

# A new, more certain way to travel from and to the Sunshine Coast this summer

## You told us the current system isn't working for you, so we want to test something different

During BC Ferries' *Moving Ahead Together* engagement last Fall, we heard that planning for and being certain of travel times are some of the most important considerations in making travel less stressful and easier. You told us the existing model isn't working and our employees also provided ideas for easing congestion on Route 3 between Vancouver (Horseshoe Bay) – Sunshine Coast (Langdale).

In response to this feedback, and after reviewing several concepts to improve service with the Ferry Advisory Committees, the District of Sechelt, Town of Gibsons and the Sunshine Coast Regional District, BC Ferries will be introducing changes this summer. The #Route3Trial is designed to make travelling from and to the Sunshine Coast a more certain and less stressful experience.

### During the #Route3Trial, BC Ferries will:

- Increase reservation space: from 40-50% on average, to 95% of the vessel
- Provide free reservations on all Saver and Prepaid fares
- Significantly lower your fares for travel at less busy times with a free reservation
- Reduce sailing waits and congestion at the terminal
- Hold guaranteed space for Medical Assured Loading (MAL)
- Make Travel Assistance Program (TAP) travel more certain

Among the changes to support the Trial, Langdale will become a fare-paid terminal for vehicle traffic. The round-trip cost will be lower for those travelling with a reservation.

The Trial is tentatively set to launch on May 26 when you can make prepaid bookings with free reservations for travel between June 21 through October 13. We are now finalizing details of the Trial, and will keep you up to date as more information becomes available.

## KEEPING YOU INFORMED

We will ensure Sunshine Coast residents and visitors know about the Trial well in advance, including how to take advantage of new lower fares and free reservations, while still maintaining the flexibility of last-minute travel.

### Here's how BC Ferries intends to engage with the community and share information:

- BC Ferries' CEO Mark Collins will be speaking to business and community groups on the Sunshine Coast
- Information will be available to the public on [bcferries.com](https://bcferries.com)
- Updates will be posted regularly through social media
- Local community newspaper articles
- Ongoing community engagement throughout the Trial to learn if there are ways to further improve service
- Input and engagement will be reviewed to determine the success of the Trial when it concludes in the Fall

## The #Route3Trial means planning your ferry travel differently this summer

### FOR CUSTOMERS WITH A RESERVATION

1. Tell us when you plan to travel by making a free reservation – you can do this up to 45 minutes in advance of your sailing.
2. Book online at [bcferries.com](https://bcferries.com) or contact our Customer Service Centre at 1-888-223-3779 and book by phone.
3. Pay for your fare in full at the time of your booking.
4. Choose between two new fares: *Prepaid* and *Saver*.

**Prepaid** fares are \$25 one-way for a standard vehicle and include a free reservation. Arrive at the terminal 30 to 90 minutes before your sailing. You no longer need to show up hours in advance to try and make a sailing. Your free reservation provides travel certainty.

**Saver** is our best value fare, ranging from \$14.50 to \$22 one-way for a standard vehicle, including a free reservation. *Saver* fares are available on select sailings at less busy times. Arrive at the terminal 45 to 90 minutes before your sailing and you're guaranteed a place onboard.

5. Let us know if your travel plans change. You can make changes to your booking up to 45 minutes before your scheduled departure. Only some of our sailings are fully booked, so if you need to travel on short notice, or make a change, there should be space available on many sailings.

### FOR WALK-ON CUSTOMERS

1. No need to reserve, just show up when you want to travel. Walk-on passengers will pay round-trip at Horseshoe Bay terminal only.
2. Use your Experience Card for payment if you wish.

### FOR CUSTOMERS WITHOUT A RESERVATION

1. Visit [bcferries.com](https://bcferries.com) to see if reservations are available on the sailing you want. If so, choose between making a free reservation, paying between \$14.50 - \$25, and being guaranteed to get on that sailing, or drive up to the terminal without a booking.
2. Pay for a one-way vehicle fare of \$33 at the terminal and use your Experience Card for payment if you wish. Travel on the next available sailing, space permitting, in the order you arrive at the terminal. Sailing waits are possible during popular sailings.

### FOR COMMERCIAL CUSTOMERS

1. Tell us when you plan to travel by making a free reservation – up to 45 minutes in advance of the sailing. All commercial customers now need to reserve, and we have increased reservation space to make that easier.

**A NOTE ABOUT TRAVEL RESTRICTIONS:** The #Route3Trial is not intended to encourage incremental travel on BC Ferries while travel restrictions are in place. We continue to support the provincial travel restrictions and ask that our customers do the same. We also recognize that many on and off the Sunshine Coast must travel for essential reasons, including work and medical appointments. For those who are travelling for essential reasons, the #Route3Trial should result in less congestion at the terminal and sailings should be filled more evenly over the course of the day, which will make it safer and easier for you to travel. When the Province lifts travel restrictions, the increased reservation space should continue to reduce the number of long delays at the terminals and minimize the time you spend there.

## LOWER FARES, FREE RESERVATIONS, TRAVEL CERTAINTY

BC Ferries will introduce two new fares for the #Route3Trial, **Prepaid** and **Saver** fares, along with the existing **At Terminal** standard fare for vehicles travelling without a reservation. We will provide more details about these fares and fare conditions as we get closer to the #Route3Trial. During the Trial, 50% of the vehicle fares in the table below will be paid at Horseshoe Bay and the other half at Langdale.

TYPICAL JOURNEY	WHAT YOU PAY NOW*	WHAT YOU WILL PAY DURING THE #ROUTE3TRIAL
Round-trip with reservations in both directions on <b>popular sailings</b>	<b>\$67.05 to \$95.00</b> \$10 or \$17 reservation fee each way Round-trip Vehicle \$47 Std / \$36.10 E-card** Round-trip Adult Std \$14 / \$10.95 E-card	<b>\$60.95</b> (save \$6.10 to \$34.05) Free reservation Round-trip Vehicle \$50.00 Round-trip Adult \$10.95 at Horseshoe Bay, \$0 from Langdale
Round-trip with reservations in both directions <b>at less busy times</b>	<b>\$67.05 to \$95.00</b> \$10 or \$17 reservation fee each way Round-trip Vehicle \$47 Std / \$36.10 E-card Round-trip Adult Std \$14 / \$10.95 E-card	<b>\$39.95 to \$54.95</b> (save \$12.10 to \$55.05) Free reservation Round-trip Vehicle \$29 to \$44 Round-trip Adult \$10.95 from Horseshoe Bay, \$0 from Langdale
Round-trip <b>without reservations</b>	<b>\$47.05 to \$61.00</b> \$36.10 for round-trip E-card vehicle Round-trip Vehicle \$47 Std / \$36.10 E-card Round-trip Adult Std \$14 / \$10.95 E-card	<b>\$76.95</b> \$33 for Vehicle each way <b>AT TERMINAL</b> fare \$10.95 for Round-trip Adult \$10.95 from Horseshoe Bay, \$0 from Langdale
Round-trip <b>walk on</b>	<b>\$14.00</b> Standard fare <b>\$10.95</b> E-card	<b>\$10.95</b> Passenger fare

\* Today, both round-trip passenger and vehicle fares are paid on departure at Horseshoe Bay. A \$0 fare applies from Langdale. One-way reservation fees are paid at time of booking for each direction.

\*\* Experience Card



### GREATER TRAVEL CERTAINTY AND LESS STRESS

Your time of travel is guaranteed, and we predict fewer sailing waits.



### LOWER FARES AND FREE RESERVATIONS

Book in advance and save with our new *Prepaid* and *Saver* fares. Bookings can be made up to 45 minutes prior to departure, providing you with travel flexibility.



### REDUCED SAILING WAITS ON POPULAR SAILINGS

Lower fares on less busy sailings help even out traffic throughout the day, reducing congestion at the terminal and making it easier for vehicles without a reservation to travel.

## Addressing concerns and questions about the #Route3Trial

### THE FERRY WILL BE SOLD OUT MONTHS AHEAD. THERE WON'T BE ENOUGH SPACE FOR LAST MINUTE TRAVEL.

This hasn't been the experience on this route in the past. On average during the summer, only about one-third of sailings leave the dock full. On average in a normal year, only about 68 percent of the available ferry capacity is used, so there should be space available throughout the day. On peak days such as long weekends, sailings are in greater demand, and we are looking at options to stagger the release of reservation space to make it easier for last minute bookings.

### BC FERRIES IS DOING THIS TRIAL FOR ITS OWN CORPORATE OBJECTIVES, NOT FOR THE COMMUNITY.

We proposed this Trial because Sunshine Coast residents asked for a different way to travel on BC Ferries. Uncertainty around travel times, long waits at congested terminals, and lack of available reservations were the biggest issues we heard. We designed the Trial to address these issues.

### I WILL HAVE TO TRADE FLEXIBILITY FOR CERTAINTY.

We don't believe the Trial trades one for the other. Our research and experience suggests that offering free reservations, increasing reservation space and being able to reserve 45 minutes in advance of a sailing provide both certainty and flexibility.

### IT WILL COST ME MORE TO TRAVEL.

If you don't take advantage of a free reservation, driving up will cost more. Travelling with a reservation will cost less. You can travel for about half the price at less busy times as you do now with the additional benefit of a free reservation.

### THE TRIAL FAVOURS VISITORS OVER RESIDENTS.

Sunshine Coast residents told us they wanted fewer line-ups, sailing waits and overloads. The Trial is designed to address these concerns. We are doubling the number of reservations on each sailing and eliminating the reservation fee to make reservations available for all.

### UPPER SUNSHINE COAST RESIDENTS HAVEN'T BEEN CONSIDERED IN THE TRIAL.

Upper Sunshine Coast residents were part of our Fall community engagement. We know you have the added challenge of the drive between Earls Cove and Langdale. BC Ferries is exploring options to provide a more flexible and efficient check-in process during the Trial to facilitate your ferry connections.

### SOME PEOPLE MAY ABUSE THE TRIAL BY BUYING MULTIPLE TRIPS TO RESELL AT A HIGHER PRICE.

During the summer, only about one-third of sailings leave the dock full. This number will drop as price incentives draw travellers to less busy sailings. You won't need to resort to a third-party seller to get on. Buying up reservations won't earn anyone a profit if there are more reservations available.

### 5% ISN'T ENOUGH SPACE FOR MEDICAL ASSURED LOADING CUSTOMERS.

We chose 5% because that represents the highest volume of space on a single sailing used by residents in the past for this travel purpose. If we need more space during the Trial, we can adjust allocations.

### I DON'T KNOW WHEN I WILL ARRIVE AT THE TERMINAL DUE TO TRAFFIC OR OTHER DELAYS.

If you need to change your travel plans due to a long-running appointment or other situation, you can change your reservation on the website from your mobile device; or phone us and we will do it for you. You can make changes up to 45 minutes before departure.

### I DON'T HAVE A CREDIT CARD OR INTERNET ACCESS.

You don't need either to make a reservation. You will be able to pay online and over the phone using Mastercard Debit or Visa Debit. Or you can visit the terminal administration office, book in advance, and pay with cash.

Please visit [bcferries.com/route3trial](https://bcferries.com/route3trial) for additional information.