



# Hornby Island Ferry Users Priorities Survey

January 2023

## Summary

From January 3 to 21st, 2023, 303 Hornby Island ferry users answered a survey about their satisfaction and preferences for the servicing of Routes 21 (Buckley Bay - Denman Island), and Route 22 (Denman Island - Hornby Island). 75% of respondents classified as residents or ratepayers on Hornby Island, while 25% identified as visitors or workers.

Key survey findings indicate that:

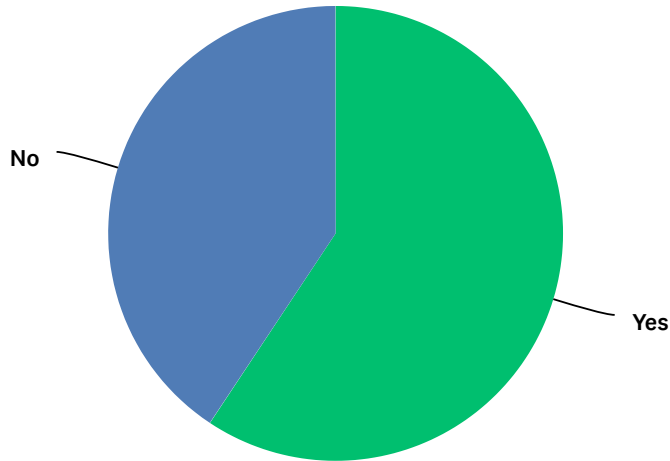
- 90% of users are either dissatisfied (32%) or very dissatisfied (58%) with wait times since implementation of the reduced capacity of the Kahloke on Route 22.
- The preferred solution for improving Route 22 is for BC Ferries to deploy a year round, more serviceable vessel to the Hornby Route (e.g. Quinitsa)
- If a serviceable vessel can not be secured, users would prefer to see increased Hornby ferry service levels by adding more frequent and later ferry sailings for the Hornby ferry schedule, in alignment with the Denman route schedule.
- Hornby ferry users also left 120 comments, with the overall recurring message being that the Route 21 and 22 service is inadequate and that solutions must be found.

The survey was designed and delivered by the Hornby Island Community Economic Enhancement Corporation, with the goal to inform BC Ferries and the Denman/Hornby Ferry Advisory Committee on current Hornby Ferry users priorities. As a self-selecting sampling method survey, some limitations are noted. However, with the participation rate the survey should be considered a generally accurate representative views of Hornby ferry users.



# Q1 Were you one of the 2700+ people that signed the Summer '22 petition for a more serviceable Hornby ferry?

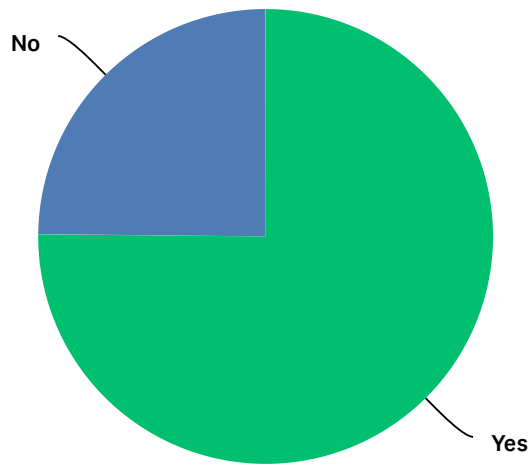
Answered: 300 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	59.33%	178
No	40.67%	122
TOTAL		300

## Q2 Are you a resident or ratepayer of Hornby Island?

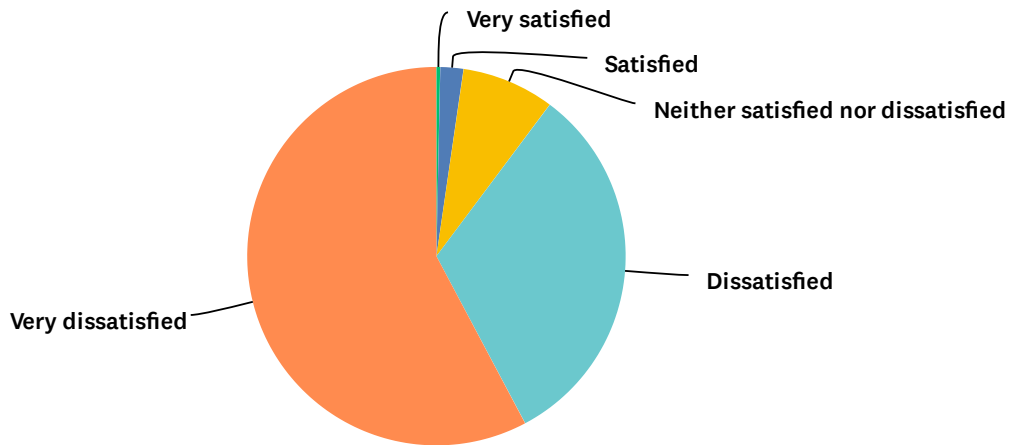
Answered: 302 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	75.17%	227
No	24.83%	75
TOTAL		302

### Q3 Since the reduced carrying capacity on the Kahloke, how satisfied are you with ferry wait times for service between Vancouver Island and Hornby Island?

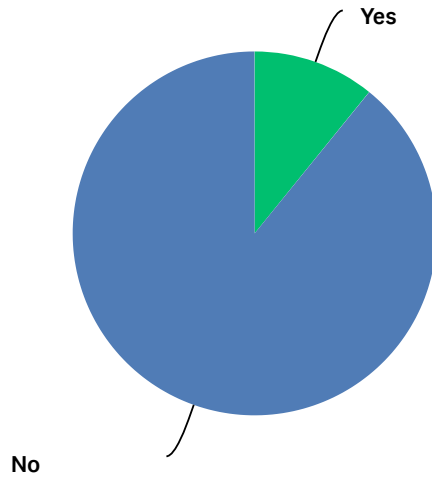
Answered: 303 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	0.33%	1
Satisfied	1.98%	6
Neither satisfied nor dissatisfied	7.92%	24
Dissatisfied	32.01%	97
Very dissatisfied	57.76%	175
<b>TOTAL</b>		<b>303</b>

### Q4 Did you attend the November 7, 2022 "drop-in" session hosted by BCF at the Hornby Community Hall?

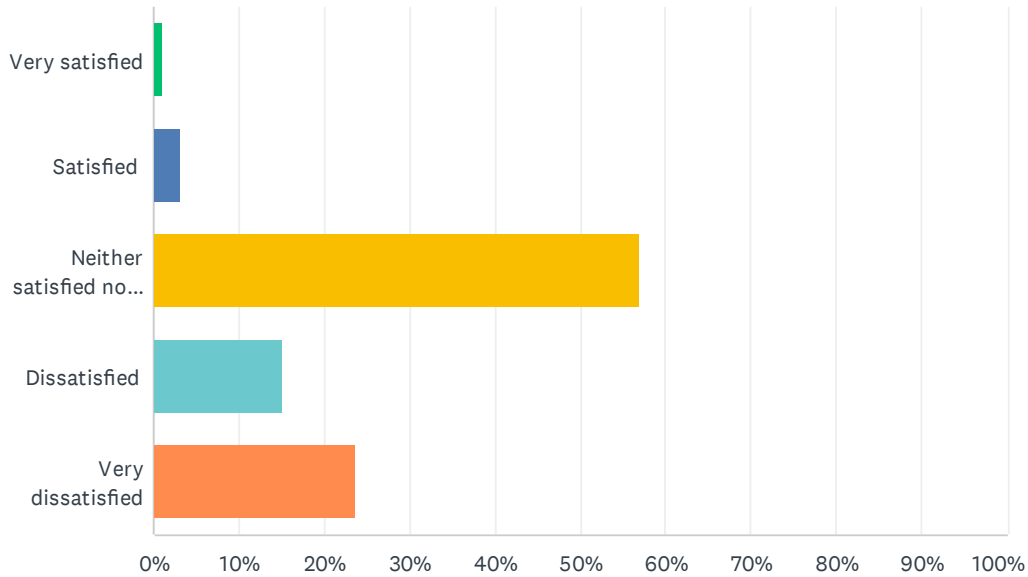
Answered: 304 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	10.86%	33
No	89.14%	271
TOTAL		304

### Q5 If so, reviewing your experience at the Nov. 7/22 engagement, were you satisfied with the format for consultation?

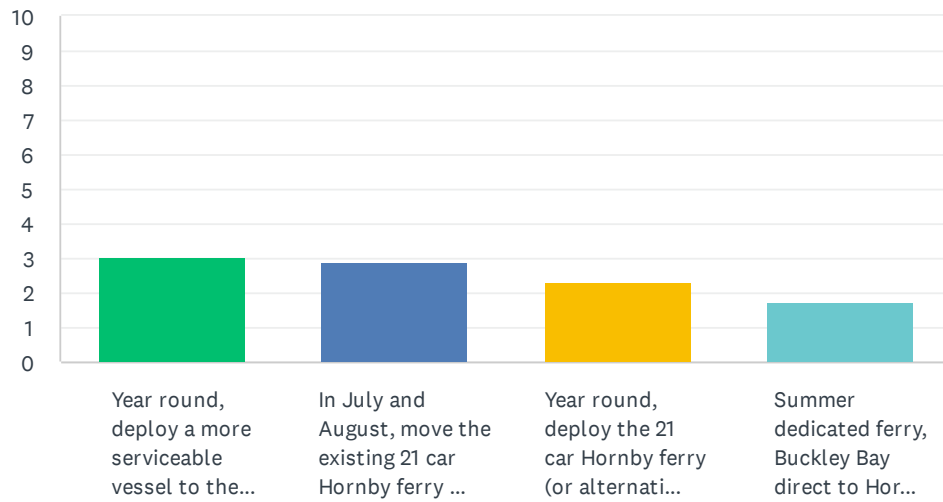
Answered: 93 Skipped: 211



ANSWER CHOICES	RESPONSES	
Very satisfied	1.08%	1
Satisfied	3.23%	3
Neither satisfied nor dissatisfied	56.99%	53
Dissatisfied	15.05%	14
Very dissatisfied	23.66%	22
Total Respondents: 93		

## Q6 What are your priorities for the Hornby ferry?

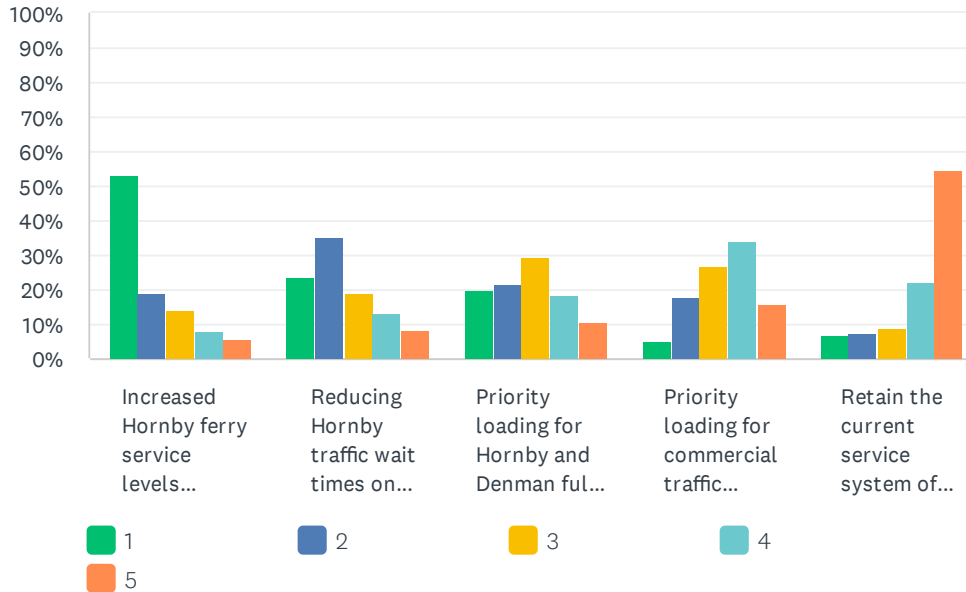
Answered: 298 Skipped: 6



	1	2	3	4	TOTAL	SCORE
Year round, deploy a more serviceable vessel to the Hornby Route (e.g. Quinitza)	44.33% 125	26.95% 76	18.09% 51	10.64% 30	282	3.05
In July and August, move the existing 21 car Hornby ferry to run in tandem with the "The Denman Cable Ferry" and deploy a larger ferry to the Hornby route for the two summer months.	34.51% 98	33.10% 94	22.54% 64	9.86% 28	284	2.92
Year round, deploy the 21 car Hornby ferry (or alternative) to run in tandem with the Denman Cable Ferry and deploy a more serviceable vessel to the Hornby route. (e.g. Quinitza)	14.34% 39	25.00% 68	41.18% 112	19.49% 53	272	2.34
Summer dedicated ferry, Buckley Bay direct to Hornby Island (note: this solution has not been offered by BCF)	9.96% 27	15.13% 41	15.13% 41	59.78% 162	271	1.75

## Q7 If a more servicable vessel is not deployed on Route 22 to Hornby, in your opinion what service strategies should be considered?

Answered: 299 Skipped: 5

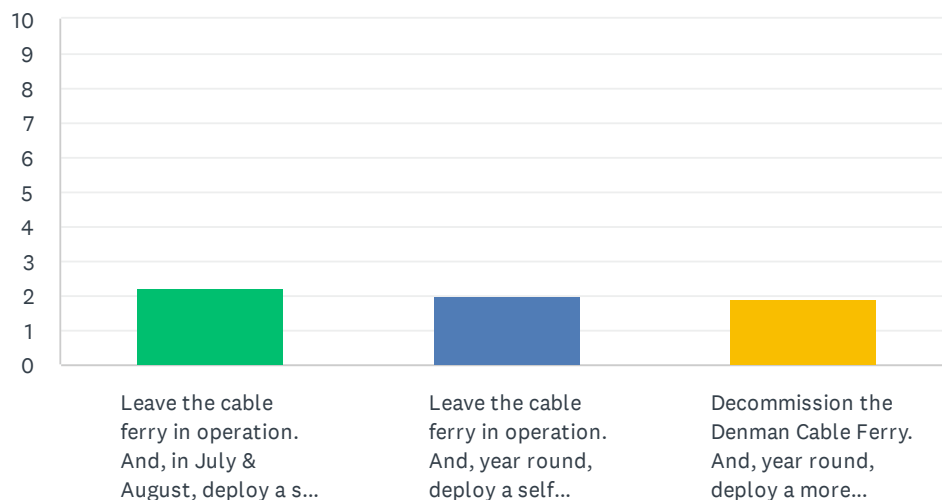


	1	2	3	4	5	TOTAL	SCORE
Increased Hornby ferry service levels by adding more frequent and later ferry sailings for the Hornby ferry schedule, in alignment with the Denman route schedule.	52.94% 144	19.12% 52	14.34% 39	7.72% 21	5.88% 16	272	4.06
Reducing Hornby traffic wait times on Denman Island and at Buckley Bay, by allotting Hornby traffic equal deck space (50%) on the Denman Cable Ferry. The Cable Ferry serves traffic bound for both Hornby and Denman Islands, currently on a first come, first served basis.	23.68% 63	35.34% 94	19.17% 51	13.16% 35	8.65% 23	266	3.52
Priority loading for Hornby and Denman full time residents (proof of residence required)	19.93% 54	21.40% 58	29.52% 80	18.45% 50	10.70% 29	271	3.21
Priority loading for commercial traffic (fuel, grocery stores, restaurants, mail, construction, agriculture, depot, teachers, lab, home support, etc.) travelling to Hornby and Denman Islands.	5.28% 14	18.11% 48	26.79% 71	33.96% 90	15.85% 42	265	2.63
Retain the current service system of first come, first served, with priority loading for emergency & essential services Route 21 & 22	6.77% 18	7.52% 20	9.02% 24	22.18% 59	54.51% 145	266	1.90



**Q8 Access to Hornby Island involves taking two ferries. The first ferry is the Denman Cable Ferry. The cable ferry has proven to be inadequate in meeting the demands on this route. What are your priorities for the Buckley Bay to Denman Island portion of the Hornby journey?**

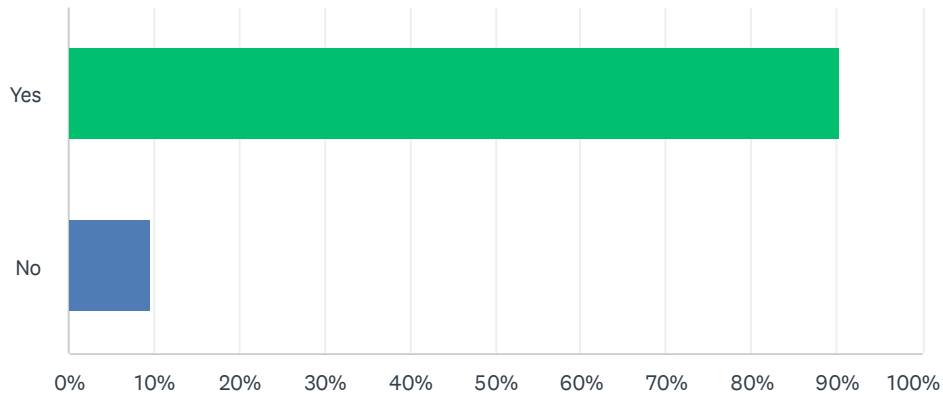
Answered: 279 Skipped: 25



	1	2	3	TOTAL	SCORE
Leave the cable ferry in operation. And, in July & August, deploy a self propelled vessel to run in tandem with the cable ferry.	47.01% 118	25.90% 65	27.09% 68	251	2.20
Leave the cable ferry in operation. And, year round, deploy a self propelled vessel to run in tandem with the cable ferry.	19.83% 48	59.09% 143	21.07% 51	242	1.99
Decommission the Denman Cable Ferry. And, year round, deploy a more serviceable vessel to the Denman ferry route (Buckley Bay to Denman Island)	38.93% 102	12.21% 32	48.85% 128	262	1.90

Q9 BC Ferries (BCF) has established a system for community engagement called the Ferry Advisory Committees (FAC), with meetings twice/year to discuss local operations, planning and policy. Currently, the former BCF employees are not eligible to participate. In order for BCF to more fully understand the routes they serve, should former BCFerries staff be allowed to serve on Ferry Advisory Committees?

Answered: 293 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	90.44%	265
No	9.56%	28
Total Respondents: 293		

## Q10 Do you have any other comments, concerns or questions, ?

Answered: 112 Skipped: 192

#	RESPONSES	DATE
1	All of these should be implemented in the order given. I am completely unable to go to town at any time in July and August as it means that I, at 85 years old and with skeletal problems must get up at 4:30 a.m. to get the first ferry and not get back home for over 8 hours! My body cannot do this!	1/21/2023 12:10 PM
2	Thank you for putting out this survey.	1/16/2023 2:18 PM
3	I travelled off and on to Hornby Island during summer of 2022 and was only delayed on one occasion and had missed 3 ferries on Hornby and one ferry on Denman. I feel this was quite good service. I have spoken for many years that the Hornby Island Ferry route should have 2 crews per day. This would be so much cheaper to operate and would allow more opportunity for local residents to become employees. Locals have extreme difficulty acquiring employment unless they are willing to leave the island, because employees with seniority from other cities and towns grab this route because they make fabulous money and get so much paid time off using the current schedule of crewing. Having former ferry employees on the FAC has always made this change impossible, because they are mostly dedicated union people and probably feel ashamed that they have abused the system for so many years.	1/15/2023 4:04 PM
4	Greater Communication between ferries and customers, to ensure that travellers are not left watching a 1/2 full ferry leave without the ferry traffic from the other ferry due to being a few minutes late and if an resided (either island is travelling to an appointment in town (or trades/deliveries/employees travelling from Buckley Bay to either island for work) regardless of nature as long as proof of appointment/work schedule is shown - that traveller(s) will receive priority boarding	1/14/2023 11:06 AM
5	To the Hornby ferry committee: keep up the good work, thank you	1/9/2023 4:25 PM
6	Why does bc ferries refuse to place a larger capacity ferry on route 22 when everyone is asking for adequate ferry service, which means the current ferry is too small.	1/9/2023 3:11 PM
7	Consider a moratorium on construction vehicles in July and August. Definitely should Not get priority with health care workers, teachers, fuel and groceries.	1/8/2023 7:31 PM
8	Vehicles associated with construction take up more space than any other type vehicle. Non essential construction should be delayed during July and August.	1/8/2023 7:29 PM
9	I do not want larger ferries. I like the smaller boats and the system we have in place. We don't need more service.	1/8/2023 5:05 PM
10	July/August boom times need a major adjustment to accommodate. We all know the numbers sky rocket. This adjustment is vital.	1/7/2023 11:25 AM
11	Improve our ferry service in the busy months, please!!!!	1/7/2023 10:49 AM
12	BCF is doing a good job. They just need to ramp up their capacity to deal with increased volume of traffic in a fair and responsible manner.	1/7/2023 7:51 AM
13	Denman Islands concerns about ferry waits and speeding will not be resolved until BCF changes their service model to Hornby Island. Hornby is no longer a remote, unknown destination serviced as an add- on community. Denman should not be able to influence decisions made to improve service to Hornby.	1/6/2023 9:45 PM
14	The Denman crossing need more capacity June to September as well as long weekends. People visiting residents are challenged to get ferry transportation. The airplane traffic is going to increase as it is impossible to get to Hornby. A dedicated, frequently run, ferry from Buck Bay to HI , during peak weekends and June to September would relieve back ups.	1/6/2023 4:17 PM
15	None of the answers for #8 are satisfactory. The issue is the wait time for the Hornby ferry. If you increase the Buckley bay to Denman capacity it'll mean even longer waits for Hornby. Last	1/6/2023 4:16 PM

## Hornby Island Ferry - Priorities Survey

summer I had an appointment at the hospital in combos. My appointment was 20 minutes, I was gone from my home for 11 hours, all ferry waits.

16	I live on Hornby and need the ferries to come and go for everything. So preferred loading for residents. A drivers license would be proof.	1/6/2023 4:15 PM
17	The Summer situation is untenable. Some Hornby residents now ensure that they leave the island during summer	1/6/2023 1:33 PM
18	3. Since the reduced carrying capacity on the Kahloke, how satisfied are you with ferry wait times for service between Vancouver Island and Hornby Island? This question does not address seasonal wait times. So I answered "neither..." I would question your survey responses in light of this question. Off season wait times are blissful. Summer hideous.	1/6/2023 12:37 PM
19	I am a full time Denman resident and currently feel I cannot go to Hornby to hike, shop or visit friends in the summer as wait times are WAY too long. I would dearly love to visit the island more plus shop at the Co-op instead of going into Courtenay for groceries. Baynes Sound Connector is over-run by Hornby traffic during peak times and curtails my ability to go to and from Van island as needed or desired.	1/6/2023 10:57 AM
20	we really need to make it more reliable for hornby residents to be able to make their doctors appointments in town in the summer months and that during july and august hornby residents not feel obliged to stay on island because its so difficult to leave and return to the island during those months.	1/6/2023 9:54 AM
21	Move the ferry back to highways.	1/6/2023 9:16 AM
22	The summer is the worst for ferry traffic, sometimes taking 3-6 hours to go 1 way either on or off the island; but we all know that. Obviously finding a solution for the summer months is priority #1. Off season, I feel the first priority is increasing the ferry times to accommodate more than just Friday late nights. Perhaps 3 late nights a week and 4 later ferries running until 7:30 or 8pm? With the last ferry to Hornby being at 6:30pm, it can sometimes make it difficult to get back to the island, and it makes it hard for family from Fanny Bay or Denman to come for day visits having to leave early enough to get the last ferry home. Maybe if staffing is hard to find, you could run split shifts and have a mid day 2 or 3 hour break during notoriously slow hours on the days that you accommodate a later evening ferry that night?	1/5/2023 10:05 PM
23	Hornby Island does not have the carrying capacity for an ever-expanding number of visitor to the island. The ferry does somewhat act to restrict the ease, and therefore desireability, as well as numbers of people. Local residents must be able to get to medical appointments, work and other essential reasons for travel on time and this should be the top priority rather than accommodating more seasonal tourists. We also need vessels that operate when needed for emergency travel to the hospital; the Baynes Sound Connector is scheduled to be out of service every other Thursday night, meaning the ferries cannot transport people off-island in emergencies.	1/5/2023 9:12 PM
24	Increasing population should require increased service, i.e. more carrying capacity. Running 2 ferries from Buckley Bay either full or part time seems to be a necessary as the cable ferry has no use on any other BCF route--unlike an independent vessel. As foreseeing increased traffic could have been expected, installing a cable ferry which must either be enlarged or replaced with a larger one rendering the current one as scrap seems a less than perfect solution. As a vessel I have no problem with a cable ferry; as an expandable solution it leaves a lot to be desired.	1/5/2023 9:02 PM
25	Thank you for offering this survey to residents & rate payers. We really appreciate your work on this really crucial issue x	1/5/2023 8:52 PM
26	Hard to tell if I answered questions 6 7 and 8 .....	1/5/2023 8:36 PM
27	More actively recruit new ferry workers from Hornby and Denman populations with training, good wages and benefits.	1/5/2023 8:32 PM
28	It is unreasonable to ignore the deep economic and social difficulties Hornby island experiences every summer with sub par ferry servicing. Pls address the issues we are addressing.	1/5/2023 8:27 PM
29	The 50% deck space on the Buckley Bay for Hornby cars is vital, fight hard for that above all.	1/5/2023 8:22 PM
30	our family bought property on Hornby in the early 70's we have watched the Island self-destruct	1/5/2023 8:01 PM

## Hornby Island Ferry - Priorities Survey

year after year. We used to socialize with everyone on our street, now it's all Air B&B. Summers have become unbearable, we now prefer winter. Improving the ferry system will just bring more people. We have enough problems now with water, sewer, garbage, people camping wherever they want using a bush for their latrines and garbage disposal. I think they should reduce the ferry sailings, especially in the summer, as lineups are the only thing that slows the influx of tourists.

31	Bigger is not always better for the environment	1/5/2023 7:22 PM
32	the Hornby Island community should be strategizing ways to reduce the amount of car traffic coming to our island. It's very apparent that the BSC is a failure, but additionally, the promotional aspects of our tourism branch seem geared toward accommodating more car traffic. We should be reducing this traffic through new creative means; perhaps a regularly scheduled passenger ferry direct from Deep Bay, and improved public transit? Perhaps by shifting our tourism landscape towards more bicycle tourism or ecotourism & agritourism. Probably less tourism. If there was less tourism, perhaps there would be more opportunities for young people to build a more self-reliant and resilient community, instead of moving deeper into our reliance on ferry services.	1/5/2023 7:08 PM
33	Both the BB to Denman and GB to Hornby are inadequate, increasing the capacity of BB to Denman without increasing capacity through to Hornby will just make the lineups at GB longer.	1/5/2023 6:32 PM
34	The staff are amazing with how they cope with the crowds and shuttling.	1/5/2023 6:17 PM
35	A note for this questionnaire's authors: using the verb "deploy" throughout suggests, even implies, a military context. And I thought we were looking for collaborative solutions! A more peaceful tone might help.	1/5/2023 6:13 PM
36	I think that a park and ride service at Buckley Bay with a direct-to-Hornby passenger ferry/water taxi would reduce much of the car traffic. Perhaps then a rideshare service could be investigated for Hornby or year-round blue bus.	1/5/2023 6:11 PM
37	Will our needs continue to fall on deaf ears with the newly minted B.C.F.C. Board and interim President?	1/5/2023 5:53 PM
38	Of all the ports served by BCF, Hornby Island has the most overloads and waits of all the islands served. This system failure often severely hampers island residents and in the summer season reduces tourism and throttles the economy of the island by making movement of goods as well as visitors often not possible due to ferry service being unavailable. Why BCF cannot address this major failing in their service is incomprehensible.	1/5/2023 5:42 PM
39	At the November meeting, graphs were so distorted in their presentation that they verged on being fraudulent.	1/5/2023 5:38 PM
40	thank-you for doing this.	1/5/2023 5:28 PM
41	Restore a self-prepared ferry from Buckley Bay to Denman as the primary ferry and if it should ever fail then you have the cable ferry as the secondary back-up. Right now when the cable ferry goes down they're not qualified to run a self-prepared ferry. However, I believe that a crew of a self-prepared ferry did run the cable ferry in the case of emergency.	1/5/2023 5:22 PM
42	Something needs to be done as the current situation is untenable for us Hornby residents. Thanks for asking.	1/5/2023 5:00 PM
43	I have heard that some Denmanites use Lane 1 instead of leaving it for Hornbyites. Can this be monitored? Also, the off-loading arrows should be repainted to encourage zipper merging. They should point straight forward until the lanes merge near the ticket booth.	1/5/2023 4:47 PM
44	Having one information session on island (Nov 7, 22) with no Zoom option shows BCF really didn't want engagement from residents & ratepayers.	1/5/2023 4:32 PM
45	As with many surveys, this one has some strange options for answers to the questions. In this case, bringing up resident priority loading, extending Hornby ferry service into the evenings, 50% Hornby deck space etc. seems a tad controversial and outside the main problem area.	1/5/2023 4:29 PM
46	We have family on the island that we don't always visit because the ferry service is unreliable. If the ferries were more consistent we would be able to visit more frequently. A consistent bus service across Denman Island would also be useful.	1/5/2023 10:03 AM
47	I'm a regular visitor to Hornby Island, and the current situation is not tenable; BC Ferries has to	1/4/2023 11:12 PM

## Hornby Island Ferry - Priorities Survey

	do SOMETHING, and soon.	
48	There is more marine knowledge on Hornby Island than there is in the BCF boardroom. You make the appearance of being interested in having us express our concerns but your failure as always is not listening.	1/4/2023 9:00 PM
49	I appreciate the first 16 cars getting assured loading on the first ferry from Hornby	1/4/2023 6:28 PM
50	The ferries need to change. Nothing but a constant inconvenience and unreliable.	1/4/2023 5:12 PM
51	The Denman to Buckley Bay ferry MUST give equal priority to Hornby and Denman residents. I am tired of leaving an hour early to be among the first on the Hornby ferry, so I have a chance of making my connection, and still being left behind at Denman West because Denman residents have filled the whole ferry that is supposed to service both islands. I am tired of missing appointments because of this imbalance in service that treats Hornby residents as second class citizens. This is a year round concern.	1/4/2023 1:56 PM
52	Huge problems for residents living on Hornby Island. It takes us all day long to go Courtenay in the summer. Even in the off season, we cannot expect to always get to Vancouver Island within the hour leaving from Shingle Spit and it is almost impossible to book an appointment in town unless you leave a couple of hours ahead of schedule just to make sure you make it to the appointment (hopefully). Problems with ferries breaking down fairly often.	1/4/2023 1:26 PM
53	Hornby residents and visitors are under-served by the current system. 3, 4 and 5 sailings waits are unacceptable. This needs to be rectified by equal access to the Baynes Sound Connector (50% of deck space available on every ferry sailing) and a larger ferry to serve the Denman to Hornby run.	1/4/2023 11:50 AM
54	Please consider a July/August additional ferry that would sail from Little River Comox direct to Hornby. The dock is in place and vacant for close to 3 hours between sailings to Powell River. The route is only slightly longer, and could be charged as a 2 ferry ticket price. This would avoid two ferry waits and avoid sending 150- 200 speeding cars per hour across Denman Island, and another 150-200 speeding cars in the reverse direction. Hopefully a summer replacement ferry from Comox could carry all the heavy equipment and vehicles more safely than the delicate Connector. Many thanks for your consideration	1/4/2023 11:28 AM
55	Solve the 2-fold Denman problem. 1) block short cut 2) pacer cars 3) load the same way as off loaded, use pictures? 4) 2 equal lanes at Denman West, one for Hornby and one for Denman.	1/4/2023 10:13 AM
56	It is difficult to understand why this is so challenging.	1/4/2023 6:57 AM
57	I don't believe the data reporting from bc ferries is accurate. The cable ferry needs to go. It was an expensive experiment and a failure. Things are only going to get worse with more people moving to the island. Washington state does a much better job	1/4/2023 6:49 AM
58	Stop BCF fiddling, let's push for a bigger Hornby ferry during peak season!!	1/4/2023 5:44 AM
59	Hornby residents are moving off the Island due to the stress related to unreliable access to ferry service. Huge line-ups in the hot summer sun. Lineups all year round, especially for Hornby people to get on the cable ferry. It affects every part of daily life - access to medical appointments, family coming to visit, cost of groceries, unaffordable construction costs, limitations for access to the pool and off island sport and activities....a very long list. Residents that don't want improved ferry service are selfish.	1/4/2023 12:33 AM
60	Publish statistics for the present ferry services for the last five years to both islands on a year-round basis. Correlate this data with the number of permanent residents and with the number of property owners on each island. Provide these details for the last five years so the increase in demand in the future can be seriously considered in this decision-making process. This survey is lacking enough detailed information for all recipients of this survey to make fully informed decisions about the questions you are asking. Consider that non-permanent residents (property owners and visitors alike), are equally as important as permanent residents, particularly to Hornby Island, because they provide a hefty portion of income for the permanent residents and businesses of both islands.	1/3/2023 11:54 PM
61	The chairperson of the FAC ought to alternate between Hornby and Denman residents.	1/3/2023 10:29 PM
62	I live in the Lower Mainland and have been looking at purchasing property on Hornby. The ferry schedules has been a major deterrent (both the number of ferries required, and the poor alignment of ferry schedules based on time of sailings).	1/3/2023 10:24 PM

## Hornby Island Ferry - Priorities Survey

63	Hornby should have guaranteed spots on each sailing off of Denman to Buckley Bay. Currently only the 7:30 sailing off HI has assured loading for only fifteen vehicles and only Monday to Friday. This is our marine highway and we should have equal access to our transportation system. Often only one or two vehicles travelling from Hornby manage to connect onto the BSC as Denman islanders know if they arrive at Denman West prior to the Hornby traffic they get on - which leaves Hornby traffic to wait for the next sailing. It is simply not fair. Hornby needs equitable and fair access.	1/3/2023 10:24 PM
64	BCF has an abstract concept of the ferry service here. Let them come for a day trip on the August long weekend so they can begin to have an idea of our lived experience.	1/3/2023 9:45 PM
65	Ditch the cable fairy! It was some CEO with her head in the sand that push that through and we have all suffered since then. Proof of residency should result in reduced fares even lower than the experiential card.	1/3/2023 9:26 PM
66	The ferry is vital to create the tourism that allows the island to thrive, a perspective that the service being put in place first to allow results to happen should be adopted	1/3/2023 9:23 PM
67	"Serviceable vessel" must be of adequate capacity and reliability, to be established with Hornby (and Denman) permanent residents.	1/3/2023 9:09 PM
68	Please make our routes more serviceable for the residents and visitors to our islands. The level of service we have now is debilitating to our communities and dangerous to those using these routes besides also extremely stressful for the crew. Please do better.	1/3/2023 9:07 PM
69	The current boat is under sized and very old . It needs to be replaced it's blatantly obvious	1/3/2023 9:06 PM
70	Priority loading for Medical Apts	1/3/2023 8:56 PM
71	Prioritize the island residents and essential workers/services!!	1/3/2023 8:34 PM
72	Vehicles should be loaded on the Denman-Hornby ferry in the order they were loaded at Buckley bay, this could be done by using numbers on the thoroughfare ticket. This will stop racing across Denman is.	1/3/2023 8:26 PM
73	Mandatory reservations should be looked at which would help FBF plan staffing/schedules etc as well as reduce the congestion at all terminals... in conjunction to a more reliable service.	1/3/2023 8:11 PM
74	The current ferry on route 22 has been for some years now, completely inadequate. Since the Transport Canada weight downgrade, it has become completely unacceptable. We must be prepared, as a Community, to take whatever action is necessary to have the situation corrected.	1/3/2023 8:01 PM
75	Hosting a "consultation" session in November meant that many ferry users unable to attend. That's not consultation.	1/3/2023 7:55 PM
76	Honestly the wait times in the summer for both tourists and residents( can't imagine how infuriating that is being local) is absolutely ridiculous considering the amount of visitors.	1/3/2023 7:32 PM
77	Later sailings every day, especially in the summer months, would alleviate some of the ferry issues.	1/3/2023 7:30 PM
78	Get rid of the BS Con!	1/3/2023 7:20 PM
79	More routes all year or a larger ferry in summer to support straight to hornby. Maybe with some reservations!	1/3/2023 6:50 PM
80	The poor ferry service to Hornby is having a negative effect on the community. People are starting to move off the island due to the unreliability of the ferry service. The cost of living is being driven up by the increased in price of goods and services due to the long wait times at the ferry terminals.	1/3/2023 6:22 PM
81	Hornby needs a bigger ferry, year round, now. Historically, using BCF's own statistics, the performance metrics for the Hornby ferry are the worst in the entire minor route fleet. And then the weight carrying capacity of the ferry was reduced. The worst got worse. How does Ferries ignore this?	1/3/2023 6:17 PM
82	just do it	1/3/2023 6:11 PM
83	Hard to make a weekday meeting on Hornby (Mon. Nov. 2), since we live and work off Hornby.	1/3/2023 5:54 PM

## Hornby Island Ferry - Priorities Survey

Why not a meeting during Spring Break or a long weekend??? Priority loading will not work as people will 'fudge' it and others will get angry.

84	No	1/3/2023 5:30 PM
85	How could you include the people that travel to Hornby in the discussion? (This is one great way)	1/3/2023 5:00 PM
86	Thanks for doing this. Keep applying pressure to the BCFC!	1/3/2023 4:06 PM
87	There needs to be a solution that meets all needs. Lots of us are returning visitors and it takes us longer to get on to the island than it does to fly to London England! That's crazy!!!! What a massive waste of time.	1/3/2023 4:04 PM
88	The current schedule between the two routes does not align on Friday nights.	1/3/2023 3:59 PM
89	Would a freight ferry help the congestion on both ferry runs?	1/3/2023 3:37 PM
90	Medical passes for people with appt. Is top of the list....hard to get a specialist appt..and to miss it because of tourist traffic is unacceptable....	1/3/2023 3:24 PM
91	40 year resident, now bring a sleeping bag to town with me because I no longer trust BCF.	1/3/2023 3:24 PM
92	Thank you for allowing me to provide input to the situation.	1/3/2023 3:18 PM
93	Publish statistics for the present ferry services for the last five years to both islands on a year-round basis. Correlate this data with the number of permanent residents and with the number of property owners on each island. Provide these details for the last five years so the increase in demand in the future can be seriously considered in this decision-making process. This survey is lacking enough detailed information for all recipients of this survey to make fully informed decisions about the questions you are asking. Consider that non-permanent residents (property owners and visitors alike), are equally as important as permanent residents, particularly to Hornby Island, because they provide a hefty portion of income for the permanent residents and businesses of both islands.	1/3/2023 3:10 PM
94	Going to hornby island is an insane pain. Make it so you can go there and back in a day meaning better ferry service not 3-5 hour waits to get off Hornby	1/3/2023 3:08 PM
95	Publish statistics for the present services to both islands	1/3/2023 2:42 PM
96	My grandparents are 90 & 95. In the summer they are scared to leave the island as they have to wait in the heat for hours and don't want to get sunstroke. More ferry's with larger capacity	1/3/2023 2:40 PM
97	Given the new economic development underway on the island it concerns me that transportation to the island is not being more prioritized. If the ferry wait times and general ferry service is not addressed this not only impacts current resident's, but also the livelihoods of the residents on the island who rely on tourism. This is a main source of income for families on this island.	1/3/2023 2:30 PM
98	The options given for increased service were just for July and August. But June and September have also become a problem.	1/3/2023 2:14 PM
99	Honestly the summer months are very very busy and requires attention asap! The amount to people coming to the island is overwhelming and requires larger ferries to facilitate this. I do hope we get a resolution for the summer of 2023.	1/3/2023 2:13 PM
100	Priority shouldn't only be for full time residents but summer residents too as they are the ones working full time for the hornby businesses	1/3/2023 2:10 PM
101	As a former captain in this route for 16 years, I know how things work. There are so many ways to reduce the costs and improve on efficiency. Upper management does not talk to the line workers who deal with life on the boat and terminals. Line workers have to deal with middle management and little goes beyond that wall. How do you say " Top Heavy ".	1/3/2023 2:08 PM
102	Not a very neutral opinion of the cable ferry presented in these questions.	1/3/2023 2:07 PM
103	There needs to be opportunities for locals to sell food to people waiting in the summer ferry line-ups, and there needs to be restrooms and water available up the hill on Shingle Spit to look after people wilting in the sun	1/3/2023 1:58 PM
104	This is a public system; use should be equal and fair for all. NO special considerations for	1/3/2023 1:58 PM



## Hornby Island Ferry - Priorities Survey

	'locals'.	
105	Service should be guaranteed and two days a week should run till 10 pm	1/3/2023 1:55 PM
106	BCF needs to monitor and publish wait times for July and August. HICEEC should provide an assessment of the economic impact of the deficit in ferry services.	1/3/2023 1:53 PM
107	Having been in waits in excess of 3 hours and as much as 7 hours, 'trapped in transit' on Denman travelling to or from Hornby; the current situation needs to be properly retooled. The service levels/capacity/breakdown/cancellation rates aren't just unacceptable to those in transit, but also to all staff.	1/3/2023 1:44 PM
108	Service levels are deteriorating on both routes. Rte 21 due to drop to 1 and 1/2 wires. Plus old tired wires not passing inspections. 22 due to weight restriction. Plus hopelessly inadequate deck size May through Oct.	1/3/2023 1:36 PM
109	Later sailings everyday to Hornby would definitely help with a lot of the issues.	1/3/2023 1:29 PM
110	Question #8 has too many parameters to give an accurate synopsis when tabulating the votes.	1/3/2023 1:26 PM
111	The cable ferry is a sunk cost. BCF needs to get rid of it and install a more reliable vessel. It's ridiculous to consider spending any more time or money on the cable ferry. It was another vanity project like the fast ferries.	1/3/2023 1:26 PM
112	Maintain an open, respectful dialogue with residents, use imaginative suggested solutions.	1/3/2023 1:20 PM