

## RESULTS FROM FERRY QUESTIONNAIRE FOR BOWEN ISLAND RESIDENTS DURING THE WEEK OF SEPTEMBER 24th-30th (by David R. Hill. PEng, FBCS)

Total started survey: 121. Total who finished the survey: 121 (100%)

### **Preamble to full results**

Three hundred and eighty five flyers requesting completion of the survey were handed out to ferry users in the ferry line-up (Monday **from** Bowen: 6.30, 7.30, 8.35 and 9.35; Wednesday **from** Bowen: 10.35, 11.40 and 12.45; Thursday **from** Bowen: 10:35 and **to** Bowen: 18.50), with a further 15 emailed directly as a preliminary test of the survey. A letter was also published in the Undercurrent on Friday September 28 with similar survey information.

I talked to about half those in the ferry line-up to whom I gave flyers. Of those, four or five spoke against the south side (5%). The majority (95%) made positive comments about the south side proposal and/or the need to get some action on improving ferry marshalling.

Up to Thursday evening (i.e. prior to the Undercurrent coming out on the 28th), 104 responses had been received, a response rate of 26%, considered good for such surveys. A further 17 responses were received over the Friday, Saturday and Sunday. The survey closed early Monday morning.

With 121 responses, the survey results are considered to be within  $\pm 9\%$ , 19 times out of 20.

The respondents were 92% Bowen Island residents, with 63% resident for ten years or more, and a further 18% resident for five to ten years. The respondents were also representative of different types of ferry users. There was an even spread of ferry usage types (a few times a month: 22%; once a week: 26%; several times a week: 30%; most working days: 20%) thus covering users of most types. Overall the survey addressed a good random sampling of people who have been resident on the island for various times and who use the ferry in different ways.

Most respondents (84%) knew about the south side proposal, but more than half (52%) did not know Mark Collins, V-P Engineering at BC Ferries says that the south side has operational advantages. Even more (66%) did not know that Collins says BC Ferries are prepared to consider designing and funding the facility with full cost recovery, if the community supported it (emails as recently as June 14th 2012).

Respondents willingness to bear the cost recovery (estimated as 50 cents a foot passenger and \$1.50 a vehicle) was more evenly divided (46% said "Yes", 21% said "Maybe" and 32% said "No").

The number of respondents who knew the proposed facilities would keep well clear of the Bowfest Field was fairly evenly divided (56% said they knew, 44% said they didn't).

**A statistically and numerically significant majority of the respondents put the south side proposal as their first choice for locating the ferry marshalling facilities** (55% to relocate to the south side, 19% to keep the current arrangements, 15% to keep the existing dock but put the marshalling in the north park, and 11% to widen Government Road and use the existing dock).

Overloads were experienced by all respondents (*on average*: 56% occasionally, 24% once a month, 14% once a week and 6% several times a week). The need to arrive early and/or plan was mentioned by several respondents.

A slim majority thought we should have a bigger ferry (53%) with just 7% thinking the ferry should be smaller, leaving 40% thinking it should stay the same size.

## THE FORMAL RESULTS OF THE FERRY SURVEY, BY QUESTION, WITH COMMENTS

### 1. On average, over a year, how often do you use the ferry? (answered question: 118)

	Response Percent	Response count
Occasionally	2.5%	3
A few times a month	22.0%	26
Once a week	26.3%	31
Several times a week	29.7%	35
Most working days	20.3%	24

[3 "Other" comments \(2.5%\)](#)

### 2. Have you lived on Bowen island as a permanent resident? For how long? (answered question 120)

	Response Percent	Response count
Yes. Less than a year	3.3%	4
Yes. One to five years	7.5%	9
Yes. Five to ten years	18.3%	22
Yes. Ten to twenty years	38.3%	46
Yes. More than twenty years	24.2%	29
No. (Please explain: e.g. summer resident for "N" years.)	8.3%	10

[10 "Not resident" comments \(8%\)](#)

### 3. Had you heard about the proposal to build a new terminal and ferry marshalling area on the south side of Snug Cove prior reading this questionnaire? (answered question 119)

	Response Percent	Response count
Yes	84.0%	100
No	16.0%	19

### 4. Do you know that Mark Collins, Vice-President (Engineering) at BC Ferries says that the south side option has operational advantages (faster, easier loading; fuel savings; straight-in approach; easier to keep to schedule; ... )? (answered question 119)

	Response Percent	Response count
Yes	47.9%	57
No	52.1%	62

**5. Do you know that Mark Collins, Vice-President Engineering at BC Ferries stated as recently as June 14th 2012 that “ ... if the community were to support the south side option and agree to full cost recovery\*\*”, BCF would then be in a position to consider designing and building it.”**

(\*\* Estimates of “cost recovery” are \$1.50 on a vehicle+driver fare and 50 cents on a passenger fare, including foot passengers -- a modest “user pay” arrangement) (answered question 118)

	Response Percent	Response Count
Yes	33.9%	40
No	66.1%	78

**6. Do you regard \$1.50 for a vehicle+driver, and 50 cents for a passenger as worth paying for the convenience of a ferry-traffic-free village and a larger ferry that reduces or avoids overloads?** (answered question 121)

	Response	Response
Yes	46.3%	56
No	32.2%	39
Maybe (please add a comment)	21.5%	26

[26 “Maybe” comments \(21%\)](#)

**7. Did you know that the south side terminal and marshalling area would keep well clear of the Bowfest grounds, using the otherwise wasted level space between the Union Steamship Marina and Dorman Road?** (answered question 116)

	Response	Response
Yes	56.0%	65
No	44.0%	51

[20 comments \(17%\)](#)

(Continued on the next page)

8. In 1990 the Snug Cove Village Plan said it might be necessary to move the ferry dock because of traffic congestion in the village. In 2001 the Snug Cove Action plan set a timetable for building the south side facility. David Marshal, V-P Engineering at BC Ferries in 2001, said BC Ferries were not interested, but has subsequently left BC Ferries and been replaced by Mark Collins, who is very interested. But Marshall's view has continued to be presented as if it were current, rather than seriously out of date and irrelevant.

**Please indicate your preference for the location of the ferry marshalling and docking facilities: 1 - for most preferred, 4 for least preferred** (answered question 114)

(Seven respondents skipped this question, possibly because they found the lightning fast change of the preference order, when changed, fooled them into thinking they couldn't make the preference selection work)

	1	2	3	4	Rating Average	Response Count
Implement the south side option	55.3% (63)	11.4% (13)	11.4% (13)	21.9% (25)	2.00	114
Keep ferry marshalling unchanged from its present arrangement	19.3% (22)	20.2% (23)	27.2% (31)	33.3% (38)	2.75	114
Keep the existing dock, but put all ferry marshalling in the park, north of Government Rd	14.9% (17)	36.0% (41)	26.3% (30)	22.8% (26)	2.57	114
Keep the existing dock, but widen Government Rd, using land in front of the library, to improve traffic flow	10.6% (12)	32.7% (37)	35.4% (40)	21.2% (24)	2.67	113

**9. How often, on average, do you encounter overloads on the ferry, either to or from the mainland, causing you to miss the ferry you had intended catching?** (answered question 119)

	Response	Response
Occasionally	55.5%	66
About once a month	24.4%	29
About once a week	14.3%	17
Several times a week	5.9%	7

[46 comments on which days/times are worst \(38%\)](#)

**10. What size of ferry, compared to the Queen of Capilano, should we have to serve Bowen?** (answered question 116)

	Response	Response
Smaller	6.9%	8
Same size	40.5%	47
Larger	52.6%	61

[41 comments \(34%\)](#)