Thank you for your patience through the intense summer months and we look forward to implementing changes to improve everyone's travelling experience.

Sincerely,

Brian Anderson

Vice President, Strategy & Community Engagement

