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BC FERRIES SEEKS PUBLIC FEEDBACK ON SCHEDULE CHANGES FOR THE SUNSHINE COAST AND BOWEN ISLAND

VICTORIA – BC Ferries announced today the start of a public engagement program to gather input on schedule changes for the Metro Vancouver – Sunshine Coast (Horseshoe Bay – Langdale) and Metro Vancouver – Bowen Island (Horseshoe Bay – Snug Cove) routes. This broad engagement effort will explore options for schedule changes with the public, with the goal of improving the reliability of sailing times for both routes.

“It is very important to us that we engage with the community and hear their feedback on these changes,” says Mark Collins, BC Ferries’ President & CEO. “We know the Horseshoe Bay – Langdale and Horseshoe Bay – Snug Cove routes have been particularly challenged by sailing delays and these delays are having an impact on the quality of life and business for Sunshine Coast and Bowen Island residents. These impacts are driving the need to make changes to ensure people can count on the sailing times as published on their schedules.”

The engagement program involves a range of activities including focus-group workshops, an online survey, intercept surveys at Langdale and Horseshoe Bay terminals, and presence at community events and public spaces. The program is geared towards making engagement accessible and easy by bringing engagement opportunities into the community and offering 24-7 engagement through the online survey and project webpage at bcferries.com/about/ontime-sc. These engagement opportunities run through to early July.

“Although it seems like schedule changes should be easy, they’re actually quite challenging,” says Collins. “There are a variety of factors that we need to consider including our current space and logistical constraints. We also need to take into account the fact the Horseshoe Bay – Langdale, Horseshoe Bay – Snug Cove and Horseshoe Bay – Departure Bay routes all share the Horseshoe Bay terminal. Trade-offs are a reality of the changes we need to make. We want the community’s help in deciding which trade-offs we should say yes to.”

While the engagement program is focused on schedule changes, BC Ferries is also looking at long-term plans for terminal improvements, vessel replacements, and information technology upgrades that will help improve service to the Sunshine Coast and Bowen Island. Those improvements are still a few years away. In the meantime, schedule changes offer an opportunity to make immediate improvements to reliability and will be implemented while BC Ferries continues to work on their long-term plans for larger capital investment projects.

Under contract to the Province of British Columbia, BC Ferries is the service provider responsible for the delivery of safe, efficient and dependable ferry service along coastal British Columbia.

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Media Contact:
BC Ferries, Media Relations
Victoria: (250) 978-1267

Customer Contact:
Victoria: (250) 386-3431
Toll-free: 1-888-BCFERRY (1-888-223-3779)