

# The Hornby Bus Feasibility Study

Prepared for:



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**Hornby Island Community  
Economic Enhancement Corporation**

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**October 31, 2018**

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<b>Cortes Island Transportation Committee</b>	Sonja Friesen
<b>School District #71</b>	Ian Heselgrave, Director of Operations
<b>Comox Valley Regional District</b>	Kevin Douville, Manager of Financial Planning Beth Dunlop, Corporate Financial Officer Jake Martens, Manager of Legislative Services James Warren, General Manager of Corporate Services Mike Zbarsky, Manager of Transit and Sustainability

## Executive Summary

Hornby Island is the home to a rural community of 1000 - 5000 people who share a love for the island. The established way to get there is from Buckley Bay on Vancouver Island via ferry, drive across Denman Island then take another ferry to Hornby Island. The existing public transit service, BC Transit, can take a person to Buckley Bay from the Comox Valley but the bus stops there. There is no public transit on Denman Island or on Hornby Island. This is not unusual for islands with a small population. However in 2003 a community vision was articulated for the future of Hornby Island and that included sustainable public transit.

In 2016, based on an identified need by the community, the Hornby Island Community Economic Enhancement Corporation (HICEEC) and the Tribune Bay Outdoor Education Society partnered to trial a community bus service for the island.

The goal of the 2016 trial project centered around three objectives:

1. To test the appetite for, and viability of an on-island shoulder season and summer bus which can alleviate traffic congestion, and support residents/visitors' movement around the island.
2. In the future to look to establish a connection service to Buckley Bay (across Denman Island) by considering a bid on the School District Bus contract, which could potentially allow commuters to connect to Buckley Bay and Comox Valley Transit #10 by allowing commuters to ride with high school students during the school year.
3. To potentially develop charter capacity if demand supports it.

In 2017 after a first trial, HICEEC and The Tribune Bay Outdoor Education Society proposed to secure resources to root a year-round transit system on Hornby Island. HICEEC proposed that the CVRD allocates \$30,000 in annual funding, while The Tribune Bay Outdoor Education Society simultaneously work with School District #71, Comox Valley to bid on the school bus contract for Hornby Island and work with local businesses to continue their support through sponsorship and advertising.

In August 2018 at the request of the CVRD and the Hornby Island Community Economic Enhancement Corporation (HICEEC), a third party consultant, Angela Holmes, was hired to complete a feasibility study of the Hornby Bus operation. Included is feedback as to the viability of the Hornby Bus project and recommendations in terms of potential supports the Hornby Bus will need to move forward towards the pilot goals.

A feasibility study is used as a way to look at the likelihood to complete a project successfully including all the relevant factors. Those factors have been lumped into three areas to explore:

**Need**  
**Operations**  
**Economic**

In addition, The Hornby Island Community Vision Statements, were also used in the assessment process. In the context of this study the vision statements are applied as a tool to help HICEEC in their decisions around the future of the Hornby Bus and transportation solutions for Hornby Island.

**Living Sustainably  
Strengthening Community  
Building a Thriving Economy  
Creating Local Control**

The recommendations are also informed by these guiding documents:

CVRD Transit Future Plan 2014, BC Transit and CVRD  
Hornby Island Economic Survey Results, HICEEC 2015  
Hornby Island Economic Action Plan, Steering Group December 2015  
Comox Valley Sustainability Strategy, 2010  
The Hornby Bus Proposal, HICEEC 2017

By looking at the Hornby Bus project through this lense, with the aim of identifying possible constraints in these areas, benefits of conducting a feasibility study include:

- 1. Improving the focus of the Hornby Bus team**
- 2. Narrowing the business opportunities**
- 3. Highlighting new opportunities**
- 4. Providing a list of recommendations and next steps**

To gather accurate information several steps took place mid August to late October 2018:

- In-person consultation with HICEEC staff and Directors, the Hornby Bus drivers and sponsors,
- Communication with Tribune Bay Outdoor Society Managers and Executive Director
- Riding the Hornby Bus route several times,
- In-person consultation with potential partners - SD#71 and CVRD
- Reviewing above mentioned documents,
- Comparison to community island bus services,
- Researching optional funding sources,
- Conducting / analysing “On the Bus” survey and “The Hornby Bus Review” survey,
- Analysis of Drivers Log and Pre-Ride mechanical checklist.

Recommendations identified begin on **page # 42**

In closing, the Hornby Bus has operated as a community run public transit service. Those involved have shown what is possible through tenacity, drive and commitment.

## The Hornby Bus Historical Background

In the year 2003, over 500 Hornby residents participated in a community visioning process to articulate how they see their community in the year 2020. They articulated this statement on transportation:

“In the year 2020 Hornby Island no longer participates in the global petroleum economy. We are forerunners in the use of renewable energy sources for transportation. We use Canadian-made and environmentally-friendly fuels to power our vehicles and have significantly reduced our use of individual motorized vehicles. We have a low-cost, convenient, community transportation system, such as a bus or a tramway/train to get around the island and into town...”.

Since 2003 residences of Hornby Island have shown ongoing support for this community vision. In 2017 the Hornby Island Community Economic Enhancement Corporation (HICEEC) and the Tribune Bay Outdoor Education Society partnered to pilot a Hornby Island community bus service - The Hornby Bus. The Hornby Bus began in Aug 2017 and had a ridership count of 2016 people who rode the bus.

## The Hornby Bus Timeline

2003	Local Business Summit - Community Vision - input from 500 people about the future of Hornby Island.
2004 - 2013	Plenty of excellent initiatives and community highlights.
2013	Transit Future Events - Union Bay Post Office, Buckley Bay Ferry Terminal
2014	CVRD Transit Future Plan completed
2015	Island Coastal Economic Trust funds Ford Cove Marina expansion project
2015	Hornby Island Economics Survey - Transportation question
2016	Ford Cove Marina expansion project begins
2014 - 2017	HICEEC and Tribune Bay Outdoor Education Society planning the launch of the Hornby Bus
2017	Ford Cove marina expansion completed. Hornby Bus makes a stop there
August 2017	The Hornby Bus - community transit service trial
July-Aug 2018	The Hornby Bus - community transit service two month pilot

After the 2017 trial and pilot in July and August 2018, the next question for HICEEC is what's next? In recent years the growing cost of transportation including ferries, and gas has put noticeable pressure on the Hornby community. HICEEC believes it is possible to develop affordable and carbon friendly infrastructure on the island while supporting the island's growth. In the Hornby Island Economics survey 2015, 59% of respondents said the current transportation modes are not satisfactory, much of that is due to the ferry service but also a strong desire for new, shared public transportation options across Denman Island and around Hornby Island.

## Survey Results

### On the Bus Survey August 2018

This survey was made available to riders of the Hornby Bus as the riders came on board the bus. The survey was meant to gather a ridership count snapshot for a week in August and capture the rider's experience when taking the Hornby Bus. The driver welcomed the rider and then asked if they would participate in a survey about their experience on the Hornby Bus. A paper survey on a clipboard was handed out and then returned to the driver at the end of their trip.

### Table of Results

Total surveys collected	77
Survey run	Friday Aug 24th to Aug 31st
Resident survey respondents	48/77
Visitor survey respondents	29/77
Popular pick-up bus stops	Co-Op, Ford Cove, Sandpiper Beach, Hall
Popular drop-off bus stops	Co-Op
Ridership age Adults 19-64	50/77
Ridership age Senior 65+	16
Ridership age Youth	7
Ridership age Child	1



## Summary of Comments - On the Bus Survey August 2018

The responses were positive about the bus service and drivers. Two operational suggestions regarding ways to inform riders if the bus is going to be late or out of service were shared. Several comments about the possibility of getting a connecting service across Denman Island. Plus some interesting reflection on the current culture of hitch-hiking which has always been a preferred mode of travel on the island.

*Absolutely! Great service!*

*Great service! More frequently would be great. June to September.*

*This is my second time taking the bus. I think it is a great service! Lots more room on the ferry when you walk and take the bus.*

*Keep this bus alive!*

*I love the charm and convenience of the blue bus. I feel it is of utmost importance that it continues.*

*By the way a bus ride across Denman would be great too, even if it is offered once a day. Since I go on/off island a fair deal, it would be great to not have to hitch-hike. I've been travelling for quite a few decades and I have seen some big changes in the ease/difficulty of getting rides across Denman. It is getting more and more difficult.*

See all On the Bus Survey Comments in Appendix A

## On the Bus Survey sample

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**We need your help! Please complete this short survey about you and your experience on The Hornby Bus. This information will inform and determine the future of The Hornby Bus. Sincerely, HICEEC**

**About your bus ride. Please complete all information.**

Date of your ride:

Location of STOP you got ON:

Time:

Location of STOP you will get OFF:

Time:

Number of people in your group including yourself:

**About you: (Please circle answer. All that apply. For all people in group.)**

How often do you ride the bus? 1 day a week      1 -3 days a week      5 -7 days a week

This is my first time      Several times a day

Do you consider yourself a:      resident of Hornby Island      visitor to Hornby Island

Are you a... Senior (65+)    Adult(19 -64)    Youth (6 - 18)    or    Child (5 years and under)

Would you like to use this service again? Room for comments on back of survey.

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# Survey Monkey - The Hornby Bus Review

## Introduction

As part of the feasibility study a survey was made available to people to review the Hornby Bus service. The survey, The Hornby Bus Review was delivered on the platform Survey Monkey in the last week of bus service August 23rd to October 1, 2018. This survey gave people an opportunity to share a little bit about their transportation needs on Hornby Island and what they currently do to get around. HICEEC is curious about why people were using the Hornby Bus, and why they were not. In order to consider expanding the bus service from July and August the survey was one way to see if there is a demand for a service and if there is a demand for the service to run beyond July and August.

Although the survey was not set-up as a complete Hornby Island transportation study, some questions like *Q.8 - If you are a resident, how many trips OFF island, including to Denman Island, do you or a member of your household take each month? By what mode of travel?*, help to give a sense of how people are moving about the island and onto or off Vancouver Island from Hornby Island. These answers can contribute to what the transportation picture looks like on Hornby Island.

As of the September 13th deadline, 98 surveys were completed online. However feedback was heard that some people were not able to access the online survey. The reason being no computer at home and that the space in the Room to Grow building was offered to the school community so the public computers were not as accessible at this time.

In response, an extension was offered to Oct 1st, 2018, paper copies of the survey were made available and given to the residents who had raised the concern and the feasibility study consultant was able to have a phone conversation to hear the resident's concerns.

As a result 102 people completed the The Hornby Bus Review survey between August 23rd and October 1st, 2018.

On the next page is the ad that was submitted in The Tribune - weekly flyer that goes to every household on Hornby Island.

Ad that was submitted in The Tribune by HICEEC.



YOUR INPUT IS REQUESTED

1. On this paper's reverse side, is your nomination form for the **2018 HICEEC Business of the Year**
2. For the feasibility study for the **Hornby Bus**, the deadline has been extended to October 1/18.

Please complete the survey, online at:

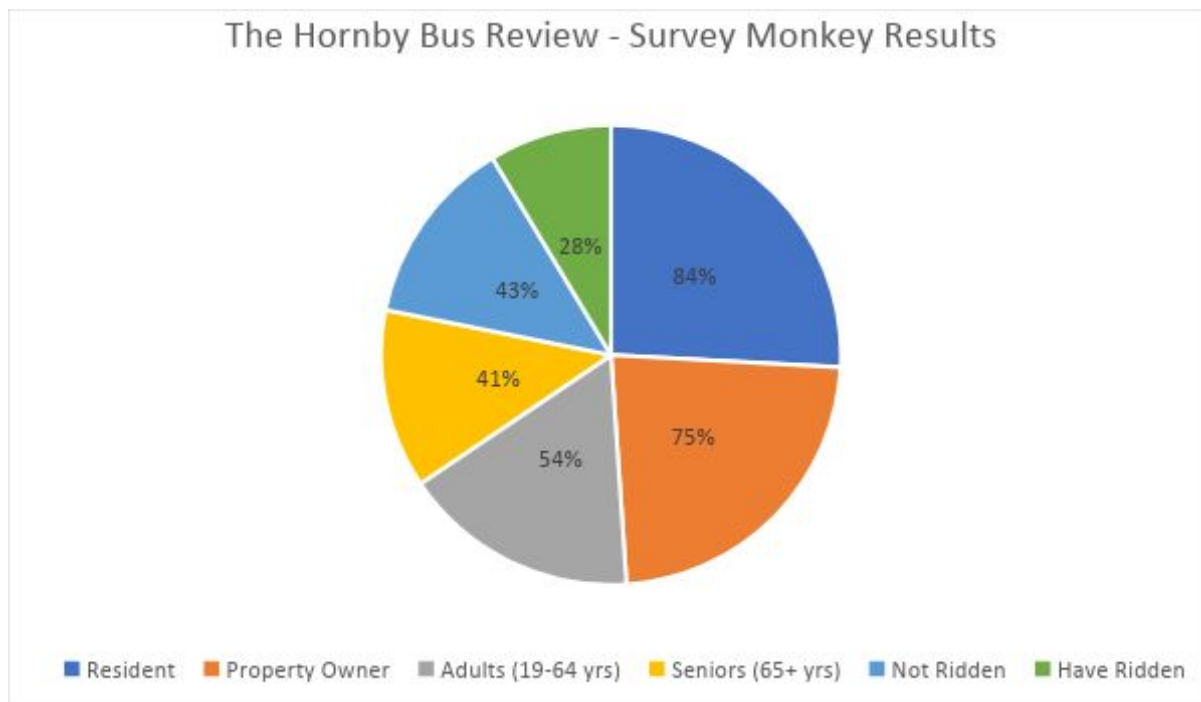
[http://m.me/surveymonkey?ref=RwzljLe9c9LITK7wmK8R\\_2FnbeL3PF\\_2Bw04LHPyBSnmQ4Y\\_3D](http://m.me/surveymonkey?ref=RwzljLe9c9LITK7wmK8R_2FnbeL3PF_2Bw04LHPyBSnmQ4Y_3D)

(FIND THIS LINK, @ www.hiceec.org in the ENERGY & TRANSPORTATION tab)

For those without computers, there are hard copies at the HICEEC Free Post Box, please pick up and return there.

# Results of the The Hornby Bus Review Survey

## Part One: A Little Bit About You



- 84% of the respondents are residents
- 75% are property owners of Hornby Island
- 59% are adults (19 - 64 years)
- 41% are seniors (65 years +)
- 67% spend 12 months a year on Hornby Island
- 43% had not ridden the Hornby Bus yet as they had intended too
- 28% who responded to survey had ridden the Hornby Bus

## Part Two: A Little Bit About Your Transportation

46% of residents who answered are going off island up to two times a month in their own vehicle with no other passengers. 39% of residents who answered are traveling off island with a passenger. To get to Hornby Island, the personal vehicle is the most common, 97%. However public transit, Island Link and own personal boat are common modes of travel.

HICEEC is interested to know what the potential growth of ridership is for the Hornby Bus and how to access this potential. Respondents were provided these options in Q14 and could check all that applied to them.

Q14. I would ride The Hornby Bus if...(Check all that apply):

a bus stop was 400 Meters or less from my accommodation.	46.75%
<b>there was a connecting bus across Denman Island.</b>	<b>72.73%</b>
<b>it ran from April to October.</b>	<b>57.14%</b>
if it had a bike rack.	45.45%
if it was wheelchair accessible.	19.48%

Part Three: Visioning and Values

In 2003, over 500 Hornby Island residents participated in a community visioning process to articulate how they see their community in the year 2020. They articulated this statement on transportation:

"In the year 2020 Hornby Island no longer participates in the global petroleum economy. We are forerunners in the use of renewable energy sources for transportation. We use Canadian-made and environmentally-friendly fuels to power our vehicles and have significantly reduced our use of individual motorized vehicles. We have a low-cost, convenient, community transportation system, such as a bus or a tramway/train to get around the island and into town..."

It is now the end of 2018 and a short year and half away from this vision. The efforts of HICEEC and the Tribune Bay Outdoor Society and about 25 volunteers, drivers and riders of the Hornby Bus have run a community transportation system for a total of three months.

The survey was able to capture what was **not valued in the bus service**, and the most common being there was not enough stops, schedule is limited and the bus itself is noisy. This will be addressed in recommendations section of this report.

The survey was able to capture **what people valued about the Hornby Bus service**. The message is clear, COMMUNITY initiated and funded to connect the community and the CONVENIENCE of having the option to leave the car and reduce the amount of traffic on the roads.

Q19:

Q19 The thing I value most about The Hornby Bus.

options Children car Travel island transportation driver public free around  
 community people use car drive nothing without friendly  
 reduces Convenience use

# The Hornby Bus Driver's Log and Ridership Count

During each day of the Hornby Bus service the driver is requested to complete the Driver's Log sheet. The Driver's Log sheet is collected in a binder at the end of the service day. Driver's Logs were kept from the end of service 2017 and again from July 3, 2018 to September 1st, 2018. The Driver's Log is a way of recording the number of riders the go on or off the bus, the stop and the time at the stop that was been used.

Ridership count is a benchmark used in transit surveys and could potentially be a factor in increasing service or discontinuing a route. In the case of this feasibility study it is looked at to compare trial and pilot years and see if there is a ridership increase or decrease.

There is a Bus Report submitted by Gord Campbell of Tribune Bay Outdoor Center on October 19th 2018. It is a tally from the Driver's Logs sheets as they were handed in at the end of the service day. The Bus Report record is from July 3 - September 1, 2018. The Bus Report is from the same Driver's Logs sheets (August only) that we had access to for this feasibility study.

Data collection comments:

- Sources of ridership count data are: HICEEC August 3 - September 2, 2017 Bus Report(summary of Driver's Log), HICEEC July and August 2018 Bus Report(summary of Driver's Log sheets), Driver's Log sheets August 2018.
- HICEEC Bus Report, and the feasibility report ridership count used the same data originated from the Hornby Bus Driver's Log sheets.
- Feasibility study talley of people reported on the August 2018 Driver's Log sheets totals 1457 riding the bus.
- Note that this number is different to the HICEEC Bus Report 2018 total rider count because the Driver's Log sheets were not for these dates August 1, 2, 5, 12, 17, 19, 26, 27, 28. for the feasibility study to review.

**When looking at the ridership and trying to get a sense of the commonly used stops these are the results from data. This information can be used to determine if a stop should be removed from route or if in the longterm a bus would come more frequently to the route.**

## Ridership Count by STOPS

Source: Hornby Bus Driver's Log Sheets - August 2018 provided by HICEEC

Stops	# On 1	# On 2	# On 3	# On 4	Total
Central & Sandpiper	1	1			2
Central & Sandpiper	14	11	6	4	35
Central & Strachan	9	2	4	5	20
Coop	269	163	131	21	584
Cowie & Carmichael	5				5
Cowie & Gunpowder	50	9	29		88
Ferry	50	67	54		171
Ford Cove	93	77	61	28	259
Gunpowder & Sollans		2			2
Hall	25	34	50		109
Lerena Vineyard	13	14	17		44
Phipps Point	11		7		18
Rubinoff	2	3			5
Sandpiper Beach	18	17	7	5	47
Sandpiper Beach	18	17	5	5	45
St. John's Pt. & Anderson	14			5	19
St. John's Pt. & Anderson (drop only)					0
Top of Carmichael	2		2		4
<b>Grand Total</b>	<b>594</b>	<b>417</b>	<b>373</b>	<b>73</b>	<b>1457</b>



## “Top Stops”

Top Three Stops - **highest** number of people **boarding** the bus, out of all the stops:

<b>Highest # of passengers boarding:</b>	
<b>Coop</b>	<b>584</b>
<b>Ford Cove</b>	<b>259</b>
<b>Ferry</b>	<b>171</b>

Note: Busiest pick-up time at Coop            3:55PM  
Busiest pick-up time at Ford Cove    9:43AM

Bottom Three Stops - **lowest** number # of people **boarding** the bus, out of all the stops:

<b>Lowest # of passengers boarding:</b>	
<b>Phipps Point</b>	<b>18</b>
<b>Top of Carmichael</b>	<b>4</b>
<b>Cowie &amp; Carmichael</b>	<b>5</b>

## Ferry Stop

Of Interest, we wanted to know how many people were taking the Hornby Bus to the Shingle Point ferry terminal. There are actually some really busy times of the day that people are being dropped off at the ferry.

# Passengers on/off at Ferry	Total	Grand Total	
# On 1	50		
# On 2	67		
# On 3	54		
# On 4	0	171	Boarded at Ferry
# Off 1	84		
# Off 2	45		
# Off 3	53		
# Off 4	0	182	Dropped off at Ferry

# Passengers on/off at Ferry by Time		
Time	# On	# Off
10:17 AM	25	16
11:24 AM	39	12
12:29 PM	31	27
4:12 PM	17	50
5:12 PM	13	30
6:12 PM	8	26
8:12 PM	8	18
9:12 PM	15	3
10:12 PM	15	0
	<b>171</b>	<b>182</b>

## Yearly Ridership Count - 2017 and 2018

Source: HICEEC Bus Reports 2017 and 2018

The numbers below present a portrait of usage for August 2017 and July/August 2018. The numbers were recorded onto a daily Driver's Log sheet and then tallied at the end of season.

<b>Yearly Ridership Count - HICEEC</b>			
	<b>Aug 2017</b>	<b>July 2018</b>	<b>Aug 2018</b>
Avg. Riders per day	65	46	61
Avg. Riders per hour	8	7	13
<b>Total per month</b>	<b>2016</b>	<b>1426</b>	<b>1638</b>
<b>Grand Total</b>	<b>2016</b>		<b>3064</b>

## Service Level

System	Population	Service Hours 2018	Ridership 2018	Rides per capita	Rides per hour
Hornby Bus	5000 (summer)	521	3064	1.63	5.9

## Driving Forward

When deciding whether to move this project - The Hornby Bus forward a feasibility study is used to explore the likelihood to complete the initiative successfully including all the relevant factors grouped within these areas - NEED, OPERATIONS and ECONOMICS.

Is there a need for public transit on Hornby Island? Survey responses and two summer trial seasons have demonstrated the answer is yes.

The Hornby Bus has helped maintain social connection for people on the island.

- As people lose the ability to ride their bikes across island they use the bus.
- Hitchhiking on the island, is proving less convenient and people have turned to riding the bus instead to continue to move about the island.
- The Hornby Bus is affordable way to travel on the island.
- Many residents on Hornby do not own their own vehicle. Reliable transit could potentially add to stability of individuals choosing to live and work on the island.
- Improves the existing transit service route #10 by reducing the need to pay for a vehicle on ferry to catch the #10 bus.
- Friendly service allows an opportunity for social interactions.

The Hornby Bus has added to the transit picture for Hornby Island.

- Survey responses express a need for public transit
- 73% of survey respondents would ride the Hornby Bus if there was a connecting bus across Denman Island.
- Ability to leave the car and reduce the amount of traffic on the main routes across Hornby and Denman Island.
- Potential to increase safety as there is less vehicle congestion in popular parking areas like Fords Cove and less vehicles speeding to connect with ferry departures.
- The Hornby Bus is a step closer to Hornby Island's community vision of significantly reducing their use of individualized motor vehicles.
- In the Hornby Island Economics survey of 2015, 59% of respondents said the current transportation modes are not satisfactory.

Therefore, how can public transit on Hornby Island be feasible within the guidance of the Hornby Island Vision Statements.

## Feasibility Assessment Framework Overview - NEED

FEASIBILITY ASSESSMENT: NEED	Is there a need for public transit on Hornby Island?	The community is telling us YES: 2003, 2015, 2018 survey results
Vision Statement: Living Sustainably	<ul style="list-style-type: none"> <li>- Live in balance with nature</li> <li>- Improve transportation systems</li> </ul>	<p>“The Hornby Bus is a must have for seniors!! Thx!”</p> <p>“I can no longer ride my bike up hill. So you can imagine how delighted I am to have this essential service on the island”</p>
Vision Statement: Strengthening Community	<ul style="list-style-type: none"> <li>- Pool our resources</li> <li>- Share our skills</li> </ul>	<p>“ The bus driver was incredible friendly as well as prompt”</p> <p>-Commitment of HICEEC -Commitment from 25 volunteers in 2018 season</p>
Vision Statement: Building a Thriving Economy	<ul style="list-style-type: none"> <li>- Build on strengths in art, agriculture, healing arts, nature and integrate tourism</li> </ul>	<ul style="list-style-type: none"> <li>- Potential for jobs - bus driver, bus manager, heavy duty mechanic</li> <li>- Bus integrates tourist with community, reduces cars on the road and is a vehicle to access businesses</li> </ul>
Vision Statement: Creating Local Control	<ul style="list-style-type: none"> <li>- Community based decisions</li> <li>- Cooperate with off island agencies</li> <li>- Own mechanisms</li> </ul>	<p>Founders of the Hornby Bus:</p> <ul style="list-style-type: none"> <li>- HICEEC</li> <li>-Tribune Bay Outdoor Education Society</li> <li>-Island Business</li> <li>-Volunteers</li> </ul>

## Feasibility Assessment Framework Overview - OPERATIONS

FEASIBILITY ASSESSMENT: OPERATIONS	Are the operations of the Hornby Bus viable?	Comments about the operations of the Hornby Bus
Vision Statement: Living Sustainably	<ul style="list-style-type: none"> <li>- Live in balance with nature</li> <li>- Improve transportation systems</li> </ul>	Over 5000 trips have been made on the Hornby Bus, instead of those persons using a car Bus consistently keeps to schedule
Vision Statement: Strengthening Community	<ul style="list-style-type: none"> <li>- Pool our resources</li> <li>- Share our skills</li> </ul>	<p>“ As 18, also meeting people on the bus and chatting with friendly drivers”</p> <p>“Helps Outdoor Ed Center”</p>
Vision Statement: Building a Thriving Economy	<ul style="list-style-type: none"> <li>- Build on strengths in art, agriculture, healing arts, nature and integrate tourism</li> </ul>	Relieves congestion at Ford’s Cove parking area
Vision Statement: Creating Local Control	<ul style="list-style-type: none"> <li>- Community based decisions</li> <li>- Cooperate with off island agencies</li> <li>- Own mechanisms</li> </ul>	<p>“I value safe accessible and affordable way to travel on the island”</p> <p>“I value most that the founders are really trying to make it work”</p>

OPERATIONS VIABILITY findings highlight:

HICEEC Annual Plan 2018 indicates a lead project for HICEEC is to continue to grow shoulder season visitors to Hornby Island. Which would help the businesses that support tourism stay open longer, improve length of predictable income, improve stability for individuals choosing to live and work on the island. Ultimately lengthening employment opportunities on the island. As a consequence a longer tourist season will help support the continued running of the Hornby Bus for people who need it to get to work.

*“Great drivers; hitchhiking hard in summer.”*

*“I feel the bus is very convenient for people who have jobs or just want to get around. “*

# Review of The Hornby Bus Day to Day Operations

## **Communication**

Consistent feedback from riders surveyed was the need for a real-time communication tool to inform riders of schedule changes / interruptions in service.

This will be challenging as cell service on Hornby is in-consistent. Some solutions may look like - an app developed for smartphones, tablets and computers. GERTIE has developed one - <https://wheresgertie.ca/> . Another option is to have a dedicated # to the Hornby Bus with a recording about the bus schedule if no one available to answer.

If the bus were equipped with a VHF then the driver can contact dispatcher, Bus Manager, to alert to interruption of service. Bus Manager can then work through a communication plan to get the word out through Facebook, website, business sponsors.

The system in place it needs to be used consistently so riders get used to checking for updates in this manner.

If pursuing providing service to SD#71 for Hornby Island route, the Hornby Bus will need to be outfitted with a high - frequency VHF and have a reliable dispatch system in place from 6AM to 3:30PM Monday to Friday.

## **In Case of Emergency**

Drivers are expected to respond to an emergency as in any other situation by calling 911. However, there is limited cell service on the island.

In the case of a breakdown and disruption of service the drivers have responded quickly and the problem solved. There was a disruption of service this summer - doors could not open. Repairs happened very quickly on island by a retired electrician and mechanic. If a back -up transit is needed, in short order two 15 passenger vans can be pressed into service to pick up riders and continue with the bus service for the day. If the bus was out of service for longer than a day then something else would have to be arranged. Consistency is key for a bus schedule and a transit benchmark. The bus must run on time for riders to get into the habit of using it.

The Maintenance log seems to show a picture of more little things cropping up as the season progressed. Example "screw locked, broken window", "clearance light passenger rear" and "top right rear running light out".

Daily comprehensive pre trip bus inspections by the scheduled bus driver occur. The findings are captured in a pre trip checklist and logged in a shared binder for each driver to review when they start their shift. Regularly, every six months the vehicle gets a safety inspection check done.

Recommendations: high frequency VHF radio on the bus, cell phones for the driver, drivers training to include emergency drills led by island fire department, first aid kit on the bus if there is not one already.



## **Drivers**

Keep the drivers you have. BC Transit and CVRD service standards include the drivers of buses are to be: friendly, prompt, and polite. The Hornby Bus drivers meet and exceed these standards. In addition the drivers have pride and interest in the bus service.

Outstanding drivers reviews from surveys:

*“The friendly and courteous service with a smile, often with a giggle and a laugh is superlative. Thank you for whomever is responsible for this service! “*

*“Driver was lovely,..”*

*“The bus driver was incredible friendly as well as prompt.”*

If SD#71 the Hornby Bus route is pursued the Hornby Bus drivers will need to complete a Criminal Record Check for working with vulnerable populations.

Recommend that Friday night driver does not do Saturday AM shifts.

## **Bus Manager**

Currently the Hornby Bus is run by three key people - Karen Ross, Gord Campbell and Daniel Arbour. Conversation were had about their commitment to the bus, their own capacity to continue to manage the bus and the conclusion was made that their commitment is strong and their skills and experience are needed. The best scenario would be to have a dedicated staff person hired to manage the bus. This person could be informed by the HICEEC Green Infrastructure Steering committee which could include Karen, Daniel and Gord plus other members of the island interested in sustainability, green business and are equally committed to the continuation of the Hornby Bus. The committee would meet 2 x year (Oct and April) and be hands on in the steering of funding and advertising the rest of the year. This would allow room for the position of a Bus Manager to take care of the day to day operations.

Informed by research into hourly wages on Hornby Island, and the GERTIE model this is suggested: 20 hours a week @ \$25 / hour mid May to mid October = 23 weeks = \$11.500

## **Route**

The route has had lots of input and figuring out the timing to get the bus around the island in a hour. It actually works really well as it is. The surveys did bring some feedback about where people wish there was a stop. Some observations are the bus does not stop at the Cardboard House Bakery. It is such a popular summer spot that a bus stop there might help with traffic congestion. However it may be unsafe for the bus to stop there as there is often no place to pull out.

## **Bus Stop**

A benchmark in transit planning is aiming to have a bus stop every 400 meters in residential areas. As 400 meters is the Canadian norm that people would walk to get to a bus stop. Consider reviewing the most populated areas and adding more stops. If have time in schedule some stops to consider adding:

**Cowie and Carmichael  
Central and Savoie  
Strachan and Central  
Central and Seawright**



To improve visibility of the bus stops, consider making them higher at eye level and stand alone. Not attached to an existing sign or sandwich board. Request bus stop signs from CVRD prior to June 2019.

To accommodate request for more stops consider:

- Option A - Two 15 seater buses and 2 routes with more stops.
- Option B - One bus with a 2 hour service instead of a 1 hour route.

A highly recommended route change is rerouting the bus on Sandpiper as noted by the bus drivers and survey respondents.

- Go down Sandpiper and then continue along Porpoise and Seawright back up to Central.
- Or go down Sandpiper and then continue along De Pape Road to Seawright. There is more joining roads on De Pape for potential riders and this is the route the school bus goes.



## **The Bus**

The Hornby Bus has charm and appeal. However the biggest complaints are that the bus is noisy and has large amounts of exhaust fumes. In the operations budget there is a line item for future bus upgrades.

This study recommends to make repairs to existing bus a priority. The study recommends dedicating funds to upgrading the bus to a more fuel efficient bus, with the long term goal of an electric bus. Research shows one company selling electric buses and shuttle buses. Green Power Bus, [greenpowerbus.com](http://greenpowerbus.com) sells the EV Star model a 19 seater bus for approximately \$200,000 and is eligible in BC for a voucher / incentive of \$20,000. This bus is very new to the province and recently was on a demonstration tour in Vancouver and Victoria in October 2018.



EV STAR

## **Bike Rack**

Currently the bike rack is partially installed and only holds one bike. As cycling on Hornby is encouraged for recreation and transportation it is recommended to use the rack. Drivers will need to know how to use it and be able to assist their riders.

## **Handicap Lift**

The bus has a lift however it worked inconsistently. As this is a rural route, without sidewalks to lower the lift onto it is problematic to find a safe, even spot to lower the lift down on. To stop the bus in the road to offer pavement for the lift is unsafe and not advisable. At this time it is recommended to not use the handicap lift and tie it in place to reduce loud rattling noises.

Recommend reading Appendix B : Q20 The thing I VALUE LEAST about the Hornby Bus for further operational recommendations.

## **Maintenance**

Daily pre-trip inspections of the vehicle are performed by the drivers at the beginning of the shift. A log book allows for tracking and for communication between drivers. Drivers enter fuel consumption, oil consumption, any new noises, notes of tire wear and lights out are all recorded, shared and dealt with. Minor repairs were completed on island by a mechanic volunteering their time and talents. The Hornby Bus is an old bus and came well used to the project. Recommend the focus of repairs is on safety first. Report back from rider that the handle on the emergency exit window was not there.

Coming soon, Spark - a multi use facility (old firehall) that is in agreement to house the Hornby Bus for 5 years. This includes covered storage, mechanics garage and lots of room for tools and a mechanic. Recommended that repairs to bus are done on island by a certified heavy duty mechanic. Concern that without a heavy duty mechanic business on island if there is a bus break down the bus will need to be taken off island for repairs potentially resulting in longer loss of service.

## **Fuel**

A common theme expressed in August 2018 survey is to go electric. In addition several responses suggest purchasing a smaller - 15 seater bus versus a 24 seater bus to save on fuel. The Hornby bus team needs to seek out a newer fuel efficient vehicle. In addition maintain the partnership with the Co-Op to receive fuel at a reduced rate. There are mid size buses that are running on 25% veggie oil and 75% diesel to cut down on GHG and cost, however in discussion with islanders there is not enough waste veggie oil on island to fuel the bus.

## **Promotion**

Recommended to increase the awareness of the Hornby Bus. The sense is that the Hornby Bus service and schedule is hosted on hornbybus.com and cross promoted on hornbyisland.com website. Both are managed by HICEEC. Promotion for the bus has been mostly word-of-mouth and there has not been any off-island promotion. Imagine the ridership increase as the marketing efforts increases, especially if potential market knows about the

bus as a transportation option prior to getting to the island. The community bus service really needs to have a promotion plan dedicated to it. The market is residents and visitors so the strategy has to be two campaigns at once. The community bus is unique, convenient and a service to share. Some initial ideas:

- Align with HICEEC Annual Plan and Denman Island Economic Enhancement Committee Annual Plan for visitors guide - perhaps the bus schedule on back of the guide.
- Combine efforts with BC Ferry terminals in Buckley Bay and on Denman to have bus info and schedule displayed on electronic info boards.
- Cross promote on FB with Denman and Hornby Island pages - Hornby Creative, Hornby Island Buy Sell and Trade, Denman and Hornby Gulf Island Life.
- Schedule printed and at every store cashier on island, especially at business that sponsor.
- “Bus Local” build excitement and pride in the Blue Bus.
- Comox Valley Visitors Center needs the schedule.

## HICEEC and Tribune Bay Outdoor Education Center

The founders of the Hornby Bus, HICEEC and Tribune Bay Outdoor Ed Center have done an excellent service in starting the bus on Hornby Island. Recommend that a steering committee dedicated to the bus be started. Committee would consist of 3 to 5 people and meet at key times in the yearly bus cycle - April and October. Skills and experience needed on the committee include - operations, hiring, training, payroll, mechanical support and route planning. Gord Campbell, ED of Tribune Bay Outdoor Education Center has filled this role up to this point. Karen Ross and Daniel Arbour have been supportive with business management, marketing, advertising, developing support and securing sponsors. These skills will continue to be needed as the bus moves forward.

It is important to develop other islanders to move into these roles going forward. Life is changing for Gord Campbell who just retired as the Executive Director from Tribune Bay Outdoor Education Society. He has made a verbal commitment to see the Hornby Bus succeed and has offered to help with route planning, business planning and supporting the bus if he can. He has great ideas around logistics of moving groups of people to and from Hornby Island, he is familiar with the operations of the Hornby Bus. Another change in the key founders group is Daniel Arbour, HICEEC staff person has been elected as Area A Director for the CVRD. He has to give up his position as HICEEC staff member so he will not be supporting the bus in his staffing capacity. Karen Ross, HICEEC staff remains in her role at HICEEC. The creation of a steering committee and Bus Manager is important to keep the work of the founders going.

The Hornby Bus is part of HICEEC Annual Plan 2018. The HICEEC organization can continue to be the direct funding link to the CVRD and to future business sponsors. It is recommended that the HICEEC Board of Directors continue to support the Hornby Bus transportation initiative and assign staff hours to the Hornby Bus.



## Feasibility Assessment Framework Overview - ECONOMICS

FEASIBILITY ASSESSMENT: ECONOMICS	Is the proposed funding of the Hornby Bus feasible?	Comments about the economics of the Hornby Bus
Vision Statement: Living Sustainably	<ul style="list-style-type: none"> <li>- Live in balance with nature</li> <li>- Improve transportation systems</li> </ul>	As a community bus, not a BC Transit bus the expenses are far less with the second hand blue bus. Improves existing transit (#10) service to Denman and Hornby Island
Vision Statement: Strengthening Community	<ul style="list-style-type: none"> <li>- Pool our resources</li> <li>- Share our skills</li> </ul>	Local businesses have sponsored the bus each year Multiple organizations involved in getting the concept going Islanders bring IT skills, electrical, mechanical, marketing and business development skills
Vision Statement: Building a Thriving Economy	<ul style="list-style-type: none"> <li>- Build on strengths in art, agriculture, healing arts, nature and integrate tourism</li> </ul>	Integrates tourism as the bus moves visitors around the island and between businesses and parks
Vision Statement: Creating Local Control	<ul style="list-style-type: none"> <li>- Community based decisions</li> <li>- Cooperate with off island agencies</li> <li>- Own mechanisms</li> </ul>	Currently governance and funding model has made it local owned and operated.

Of special note, Q22 of the Hornby Bus Review survey on surveymonkey asked for comments on what people imagine transit to look like on Hornby Island in the year 2025. Consistently out of the 86 responses people expressed the need for transit, need for connection across Denman Island and the interest in a smaller electric bus or two.

Appendix B Comments\_Q22\_18091\_The HornbyBus.pdf



## School District #71, Comox Valley

To route the Hornby Bus so that it could operate year round, it was proposed that the SD#71 Hornby school kids route business would be the third funding stream and provide the bulk of winter business and income. At this time the school district has a contract in place with First Student bussing services. The services provided are professional, reliable and the school district is happy with them. SD#71 is not currently seeking a new service provider. The contract began in 2017 for five years and can be renewed for up to three years. Essentially the contract is in place until 2021 - 2022 school year with an option to renew to 2025. There will be a penalty fee if the contract were to be broken early.

For clarification, the school district will not allow it's bussing service provider to transport students and the general public at the same time on the same bus. This must be factored in when route planning and considering a future proposal to SD#71.

In the early stages of the Hornby Bus, it is not recommended to seek business with the SD#71. It is recommended to keep in yearly contact with the Director of Operations to keep SD#71 informed of the progress the Hornby Bus is making in providing service. Consider requesting for funds to support 2019 pilot project which will provide more data towards a reliable track record.

To be prepared to bid on a future opportunity with the school district here is a list of SOME requirements that a bus service provider must be able to demonstrate having in responding to a RFP:

- Track record of moving students reliable and safely
- Ability to stick to the minute schedule
- GPS tracking system on the bus
- On the bus surveillance system
- Ability to be in constant communication - High frequency radio on the bus and a dispatcher
- Safety Protocol
- Driver Training Plan
- Emergency Protocol
- Track record of transporting kids
- Criminal record check for people working with a vulnerable population, completed on all drivers
- Back up bus and driver plan

## Comox Valley Regional District

CVRD manages Transit in the Comox Valley and has a route that runs to Buckley Bay #10. However at this time there is no BC Transit route on Denman Island or on Hornby Island. The community on Hornby Island requests a solution to the lack of public transit on the island which they are paying into - approximately \$60,000 / year from Hornby Island but have limited transit service.

CVRD has been engaged in the feasibility study, open to learning about the Hornby Bus and offers advice and recommendations. CVRD's Manager of Transit and Sustainability arranged a meeting with feasibility study consultant and the CVRD finance team. Funding frameworks were discussed and submitted to HICEEC in September as part of the feasibility study. Finance team was receptive and solution orientated.

Recommended scenario is:

Feasibility fund or other fund for pilot June to September for three years. Aim to do this as a staged approach into existing 780 Transit -Comox Valley service , where HICEEC and Steering Committee manage and run the service. Detailed outline in Summary of Recommendations.

At this time the CVRD can not extend the service of a route on Hornby Island or add a new route on Hornby and on Denman island. However in the Transit Future Plan (2010) a Denman Island connector is identified as a future Target Transit Service. Targeted services are a collection of transit services more focused on the needs of specific customers. This service may include interregional connections, trips focused on serving specific schools or major employers(NIC, CFB Comox) and Paratransit.

The CVRD has outlined in the medium to long-term implementation priorities (6-25 years out from 2010) in the Comox Valley Transit Future Plan:

- #4 Service Improvements Local Transit Route 10
- #6 Introduce Interregional weekday service connecting Comox Valley Transit and Nanaimo Transit Services
- #8 Commence a Community Transit Feasibility Study for Denman and Hornby Islands

Recommended other ways for CVRD to continue to support the Hornby Bus:

- Supply full size bus stops
- Liaise with MOTI on securing permits for the stops on Hornby Island
- Contribute to SPARK Bus Bay - supply tools for on island bus maintenance
- Offer a suitable bus - example a handy dart bus that is not in service

## Hornby Island Business Sponsorship

A key part of the success of the Hornby Bus trial years 2017 and 2018 has been the continued sponsorship of the bus by local Hornby Island businesses. HICEEC in particular Karen Ross was the lead in pulling in the sponsors. In return for the financial contribution businesses had advertising on the bus and a bus stop at their establishment. As part of the study feedback from sponsor businesses was gathered. Some of that is here.

Ford Cove Store, Campsites and Cottages - spoke to Rinaldo, Owner and Matthew, Employee

- Does not see the store sales impacted, no increase in sales from last summer.
- Believes CVRD should pay for the Hornby Bus out of the existing transit budget.
- Believe the bus would be busy in the winter months as less incentive to hitchhike and bike in the bad weather so those people trying to get to work could take the bus as they might not be able to afford a vehicle.

Isla de Lerena Vineyards - spoke to Phil, Owner and winemaker

- He is supporting the bus as it provides transportation to those islanders who are not affluent and do not have their own vehicles. It is especially important in the winter months as a way for people to get out and about to combat seasonal low moods.
- He will be extending his opening of the tasting room to include the shoulder season and develop a longer business year. Continuing the Hornby Bus will help extend his business and can offer a gathering place in the winter.

There are benefits to business who have not sponsored the bus. For example when riders are waiting for the bus at the Ferry stop they spend their time in the bookstore, art gallery restaurant and pub. Recommend having printed bus schedule at these businesses.

Interestingly the Hornby Bus maybe needed to increase social connection and health for the elder people on the island. Some feedback from the surveys touched on this aspect of the island but it is recommended to explore how the Hornby Bus can support people in the Better at Home program on Hornby and Denman Island. Can supporting people to age in place be a potential revenue stream. The conversation has started but a more detailed look into it is needed.

HICEEC is assuming that businesses will continue to support the Hornby Bus at approximately \$10,000 for the 2019 - 2020 year.

**ROYAL LEPAGE HORNBY ISLAND**

Donna Tuele, Personal Real Estate Corporation  
Jenessa Tuele, Realtor

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**Hornby Island Co-op**



**5875 Central Rd**  
**250-335-1121**

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**TRIBUNE BAY  
OUTDOOR ED CENTRE**  
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[www.tribunebayoutdoored.ca](http://www.tribunebayoutdoored.ca)  
**250-335-0080**

**Hornby Island Co-op**



**5875 Central Rd**  
**250-335-1121**

**hornbyislandcoop.ca**

**Ford Cove Harbour Authority**  
[fordcoveharbour.com](http://fordcoveharbour.com)  
**250-335-0003**

[fordscove.com](http://fordscove.com)



**250-335-2169**

10835 Central Road

**HIRRA**



**4305 Central Road**

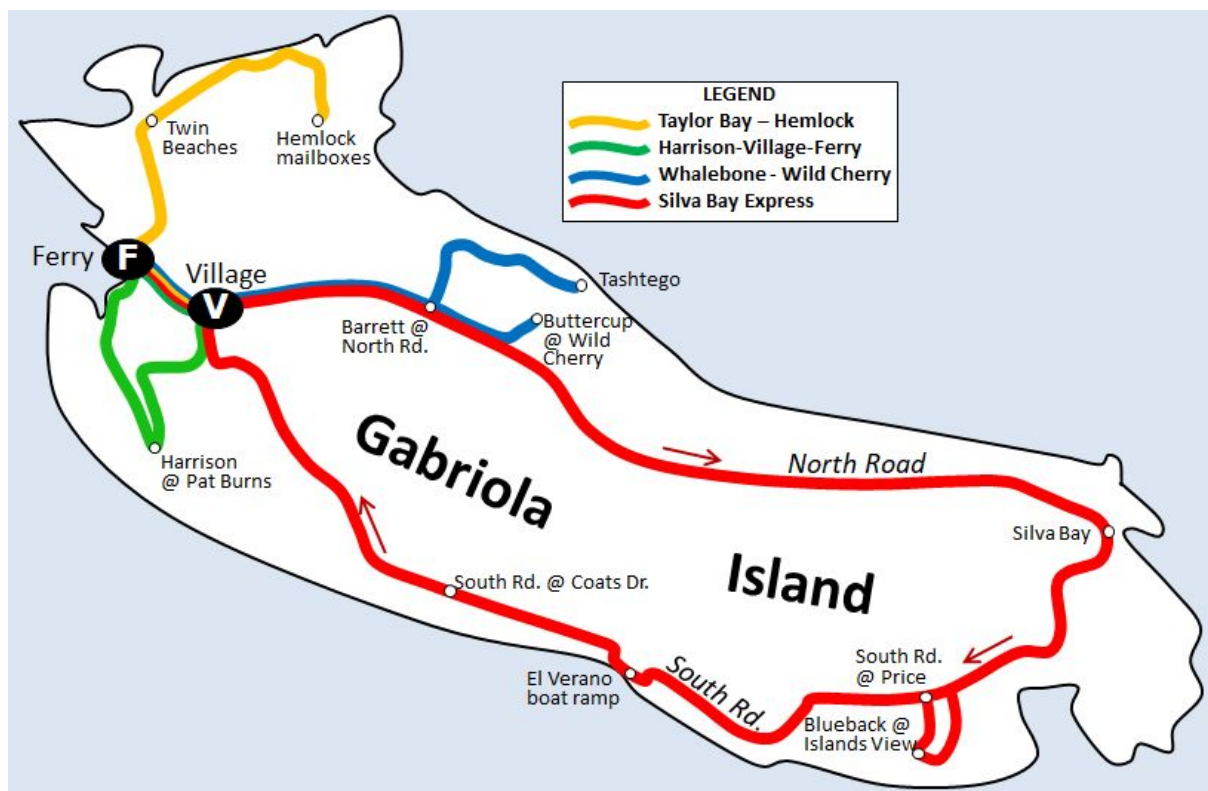


## GERTIE

Gabriola Island has a community bus service, called GERTIE - Gabriola's Environmentally Responsible Trans-Island Express. The GERTIE service began in 2013 as a three year pilot project. A referendum in the spring of 2016 determined the future of GERTIE going forward. It is created by the Gabriola Community Bus Foundation, with a Board of Directors and one Bus Manager who is also a back -up driver. Core funding is rooted in money from property taxes.

There was a transit study done in 2010 produced by BC Transit, but the conclusion was that BC Transit service was too expensive to run with low to medium potential of success.

But a small band of dedicated people kept at it to figure out ways to reduce GHG and solve transportation issues. Currently GERTIE has 4 vehicle fleet. <http://gabriolacommunitybus.com/about/history/>



## The Hornby Bus Compared to GERTIE

	HORNBY BUS	GERTIE	
Pilot	2017, 2018	2013, 2014, 2015	
Core Funding	Working on it	Gabriola Islanders' Property Taxes (2016)	*Referendum to increase mill rate to fund bus. Island voted YES
Service calendar	July and August 9:30AM to 1:30PM 3:30PM to 7:30PM Friday night service until 10:30PM	Year round 60 hours of service per week No Sun or stat Monday service in Oct to June.	*Increase in 2018 ridership, so Board of Directors voted to have full summer schedule all year round beginning Oct 2018
Personality is Key	Got it!	Got it!	
Riders per hour	6	7	
Island population	1000 - 5000(summer)	4000 - ? summer (not sure)	
Island size	30 sq km	58 sq km	

## Taxpayer Support

Again look to GERTIE when exploring different funding options. After three years of running GERTIE as a pilot program funded largely through the Gas Tax Fund - Community Works Fund stream and community donations, island support of the bus had grown. But with the Community Works Fund set to expire and no transit hours available through B.C. Transit for bus service. GERTIE was under threat of expiring too. A solution was put forward where GERTIE will need to be paid for through taxation and that will need the support of Gabriola Islanders.

In February 2016 a referendum was put in place. The referendum question asked if electors are in favour of establishing the transit service within Electoral Area B and an annual tax requisition “up to a maximum of the greater of \$250,000 or 25 cents per \$1,000 of net taxable value of land and improvements.” Results showed that 66.9 percentage of the vote, voted yes to say they supported on going contribution from property taxes to fund transit in their island community. So since March 2016 GERTIE is separate from the Regional District of Nanaimo;s Transit system and has no provincial cost sharing through BC Transit.

Currently in the CVRD the maximum levy \$.25 per \$1000- 100% Assessment to fund the Established service - Transit-Comox Valley(780) whose purpose is to provide transit to the service area Courtenay, Comox, Cumberland and Electoral Areas A,B and C.

## Other Potential Funding Sources

### Riders Fare

According the The Hornby Bus Review survey, of the 102 respondents, there is an indication that close to 40% of respondents would be willing to donate for a ride or pay \$1 - \$3 for a ride.

Although riders fare will not ever cover the cost of operating the bus, there is potential for a fare to generate - approximately \$9000 / July and August (approximately 3000 riders paying \$3). Riders fare is a a small part of the GERTIE budget model offered on Gabriola Island. In addition, monthly bus passes are considered a personal tax deduction.

By donation	35.96%
\$1-3	37.08%

However, one caution from the Gord Campbell, ED of the Tribune Bay Outdoor Center Society, if using the society’s charitable status, riders fares can not be charged.



## Grants

Over thirteen granting organizations were reviewed to see if it was possible to apply for a grant to support the Hornby Bus going forward. With HICEEC charitable status this does open up some possibilities. However meeting all the eligibility criteria might be challenging going forward as several funders will not fund infrastructure of core operations funding. Here are a few possibilities to pursue this fall and spring 2019.

### **Island Coastal Economic Trust - Economic Infrastructure and Innovation Program**

<http://www.islandcoastaltrust.ca/programs>

Application Deadline: November 2, 2018  
Spring 2019 - Economic Development Strategy - data analysis, community consultation process

### **Climate Action Tax Credit**

One-quarter of the annual credit entitlement will be issued to four times a year to every eligible resident of BC. For example, if you are a single individual with no children and an income under \$33,993, your quarterly climate action tax credit amount will be \$33.75 (\$135/4).

<https://www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits/climate-action>

Communities have chosen to combine their climate action tax credit to support GHG reduction project in their area. A great example is on Gabriola Island that is how the community got the GERTIE bus started.

It is also valuable to combine organizations and submit a joint application. This could be a winning strategy in the case of this grant if the Hornby Bus partnered with the Hornby Denman Home Care Society:

### **Island Health - Community Wellness Funding Grant**

<http://communitygrants.islandhealth.ca/>

Applications should be based on one or more of the following criteria:

- Healthy Aging

Recommend: Tying this stream of funding back to the Better at Home programs on Denman and Hornby Islands and aging in place communities programs may lead to future funding.



## British Columbia Ferry Services Incorporated (BCF)

BCF mission is to connect communities and customers to the people and places important in their lives. The corporation values safety and collaboration. It is committed to improving the west coast travel experience and exceeding customer expectations.



### Potential Partner of the Hornby Bus:

- Currently engaged in **Terminal Development Planning** for Denman East and Shingle Point. Option 3 is most popular choice. Encouraged by parking for bus.
- Establish dedicated pick-up and drop off parking for buses in Denman East parking compound.
- Put \$ into establishing a Connector Bus across Denman Island
- Promotion of the Hornby Bus through BC Ferries marketing materials relating to Hornby and Denman Islands

### Advantage to the BC Ferry Services Incorporated:

- Strengthen relationship with residents
- Increases safety on BCF property
- Reduce angry ferry passengers who wait in line-ups to get to Hornby Island

### Comments from the On The Bus riders and The Hornby Bus Review online survey respondents regarding the ferry transportation. (August 2018)

*“very dissatisfied in summer with ferry and would like a later ferry Friday night”*

*“The Hornby Bus is great for the summer, but since it is seasonal and there is no form of safe transportation across Denman Island, to live on Hornby one feels like it is necessary to own a car. But because the ferry line-ups are so terrible all summer, Hornby residents avoid trips to town as much as possible during tourist season. The bus is great, but to really serve Hornby residents, it could at least run every Friday during the “off” season.”*

*“the overnight parking at the ferry terminal is totally unacceptable. We need an island conversation as to how best to solve this practice.”*

*“ferry waits are simply ridiculous.”*

## **Continue having representation on the Denman Island-Hornby Island FAC (Ferry Advisory Committee)**

FAC members are up for renewal fall 2018, however it is important to have a member on the FAC that can speak to the Hornby Bus and a shuttle bus across Denman Island as part of the solution to speeding across Denman, ferry lineups in summer and unsafe parking lots.

Of relevance from May 22, 2018 FAC meeting minutes:

- 11. The Denman East and Hornby terminal implementation is currently set to occur over the next few years, but BCF will continue to provide traffic safety measures at Denman East during peak demand times.

What this could mean for the Hornby Bus: There are safety issues when traffic backs up along East Road, Denman Island. Traffic backed up because there are many vehicles wanting to get on ferry to Hornby, the holding compound size is insufficient. Potentially a solution can be to leave cars behind - Buckley Bay, provide Cross Denman Shuttle and offer a dedicated pick-up and drop off area in the Denman East compound.

- 13. FAC term and reappointment – the current FAC term ends December 31, so BC Ferries will be rebuilding all committees beginning later this summer/fall. A reminder that there is a two-term limit. If FAC members have ideas/suggestions for groups to include, please send to BCF.

What this could mean for the Hornby Bus: A new FAC committee could mean members on the committee who see the Hornby Bus and a cross Denman Island shuttle bus as a solution to dangerous speed, unsafe ferry line-ups, and ferry line-ups.

- Action item 3. Meet in sub-committee to discuss options for reducing speed risks across Denman Island.

What this could mean for the Hornby Bus: If people did not need to take their car across to Hornby or across to Buckley Bay, because they had another convenient way to get to their destination, then the amount of traffic on the road speeding would be reduced.

## Ministry of Transportation and Infrastructure

In October 2018 the Cortes Island Transportation Committee is currently trying to make a pitch to BC Ferries to engage them thinking about providing an on island Quadra shuttle service for foot passengers needing to cross Quadra Island to get on the ferry to Cortes Island. The committee has met with Claire Trevena the Minister of Transportation and Infrastructure. The results of that meeting are not know at this time despite email and phone attempts to contact the Cortes Island Transportation Committee.

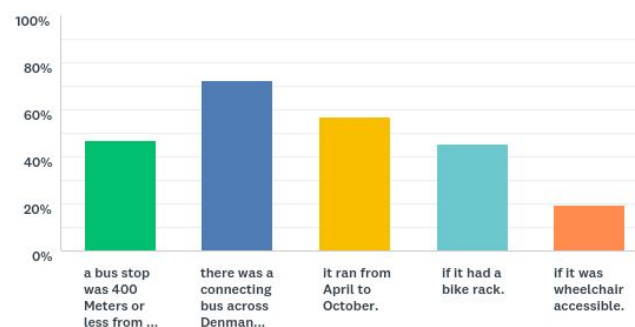
What this means for the Hornby Bus steering committee is that there are other organizations that are looking to solve similar problems. Perhaps approaching MOTI together to secure financial support to improve transportation in the rural islands.

## Connector Bus Across Denman Island

Wen talking about transportation on Hornby Island it quickly becomes clear that this conversation has to include Denman Island. Unless you fly or travel in your own boat a person can not get to Hornby without crossing Denman Island. It is important to be curious about a connecting bus service of some description across Denman Island. Although the feasibility study did not focus on transportation across Denman, the lack of public transit on Denman island it was explored as to how it impacts the Hornby Bus.

Those who responded to the The Hornby Bus Review survey said they would use the Hornby Bus more if there was a connecting bus that crossed Denman Island.

Q14 I would ride The Hornby Bus if...(Check all that apply)



72% of survey respondents state they would use the Hornby Bus more frequently if there was a connecting bus across Denman Island.

It is recommended to combine island resources, skills and experience of the economic enhancement groups, and potential riders from both islands. Focus efforts on establishing transit on Denman Island to connect to BC Transit #10 bus and to get people across to Hornby Island. A partnership between the islands could begin between HICEEC and Denman Island Economic Community Enhancement Society (Denman WORKS!) immediately. First step would be a feasibility study of transit needs on Denman Island. CVRD had this in the medium to long term implementation priorities of the Transit Feasibility Study of 2010. Perhaps a request from HICEEC and Denman WORKS! to the CVRD sighting that the study is needed, timed in 2019 as a medium term service improvement and request some financial support for study.

Comment from survey:

*“Use the bus to get from Sandpiper to Co-Op and back. I do not drive a car. I can no longer ride my bicycle up hill. So you can imagine how delighted I am to have this essential service on the island. In the winter, I spend less time on Hornby. Still it would be good to have (perhaps reduced) bus service. Getting around for free is awesome. The friendly and courteous service with a smile, often with a giggle and a laugh is superlative. Thank you for whomever is responsible for this service! **By the way a bus ride across Denman would be great too, even if it is offered once a day. Since I go on/off island a fair deal, it would be great to not have to hitch-hike. I've been travelling for quite a few decades and I have seen some big changes in the ease/difficulty of getting rides across Denman. It is getting more and more difficult.**”*

Senior resident of Hornby Island.

## Recommendations

Let's come back to the original reason for an independent review of the Hornby Bus: HICEEC and Tribune Bay Outdoor Education Society requested support from CVRD to reach their goals. In response CVRD requested a third party to review the project and make recommendations on how feasible it is before the CVRD will consider committing ongoing operational support or financial support if needed.

## Summary of Recommendations and Actions

After consultation, riding the bus, and researching the project through the eyes of the feasibility study and the Hornby Island Vision Statements, I put forward the recommendation that the Hornby Bus community bus service keep running. Transit is needed on Hornby Island and the established Comox Valley transit does not adequately provide transit service to this service area. The # 10 bus gets a person to Buckley Bay, but if home is on Denman or Hornby Island a variety of alternate arrangements are made to get all the way home. The community on Hornby Island have figured out a way to answer some of the transit needs with many transit benchmarks in place:

- The Spark - a facility on island to house the Hornby Bus
- A well timed route
- Friendly, Class 4 licensed and reliable drivers
- Shingle Spit Terminal Development Plan has a bus turn around and drop of in Option 3 of the plan put forward by BCF. Option 3 is the choice the community liked best
- In the future, as Union Bay develops and Park & Ride is established to bring customers to Hornby island without their cars
- Service Level of the Hornby Bus as a benchmark to grow service

**To support the long range goal of a year round sustainable transportation service, move from a trial to a phased approach pilot project. Hornby Bus operation to June through to September months.**

**Year One      June 2019 - Sept 2019**

**Year Two      May 2020 - Oct 2020**

**Year Three    May 2021 - year round, with a seamless school  
pick-up in Sept 2021 with supplying busing service to SD#71 students  
OR taxpayer supported**

During June - September 2019 HICEEC can realize recommended action items:

- Establish a recommended Hornby Bus steering committee.
- Hire a part time bus manager, ( 20 hours a week @ \$25 / hour Mid May to Mid October = 20 weeks = \$10,000).
- Develop and implement a bus promotional plan.
- Test drive the capacity and operations model through the shoulder season.
- Running the bus service for an additional two months will result in 4 months of ridership data to build onto 1 month in 2017 and 2 months in 2018 of ridership data.
- Demonstrate reliability of the service
- Secure business from SD#71 or decide to secure Taxpayer support

June - September 2019

Expenses	Amount
Advertising/Bus Signage/Printing	\$1300.00
Registration / Inspection (Annual)	\$1500.00
Insurance / Plate	\$1,673.00
Staff / Drivers / MERCS	\$26,071.00
Fuel / Oil / Ferry	\$9,853.00
Maintenance allowance	\$2,400.00
Capital replacement ( assumes depreciation rate of 25% per annum )	\$1,820.00
Administrative / Office / Coordination	\$4,500.00
TOTAL	\$49,117.00 <sup>1</sup>

June - September 2019

Best Potential Revenue Sources	Amount
Comox Valley Regional District	\$33,867.00
Hornby Island Business Sponsors	\$10,000.00
Fares	\$15,000.00
Grants	\$30,000.00
Partnership - Denman WORKS!	\$15,000.00

<sup>1</sup> Section 4.3.2 Budget HI Bus Feasibility and Proposal Oct 2017 plus Bus Manager wage.

TOTAL potential funds available	\$103,000.00
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Recommended Action Steps:

HICEEC		
Action needed	By whom	By when
Establish The Hornby Bus as a responsibility of the Green Infrastructure steering committee.	HICEEC Board of Directors	ASAP, Next Board meeting
Submit proposal letter to CVRD requesting financial support for June to September 2019 pilot year.	HICEEC Board of Directors Staff Lead	Nov 30th, 2018
Define the measure of success ex: Ridership targets, increase of 3% transit mode share, does it meet HI Vision Statements, transit benchmarks.	Green Infrastructure Steering Committee  Consultant	May 2019
Create job description for The Hornby Bus Manager Recruit Train	HICEEC staff Consultant Tribune Bay Outdoor Ed Center	April / May 2019
Create The Hornby Bus business and marketing plan. Ask for more business sponsors - +\$10,000	Green Infrastructure Steering Committee Bus Manager HICEEC staff	May - Oct 2019
Attend yearly community bus forum hosted by island community bus services.	Green Infrastructure Steering Committee	
Grant applications - ICET-Economic Infrastructure and Innovation Program  Gas Tax Fund	Green Infrastructure Steering Committee	Nov 2nd, 2018 or Spring 2019
Start fundraising for a new electric bus - <u>GreenPower Products</u> . <a href="http://www.greenpowerbus.com">www.greenpowerbus.com</a>	Green Infrastructure Steering Committee	Immediately

Research purchase with incentives.		
HICEEC Cont'd		
<b>Action needed</b>	<b>By whom</b>	<b>By when</b>
Partner with BCF via the FAC. Position Hornby Bus and Denman Island Connector Bus as part of the solution. Need to add Bus parking and turnaround in Denman East terminal Development Plan.	Green Infrastructure Steering Committee  Denman Hornby Island FAC  Denman WORKS!	Fall FAC meeting Immediately
Facilitate Denman Island Transit Feasibility study to focus efforts towards transit across Denman Island.	HICEEC Denman WORKS!	Dec 2018
Increase promotion of the Hornby Bus - Create an advertising plan include cross promotion, FB, Visitors Guide, BCF.	Green Infrastructure Steering Committee HICEEC staff Marketing Consultant	Jan - Sept 2019
Relationship building with similar transportation groups - GERTIE, Cortes Island Transportation Committee, Cortes and Quadra FAC.	Green Infrastructure Steering Committee HICEEC staff Consultant	Immediately - April 2019 Ongoing
Seek financial support from SD#71 to contribute funds to June to September 2019 pilot.	Green Infrastructure Steering Committee	March 2019
Job creation - recruiting an on-land heavy duty mechanic business to service bus.	HICEEC staff	Ongoing



CVRD		
Action needed	By whom	By when
Conduct Community Transit Feasibility Study for Denman and Hornby Islands, as per the CV Transit Futures Plan	CVRD Transit and Sustainability	2019
Review proposal for 2019 pilot year	CVRD Transit and Sustainability CVRD Finance	November - Dec 2018
Consider providing further operational support - bus stop signs, funds towards new bus	CVRD Transit and Sustainability	2019
Connect with islanders through monthly HIRRA meeting and HICEEC	CVRD Transit and Sustainability CVRD Parks and Recreation	On-going
Liaison with MOTI on behalf of the Hornby Bus re permits and bus stop standards	CVRD Transit and Sustainability	February 2019

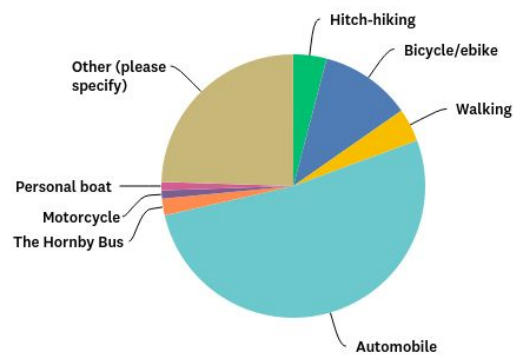
TRIBUNE BAY OUTDOOR EDUCATION SOCIETY		
Action needed	By whom	By when
Letter of Support and TOR stating the support contribution by Tribune Bay Outdoor Ed society ex: center vehicles as backup vehicles.	Managers	December 2019
Review route bus stop locations. Consider adding commonly requested stops and consider taking out least used stops.	Gord Campbell, ED The Bus Drivers Karen Ross	April / May 2019
Emergency preparedness -address items in the In Case of Emergency section of study.	Bus Manager Drivers Firehall	May 2019
Driver's Log sheet - needs editing to reflect accurate times as published on schedule for accurate ridership data collection.	Bus Manager	May 2019
Driver training - best driving practices, record keeping, route changes.	Drivers Bus Manager	March 2019
Repairs - fix the muffler	Mechanic	Immediately
Sandwich board placed at end of road for Isla de Lerena vineyard.		May 2019

SD#71, COMOX VALLEY		
Action needed	By whom	By when
Review First Student busing contract for language around releasing from contract the Hornby Island route to open it up for others to bid on.	Secretary Treasurer Director of Operations	December 2018
Communicate with the Hornby Bus steering committee to receive updates on bus and potential for bus to meet requirements to bid on Hornby school routes.	Director of Operations HICEEC	Ongoing
Consider contributing funds to the 2019 pilot year.	Board of Trustees	March 2019

## In Closing

Use this feasibility study to shift the way people get around Hornby Island from 52% using vehicles and 2% using the Hornby Bus to 52% using the Hornby Bus.

Q11 When you go places on Hornby Island, what transportation do you use to get there?  
Check all that apply.



## The End

***Anjali Projects would like to thank all the people involved in the making of this study.***

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## Appendices

Appendix A On The Bus Survey Comments

Appendix B Comments\_Q22\_18091\_The HornbyBus - Survey Monkey

Appendix C Comments\_Q20\_The Hornby Bus - Survey Monkey

# Appendix A:

## On The Bus Survey Comments

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“We would use many times again. It's very convenient. “

“A great service to have allowed us to explore the island. “

“That I could get from ferry to nearly home. “

“I enjoy the flexibility the service allows me. I don't drive so having the service means I can keep a consistent schedule. I would use it daily in September. I would've appreciated early morning runs.”

“Didn't have to drive.”

“Seasonal resident. Thank goodness for this service. Long overdue. We have guests that visit either by boat or do not have transportation. I appreciate the 'charm' and convenience of the blue bus. I feel it is of utmost importance that it continues.”

“Resident 1/Visitor 3. A great service. Helps get me to the different places like bakery, winery.”

“Getting around easy.”

“A great community vibe. Great community service.”

“Definitely! Love the bus!”

“Must have for seniors!! Thx!”

“Super friendly drivers!”

“Especially during the winter...”

“Need this bus! Thx”

“not having to drive; one less car to fill up; parking and make the roads less busy; am ok with longer route through Galleon Beach area to get closer to more people. Take bus for a better way to get around in summer, not speed. Suggestion: a # to call for message of bus status (to advise if bus temporarily out of service)”

“Absolutely!!! Great drivers; hitchhiking hard in summer”

“Very helpful. I go to and from Galleon? Area daily if I can. Appreciate it. Thanks Barry.”

“Usually ride 4 times per week. We have loved it. Family visiting for one month; we found it gave us much more independence and freedom. Driver was lovely, people friendly, ran on time, convenient for carrying groceries too bulky for the bike, allowed for "changing plans" (gave flexibility) and encouraged mobility around the island so we visited places we normally would not have gone - specifically the Vineyards and Ford's Cove.”

“This is my second time riding the bus. I think it is a great service, lots more space on the ferry when you walk on and take bus instead of drive.”

“I would like to use this service again. The bus driver was incredible friendly as well as prompt. If this was available in September I would use it again.”

“That is exists! Very practical for getting around the island. Would use it in September for the time we are here.”

“Garth was very friendly and accommodating. It was very helpful to have a bus service to pick us up. I would use this service again.”

“Would for sure use bus again, it helps me to get across island when I don't have a bike.”

“Always on time, friendly atmosphere, good times, enjoyable ride and yes please in September.”

“Not that hitchhiking is terrible... but a community bus is much less hassle. Bike racks are a possibility. Enthusiastic driver: cares about Island, ferry-goers and would like to take it to Denman to encourage less car travel.”

“The price, the area of coverage, most importantly, the quality of service provided by our driver, I would definitely use this in autumn and the future.”

“Great service!”

“Great service!”



“Very likely to use it in September! This is an excellent solution to parking at ? And events at the bakeries plus a good way to get around for shopping or sightseeing! Keep this BUS alive!!?”

“Friendly and welcoming driver.”

“Enjoyed most 1. The driver 2. Very convenient 3. I would absolutely use it!!”

“Excellent drivers. Fun riders. I will definitely take the bus in the future! I hope you'll put in a bus stop in front of the ISLA development!”

“Absolutely! Great service!”

“Not having to use a vehicle. Easy to get to Co-op and Ford Cove, Lerena”

“3 days a week typically. Use the bus to get from Sandpiper to Co-Op and back. I do not drive a car. I can no longer ride my bicycle up hill. So you can imagine how delighted I am to have this essential service on the island. In the winter, I spend less time on Hornby. Still it would be good to have (perhaps reduced) bus service. Getting around for free is awesome. The friendly and courteous service with a smile, often with a giggle and a laugh is superlative. Thank you for whomever is responsible for this service! By the way a bus ride across Denman would be great too, even if it is offered once a day. Since I go on/off island a fair deal, it would be great to not have to hitch-hike. I've been travelling for quite a few decades and I have seen some big changes in the ease/difficulty of getting rides across Denman. It is getting more and more difficult. “

“Good service.”

“Great service; more frequently would be great; June-Sept service would be great.”

“Good experience.”

“Thanks, great service.”

“I like the Friday and Saturday driver.”

“I use it a lot!”

“I feel the bus is very convenient for people who have jobs or just want to get around, the only complaint I have is that when the bus is not running on the schedule it should find a way of informing the rider. “

## Appendix B:

### Comments\_Q22\_18091\_The HornbyBus

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The Hornby Bus Review SurveyMonkey

#### Q22 It is the year 2025, 6.5 years from now. My ideal public transportation solution for Hornby Island is:

Answered: 86 Skipped: 12

##### # RESPONSES DATE

1 hornby bus is a permanent year round service, and is linked with a denman bus 9/12/2018 10:56 PM

2 electric bus and electric bikes 9/12/2018 2:36 PM

3 3 buses, One to cover Anderson Rd to Co-op. one from Marina and Sandpiper to Co-op and one that covers from Co-op to Community hall and more of Galeon. Electric buses with some allowance for Bikes and Strollers.  
9/12/2018 12:08 PM

4 clean - userpay - reliable 9/11/2018 11:34 AM

5 a year-round electric-powered bus, that makes request-on and request-off stops, connected to a regular passenger ferry that goes direct to the Comox Valley (where there is a connecting city bus). As well, continued regular ferry service to Denman Island & Vancouver Island for commercial and private vehicles. Ideally more electric (rather than diesel or gas) commercial and private vehicles.  
9/11/2018 10:46 AM

6 Bus for seniorsfor medical appt. and;off island hospital appt. 9/11/2018 8:28 AM

7 A quieter bus that will also go to Courtenay or across Denman. 9/11/2018 8:17 AM

8 \*Small bus transport. i.e.: Island Link bus size. \*Winter schedule - couple of runs in morning & a couple in late afternoon \*Stops at points where side roads meet Central, Shingle Spit, St. Johns, etc.. \*Summer Schedule: parking lot @ Gravelly Bay - transport tourists on Hornby to discourage visitor vehicular traffic. Promote service - in conjunction with regular bus service across Denman during summer months. \*Bus service across Denman 2X in AM and 2X in PM - September through June.  
9/11/2018 8:15 AM

9 The schedule is easily available all summer and there is a bus that looks like it actually is environmentally responsible to run. :-)

9/11/2018 8:11 AM

10 Three wheel scooters to carry packages/bags to my door. Elderly can't walk home carrying groceries from current stops. It's the stuff.

9/11/2018 7:56 AM

11 blue bus on a daily basis and one of the stops CLINIC 9/10/2018 10:21 PM

12 Electric bus 9/10/2018 10:03 PM

13 to get a quieter bus 9/10/2018 5:01 PM

14 A permanent bus service on Hornby Island and a connecting bus service across Denman Island. 9/10/2018 2:29 PM

15 Electric minibus 9/10/2018 2:11 PM

16 A quieter bus that has at least one day of service in the winter, Friday would be best. Definitely a

bus across Denman Island would provide a safe way to get to town without a vehicle. A bus across Denman would give students coming home from school on the big island a safe way to get to Hornby. If a student attends Mark Isfeld, then there is no school bus service for them.

9/10/2018 1:19 PM

17 year round access 9/10/2018 9:05 AM

18 regular, quiet, frequent 9/10/2018 6:12 AM

19 Electric bus 9/9/2018 10:10 PM

20 Bus 9/9/2018 9:41 PM

21 Bicycling on proper bike lanes, no cars except for elderly/disabled/people with young kids 9/9/2018 7:13 PM

22 Our population has remained pretty steady over the last 5 years or more and will likely remain so for many more years. We locals have always managed without public transport. Let's keep it that way. The tourists with kids, picnic, blankets, beach toys etc will not find a bus of much value. What is the purpose of it and who is to serve?

9/9/2018 7:07 PM

1 / 3

## The Hornby Bus Review SurveyMonkey

23 Solar panel summer bus 9/9/2018 5:46 PM

24 Bus to Buckley bay 9/9/2018 5:08 PM

25 Two small buses that have capacity for a better schedule and that connect to a Denman bus which connects to Courtenay bus.

9/9/2018 2:18 PM

26 Electric self driving vehicles 9/9/2018 1:30 PM

27 Golf carts, we'll drive slower don't use fuel and have less of a footprint 9/9/2018 12:57 PM

28 Frequent, electric, driverless service both on and off-Island. 9/9/2018 12:43 PM

29 Year round bus on hornby island, longer night shifts to and from the thatch. Bus across denman for year round town trips without a car.

9/9/2018 11:40 AM

30 A colectivo style van carrying 12 people or so .Small ,energy efficient and quiet on the roads!! 9/9/2018 11:00 AM

31 Bus for seniors and youth 9/9/2018 10:34 AM

32 personal vehicle & bus 9/9/2018 9:56 AM

33 A fleet of small vans which circulate a specified route over and over again picking up people wherever they flag it down. Like they have in Trinidad, Port of Spain.

9/9/2018 9:55 AM

34 Bus or buses if there is a need. CarShare program. Motorcycle share program. 9/9/2018 9:46 AM

35 I presume it will be cars as it will take a long time to un train us to 9/9/2018 9:40 AM

36 A more frequent bus during the tourist season and less frequent during the off season. 9/9/2018 9:32 AM

37 electric vehicles, or bikes 9/9/2018 9:21 AM

38 free bus 9/9/2018 8:57 AM

39 Electric bus 9/9/2018 7:55 AM

40 Electric powered, with a maximum speed and accessed reasonably conveniently 9/9/2018 7:34 AM

41 car or bike 9/9/2018 6:54 AM

42 Bus 9/9/2018 6:41 AM

43 a regular mode of public transit 9/9/2018 12:23 AM

44 Sustainably powered bus system and car coop. 9/9/2018 12:14 AM

45 Electric buses 9/8/2018 11:49 PM

46 electric vehicles including bus 9/8/2018 10:57 PM

47 a bus. 9/8/2018 10:44 PM

48 Electric bus 9/8/2018 10:42 PM

49 do you really think there is going to be enough population to sustain public transportation? 9/8/2018 10:34 PM

50 Electric bus with stops at all major locations, including Big and Little Trib, Seabreeze, Joe King, Free Store and Cardboardhouse

9/8/2018 10:21 PM

51 Multiple electric buses 9/8/2018 10:21 PM

52 Year round bus service that connects across denman 9/8/2018 10:16 PM

53 A cheap reliable bus 9/8/2018 10:15 PM

54 Kind of like shared Uber 9/8/2018 10:05 PM

55 A bus service that allows transportation from Hornby to Courtenay. 9/8/2018 9:50 PM

56 An ELECTRIC or Compressed air bus that runs year-round, on the hour, 9-5 at least, Monday to Saturday. Extended hours for evening events and in summer months. And then the same on Denman so people can get to/from Hornby without needing their cars.

9/8/2018 9:44 PM

57 Not the stupid bus 9/8/2018 9:20 PM

58 Only 6.5?.. wow.... Public transportation across Denman, ...from Deep Bay to Qualicum and

Courtenay... and for Hornby - more frequent bus , hop on, hop off bus services. More buses but “shuttle” size, electric  
9/8/2018 9:05 PM

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## The Hornby Bus Review SurveyMonkey

59 Electric bus serving the whole island with 2 daily 3 hour shifts. One that does not segregate students from the general public. One that gets co-funded by the school board and the transit line item in our property taxes.  
9/8/2018 8:59 PM

60 small electric bus with many stops, wheel chair and resident friendly. 9/8/2018 8:57 PM

61 Uber 9/8/2018 8:50 PM

62 alternate energy transportation to Buckley Bay and beyond. 9/8/2018 8:37 PM

63 keep it the same as today 9/8/2018 8:36 PM

64 An expanded version of what exists now. It is lovely to have but really only convenient for days off or tourists who have time to wait. It is still faster to walk most places, even if that walk is 45minutes (ferry withstanding)  
9/8/2018 8:01 PM

65 Properly funded public transport for Hornby connecting to ferries and across Denman Island to Buckley Bay  
9/8/2018 7:33 PM

9/8/2018 7:33 PM

66 Bus year round 9/8/2018 7:30 PM

67 Electric bus 9/8/2018 7:15 PM

68 Affordable available transportation without losing the hornby island small town charm. 9/8/2018 7:15 PM

69 2-3 buses, by donation, with more stops than now! 9/8/2018 6:59 PM

70 No car ferry, no off-island cars, bus, golf cart and bikes use half road, residents cars use half with pullovers to pass.  
9/8/2018 6:56 PM

9/8/2018 6:56 PM

71 Public transit. 9/8/2018 6:44 PM

72 private vehicle 9/8/2018 6:42 PM

73 Biking and regular scheduled public transit on the island. Fewer vehicles travelling except to get to their destination after ferry arrival.  
9/8/2018 6:41 PM

9/8/2018 6:41 PM

74 Bus. And...and a bus that connects across Denman to avoid hitchhiking. 9/8/2018 6:12 PM

75 The blue bus, golf carts, electric bikes , electric cars and walking paths. 9/8/2018 6:11 PM

76 Daily service, no breaks mid day, connecting bus over Denman Island 9/8/2018 6:08 PM

77 Bike on the bus; 9/8/2018 6:02 PM

78 bigger ferry, repeat bigger ferry 9/8/2018 6:00 PM

79 Bus that has a schedule that fits its ability to get places at a certain time. Runs generally no more than 5 minutes late most days. Perhaps has slightly comfyer seats, cost no more than \$1.50 a trip (maybe not possible, but hitchhiking is free sooo)

9/8/2018 5:56 PM

80 Real transit with all anémiques and connections by transit off island. 9/8/2018 5:54 PM

81 A more modern Transit Vehicle. 9/8/2018 5:48 PM

82 Bus across Denman island 9/8/2018 5:28 PM

83 Water taxi from Vancouver Island that connects to a bus route on Hornby. School bus the same as the local bus. Bus fueled with electricity.

9/8/2018 5:21 PM

84 A ferry that does not force Hornby traffic to cross Denman Island. 8/27/2018 10:08 AM

85 Summer bus. Connector across Denman twice per day synched with IslandLink and #10 bus. 8/25/2018 11:53 AM

86 Shared transportation for those who need it 8/23/2018 10:06 PM

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# Appendix C:

## Comments\_Q20\_The Hornby Bus

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The Hornby Bus Review SurveyMonkey

### Q20 The thing I value LEAST about The Hornby Bus.

Answered: 84 Skipped: 14

#### # RESPONSES DATE

- 1 its limited season 9/12/2018 10:56 PM
- 2 no bike rack 9/12/2018 2:36 PM
- 3 Needs scheduling to work for other employees 9/12/2018 12:08 PM
- 4 a mini van would serve better...too large for # of users 9/11/2018 11:34 AM
- 5 pollution from fossil fuels 9/11/2018 10:46 AM
- 6 Not having wheel chair access 9/11/2018 8:28 AM
- 7 It was pretty noisy and not enough stops, didn't need so many complete routes a day. 9/11/2018 8:17 AM
- 8 the SIZE of a huge bus running around mostly empty all day every day 9/11/2018 8:15 AM
- 9 never know the schedule 9/11/2018 8:11 AM
- 10 When it is runniing empty it is actually adding traffic 9/11/2018 7:56 AM
- 11 doesnt run long enough, APRIL to Oct. would be great and willing to pay or donate 9/10/2018 10:21 PM
- 12 exclusivity 9/10/2018 10:03 PM
- 13 it's loud 9/10/2018 5:01 PM
- 14 that it isn't permanent 9/10/2018 2:29 PM
- 15 Seems to drive around almost empty spewing out 'gas' 9/10/2018 2:11 PM
- 16 It stops completely in the "off" season, making it seem to be designed to accommodate mostly tourists.  
9/10/2018 1:19 PM
- 17 noise and no winter service 9/10/2018 9:05 AM
- 18 It's a bit noisy 9/10/2018 6:12 AM
- 19 Noisy 9/9/2018 10:10 PM
- 20 I think it's ridiculous that it back tracks up/down sandpiper versus looping around to porpoise/seawright; too much of an impact on sandpiper, too loud going up the hill vs. a gentle incline up seawrite  
9/9/2018 7:13 PM

- 21 It is polluting. 9/9/2018 7:07 PM
- 22 It's stops are too far apart/inconvenient for me to chose it 9/9/2018 5:46 PM
- 23 Absence 9/9/2018 5:08 PM
- 24 The schedule is limited, I could not use it to get to work and home again. 9/9/2018 2:18 PM
- 25 Rarely see more than one person on ot 9/9/2018 1:30 PM
- 26 Think it's too big and loud 9/9/2018 12:57 PM
- 27 Schedule 9/9/2018 12:43 PM
- 28 lack of stops and short hours 9/9/2018 11:40 AM
- 29 The vehicle currently being used is too big and very noisy and not energy efficient for the few users taking advantage of the service we are burning more fuel then if they were taking their own private vehicles 9/9/2018 11:00 AM
- 30 It does not stop near Anderson Drive west should stop ar Gurney Rd 9/9/2018 10:34 AM
- 31 no evening schedule except Friday 9/9/2018 9:56 AM

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### The Hornby Bus Review SurveyMonkey

- 32 The schedule doesn't allow people to use it to get to the ferry before it is scheduled to leave, and it is too big. Two smaller vans would be better. 9/9/2018 9:55 AM
- 33 we do not have the population to support a but service 9/9/2018 9:40 AM
- 34 Nada 9/9/2018 9:32 AM
- 35 it is not needed, not enough ridership 9/9/2018 9:21 AM
- 36 Can't flag it down for pickup 9/9/2018 8:57 AM
- 37 Pollution (black smoke), loud engine 9/9/2018 7:55 AM
- 38 Propulsion by means of a combustion engine and I've seen it drive too fast at times 9/9/2018 7:34 AM
- 39 I don't believe it's needed 9/9/2018 6:54 AM
- 40 Doesn't run at night or off season 9/9/2018 6:41 AM
- 41 n/a 9/9/2018 12:23 AM
- 42 Its carbon footprint 9/9/2018 12:14 AM
- 43 Seasonality 9/8/2018 11:49 PM
- 44 catalytic converter noise/interior noise/summer-only availabilty 9/8/2018 10:57 PM
- 45 Is that it was not wheelchair accessible for those that are in a wheelchair. 9/8/2018 10:44 PM
- 46 Nosie 9/8/2018 10:42 PM
- 47 I think it is a great concept. It was out of service a bit. Having just one vehicle and so forth 9/8/2018 10:34 PM
- 48 Stops aren't close to where I want to get picked up from or where I want to go, ie. Bakery,



Seabreeze

9/8/2018 10:21 PM

49 Not wheel chair accessible. 9/8/2018 10:21 PM

50 Wish it was year round 9/8/2018 10:16 PM

51 Not reliable 9/8/2018 10:15 PM

52 the limited schedule 9/8/2018 10:05 PM

53 Nothing 9/8/2018 9:50 PM

54 schedule having a big gap in the middle of the day was often a problem, noisy, still uses fossil fuel 9/8/2018 9:44 PM

55 It is so stupid. Route is ridiculous. Schedule is terrible 9/8/2018 9:20 PM

56 Nothing- good start , people just have to get used to using it and planning outings around schedules

9/8/2018 9:05 PM

57 It's mechanical reliability 9/8/2018 8:59 PM

58 too large, eats gas, noisy not enough stops etc 9/8/2018 8:57 PM

59 Noise and gas consumption 9/8/2018 8:50 PM

60 no wheelchair access 9/8/2018 8:37 PM

61 the grumpy driver 9/8/2018 8:36 PM

62 it only runs in the summer 9/8/2018 8:23 PM

63 not coinciding with the ferry. 9/8/2018 8:09 PM

64 does not run at convenient times of day for working class 9/8/2018 8:01 PM

65 Not available all year round. Should be part of BC transport. 9/8/2018 7:33 PM

66 It is a bit of a farty sounding bus due to the exhaust system 9/8/2018 7:15 PM

67 Not having wheel chair accessibility 9/8/2018 7:15 PM

68 No donation box, randomly spaced stops 9/8/2018 6:59 PM

69 No early connection to ferry, no Denman route 9/8/2018 6:56 PM

70 Lack of wheelchair access. 9/8/2018 6:44 PM

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## The Hornby Bus Review SurveyMonkey

71 the lousy organisation 9/8/2018 6:42 PM

72 That there aren't regular routes to Helliwell, whaling station. 9/8/2018 6:41 PM

73 Doesn't run in the evening or to events 9/8/2018 6:12 PM

74 Does not go down into my neighbourhood 9/8/2018 6:11 PM

75 It is kinda noisy 9/8/2018 6:08 PM

76 Noisy 9/8/2018 6:02 PM

77 does not work for everyone 9/8/2018 6:00 PM

78 Always late after first trip + winery stop 9/8/2018 5:56 PM

79 Only in summer 9/8/2018 5:54 PM

80 No comment 9/8/2018 5:48 PM

81 breakdowns 9/8/2018 5:21 PM

82 It's reliance on support from local seasonal businesses. Our 10 weeks or less of tourism activity

barely makes seasonal businesses enough to be worth doing. The \$1000 donation to be granted a bus stop at your doorstep is way too much for our small business to afford.

8/27/2018 10:08 AM

83 loud! 8/25/2018 11:53 AM

84 Not publicized enough 8/23/2018 10:06 PM

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