

# Quadra Island and Cortes Island Community Drop-ins

## Public Engagement Summary

February 2023

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



# ENGAGEMENT OVERVIEW

As we continue to work on building the connection between communities and BC Ferries, our goal is to create opportunities to collaborate and hold meaningful conversations. One of the ways we are doing this is through community drop-in sessions.

These sessions are a chance to hear directly from those who live, work and play in the communities we serve, and for community members to connect with us face-to-face.

On February 4th, 2023 BC Ferries held community drop-in sessions on Cortes Island and Quadra Island. Information boards were displayed around the rooms to provide information and updates on several key areas, with subject matter experts on hand to help answer questions and provide valuable insights.

In addition to the information boards, opportunities were provided for participants to leave comments, questions and thoughts. Feedback was collected at locations around the room.

We believe involving our customers, the Indigenous and coastal communities we serve, and our employees in the decisions that impact them most, results in better decisions and we are continuing to look for ways to better reach the community and provide opportunities for the voices to be heard.

## ENGAGEMENT OPPORTUNITIES:

- CORTES ISLAND COMMUNITY DROP-IN:  
Saturday, February 4<sup>th</sup>, 2023 11:00am – 1:00pm
- QUADRA ISLAND COMMUNITY DROP-IN:  
Saturday, February 4<sup>th</sup>, 2023 4:00pm – 6:00pm
- PROJECT PAGE: Provided easy access to project information, and a channel for those wishing to provide input.

Information boards included details on the following topics:

**Terminal updates** including upcoming terminal work and improvements

**Island Class vessels** entering into service on the route and gathering feedback on the change

**Background on Performance Term 6 (PT6)** including what is provided within the submission, who reviews it, how public can provide feedback and next steps

**Route specific submission options** outlining both near and medium term plans for the route and what they mean for future travel on the route

**Working with BC Emergency Services** and updates on how community feedback was used

A copy of the information boards can be found on line on the community pages.  
[bcferriesprojects.ca/in-your-community](https://bcferriesprojects.ca/in-your-community)

# ENGAGEMENT OBJECTIVES

The community drop-ins for Cortes Island and Quadra Island sought to achieve the following objectives:

1. **Inform** the community on the proposed Performance Term 6 submission including near and medium term plans.
2. **Update** the community on what current improvements are planned for terminals, and next steps for terminal projects
3. **Provide an opportunity** for questions and comments

# ENGAGEMENT PROCESS

Engagement was conducted through Community Drop-in sessions, which occurred the day after a Ferry Advisory Meeting.



# PARTICIPANTS

The engagement process sought to gather feedback from Cortes Island and Quadra Island residents who represent ferry users who travel through, live near, or visit the terminal. These groups include, but are not limited to:

- Residents travelling for business and personal i.e. work, family, shopping etc.
- Residents living near the terminal
- Commercial users including goods and services for the Island
- Residents travelling for medical appointments



# PROMOTION OF ENGAGEMENT SESSION

To promote the engagement session, advertisements were placed in the following locations:



Advertisements ([Appendix A](#)) each running for two weeks

- Quadra Island Birds Eye
- Discovery Islander



Ferry Advisory Committee - advertisement sent and shared with community



Targeted social media posts for Cortes, Quadra and surrounding communities

# LEVEL OF PARTICIPATION

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any engagement process. The Spectrum is used internationally, and it is found in public participation plans around the world.

As an important part of BC Ferries Engagement Framework, and to ensure alignment with our strategic goals and engagement commitment, the IAP2 spectrum is used in our engagement projects and plans.



For these engagement sessions, we approached the community drop-in sessions at the **consult level**.

As described by the IAP2 Spectrum, this level involves:

**Public participation goal:** To obtain public feedback on analysis, alternatives and/or decisions.

**Promise to the public:** We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.

# WHAT WE HEARD

## Community Drop-ins

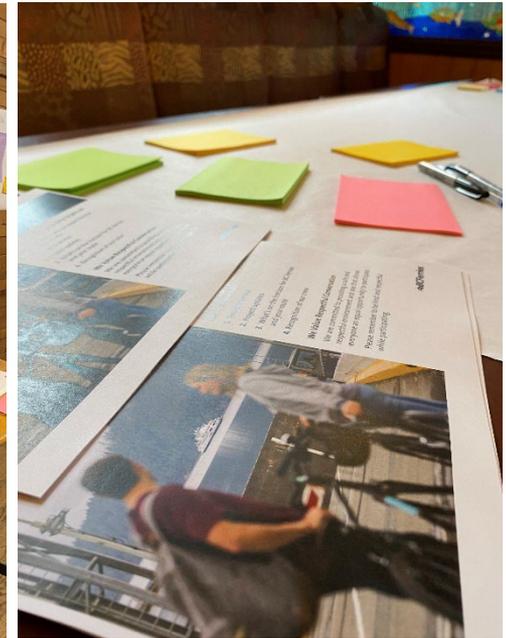
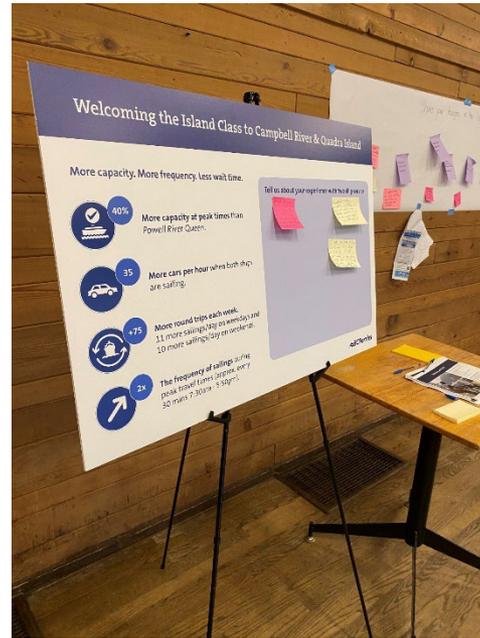
BC Ferries teams were on hand to answer questions and provide information about the route as well as general updates.

Information boards included:

- Terminal updates
- Entry of Island Class vessels
- Performance Term 6: what it is, what is being proposed and how to provide feedback to the BC Ferry Commissioner

In addition to informational boards, several areas were set up for participants to leave comments, questions and feedback. These comments have been collected and summarized in this report and recorded in [Appendix C](#).

Team members on hand included the route's Senior Master, Regional and Terminal Managers, the Community Relations Manager, the Fleet Deployment and Scheduling Manager, and the Customer Experience Manager



# WHAT WE HEARD

## Community Drop-in: Cortes Island

February 4<sup>th</sup>, 2023: 11:00am – 1:00pm Mansons Hall

25

Attendees

94

Comments

The top THREE themes that emerged during in person conversations were:

- 1 Assured loading**  
Priority loading for Cortes residents and lane assignments

We recognize the desire from the Cortes community to have priority loading and unloading to help with ease of travelling between Cortes and Quadra islands.

At this time we are monitoring the impact of two ship service on connectivity between Cortes Island and Campbell River before implementing changes.

Our terminal and vessel teams will reevaluate procedures after the summer season.

- 2 Electrification**  
Updates on when Island Class vessels will be fully electric

As set out in Performance Term 6, we plan to enable full electrical operations on the Quadra Island – Campbell River route.

Early design work and hydro upgrades for terminal electrification are now getting underway.

The initial design work is expected to take a year to complete and will include further engagement with First Nations and stakeholders.

- 3 Schedule adjustments**  
Bring back the 8:30pm sailing

We heard the request from the community for a change in the schedules with the new two ship service and the concerns over the gap in evening sailings. In order to accommodate crew schedules, including meal breaks and shift changes, as well as necessary vessel operational tasks (eg. pump ashore) a break is required in the evening schedule.

Our terminal and vessel teams will monitor operational requirements as our crew and customers settle in to the new schedule, and will reevaluate after the summer season.

# WHAT WE HEARD

## Community Drop-in: Quadra Island

February 4<sup>th</sup>, 2023: 4:00pm – 6:00pm Heriot Bay Inn

34

Attendees

62

Comments

The top THREE themes that emerged during the conversations were:

### 1 **Schedule adjustments** Bring back the 8:30pm sailing

We heard the request from the community for a change in the schedules with the new two ship service and the concerns over the gap in evening sailings. In order to accommodate crew schedules, including meal breaks and shift changes, as well as necessary vessel operational tasks (eg. pump ashore) a break is required in the evening schedule.

Our terminal and vessel teams will monitor operational requirements as our crew and customers settle in to the new schedule, and will reevaluate after the summer season.

### 2 **Crewing** Staffing issues that are leading to cancellations

BC Ferries recently launched one of the largest campaigns in BC Ferries history for recruitment. Local job fairs and targeted advertising are taking place around the fleet. Crewing remains a top priority and we are changing how we recruit. This includes guaranteed hours, flexible schedules and career opportunities.

Job fairs and on-site interviews took place on February 15 and 16 at Crown Isle Resort in Courtney. An additional job fair is being considered for Campbell River.

Know someone who wants to apply?  
[bcferries.com/our-company/bc-ferries-jobs](https://bcferries.com/our-company/bc-ferries-jobs)

### 3 **Communication** Better communication to passengers during delays and cancellations. Improve service notices and signage.

A working group is actively focusing on improving the accuracy, timeliness and consistency of information delivered to our customers. This includes messaging at our terminals, information to our staff assisting customers and the BC Ferries website. Updates are expected to take place prior to the next summer season. SMS messaging has been identified as a future consideration but at this time is not in the immediate plan.

The BC Ferries mobile app will launch this March and will include the ability to set preferences and have push notifications delivered to your cell phone.

# WHAT WE HEARD

## Community Pages

A place to: **Ask** questions, **Provide** comments, **Suggest** topics

Community pages for both Cortes and Quadra Islands were created for community members to ask questions, provide comments, and suggest topics that they would like discussed at community drop-in sessions.

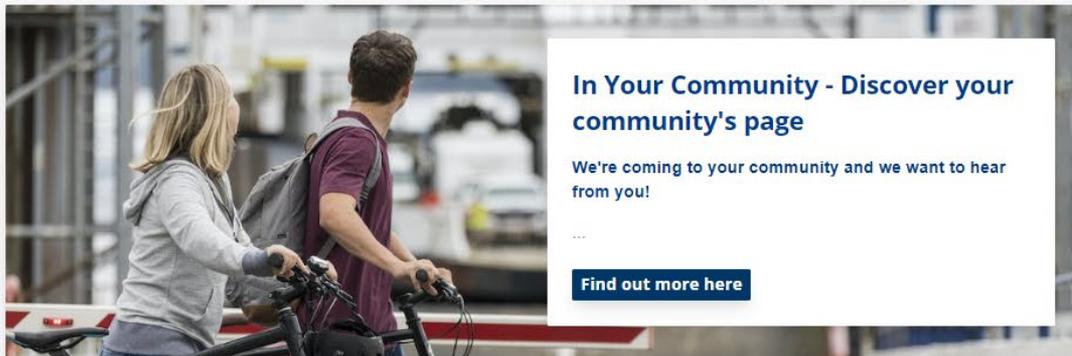
These pages provided additional opportunity for community members to share their thoughts and for others to read and like their posts. For those not able to attend in person, the pages provided an outlet to have their voice heard.

Ideas collected through this page summarized in this report and recorded in [Appendix D](#).



Cortes Island	Quadra Island
479 Page Visits	676 Page Visits
163 Submissions	48 Submissions

## Community Pages - Let's Talk!



# WHAT WE HEARD

## Community Pages

The top TWO themes that emerged during the online conversations were:

Cortes Island	
1	<b>Assured loading</b> Priority for Cortes residents and lane assignments
2	<b>Reservations</b>

42 Comments  
242 Up Votes\* } Total count for online engagement

Quadra Island	
1	<b>Schedule</b>
2	<b>Load in order of arrival</b>

22 Comments  
66 Up Votes\* } Total count for online engagement

\* To cast a vote in support of a comment by clicking on the heart icon for the post. Up votes are used to help rank the comment when summarizing the feedback received.

# WHAT NEXT

## Community Follow up

How to find answers and more information to the questions you asked:

Throughout the engagement, we received great comments and questions at both the community drop-in and on the online pages.

Over the next weeks, we will be looking at the questions we received and providing information to help answer them, and provide more details and information where available.

This information will be posted on the community page under the **FAQ** section on the right hand side of the page. (Highlighted in **red** on the image to the right)

How to find out when we will be in the community next:

To find out when we will be in your community next, visit your community page and click on the **Key Dates** section on the right hand side of the page. (Highlighted in **yellow** on the image to the right)

Advertisements will also be posted in local papers, online and shared with the Ferry Advisory Committee.

We look forward to connecting with you again soon!

### Community Pages:

[bcferriesprojects.ca/quadra-island](https://bcferriesprojects.ca/quadra-island)

[bcferriesprojects.ca/cortes-island](https://bcferriesprojects.ca/cortes-island)

# APPENDIX A

## Advertisement

### Quadra Island Community Drop-in



Delivering the best service to coastal communities, means knowing what is important to those who live, work and play in them each day. Drop by and be a part of the discussion and chat with our team about topics important to you.

**Date:** February 4, 2023  
**Time:** 4:00 pm - 6:00 pm  
**Location:** 673 Hotel Road,  
Heriot Bay

Tell us what you would like to hear about when we're in your community and learn more at [bcferriesprojects.ca/quadra-island](https://bcferriesprojects.ca/quadra-island).

**For more information contact:**

Community Engagement, BC Ferries  
[engagement@bcferries.com](mailto:engagement@bcferries.com)



Scan here to learn more:

[bcferries.com](https://bcferries.com)



### Cortes Island Community Drop-in



Delivering the best service to coastal communities, means knowing what is important to those who live, work and play in them each day. Drop by and be a part of the discussion and chat with our team about topics important to you.

**Date:** February 4, 2023  
**Time:** 11:00 am - 1:00 pm  
**Location:** 983 Beasley Road,  
Mansons Landing

Tell us what you would like to hear about when we're in your community and learn more at [bcferriesprojects.ca/cortes-island](https://bcferriesprojects.ca/cortes-island).

**For more information contact:**

Community Engagement, BC Ferries  
[engagement@bcferries.com](mailto:engagement@bcferries.com)



Scan here to learn more:

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# APPENDIX C

## Community Drop-in Comments – Cortes Island

Signage at Whale town that explains the peculiarity of we Cortes residents leaving cars overnight. Tourist have been left behind on the 5:50 sailing before.

Also, there needs to be signage upstairs on the new CR ferries. When upstairs, one does not know where the bathrooms are located, where the lounge is located; where the life boats + life hatchets are located - or how to exit from the TOP (walking, disabled, etc.) to the lower deck. Please put up the necessary signage. In an emergency there is NO signage. Thank you.

The LED screens seem wasteful.

Better update system

Schedule changes need to be available on App, website, email notice... something other than Twitter

Timeliness of service notices on website. Twitter is not for everyone.

Accessibility issue. No internet/computer/ no cell/ no cell service. Phone # please. Also please advertise using a phone number for contact as well. It is an accessibility/ medical issue.-

More support for foot passengers and multi-mode connections esp. across Quadra

Shuttle service/transit across Quadra! -> Less vehicle demand is more green, helps BC Ferries, helps Cortes & helps Quadra too

If BC Ferries were to help facilitate a van service for foot passengers between Heriot Bay & Q Cove it would be very helpful. Cheaper to move people than cars

Resident priority

No over length vehicles of tourists (ex. RV's. boast) on commuter run. (1st ferry off of Cortes & last ferry back/ 6:45 Heriot Bay & connecting ferry from CR)

Resident's priority on commuter routes from Cortes. (Making it home from appointments down Island)

Ambulance and people in personal vehicles with medical assured loading letters on dangerous goods ferries please! & mail truck + commercial vehicles.

Bike loading where foot passengers go.

Bike unloading - priority to get ahead of vehicle and food passenger

Do what it takes to limit cancellations

I am a lifetime resident and have never seen so many cancellations. Not Ok. For example, Ferries were cancelled all day Dec 23rd. With on last run. If they could do that why not run more and why not tell us there will be a last one. All time low.

Issues for me: sometimes I MUST make a ferry (ies) The Campbell River to Quadra Island; Quadra Island to Cortes. On Wednesday Jan 25/23 I left Nanaimo at 4:50 AM in order to get in line at the Campbell River terminal prior to 6:00 am to ensure I caught the 1st ferry; to ensure I caught the 9:05 am sailing to Cortes. Large trucks no park overnight at Heriot Bay. I was horrified to find out that Lane 7 (Cortes Lane) no longer exists. So how to guarantee I can make ferries (3rd in line in CR) to ensure I can get back to take care of a family member. Now it is Pot Luck - even if you come 2 ferries early.... no more guarantee of making essential sailings.

Commercial vehicles on DG runs: we like to see

who/when made the decision that this can't be done? Transport CDN? Who/when? BC Ferries? Same for Post Canada van returning to Cortes on the 11:05 AM on Tuesdays. Is it transport Canada that decides? What is being done for the analysis?

Priority for seniors. 11 month

Seniors through some kind of reservation system will get assured loading to CR and back to Cortes. Once per month, not on a specific day, so impact for demand (?) is unchanged.

The ramp is hard to navigate especially for seniors and medium/large vehicles

If vehicles are parked on ramps -> chock tires of each vehicle on ramp. To avoid roll back & fender benders

Ambulance going with Dangerous Cargo loads?

There is strong opposition to reservation system on Cortes. First come first serves expect emergency vehicles.

Data for busiest dates + times

Don't sell the Pr Queen. It works in the tricky passage we don't know about the new ones yet!!

Staffing: needs more breakup people to cover when staff are sick. We're hearing that you're "fully staffed" but we experience a lot of cancelations due to cancellations due to staff calling in sick short notice.

I appreciate the Wi-Fi at the terminals.

No fancy signs. Decent service!

# APPENDIX C

## Community Drop-in Comments – Cortes Island

How about a 5:50 am. How about an 8:45 pm

One earlier sailing i.e. 5:50 am one later sailing i.e. 7:50 pm for those who need to get to work + home from work.

I used to take 12:30 pm CR - Quadra ferry and get to Cortes by 1:40 pm. Last week I took 1240 pm CR-Quadra, Did not get home until 4pm. Ferries are NOT connecting.

I have never head a cohesive argument about why the 9:50 sailing from Whale town is consistently late. The 7:50 sailing arrives at Heriot Bay at 8:35 approx. yet the crew never starts loading the return trip until 9. The 9:05 weekdays can always be expected to have commercial trucks waiting. This means that the Postal van from Cortes has a real time crunch due to this as it needs to meet the mail truck, transfer parcels, and make the 11:05 return trip.

Consider adding additional staff shift to accommodate extra sailing in the summer.

An extra run after the 6:45 back from Heriot Bay - one extra run at the end of the day would help many needing to go to town for the day

Also the new ferries do NOT run accurately to schedule; sometimes only 1 ferry runs. -

Reservation system?

Reservation from Cortes? (Save fuel for cars driving back and forth)

Price structure that incentivizes reservations instead of rez's costing more

Reservation system - is it possible - how do you help locals? - Who is a local?

Reservation so we can get home.

Reservations yes!!!

Reservation system & app for schedule changes, reservations, current conditions & % full on big ferries

I don't see enough mention of a reservation system for the rte. 24

I want a clear path to a reservation system. How may people need buy-in to make this happen? What is the timeline for a BC ferry app w/ reservations that services Cortes?

Island Class vessels are quieter

We rode the new ferry this morning. Nice Ship. Very quiet. The loading and unloading process are bound to lead to conflict in the busy summer season. As Cortes dwellers we accept the limitations ferry travel imposes. First, the actual schedule doesn't seem to be adhered to. 8:00 AM sailing CR - Quadra didn't happen. Light load of perhaps 10 vehicles were loaded we were third in line, yet the adjacent lane was off loaded before us. The seemingly arbitrary process of loading and unloading the new ships is inevitably going to lead to conflict. People recognize an unfair situation. The current process is a kin to a lottery. The Cortes ferry having a 2 hour wait, it is imperative to have some method of allowing first come, first served. Perhaps for summer travel a chit with a number to sort the order of vehicles out a Heriot Bay when there is a crew member on site in summer.

Thank you for 2 ferries. (Again)

(2 ship service) excellent so far. Will be interesting this summer when new folks start to load on the upper deck (a little tight)

Loved the heated outdoor deck!

2 Ferry service was EXCELLENT in the 80's. I don't know why it stopped but it's great to have it back!

Much smoother ride on windy days on new ferries.

Great. Made the connection from Cortes to the 9 am Dep. @ Q-Cove, thought it was not assured loading day.

Livestock policy. Max 1 sailing wait

Carbon tax - how does it factor into decision making?

No forced medical treatment for employees

Build New Ferries in BC or Canada so we can tax the workers who have hood paying jobs and recover some of higher costs.

The ferries are our highways. Bring it back under the ministry of Whys.

BC Ferries lost a substantial number of employees to due to forced coved injection. Now we don't have enough staff to run the ferries to schedule.

Consider ferries part of highways

Covering the outdoor gap in the indoor area

Whale town - need for better traffic flow + overnight parking for next morning.

# APPENDIX C

## Community Drop-in Comments – Cortes Island

Cortes line up in CR, unloading Q cove, priority for Cortes to Heriot Bay Ferry

We need a lane on the Campbell River end for loading for Cortes residents to unload first so we can reach Heriot Bay with no speeding!

Off loading procedure causes drivers to speed

We rode the new ferry this morning. Nice Ship. Very quiet.

The loading and unloading process are bound to lead to conflict in the busy summer season. As Cortes dwellers we accept the limitations ferry travel imposes. First, the actual schedule doesn't seem to be adhered to. 8:00 AM sailing CR - Quadra didn't happen. Light load of perhaps 10 vehicles were loaded we were third in line, yet the adjacent lane was off loaded before us. The seemingly arbitrary process of loading and unloading the new ships is inevitably going to lead to conflict. People recognize an unfair situation. The current process is a kin to a lottery. The Cortes ferry having a 2 hour wait, it is imperative to have some method of allowing first come, first served. Perhaps for summer travel a chit with a number to sort the order of vehicles out a Heriot Bay when there is a crew member on site in summer.

Electrification, when is it happening?

More days of Cortes priority to CR! - Quadra had 3 priority runs before Cortes could even be there. Now they have 6 with ferries running every half hour. - Now would have far less impact on Quadra for daily Cortes priority on 1 run

Priority lane (could be shifting from Quadra to Cortes) ride share by knowing which cars are going to the second ferry.

Priority lane 7

Last connecting ferry from CR should have Cortes priority so that people can get home! For Quadra residents it just means half the hour wait - consequences much greater for Cortes

Priority loading from CR is important

Q cove to Heriot Bay especially

Priority loading for Cortes. Lane 7. Year round.

Priority loading for Cortes - summer travel is a nightmare - hard to schedule doctor appointments. Groceries thaw on return trip. Renting a hotel room - too expensive.

The e-ferries are not nearly as low on emissions as they are made out to be.

Decrease emissions: - accommodate foot passengers with an app that connects rideshares. CR -> Quadra -> Cortes - Reservations prevent "car lineups at night" FYI reservations which triple human + carbon emissions - affordable or free parking at terminals

I am so grateful for ferry service. The "electric" Quadra ferries offers no improvements w/out on shore charging.

Sorry to hear the ferries s are not running on electric and that wasn't well planned.

What is happening with electrification?

Interim CO2e reduction measures: - fewer sailings - slower speed

Electrification of vessels - when is it happening?

Rapid transportation to electrification to decrease our carbon footprint

Most important: CO2 reductions Hybrid/Electric Ferries

The carbon footprint for south enders putting a car in the lineup overnight is horrendous!! 5 trips across the island to put 1 car in line

6:15 pm ferry last for Cortes to get home

4 ferries -> 1/1:30 2/2:30 all aiming for 3:05 pm in Heriot Bay (winter fine)

We rode the new ferry this morning. Nice Ship. Very quiet. The loading and unloading process are bound to lead to conflict in the busy summer season. As Cortes dwellers we accept the limitations ferry travel imposes. First, the actual schedule doesn't seem to be adhered to. 8:00 AM sailing CR - Quadra didn't happen. Light load of perhaps 10 vehicles were loaded we were third in line, yet the adjacent lane was off loaded before us. The seemingly arbitrary process of loading and unloading the new ships is inevitably going to lead to conflict. People recognize an unfair situation. The current process is a kin to a lottery. The Cortes ferry having a 2 hour wait, it is imperative to have some method of allowing first come, first served. Perhaps for summer travel a chit with a number to sort the order of vehicles out a Heriot Bay when there is a crew member on site in summer.

People do need to get to work earlier. A 5:50 am ferry.

# APPENDIX C

## Community Drop-in Comments – Quadra Island

6:15 am needs to leave @ 6:15. I drive to the 8:25 @ dep and barely make it on time because the ferry leaves 5-10 minutes late every time. It would be amazing if the sailing left @ 6 AM

2 long wait in the evening do not work. Need 30 min service until people get off work @ hospital

No lunch break for Kulut'a esp. once tourist system starts. That break will instigate lineups as most seasonal checkouts are 11 AM

Evening sailings should use historical sailing times. - too many kids waiting - downtown CR is dangerous

There seems to be a 1.5 hour wait when the schedule goes from 2 to 1 ferry running

Thursday all loaded at 6:11 am left dock 6:21 this makes the next boat late as well

Want to know why the 6:15 am boat can not leave on time on Wednesday ramp down 6:12 load foot 6:14 load cars 6:15 ramp up 6:19 left dock 6:22

Schedule: 1/2 hour both sides -

Bring back 8:30 pm sailing

Needed earlier run from Quadra to Cortes on school days. The Cortes School needs subs and I can't get there early enough (sad face)

Revise evening schedule back to old schedule 8:30 sailing!!

Two ferries is great. Much appreciated! Would be even better if the 8:30 pm boat/sailing was brought back as this is the sailing used by many student in after school programs.

A few concerns I have 1 mainly is this not an essential service? It's not our problem your staffing issue. Re=hire those you laid off. Give better hiring incentives.

Hello... please consider holding a hiring fair in C. River/ on Quadra/Cortes... these folks already have a home here & finding housing on the islands is challenging.

Deckhands and officers on route 23 need sea time.

Please hire more staff so we are not limited to one smaller ferry.

Crew accommodation/ bunk house for crew who live outside of town so they can afford to stay closer to the terminal, eg. An R.V. pad(s). We are in a housing crisis

Ditch the 5 man crew, have 6 men minimum. The engineer needs an assistant

The crewing issues are bothersome, for us and you as well, I assume. It's disappointing that there is insufficient staff to cover "no shows". Are the balance of the crew covered for a missed shift?

I support excellent wages for all ferry workers.

1 person moving between 2 ships to relieve people who need to take a break.

Reinstate the night watchman so that when the morning crew member doesn't show up, there is a fill-in deck hand; also additional security, company for night engineer and they can do cleaning.

There is a lot of misunderstanding between BCF and the general public. I completely understand having to balance between too much & too little info. BCF would benefit from a "BCF for dummies" program to help the general public understand.

Need better communication on social media for cancellations and updates.

Website - everything is on separate pages - cancellations dangerous cargo - it all needs to be on same page -

AEQ on community page

Clear service notice information. Sailings that are happening first, cxl sailing below separate by POA

Hard to find out about and share this event details. Add a post to Facebook.

Scala signs report next 2 sailings not next sailing only. This causes confusion. Eg. Says next sailing is at 8:40 and every one is expecting to get on the 8:00

Difficult for seniors who don't have internet to engage. Please provide phone # that works for landlines.

Boats need more distinct signage possibly to be seen head on down ramp

Complaints 1) kiosk in waiting room in CR is not working for seniors and disabled. They have to walk far t get on the ferry from the ticket booth.

Poor line of site when going up ramp to upper level

Name of ship more visible

A washroom and senior discount capable card reader at the ramp would be an asset

Scala signs!

# APPENDIX C

## Community Drop-in Comments – Quadra Island

When the new terminal is build there should be a washroom in the waiting room. I have seen tourists walk from the barking lot to the waiting room expecting to use a facility there. If they have to turn around and walk to the ticket booth, wait for the code and finally get relieve - hope they make it in time, especially if you have seniors' bladder issues!

I'm concerned about if I need emergency help in the middle of the night.

2) Night emergency runs need to come back.

As a Q-Cove resident I have noticed less noise, less wake from the new ferries (smiley face) and that light at the lay-over dock is off most of the time reducing light pollution (smiley face)

I like the sidewalks on the deck for passengers and bike

The two ferry system is a great improvement with respect to convenience and comfort.

Thank you for the hybrid ferries! Yours, eco friend

I like knowing that there s a ferry every half hour (smiley face)

3) The staff has always been great. Always doing their best.

The boat crew and shore crews are all so friendly and I am so thankful for their service

Ferry staff is great!

Restrict RV's to non-commuter times

Tourist traffic don't come to 8 - 9 - 10 am ferry we will no load you ask province

Experience Card: window decal as resident - card - \$99 min too hi - not (?)

Why are you having this meeting in this format? Would it not be more productive all round having questions and answers?

Please us regular pens in meetings - sharpies are unnecessary + emitters. Thanks! Yours, eco friend

Tamara: note what Carol W. says re: seniors and disabled getting tickets in waiting room - and washrooms there. Thank you!

At the moment seniors and disabled cannot purchase a ticket to board in the waiting room as everyone else can. 5 years ago I came to a ferry meeting and brought this issue up on behalf of the seniors on Quadra. At the time, I was told that the situation couldn't be remedied because BCF did not have the technology. The walk from the ticket booth to the waiting room is quite a journey for many seniors especially in our west coast weather. Since 47% of our population is over65 years old you are not meeting the needs of a large portion of our residents. Many the time I've held on to and escorted a senior on the walk from the ticket booth to the waiting room and high winds and rain made it a very unsettling journey. Please respond

Find reporting on OTP

What was the rational behind going to two engines from four? When the ferry had to stop because of weather w 4 engines how will a 2 engine ferry work?

Be nice to cortesians

# APPENDIX D

## Community Pages Comments– Cortes Island

Priority loading for locals (at least on the last ferry to get home at night) the ferries provide an integral community service for islanders, as we rely on BC ferries as our highway. The ferry crossings to Quadra and Campbell River connect us to other communities and the greater world. In the summer with many tourists utilizing our ferry- highways getting overloaded is not only frequent but inevitable. The lack of security of making it home after a town trip is an issue of basic access to health care, affordable groceries, medication, counselling, education, supplies and so much more. Everyone who lives on Cortes has experienced getting stranded on Quadra or Campbell River due to large RVs or crowds of tourists. For many, having to pay for a hotel room is not an option. We need to have assured loading for locals to make it home (preferably for every ferry as that would be most respectful to our time as your most loyal customers). The bare minimum would be to have assured loading for locals on the last ferry home at night.

I won't be able to make it to the meeting but please take my comments into consideration. Thank you for your time."

Bring back lane 7 Cortes priority loading at the Campbell River ferry terminal! It makes it even more difficult to get home!

Priority Loading = Equitable Access to Basic Services  
"Cortes Island residents depend on Campbell River for basic public services: our healthcare, our schools, and our social services. Reliable access to these services is essential to live for all Cortes residents. It should not be Islanders responsibility to pay for a hotel if they are overloaded on their way home. BC ferries needs to

ensure that all island residents can get home.

Cortes Islanders already adapt to having less frequent ferries and longer travel times. BC Ferries must prioritize equitable access to ferries by acknowledging that Cortes Island residents already face greater costs of time and money to get to town.

I sincerely hope BC Ferries will reconsider their removal of lane 7 and bring back priority loading. "

Removal of lane 7. No longer having lane 7 for priority loading of Cortes vehicles will make it even more difficult for residents to time their return from town. If I need to be back at a certain time to pick up kids, etc, no amount of planning can ensure that I make the ferry I am aiming for, as the loading and unloading of the Quadra ferry is now completely random. It is already hard enough for Cortes residents to get to town for necessary appointments, and this is a huge step back. Please consider reinstating the priority loading for Cortes!!!

Please bring back Lane 7 priority boarding in CR to help ensure residents of Cortes make the connecting ferry in Herriot Bay. Lane 7

Bring back Lane 7 in CR for those going to the Cortes ferry at least for the thru ferry runs and especially for the last thru run of the day This is important to be able to make the next ferry and helps everything to run more efficiently at the Heriot Bay Terminal. It also helps the ferry workers at Heriot Bay who are waiting for the thru ferry traffic to watch for the clump of vehicles from the last ferry rather than the sporadic arrival of vehicles and not knowing if more are coming from the last ferry.

Please reinstate Lane 7 in CR and Cortes priority loading on Quadra to CR as before.

Please keep Lane 7 and make sure that once loaded, and arrived to Quadra, the cars from lane 7 are unloaded first Lane 7

Lane 7 priority. During the summer months and any busy travel time it is necessary to have priority loading (lane 7) for Cortes residents.

Cortes residents still have to make time sensitive ferry connections to the sparse and limited sailings to Whale town. Pls keep lane 7!

As stated lane 7 priority loading and unloading is essential for Cortes community and local business owners. Thanks!

Please keep lane 7 as priority loading at Campbell River ferry terminal. This Cortes resident depends on a connecting ferry.

Please reinstate Lane 7! Ferry travel is tough enough already. Lane 7 is essential to Cortes.

Make it easier for Cortes residents! Please don't forget how difficult it is for Cortesians to access their homes or errands. We need more ferries in the summer to take the load off that tourists create, we need guaranteed loading for residents to get back to Cortes in the evenings and to leave in the morning to their doctor's appointments and other important errands, and we need Lane 7 back, as well as better training of the BC Ferry staff unloading CR-Quadra ferry on letting the Cortes folks really go first, not just randomly. We often still have (if unlucky) several hours to get home.

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## Community Pages Comments– Cortes Island

Climate stability is my top priority for sustainable local ferry service. LNG ferries are destructive. Norway is going electric. BCF recently bought 4 LNG/fracked methane ferries and is considering 4 more with an RNG/biodiesel mix of up to 20%. Recent research shows LNG to be worse than marine diesel in our big ferries, not counting the upstream emissions which make it worse than coal. RNG/biodiesel is expensive and in such high demand in hard to abate industries (aviation, shipping) that obtaining even a 20% mix seems impossible - and it wouldn't change the 80% LNG emissions. Climate constraints are coming, either by way of being proactive or by way of even more disasters from inaction. BCF should be as proactive as Norway and Washington State Ferries. Electric ferries have a short payback period leading to increased profitability. Research supports no more investment in LNG/fossil fuel ferries.

Comment response to "Climate stability is my top priority for sustainable local ferry service. LNG ferries are destructive. Norway is going electric." Indeed: We want our ferry to be electric -- start planning now for a way to charge the battery on those electric hybrids. We can do this, we must do this. The US EPA has put a cost on methane emissions of between \$1600-2500 per ton. And with methane powered ferries leaking methane at every stage of fuel drilling to using, that really makes electric ferries more profitable (and safer/fairer). We don't really have time for narrow/short-term thinking on these matters...

Lane 7 priority loading

Comment response to "Climate stability is my top priority for sustainable local ferry service. LNG ferries are destructive. Norway is going electric." Please reinstate Lane 7 in CR and Cortes priority loading on Quadra to CR as before.

Offload people traveling to Cortes in order. I love living on Cortes, but when tourist season starts I start getting really bothered with the way the bcferries conducts business. The tourists are great, but the ferry system is not. Up until recently we had a dedicated Cortes lane (lane 7) but honestly it didn't work that well. It didn't work because a person could show up 3 hours early and still be offloaded behind a car, or worse, an rv that takes up 4/5 car spaces, that showed up 2 hours later. This on many occasions has made the difference of making and not making the connecting Cortes ferry.

I know people on the ferry advisory board have attempted to get the Quathiaski cove crew to unload in order. A request that was denied.

If that's not possible I think an even better idea would be to have two ferries running at the same time between Cortes and Quadra during the busy season. I know that's a pipe dream though.

Reservations! The current strategy for Cortes to reserve a spot on the ferry is exceedingly costly. Many human hours spent lining up hours in advance and even sending extra people and vehicles the night before.

One of these days I'm going to add up the cost to society and send BC Ferries an invoice.

I suggest BC Ferries implements some form of reservation system. "

Comment response to "A bigger ferry capacity in the summer. Guaranteed boarding for residents of Cortes from Campbell River and Heriot Bay." I have some doubts about whether this would help. I've heard that expansion of capacity usually gets used up because the people who wouldn't travel because of the congestion suddenly decide to travel more. Have you checked this

out? I think a reservation system would be better...

BC ferries app for reservations. BC ferries app for reservations for small routes in the gulf islands, notifications if our routes are delayed or cancelled, or help in general. Incentivize reservations by charging more for day-of sailings and charging less for reservations.

No tourist over length vehicles on the daily commuter runs - first ferry off Cortes and last ferry back. These runs are needed for residents to be able to go to appts and get errands done in town and make it back home the same day. This would help to maximize the number of vehicles on the ferry for these popular commuter runs. It wouldn't be discouraging tourism as it would be a commuter run for just 1 ferry time off and 1 ferry time back and only affect over length vehicles (RVs and boats).

Honestly it would be so helpful to residents, and fair to residents and tourists alike, to reinstate the Cortes lane on the Campbell River side and have the crew offload the Cortes traffic in order.

Comment response to "Priority loading for locals (at least on the last ferry to get home at night)" Though I would love every ferry to have local priority loading, I realize that might not be fair or possible. That said, I do agree that having the last ferry give priority to locals would be a fair idea. I have slept in my car several times after waiting several hours and still not making it on the last ferry with the summer crowd. On one occasion I even felt rather unsafe due to someone else waiting. It would make me much more comfortable leaving the island for work and appointments knowing that I might actually be able to get home the same day.

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## Community Pages Comments– Cortes Island

Whale town Reservations. Work with community & ferry crew to create online reservations for morning runs from Whale town. Pre-parking is wasteful of time & fuel & unfair to singles, couples/families without 2 vehicles & to those who live farthest away. It is crazy to have a second vehicle make two roundtrips from home to have one in the lineup. Eliminate the unnecessary emissions. Reservations can be managed with a morning attendant at Whale town using internet access. BC Ferries has two lot attendants in Q Cove to manage traffic & can handle Cortes assured loading at 9 am Monday & Thursday. They have an onshore attendant at Heriot Bay in the busy season. I am not suggesting booking every space or paying the same fee as mainland reservations. Let's get down on the options & find one that works.

Dim the lights in Whale town overnight when the ferry docks at night, all of the interior and deck lights are left on, and this reflects off of the water and illuminates the entire house. It's quite arguably light pollution. I understand that exterior vessel lights are required for overnight safety, but can't the interior and deck lights of the vessel be turned off overnight to make for a better neighbour by BC Ferries?

Direct ferry from Cortes to CR and back With the 2 Quadra ferries, a ferry in the morning could be used to go around Cape Mudge and bring people directly to CR and same on the way back to Cortes later in the day.

Comment response to "Direct ferry from Cortes to CR and back" How about we get the (medium size) old

Quadra ferry in exchange for our small Ferry. They would still have 2 ferries and we would have 1 that might not always be sold out.

If the idea of reservations is entertained it should be only for select sailings and up to 50% max of load and not for over length vehicles the danger of reservations is that it becomes a two-tier system if an additional fee is required and abused if no fee is required. In reality, a fee would need to be charged to prevent abuse of the system but this fee could be similar to the extra cost associated with getting your vehicle in line the night before (the cost of gas to cross the island an extra couple of times). This is not something that everyone would be able to make use of so should be limited to not more than half the occupancy. Some people don't have credit cards, some people don't have internet for an app, some people may not have the extra money needed but can find other ways to park their car ahead of time (like living in Whale town and walking). Having it as an option for some would be good for the environment and helpful for those who can't find a friend to assist in parking the night before. However, I'm not sure how feasible this would even be given that there is only one lane for traffic at the Whale town terminal. Having people without a reservation parking further up the road could be a nightmarish traffic situation.

Please provide a Reservation system .Pre parking in not an acceptable "reservation system

Comment response to "Reservations!" Current

reservation system triples co2 emissions and gives those with multiple vehicle homes an advantage. Reservation system would solve the concerns about lane 7 as reservations would be an upgrade from priority boarding/off-boarding. Or maybe both can contribute to a more equitable transit approach?

Comment response to "Whale town Reservations" yes! Let's think about this -- for someone to pre-park, living in the south-end, it takes at least 3 additional human-hours!!It also costs money -- those 3 additional vehicle trips, at gov't mileage rates, costs \$27. That is one expensive 'reservation'. I would like to see the goal of the reservations not limited to the first run... hours and hours of human lives are wasted in ferry lineups every year on Cortes. And for what? So that we can auction off a spot on the ferry to those most willing/able to sacrifice time spent waiting. 'Going early' is a strategy to bump one of our fellow islanders off the boat and on to the next one... Personally, I'd rather give the person I bumped the spot they want and I'll take another boat. But I can't figure out how to do that. That human-time is a cost to us -- BC ferries should be accountable for that cost. This is the 21st century. We have the technology and the creativity. We lack only the will.

Ebike charging, ramp riding and bike racks please. It would really help some folks make the trip work if they could charge on the Cortes ferry.

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## Community Pages Comments– Cortes Island

I imagine there are reasons why bicycles are treated like foot passengers and made to go on the foot ramp. This can make the difference between a cyclist making a connecting ferry or not. And that can make the difference between the trip making sense or not. Not all cyclists will be able to proceed up the ramp without impeding traffic, and some would choose to go with pedestrians. We make accommodations for some types of traffic, and bikes should be no different. If a cyclist needs to go up the ramp, they should be allowed to do so. The law recognizes bicycles as vehicles that are entitled to use the roadway, BC Ferries ought to do the same.

And leaning one's bike against some random object is a bit demeaning. It would be a gesture of respect to acknowledge that bicycles are legitimate users of the ferry users and deserve consideration and amenities. Thanks. "

Forcing medical treatment on employees is wrong and caused a major staffing shortage and subsequent service disruptions. forced medical treatment

A bigger ferry capacity in the summer.

Guaranteed boarding for residents of Cortes from

Campbell River and Heriot Bay.

Better seating. I can not understand why we need armrests on all the chairs in the lounge. I recently noticed a person unable to sit down due to the limited size of the chair because of the armrest. There is absolutely no need to make people feel uncomfortable, it was a horribly embarrassing moment that did not need to happen. The armrest is there to make people uncomfortable, as a customer, I find that approach to customer service unacceptable especially given the fact that we have no choice. Ferries in Europe allow people to get comfortable, I can only hope that someday we will have the same respect for people and their desire to feel welcome.

Reduced Fares on Lesser Used Sailings Encourage ridership on lesser used sailings by reducing fares, especially in winter

Minimize noise at Whale town terminal. Much of the time, the ship comes and goes with minimal noise- this is so appreciated. Other shifts there is huge noise from thrusters (rattling, shuddering etc that can be heard all around Whale town), excessive loudspeaker and whistle use, often before 7:30 am. Also eliminate

overnight diesel generator use in winter.

Comment response to "Direct ferry from Cortes to CR and back" Great idea for when the busy season comes

Comment response to "Forcing medical treatment on employees is wrong and caused a major staffing shortage and subsequent service disruptions." This was rescinded in June last year. <https://bc.ctvnews.ca/bc-ferries-letting-unvaccinated-workers-back-on-the-job-1.5956843>

Canceling ferry runs for an entire day and canceling the last run is not ok!! Ferries should go back to being part of the Ministry of Hwys. Ferry service is essential

Ferry lineup road safety is a concern for us in the neighborhood of the ferry terminal. Stop abandoning your cars. Road Safety is Sorely Lacking in the Ferry Lineup near Byers Pt. Rd.

Keep the Powell River Queen at least as a back up! She is known to be able to navigate the channel in rough weather. Keep Powell River Queen

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## Community Pages Comments— Quadra Island

Why do Cortez Islanders get preferred loading when I have waited in lone for more than a hour?

Please bring back 830 pm CR to Quadra sailing. Losing the 830 sailing from CR means kids or anyone whose activities end any later than 715 have to sit in the unmanned ferry waiting area for more than an hour. Rather unsafe. At least with the past 830 sailings waiting time was kept to a minimum.

Put in a crosswalk at either the bottom or the top of the hill. It's an extremely dangerous crossing area - especially in the dark

Limit hours for tourists, large RVs in the summer months as islanders can't make their appointments

Is there no more "Cortez lane" coming from Campbell River to Quadra?

Please bring back the 8:30 ferry from CR

Please bring back the 8:30 ferry. The gap between 7:30 and 8:55 is too long for anyone working in Campbell River, students coming back from extra curricular activities, or anyone doing any kind of evening errand in town. The downtown core of Campbell River is not very safe in the evening and this large gap in the ferry schedule is unnecessary and frustrating for Quadra locals trying to get home after a long day.

Let crew work the schedule as is with out the extra organization of priority loading on either side.

Extremely dangerous situation CR terminal, offloading vehicles turning right at the same time pedestrians crossing, urgently needs attention

Islanders need a stronger commitment from BCF

regarding after hours medical emergency sailings.

Actually listen to what your Customers are saying! You are out of touch with the community you serve. Creating a Ferry Advisory Committee that you stated initially after it's conception that BC Ferries is not required to consult or hear the input from the FAC, is just denying your responsibility to your customers by putting the ball back in our court and letting us discuss amongst yourself the finer details of what is supposed to be public transport, while BCF refuses to listen. This was a poor tactic and you are not fooling anyone. Remember, you promised this 2 ferry system more than 4 years ago with a 2 year time line. It is still undecided weather you have delivered on your promise as clearly you left Quadra Islanders stranded all last summer. When there is a staff member who calls in sick, where is your back up? You should have planned and hired more staff for this years ago. We are not so easily fooled by the shiny new ferry's. What is your contingency plan for mechanical failure? What about staffing shortage. Will I show up for the 8:30 ( or 8:23 ferry, your scheduling is ridiculous) to be told it can't run again due to a staff shortage? Don't blame labour shortage, pay better starting wage!

Schedule. The gap 1.5 hour gap between sailings in the evenings is a mystery, especially when followed by 45 minute gaps. Why not just go every hour the way it was before? It is also very weird to schedule sailings at 5 minutes before the hour when it takes the ship a full hour to load, do the traverse and unload. Why not just schedule at the top and bottom of the hours? Other than that, I love everything about the two-ferry system.

Make sailings on the hour for residents only and sailings on the half hour first come first served (or vice versa).

Life jackets Question—are there enough life jackets for everyone on the school runs ferries? Seems crowded.

Park on ramps? Seeing the odd overload happen already in the off season, I expect it to be a regular event in summer, appears approximately 6 extra cars could fit on either end of ramps. While some people may be uncomfortable, perhaps at least the back half could be hand picked by agents (already waiting and speaking with people at end of loading) as they wait to add the final few cars (120-250 extra cars a day during peak hours)

Save heater energy. The outdoor heated spaces are cool. They are also wasteful. I've seen 1 person on 8 sailings. Perhaps instead of always having heat pumping, there could be a "turn on heat" button, similar to opening in car deck doors on the big boats. Save a load of energy/fuel every day

Don't sell the old boat! We know the old ship is past it's prime and costs a good chunk of change to maintain. It's going to sell for peanuts and then there is no backup option around when other boats fail. Is there not a need to have backup boats? Cortes during the summer for added capacity? Other gulf islands when their lifeline goes down for a day or two at a time? Seems silly to essentially scrap it...

Please bring back the 8:30pm ferry. Also, what is the tide/wind matrix of the new vessels?

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## Community Pages Comments– Quadra Island

Please bring back the 8:30pm ferry. Also, what is the tide/wind matrix of the new vessels?

The long gap in the evening (almost an hour and a half) is difficult to work around. Be great to make the max wait time an hour.

Comment response to "Limit hours for tourists, large RVs in the summer months as islanders cant make their appointments" I would really like to see priority boarding for certain medical reasons such as post surgery, chemo.. I was being treated for cancer last year and once had to wait 1.45 min in very hot conditions after day surgery. The second time was 1.15 hrs in very cold temperatures. Not to mention all the other treatments/waits I had.., but those two incidents were (horrible). Vet emergencies should also be considered. ..been there too, and its extremely upsetting to be waiting precious time, when you really need to get to a vet asap.

Comment response to "Limit hours for tourists, large RVs in the summer months as islanders cant make their appointments" The top priority is knowing more about what the plan is for medical emergencies? Highways don't become impassable at a certain time of night- is this a problem BC Ferries can collaboratively solve? Also, with the Island's aging population there needs to be assured loading for those attending appointments- especially for those with complex medical needs and chronic conditions that require visits to the infusion clinic, cancer care, specialists, specialty services (ortho clinic, UV clinic, diabetes centre, stroke clinic, heart function clinic, kidney clinic, liver clinic....) The 7:30 followed by 8:55 ferry is problematic for families who do activities in Campbell River-that is a big stretch to have no ferry! And for people who work shifts- a long time to wait if you have just worked 12 hours and miss the 7:30

Comment response to "Is there no more "Cortes lane" coming from Campbell River to Quadra?" For what purpose? The boats are smaller so you'll get to your ferry in the same amount of time as before. Unless, of course, you want a Cortes lane which slows the whole damn process down and they're already struggling to keep to the tight schedule.

Comment response to "Is there no more "Cortes lane" coming from Campbell River to Quadra?" People abused the Cortes lane - The only people who should get a jump are motorcycles and emergency vehicles