

**Public Comments on Preliminary Price Cap Decision for Next Performance Term  
June 30, 2019**

#	Date	Comments
1	10-April-19	<p>Hello there, I moved to Sandspit BC on Haida Qwaii in June of 2018. In my time here I have gotten to know a lot of the locals very well and a topic that comes up very often is the ferry and most of all how the reduced schedule of the Kwuna has negatively impacted the economy of Sandspit. Please bring back the pre 2014 ferry schedule, I would love to see this small beautiful town thrive.</p> <p>Thank you</p>
2	11-April-19	<p>Hello,</p> <p>I am a resident of the Sunshine Coast, having moved here about two and a half years ago from Surrey seeking a better quality of life for my family. While real estate is lower priced, the cost of living here on the Sunshine Coast is definitely higher (food etc).</p> <p>I urge you to consider keeping ferry fares as affordable as possible. It is like a highway system, and with gas prices as high as they are, higher ferry fares is a kind of double whammy for residents of the Sunshine Coast. All of my family (parents, siblings, nieces, nephews) live in the Fraser Valley and it is cost-prohibitive to visit them much already.</p>
3	10-May-19	<p>Is it possible to incorporate an island residents rate , to be compensated by tourist rates ?</p>
4	13-June-19	<p>If the media reports are true and the cost of renos for the above vessel exceeded the \$50M cap for capital expenditures by 36%, why was there no section 55(2) application for the increased capital cost of the project?</p> <p>Thanks in advance.</p>
5	14-June-19	<p>Knowing that the Howe Sound Queen was due to retire several years ago, it does not seem you made any effort to replace it with a new or large enough vessel for the route. You have inadequately replaced the Howe Sound Queen with a smaller load capacity vessel. Your prediction that overloads would be reduced because of the extra weight the Quinitisa is able to carry, and extra scheduled sailings certainly is untrue. The overloads in Crofton are horrendous. Two and three sailing waits is not uncommon. Schedules are a joke! It is now affecting the Fulford route where the overloads are also becoming appalling. The traffic</p>

		<p>congestion on terminal island roads is dangerous and it's barely summer! Crofton traffic congestion is also becoming a nightmare. Your ferry workers could not count the cars lined up on both sides so have no idea how many are being left behind so your reports of vehicles left behind are not at all accurate.</p> <p>You are not fulfilling your mandate "to widen travel choices for users and to improve the quality of services". In fact, you have made Salt Spring service worse, much worse. Your response to islanders' complaints has been inadequate, insulting and dismissive..."get there earlier"..."there's nothing we can do". !!! We are mostly working people here and cannot afford the two or three sailing waits on BOTH sides of the route, plus the risk of missing medical or business appointments, or school/sports events.</p> <p>Unfortunately because of your poor planning terminal staff are going to have to deal with very irate customers all summer long. I pity them and fear for their health.</p> <p>In the meantime you are touting a Crofton terminal development which if had a larger capacity boat would be unnecessary or need to be minimal AND will cost millions! How about getting your service priorities right? We need relief NOW!</p> <p>Short term solutions worth considering:</p> <ol style="list-style-type: none"> <li>1. Issue windshield stickers to residents and commuting workers and make loading them a priority with reserved lanes for them.</li> <li>2. Make all Salt Spring routes 75% reservable.</li> </ol>
<p>6</p>	<p>16-June-19</p>	<p>I have a friend who is a bus driver for SD64. She reports:</p> <p>"A day in the life of a school bus driver...</p> <p>"Have an off island field trip to do after the morning run. The new ferry is smaller now so my boss had to drive an empty bus to the ferry terminal to get it into the line up. I did the regular route and then went to pick up the field trip kids, drive to the ferry and transfer them onto the awaiting bus, then my boss drives my bus back to the bus yard. We got on this ferry and off to the raptor center with the grade 1 and 2 kids.</p> <p>"Afterwards, we head back to the ferry to catch the 12:55. I see a long line up. Usually we are parked by the park and the kids can get out, have lunch and play. This time we are way up the road. The ferry worker says it's full and the next sailing is dangerous cargo so we will have to wait till the 3:33 ferry. Can you imagine being stuck that long with a bus load of kids!</p> <p>I asked if the kids can walk on. "Yes" the ferry worker says. I stayed in line with the bus. I saw everyone got on and the line of cars starts</p>

		<p>moving. I got closer and closer, hoping I actually make it. Then there are only 4 cars in front of me. They let one on at a time and I, yes I, was the cut off point.</p> <p>“Now I am stuck till the 3:33 ferry and I realize I forgot my purse, wallet and phone in the other bus. I am hungry now. I radio to the office to let them know I'm stuck and won't be back in time to do my afternoon elementary run and we are short drivers and a bus.</p> <p>“I walked to a restaurant to see if I can order something small and pay them later as I describe the day thus far. Of course they said no. A parent who was in her car and also was stuck offered to buy me lunch. So sweet of her. I told her I will pay her back and she replied, "she is paying it forward so not to worry." As we sat there the waitress brings be a phone and says "I think this is for you?" It was the secretary at the school who found me there by chance and said she will pay for my meal. How lucky can a person get to have all these kind people around! The mother and I and her son had our lunches and eventually it was time to go back to the line up.</p> <p>“After the gate opened, I drove to the ramp and parked, I see another islander who was going for a coffee while we still wait for the next ferry. He said to come with them and they will buy me a coffee. My heart swells with gratitude for all the kindness I was shown by everyone. But the ferries... well... something has to be done. In all the years I have been doing off island trips, this has never happened. School children not able to get back for school and parents and bus rides home? If those kids could not walk on, would the ferry workers like to sit in a bus load of kids for three sailings? If the next sailing was dangerous cargo, I would think at that point, we would have qualified.”</p> <p>I ask you, is this the way an essential service should be run? This situation needs a solution NOW!</p>
7	18-June-19	<p>This is a comment from someone on Hornby. I'm completely baffled by the incompetence of the BC Ferries.</p> <p>"Here on Hornby Island, we are unhappy that we lost the Quinitsa (capacity 44 cars) to Vesuvius-Crofton, leaving us with the Kahloke (capacity 21 cars) because this is already resulting in overloads. You on Salt Spring are unhappy that the Quinitsa (44 cars) has less capacity than the Howe Sound Queen (capacity 52 cars) which it replaced, because this is already resulting in overloads.</p>

		<p>Meanwhile, on the Port McNeil- Alert Bay-Sointula route, the Bowen Queen (capacity 61 cars) is replacing the Quadra Queen (capacity 26 cars).</p> <p>Here is the annual traffic for these routes and the vessels assigned to them:</p> <p>Vesuvius-Crofton: 266,000 - 44 car ferry (Quinitsa)  Hornby - Denman: 124,000 - 21 car ferry (Kahloke)  Port McNeil-Alert Bay-Sointula: 99,000 - 61 car ferry (Bowen Queen)</p> <p>Doesn't it seem to make sense for the vessels to be assigned as follows:</p> <p>Vesuvius-Crofton: 266,000 - 61 car ferry (Bowen Queen)  Hornby - Denman: 124,000 - 44 car ferry (Quinitsa)  Port McNeil-Alert Bay-Sointula: 99,000 - 21 car ferry (Kahloke)</p> <p>Here on Salt Spring your grand plan to add a couple more sailings at probably phenomenal overtime rates and to use the Quinitsa because it has a greater load capacity isn't working because the trucks wanting to load are stuck behind the traffic clogging public roads waiting on 2 or 3 sailing overloads.</p> <p>Please rethink this quickly. It doesn't take long to move a few vessels around.</p>
<p><b>8</b></p>	<p>18-June-19</p>	<p>I am writing to you regarding the extremely long wait times between Vesuvius and Crofton.</p> <p>We have been delegated a smaller ferry when what we needed was a larger ferry.</p> <p>We, and many others living here, have been made to wait countless hours, have missed sailings despite arriving 1.5 hours early sometimes missing even 2 sailings, have missed doctors appointments, have not been able to make it home in time for children, have had to turn around and not been able to leave the island at all.</p> <p>BC Ferries has been neglectful and negligent in providing us with efficient transportation causing hardship and safety issues to the islanders. This is our highway. We rely on it and many people work or live on or off island and need to get home at the end of the day. Many of us use doctors and require medical treatment in Duncan and Nanaimo and we cannot get to our health care providers after weeks or months of waiting for much needed appointments.</p>

		<p>Not only is this frustrating and inconvenient but it is a safety issue. Roads are clogged with waiting traffic coming and going, blocking driveways and roads making them impassable, drivers are frustrated and irritable and driving erratically in frustration, tensions are high. If there were ever an emergency or evacuation required, or a fire, it would be disastrous.</p> <p>The situation is not much better from Fulford to Swartz Bay. Recently I went to Fulford to pick up a ferry passenger and the cars were lined up well past Beaver Point making the road literally impassable as there isnt even a designated lane for ferry traffic. All the local traffic was made to wait until the actual sailing time to get to their destinations in Fulford. The situation is beyond ridiculous.</p> <p>Clearly, giving us smaller vessels was not the answer. Tourist season has not even hit our island yet. When it does there will be some serious consequences from such shortsighted decisions.</p> <p>Many options could be considered...larger vessels, more sailing times, second vessels, dangerous cargo to have their own vessel or barge, residents to get priority over tourists with a residence line, if fare is required to fund another ferry then charge it, build a bridge for heaven's sake...BUT DO SOMETHING. It is a serious issue.</p> <p>Doing nothing and ignoring this escalating problem is not the appropriate response.</p>
9	19-June-19	<p>Good Afternoon;</p> <p>To wait for further reports about the “busy times” for the Crofton ferry seems a bit preposterous given that it is obvious to all users regardless of “The so call “unusual” busy period being responsible, the new Crofton Vesuvius ferry is not adequate for the amount of traffic. It is not reasonable that BC ferries would expect people to wait for 2 and three sailings especially after working 8 to 12 hour shifts. I think that, perhaps it is time, for those in decision making positions, start to use the ferries more themselves on a regular basis so that they can appreciate what customers experience. My husband and I drive to SaltSpring, a minimum of, two times per month, from Prince George (13 hours door to door). I think we have enough experience to share all around. You need to increase Duke Point Ferries and you need to increase the size of the Crofton/Vesuvius boat. You also need to ensure, for the safety of those who might have to evacuate the island should there ever be an emergency such as a</p>

		<p>wildfire, that it can safely and efficiently be done. You need to talk and listen to people who use the ferries, not just look at numbers.</p> <p>Best regards and thanks for you “ear”.</p>
<p><b>10</b></p>	<p>21-June-19</p>	<p>To Whom it Concerns</p> <p>Recently I took a trip from Port Hardy to Prince Rupert on the Northern Adventure. Several things occurred that I feel need correcting.</p> <p>On arrival at the terminal in Port Hardy?? a staff member was walking down the line of vehicles and giving information etc. She placed a small slip of paper on the windshield and stated I would be directed to deck 4?? and the chief purser's office would be right?? there when I walked through the door. Well there is no deck 4 on the Northern Adventure and the purser's office is right by the elevator at the other end of the ship on deck 3 where I received my room key. Walking through the traffic that was loading?? to access the elevator is dangerous and there is no walkway outlined on the deck. Slip of the tongue from staff or lack of training, you decide.</p> <p>Meal time was a disappointment, appeared to be understaffed. Poorly organized and there did not appear to be much of a selection for food.</p> <p>One person serving and the one person at the cash register was busy doing other things as well so after standing in the line to pay for 10 to 15 minutes ,your food is cold. On the ferry from Powell River,?? Westview terminal to Comox, Little River terminal which is 1 and 1/2 hr trip the food service is far superior to the 22 hr trip from Port Hardy to Prince Rupert . You would expect the food service to be very good on a 22 hr trip.Apparently not so.Needs to be much better.</p> <p>Finding a seat in the Raven lounge was a challenge. Residents from Bella Bella and Klemtu are walk on passengers so they rush up to the Raven Lounge and spread out their sleeping bags on the floor between the rows of seats, and mattresses ,some a double bed size are anywhere they will fit on the floor. This makes it difficult to get a seat as one sleeping bag on the floor takes up the space of 5 seats. So imagine if?? 50 people got on the ferry in Tsawwassen?? terminal on a Saturday?? ,rushed up to the seating area and put out their sleeping bags on the floor between the seats. I would guess there would be a staff member there right away to discourage such an event. The tourist's from Europe and Australia that I had spoke to</p>

		<p>commented on this and they were asking if that was allowed all throughout the ferry service. Its really inconsiderate no matter how you look at it.</p> <p>I saved the best for the last, the fares paid. A staff member told me that the residents from Bella Bella and Klemtu come down every weekend to go shopping in Port Hardy as it is cheaper and they "receive a resident rate as they are only accessible by ferry or airplane" and this is a normal thing on weekends.</p> <p>I searched the BC Ferries Index on fares and nowhere is there a resident rate for shopping, there is for school children.?? So I want to go to Vancouver Island from Powell River to buy a product as it is cheaper . Do I get a resident rate, It is never mentioned, is there such a rate, if so ,where is it written on paper and is it a legal document or is the staff member not telling the truth. It was mentioned in a casual conversation and was not a direct question so I suspect she was telling the truth.</p> <p>If the residents of Bella Bella and Klemtu are getting a resident rate, and the residents of Powell River and other coastal communities are not, BC Ferry's should produce the document that sets forth the ferry rate for any residents?? in the communities that are "only accessible by ferry or air" and which communities are those and why do they get a resident rate.</p> <p>Otherwise I feel that the resident rate provided to the above mentioned communities if true, or proven otherwise is discrimination and should be dealt with ASAP.</p> <p>I also think I should be entitled to a refund due to the unusual circumstances on the Northern Adventure sailing from Port Hardy on June 8 2019</p>
<p><b>11</b></p>	<p>21-June-19</p>	<p>Hi there, I'm a resident of Fulford Harbour on Salt Spring Island, and I'd like an update on what BC Ferries is doing about the ferry lineup that blocks local traffic from safely entering the village for an hour during every two-hour sailing.</p> <p>Will you be putting in traffic directors for every sailing? When is the purchase of new land happening for a proper ferry-traffic parking lot?</p> <p>The current lineup blocks residents from safely returning to their homes, forcing them to drive on the wrong side of the road to get</p>

		<p>around the ferry traffic. This is completely unacceptable and extremely dangerous, and forces residents to violate road laws.</p> <p>You must find a solution quickly and address these problems before the tourism season really kicks into high gear. I'll be following up with you next week.</p>
<p><b>12</b></p>	<p>30-June-19</p>	<p><b>RE: Report on the Preliminary Price Cap Decision for the Fifth Performance Term</b></p> <p>Dear Mr Stoilen,</p> <p>Thank you for inviting comment on the BC Ferrries Commissioner preliminary price cap decision and accompanying report. On behalf of the Bowen Island Ferry Advisory Committee, I would like to submit the following feedback:</p> <p>We understand the premise for the ferry fare to increase by 2.3% annually beginning April 1, 2020 and ending March 31, 2024—an increase at or slightly above the rate of inflation. Maintaining consistent affordable ferry fares is important to ferry dependent communities such as Bowen Island while recognizing the financial realities needed to maintain service levels that meets the overall needs of ferry dependent communities.</p> <p>The Bowen FAC shares the BC Ferrries Commissioner concern, as highlighted in the PT5 Preliminary Price Cap report, about future upward pressure on price caps beyond PT5 due to planned large-scale capital expenditures. As a community significantly impacted by the aging infrastructure at Horseshoe Bay Terminal, and the lack of an indoor waiting room at Snug Cove, we support these infrastructure projects proceeding in a timely manner.</p> <p>We also support the report’s consideration of alternative delivery models for future ferry service as a means for lowering costs, and would like to offer for consideration a Bowen Island passenger-only service, integrated with public transportation. We also encourage BC Ferrries to partner with senior levels of governments to secure additional funding for large scale infrastructure projects such as the planned \$250 million Horseshoe Bay terminal redevelopment.</p> <p>We also strongly support the BC Ferrries Commissioner on urging BC Ferrries to follow in the leadership of Washington State and develop a plan for the conversion to a zero-emissions ferry fleet. The recent Connecting Coastal Communities, Review of Coastal Ferry Services report recommended a similar course of action. We also support the following recommendations from the same report:</p>



		<ul style="list-style-type: none"><li>• BC Ferries needs to be an integral part of the provincial Climate Leadership Plan.</li><li>• The Coastal Ferry Act and Coastal Ferry Services Contract should mandate BC Ferries to meet provincial greenhouse gas reduction targets.</li></ul> <p>Thank you again for this opportunity,</p>
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