

## Lasqueti Island Ferry Service Survey

### Summary of Results and Recommendations

The Lasqueti Community Association ferry committee conducted a ferry service survey in Aug 2019.

The following recommendations/requests are supported by the survey results:

1. Include the ability to buy same-day return passes on the ferry (i.e. when paying fares on board the ferry for a day trip to/from Lasqueti, to increase certainty of being able to get on a return run the same day). [question 17]
2. Continue providing an extra run when 10 or more people are left behind on the last run of the day, but also request the ferry operator to work with, and potentially subcontract, a local water taxi when 1-9 people are left behind on the last run of the day. [question 20]
3. Improve boarding pass system and consider pre-paid ticket booklets. [questions 16 & 22]
4. Consider implementing reduced fares on less busy runs (for example, reduced fares on Saturdays, or additional discount days for seniors or families) to encourage a better distribution between busy and less busy runs. [question 23]
5. Require the service to participate in the Travel Assistance Program (TAP). [question 25]
6. Provide reduced fares for travellers with disabilities and their assistants who need such assistance to be able to travel, especially on the ferry. [question 26]
7. Encourage a more active role by the crew in loading/unloading (e.g. ensuring passengers on busy runs stow freight efficiently and safely) [comments associated with question 28]
8. Ensure there is emergency equipment on the ferry that is appropriate for the long crossing (e.g. AED/defibrillator and EpiPens) [comments associated with question 29]
9. Seek ways to reduce use of fossil fuels used by the service. [question 31]
10. Ensure public consultation by BC Ferries and/or the Ministry of Transportation and Infrastructure regarding important issues and key changes to the Lasqueti ferry service (including service renewal).

There were 273 responses (254 online; 19 on paper). The following summarizes the number and percentage of responses, excluding non-responses to questions. Further details are provided when responses were mixed, when the majority wish for changes to the service, or for further clarification.

### **Demographics**

1. How many people are in your household?
 

• 1-person households	48 (about 18%)
• 2-person households	152 (about 57%)
• 3-person households	28 (about 10%)
• 4-person households	20 (about 7%)
• Households with 5 or more persons	20 (about 7%)
  
2. Do you own property on Lasqueti?
 

• Yes	239 (about 89%)
• No	31 (about 11%)

3. Do you consider Lasqueti your primary residence?

- Yes 192 (about 71%)
- No 79 (about 29%)

Notes: This represents about 58% of the full-time adult residents, and about 45% of the non-resident property owners.

4. How many years have you been coming to Lasqueti regularly and/or living on Lasqueti?

- Less than 1 year 3 (about 1%)
- 1 - 5 years 14 (about 5%)
- 5 - 10 years 16 (about 6%)
- 10 - 20 years 70 (about 26%)
- 20 - 30 years 55 (about 20%)
- 30 - 40 years 48 (about 18%)
- More than 40 years 64 (about 24%)

5. How many days of the year on average are you on Lasqueti?

- Less than 1 month 15 (about 6%)
- 2 to 3 months 37 (about 14%)
- 4 to 5 months 25 (about 9%)
- 6 to 7 months 13 (about 5%)
- 8 to 9 months 28 (about 10%)
- 10 to 11 months 36 (about 13%)
- Almost always 116 (about 43%)

6. During which months are you usually on Lasqueti?

- January 166
- February 169
- March 209
- April 221
- May 243
- June 259
- July 262
- August 261
- September 250
- October 230
- November 197
- December 178

7. What is your age?

- Under 18 years old 1 (< 1%)
- 18 - 25 2 (about 1%)
- 26 - 30 7 (about 3%)
- 31 - 40 22 (about 8%)
- 41 - 50 28 (about 10%)
- 51 - 60 61 (about 23%)
- 61 - 70 93 (about 34%)
- 71 - 80 48 (about 18%)
- Over 80 9 (about 3%)

## Ferry Usage

8. What are your main reasons for using the ferry?

	Main reason	Secondary reason	Infrequently	Never
Travel to and from my home off Lasqueti	119	16	9	85
Go to work	21	15	41	114
Visit family and friends	50	83	73	11
Go to medical appointments	52	51	91	30
Do errands/shop	165	61	28	3
Recreation	26	50	103	29
Go to school/education	7	10	32	139

9. On average, how many round trip ferry runs do you make per month by season?

	Never	Infrequently (less than once per month)	Once per month	Twice per month (every two weeks)	Three times per month	Once per week	More than once per week
Winter (Jan-Mar)	15	53	58	75	19	35	4
Spring (Apr-Jun)	1	28	49	102	40	36	8
Summer (Jul-Sep)	4	25	44	81	53	50	12
Autumn (Oct-Dec)	5	36	57	92	32	34	5

## Ferry Days and Number of Runs

10. Are you satisfied with the current number of ferry runs?

- Yes 129 (about 49%)
- No, I would like more ferry runs 121 (about 46%)
- No, I would like fewer ferry runs 15 (about 6%)

Notes: Overall, 54% want the same number or fewer runs compared with 46% that would like more runs. A strong majority do not want fewer runs (i.e. want the same number or more runs).

There is a difference between responses from full-time and seasonal residents:

- 40% of full-time residents want more runs (72 responses with “more”), and 60% do not want more runs (107 responses with “satisfied” or “fewer”)
- 57% of seasonal residents want more runs (49 responses with “more”), and 43% do not want more runs (37 responses with “satisfied” or “fewer”)

11. In which months and on which days would you like to see more return runs, if any?

The following table shows the number of responses that indicated a desire for 1 or more runs on each month and day (out of a total of 273 possible responses for each particular month/day).

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
January	7	29	47	6	9	4	34
February	6	31	49	5	8	3	34
March	7	37	56	5	8	4	38
April	7	38	67	7	11	4	41
May	9	39	77	10	17	5	53
June	16	43	84	13	25	11	65
July	21	47	37	20	33	14	72
August	21	48	38	20	33	13	72
September	12	41	80	11	20	6	56
October	8	38	67	6	11	4	37
November	7	33	51	5	8	3	34
December	8	31	48	5	8	3	33

Notes: The largest responses were for people wanting more sailings on:

- Wednesdays outside of peak season (there are presently Wednesday runs during the peak season, but not in the non-peak season). The entry with the highest number of responses was for increased runs on Wednesdays in June (84 responses; 31%).
- Sundays (there are presently 2 runs/day on Sundays, compared with 3 runs/day on other ferry days)
- Tuesdays (there are presently no runs on Tuesdays; this was a common response for people who wish 7 day/week service)
- Fridays in the summer months (especially for long-weekends)

12. In which months and on which days would you like to see fewer return runs, if any?

The following table shows the number of responses that indicated a desire for 1 or less runs on each month and day (out of a total of 273 possible responses for each particular month/day).

	Mon	Wed	Thurs	Fri	Sat	Sun
January	7	5	3	6	10	2
February	7	5	3	6	10	2
March	5	4	2	3	5	1
April	4	3	1	2	3	1
May	4	3	2	2	3	1
June	3	2	1	2	3	1
July	2	2	2	3	4	2
August	2	2	2	3	4	2
September	2	0	2	2	3	1
October	4	3	1	2	4	1
November	6	4	4	5	8	1
December	6	4	4	5	6	1

Notes: out of a total of 273 responses, these numbers are very low.

13. Are you willing to pay more per ticket to offset the cost of increasing the overall number of ferry runs?

- I do not want more ferry runs 109 (about 42%)
- I want more runs but do not want to pay more 59 (about 23%)
- Yes, I would pay up to \$2 more per ticket 56 (about 21%)
- Yes, I would pay up to \$4 more per ticket 13 (about 5%)
- Yes, I would pay up to \$6 more per ticket 9 (about 3%)
- Unsure 15 (about 6%)

Notes: About 78 responses were willing to pay more for increased runs (about 30%).

## **Timing of the Ferry Runs**

14. Are you satisfied with the current departure times from False Bay?

- Satisfied 198 (about 77%)
- I would like to see earlier departures times 42 (about 16%)
- I would like to see later departures times 34 (about 13%)

15. Are you satisfied with the current departure times from French Creek?

- Satisfied 201 (about 78%)
- I would like to see earlier departures times 29 (about 11%)
- I would like to see later departures times 41 (about 16%)

## **Reservations, Passes, and Overloads**

16. Does the current boarding pass system work for you?

- Yes, without any changes 73 (about 28%)
- Yes, with improvements 114 (about 44%)
- No 75 (about 29%)

Notes: About 71% (187 responses) indicated that the current boarding pass system works with improvements (e.g. improved clarity on which days and times when passes are put out).

17. Would you like to be able to purchase a return ticket for a later sailing the same day?

- In either direction 152 (about 57%)
- Only on the False Bay to French Creek sailings 57 (about 22%)
- Only on the French Creek to False Bay sailings 32 (about 12%)
- No 13 (about 5%)
- Unsure 11 (about 4%)

Notes: About 91% (241 responses) indicated support for same-day return tickets.

18. Would you like to see an on-line, pre-paid reservation system?

- Yes 124 (about 47%)
- No 90 (about 34%)
- Unsure 52 (about 20%)

Notes: The responses to this important question were mixed. If an on-line reservation system is to be explored, further consultation and clarification of potential features and effects is needed.

There is a difference between responses from full-time and seasonal residents:

- Full-time residents: 32% want an on-line reservation system (57 responses), 47% do not want an on-line reservation system (82 responses), and 22% are unsure (40 responses)
- Seasonal residents : 77% want an on-line reservation system (67 responses), 9% do not want an on-line reservation system (8 responses), and 14% are unsure (12 responses)

The responses to this question were also correlated with the amount of time spent/year on Lasqueti (question 5):

- 9 months or less on Lasqueti: 68% want an on-line reservation system (82 responses), 15% do not want an on-line reservation system (18 responses), and 15% are unsure (18 responses)
- 10 months or more on Lasqueti: 28% want an on-line reservation system (42 responses), 47% do not want an on-line reservation system (72 responses), and 22% are unsure (34 responses)

In the comments, the most common reasons in favour of an on-line reservation system were increased certainty of catching a run, decreased anxiety about missing a run, and reduced time and fossil fuel use to get passes. The most common reasons in opposition were maintaining fairness for people with little or no internet access and for people of limited financial means (if such a system cost more), and concerns about reducing the number of first-come-first served spots.

19. Would you use an on-line, pre-paid reservation system?

- Yes, and I'd be willing to pay more for the service 104 (about 40%)
- Yes, but not if it costs more 55 (about 21%)
- No 76 (about 29%)
- Unsure 26 (about 10%)

20. Are you satisfied with the current policy of additional sailings when 10 or more people are left behind on the last run of the day?

- I am satisfied with the current system 168 (about 64%)
- I think there should be an extra run even if fewer people are left behind 66 (about 25%)
- I think there should not be extra runs unless there are more than 10 people left behind 5 (about 2%)
- Unsure 24 (about 9%)

Notes: Concerns about missing the last run of the day are significant. It seems inefficient for the ferry to return (and add the time, expense and fossil fuel usage) for less than 10 people. However, there is a significant expense and difficulty for both full-time and seasonal residents if they cannot catch the last ferry of the day. A smaller boat, such as a water taxi, could fill this need.

## Fares

21. How do you feel about each fare type?

	Too Low	OK	Too High	Unsure
Adult summer \$11.75	16	175	59	7
Adult non-peak \$10.50	5	197	43	7
Senior summer (weekdays) \$5.75	27	191	26	9
Senior non-peak (weekdays) \$5.25	23	198	21	10
Child (6-12) summer \$5.75	10	179	48	9
Child (6-12) non-peak \$5.25	5	183	44	9
Lasqueti student (non-peak) \$5.25	4	182	47	11

22. Are you in favour of having the option to buy pre-paid booklets of tickets?

- Yes, but only if booklets offer reduced fares 69 (about 27%)
- Yes, even if booklets are the same fares 84 (about 32%)
- No 52 (about 20%)
- Unsure 55 (about 21%)

Notes: About 59% (153 responses) would like pre-paid booklet if there this offered reduced fares.

23. Are you in favour of offering higher or lower fares on some runs to encourage a better distribution between busy and less busy runs?

- Yes, lower fares on less busy runs 145 (about 53%)
- Yes, higher fares on busy runs 54 (about 20%)
- No 80 (about 29%)
- Unsure 25 (about 9%)

24. Do you want the option of non-cash payments for travel (cheque, credit card, debit card, other)?

- Yes 101 (about 39%)
- No 110 (about 42%)
- Unsure 49 (about 19%)

Notes: Feasibility would have to be explored before considering any non-cash payment option.

25. Would you like our ferry to participate in TAP in order to adjust fares for eligible BC residents who must travel within BC for non-emergency medical specialist services?

- Yes 192 (about 72%)
- No 22 (about 8%)
- Unsure 51 (about 19%)

26. Would you like our ferry to provide reduced fares for travellers with disabilities and their assistants?

- Yes 144 (about 55%)
- No 47 (about 18%)
- Unsure 70 (about 27%)

## **Freight and Other Charges**

27. How do you feel about the price of the charges in the following categories?

	Too Low	OK	Too High	Unsure
Bicycle non-peak \$3, summer \$4	21	178	49	12
Pets \$3	21	187	25	12
Unaccompanied groceries \$2.50/box	9	202	41	9
General freight \$1.25/cubic foot or 10¢/lb	9	201	27	22
Commercial freight \$1.50/cubic foot or 10¢/lb	30	180	19	24

28. Do you find the stowage capacity on the ferry to be adequate?

- Yes 40 (about 15%)
- Most of the time 138 (about 52%)
- Sometimes 33 (about 12%)
- No 55 (about 21%)

Notes: About 67% (178 responses) indicated that stowage is adequate most or all of the time.

## **Safety**

29. Do you think the emergency supplies and equipment on the ferry are sufficient?

- Yes 119 (about 45%)
- No 35 (about 13%)
- Unsure 109 (about 41%)

30. Do you have any concerns about safety on the ferry?

- Yes 64 (about 24%)
- No 180 (about 68%)
- Unsure 20 (about 8%)

## **Sustainability**

31. Do you want our contracted ferry operator to seek ways of reducing use of fossil fuels?

- Yes, even if it means increasing run times and/or fares 116 (about 46%)
- Yes, only if there is no increase in run times and fares 81 (about 32%)
- No 15 (about 6%)
- Unsure 39 (about 16%)