



September 15, 2011

Gord Macatee
Ferry Commissioner
BC Ferry Commission
RPO Box Hillside
Box 35119
Victoria BC V8T 5G2

Dear Mr. Macatee:

Re: Thank You

On behalf of the residents and Board of the Sunshine Coast Regional District I want to express our sincere thanks for visiting our community on September 7th and for listening to the resident's concerns regarding ferry services.

I have enclosed for your information a report by Michael McLaughlin, Best Coast Initiatives, titled "Ferry Commuter Survey – Sunshine Coast (Langdale – Horseshoe Bay) regarding the impact of ferry fares on the community.

We look forward to a favourable outcome on behalf of our ferry dependent community.

Sincerely,

SUNSHINE COAST REGIONAL DISTRICT

A handwritten signature in black ink, appearing to read "G. Nohr", is written over a horizontal line.

Garry Nohr
Chair

Enclosure

/sh





Ferry Commuter Survey

Sunshine Coast (Langdale - Horseshoe Bay)

Best Coast
Initiatives **BCI**

Prepared by:
Michael McLaughlin
Best Coast Initiatives
January, 2010



EXECUTIVE SUMMARY

- 121 surveys were collected on seven sailings during the period September - November, 2009.
- 75% of commuters commute four or more times per week.
- High percentages of respondents report that even current fares are a burden to household finances and prohibit use of the ferry.
- Increased fares are likely to cause some commuter households to leave the Sunshine Coast.
- Issues related to ferry scheduling, lack of timeliness and seasonal uncertainty of passage may contribute more to a loss of Coast households than rising fares.

1.0 Background

A ferry commuter is a person who uses BC Ferries to get to a place of employment on a regular basis. There is no reliable estimate of the number of ferry commuters living on the Sunshine Coast. The 2009 Annual Report of the Sunshine Coast Community Foundation estimates there are 1596 commuters living in the SCRD. The Foundation estimate may include people who do business in the Lower Mainland, but are not commuters by the definition used in this study. The 2006 census reports 1295 persons working outside of the census division in which they reside. The Sunshine Coast is a census division. Therefore, those persons either work in the Lower Mainland or in Powell River census division. A reasonable estimate for the number of commuters to

the Lower Mainland, people who depend on BC Ferries to get to work regularly, is 1200 persons.

The 2006 census reports 13,590 employed persons on the Sunshine Coast. Many of these are part time employees. The number of full time workers is closer to 10,000. Therefore, we can estimate that 12% of full time incomes on the Sunshine Coast are earned by persons commuting to the Lower Mainland. That is a sizeable portion of the workforce.

The Town of Gibsons and Areas E and F of the Sunshine Coast Regional District (SCRD) asked Best Coast Initiatives (BCI) to evaluate the potential impact of rising BC Ferry fares and schedules on the ability and willingness of commuters to commute. The concern behind the request was that rising fares, ferry schedules and ferry reliability could cause commuters to move their place of residence from the Sunshine Coast to the Lower Mainland.

Best Coast Initiatives worked with SCFAC to design and collect a survey of commuters that was collected on seven sailings during September to November of 2009. We are grateful for permission from BC Ferries to survey on their vessel.

2.0 Survey Content and Method

Survey questions were designed by BCI and SCFAC. Primary orientations of questions were toward commuter sensitivity to the cost of fares and ferry schedules. The survey was tested in small numbers twice and modified before the final survey tool was adopted. During testing we learned that commuters use many ingenious ways to reduce the cost of travel to and from work. We recognized that the many permutations of travel methods are too complex to capture in our survey and so the survey focuses on just the costs of the ferry itself and recognizes four different ways that commuters travel on the ferry (foot passenger, individual in car, car pool and van pool). Focusing on just ferry cost is pertinent, because that is the only cost BC Ferries can control. However, the many cost saving means used indicate that the cost of commuting is burdensome for many commuters. Many respondents added comments. These are provided in Appendix A and are as important for understanding commuters' disposition to ferry service as are the nineteen structured questions.

One hundred and one surveys were collected on the passenger deck. Results showed nearly 80% (n=79) of respondents were foot passengers. Based on observation of car traffic, that result seemed skewed. Consequently, surveying was performed on the car decks. That proved to be a very inefficient way to collect surveys. As a result, a total of only 38 surveys were collected from vehicle passengers and 65% of responses are from foot passengers and 32% from vehicle passengers (3% did not respond to that question). We do not believe that represents the actual relative size of the two populations. Likely, the two populations are closer in size. There are 79 responses from foot passengers and 38 responses from vehicle passengers. We do not have an estimate of the margin of error for results. We estimate that more than 10% of commuters were surveyed, which should provide a reliable result.

Survey results are provided in Appendix B. We estimate that 10% of commuters were surveyed, which should provide a reliable result.

3.0 Summary of Survey Results

Note: Percentage values shown in the report are for those who responded to the question. In the survey, percentages are calculated with non-responses included.

3.1 Frequency of Commute (question 2)

- Percent that commute four days or more per week : 75%
- Percent that commute 2-4 days per week: 9%
- Percent that commute two days or less: 16%

Results indicate a commuter frequency that is typical of that for road commuters. Sunshine Coast commuters depend on the ferry as much as commuters in the Lower Mainland depend on roads.

3.2 Influence of Fare Cost on Commuting (questions 5-8)

- Percent of foot passengers for whom current cost of fare (\$11.85) or \$15 fare is a significant burden on household income: 87%
- Percent of foot passengers for whom current cost of fare or \$15 fare prohibits commuting: 51%
- A foot passenger fare of \$25 would prohibit 97% of commuters from commuting.
- Percent of vehicle passengers for whom current cost of fare (passenger \$11.85, vehicle \$39.90) or \$60 fare is a significant burden on household income: 82%
- Percent of vehicle passengers for whom current cost of fare or \$60 fare would prohibit commuting: 41%
- A combined vehicle and passenger fare of \$80 would prohibit 77% of commuters from commuting.

Results indicate that fares are already a significant burden on household income for foot passengers and vehicle passengers. A high number of respondents indicated that current fares prohibit commuting. We surmise that the cost limits the number of times they commute.

For combined foot and vehicle passengers:

- 75% would leave the Sunshine Coast if they could not afford to commute (question 9)
- 58% have considered leaving the Sunshine Coast due to ferry costs (question 10)

Analysis of sensitivity to price across income levels yields the following results.

Table 1: Current or Next Fare Increment¹ a Burden or Prohibition
(Questions 5-10)

Household Income	Significant Financial Burden	Prohibits Ferry Use	Would Leave Coast	Considered Leaving Coast
Less than \$50,000	95%	65%	70%	84%
\$50,000 – \$75,000	95%	59%	78%	60%
\$75,000 - \$100,000	82%	31%	82%	52%
Greater than \$100,000	85%	41%	67%	45%

Sensitivity to price does not vary greatly across income groups. Sensitivity is highest in the lowest household income cadre (< \$50,000). Seventy-five percent of this group are foot passengers. Ninety-five percent of them responded that current fares or the next increment are a significant financial burden; while 65% report current fares or the next increment prohibit commuting.

Very high percentages report current ferry prices or the next increment as a significant household financial burden, regardless of income level. That is, perhaps, not surprising, because regular commuting will have a monthly cost between \$200 and \$1000 (see question 15). In itself, this response does not indicate hardship, as people might respond that their hydro or grocery bill is a significant financial burden, but accept the cost.

More indicative of ferry fares influencing behaviour are the results for prohibiting ferry use. Particularly at the lower income levels, respondents report that the cost of fares restricts their use of the ferry. We do not know if restrictions apply to the number of times they commute to work, frequency of trips for other reasons, or both. Results for questions 17 and 18 (below) indicate that ferry costs significantly reduce the number of trips that are primarily for shopping.



High percentages of respondents report that if they could not afford to commute by ferry, they would leave the Sunshine Coast. We do not know at what fare price points that would occur. However, results from the financial burden and prohibition questions indicate that a foot passenger fare of about \$25 and a vehicle/passenger fare of about \$70 are the approximate tipping points of the costs commuters are able to bear. Results indicate that the majority

¹ Refers to the next increment in the survey's list of fare prices: \$15.00 for foot passenger; \$60.00 for vehicle and single passenger.

of commuters do not have the option of moving their employment to the Sunshine Coast or finding alternative employment there. They depend on the ferry to get to work and have no alternatives.

There were relatively few comments made that relate to fares (see Appendix A). That may be because the survey had several questions that allowed respondents to provide information about fares.

We surveyed for the total cost of commuting (question 15) in order to get an estimate of travel costs that could be compared to those of a highway commuter.

- 57% responded that the total cost was less than \$30.
- 21% spend \$30-\$40 per day to commute
- 12% pay \$40-\$50 per day; 8% pay \$50-\$60 per day; 2 respondents (of 115) report spending more than \$70 per day

We interpret these results as showing that most foot passengers have a daily commute cost of less than \$30, with a few spending more. Some foot passengers, van pool passengers and perhaps a few vehicle pool passengers pay between \$30-\$40 per day to commute. For sole and shared vehicle use, the majority pay \$40-\$60 day. We expect the low end is for shared vehicle use and the upper end for sole vehicle use. We presume respondents report only out-of-pocket costs.

If we assume a cost per kilometre for gasoline of ten cents, then \$50 would cover the cost of gasoline for a 500 kilometre round trip commute. Most commuters to Vancouver travel less than 100 kilometres round trip. The daily out-of-pocket expense for a ferry commuter is in the order of five times higher than it is for a highway commuter.

3.3 Schedules

We designed the survey to sample for how fares might affect commuter's behaviour. Based on written comments and hearing directly from commuters, scheduling and related service issues are at least as important to commuters, and may have more influence on their use of ferries and choice of where to live.

- Regular ferry schedule suits your needs? Yes 59% No 41% (question 12)
- Summer ferry schedule suits your needs? Yes 30% No 70% (question 12)

Multiple responses were permitted for why the schedule did not meet needs. For those who responded to the question (#13) about why schedules do not meet needs:

- 76% said their quality of life is disrupted
- 53% said schedules do not match their work schedule: written comments make it clear that this complaint is primarily directed to evening sailing times, especially during the summer schedule.
- Virtually 100% of respondents reported seasonal high volumes of traffic cause them to be late getting to or returning to work (question 16)

It is apparent from the many written comments regarding schedules (see Appendix A), that dissatisfaction is related to the time of sailings, late sailings and missed sailings due to ferry traffic volume. The latter two concerns are presented in the next section (Service Quality)



By far the most common scheduling complaint is related to inadequacy of evening sailings, the time at which commuters are on their way home.

Problems are mainly noted during the summer schedule period. The need for a 17:30 sailing and missed sailings due to tourist volume are the chief complaints. The following comments (with number of like comments shown) all relate to evening sailings.

- Summer schedule does not work (17:30 boat needed): 19
- Need hourly/more sailings: 16
- More peak period sailings: 15
- Schedule does not meet my needs (unspecified but likely related to commuting during peak periods): 10
- Add later sailings (mainly so events can be attended): 9
- Summer schedule ends too early: 8

While the summer schedule is problematic due to a lack of 17:30 sailings and uncertainty of getting on board due to high volumes, commuters complain it ends when tourist volumes are still high, meaning missed sailings by commuters.

The comments under Schedule in Appendix A show very high frustration among commuters over evening schedules. They face uncertainties and waits getting home. There is a common call for additional sailings during the peak tourism season, primarily in the evening.

3.4 Service Quality

The survey did not ask questions about quality of service. However, as Appendix A shows, issues related to service generated more comments than any other issue. We tried to separate scheduling from service complaints, so that purely schedule concerns and suggestions are isolated. We treat timeliness of sailings as a service issue, but it is closely related to schedule issues and so the latter appear again in service related comments.

The two most common comments were:

- Delayed sailings disrupt schedule and quality of life: 44
- Cut off times restrictive: 11

It is very clear that the twin problems of unsuitable sailing times and late sailings combine to create the highest source of frustration among commuters. The third piece in the frustration of commuters' is inability to board because of high passenger volumes during peak seasons. One gets a picture of commuters never being certain when they will get home and frequently arriving home one sailing later than planned. The impact of this situation on their lives is graphically made known in their comments.

Many respondents voiced a need for priority of passage to be given to commuters. Others point to rules of operation that, if altered, would get them on sailings that they are currently excluded from. So passionate are respondents about the ordeal they experience regularly on peak season evenings, we believe that a remedy related to timeliness and access to sailings is needed, or the Sunshine Coast will lose working families.

Several suggestions are made in the comments about how to improve reliability of service. Additionally, on a positive note, suggestions about improvement in other aspects of service are made.

3.5 Shopping Behaviour

We asked a question about shopping behaviour in order to get information about how much commuters spend off-Coast and what influence rising ferry fares might have on off-Coast shopping frequency.

- While commuting, 47% of commuters spend less than \$2500 annually
- 47% spend between \$2500 - \$10,000
- 6% spend over \$10,000 annually (see question 14 for more details)

Using weighted averages at the mid-point of each spending range yields an estimate of annual off-Coast spending by commuters of 3.63 million dollars.

We asked about fares and frequency of trips to the Lower Mainland that were chiefly for shopping, i.e. were not commuting trips. Results indicate that ferry fares already reduce the number of off-Coast trips primarily for shopping and that small increases in fares would greatly reduce frequency of shopping trips.

- For those who make shopping trips as foot passengers, a fare of \$20 would virtually eliminate trips and a fare of \$25 would completely eliminate trips.
- For those who make shopping trips as vehicle passengers, the current fare already reduces the number of shopping trips by 68% of respondents; a \$60 fare would reduce shopping trips by an additional 17% of respondents to a total of 85%.

One could surmise from these results that increased ferry fares will reduce off-Coast shopping, a good thing for the Sunshine Coast economy, but perhaps a hardship for households, especially where goods not available on the Sunshine Coast are needed. Mitigating that "benefit" are two repercussions of higher fares. First, higher fares for the transport of goods to the Sunshine Coast will raise prices, with the usual result that residents will shop less. Visitors will find prices on the Sunshine Coast higher than at

home, and buy less. Secondly, if one cannot purchase goods on the Sunshine Coast and the cost of shopping on the Lower Mainland is higher due to fares, one more reason is added for leaving the Sunshine Coast.

Two respondents who take children to lessons and sporting events several times a week stated that rising fares could cause them to leave the Coast.

3.6 Direct to Downtown Foot Passenger Ferry (question 19)

We asked about use of a direct ferry to downtown Vancouver from Gibsons Harbour, because Island Ferries of Victoria has proposed to provide that service.

- 38% said they would be willing to pay \$30 for return fare
- 10% said they would be willing to pay \$40 for return fare
- 50% said they would not use the service

Results indicate that about half of commuters are potential customers for direct ferry service to Vancouver and that fares need to be around the \$30 price point for a return trip in order to attract customers.



APPENDIX A: SUMMARY OF COMMENTS

Fares

Too high: 5

Parking costs too high: 3

- Reduced rates in off season
- I cant help but notice obvious spend problems which must affect fares
 - terminal overstaffing
 - why no turnstiles? this could be automated
 - redundant/non-effective expensive fences & gates
 - sunshine coast run subsidizes the ferry system yet we often bear higher burden when fares go up.
- The cost is the reason why I don't pass my vehicle too often.
- Don't making shopping trips due to high volumes but high inefficiencies in the operation.
- Our family commutes 5-6 per week to take children to high level sports competitions. High fares may cause to consider moving to the mainland. BC Ferries needs to recognize that lack of facilities on the Coast require families with children to go to Lower Mainland frequently.

Schedule

Summer schedule does not work (17:30 boat needed): 19

Need hourly/more sailings: 16

More peak period sailings: 15

Schedule does not meet my needs (unspecified but likely related to commuting during peak periods): 10

Add later sailings (mainly so events can be attended): 9

Summer schedule ends too early: 8

Bus does not wait if ferry is late: 2

- Replace current vessel with 2 smaller ones and reinstate the hourly service.
- Ferries should run every hour or offer foot service only for flexibility. I currently pay \$ for restaurant on the city side due to late ferries that I would spend in Gibsons otherwise.
- More peak period sailings would allow more flexible work hours
- I) Every year BCF fails to adjust the summer schedule to ensure 530 pm sailing M to F. When confronted, they say not enough time to change this year but will look for next year. Next year comes but nothing changes.

2) BCF made no effort to increase capacity during a busy fall. While the excuse was 'dock construction' in Langdale, sailing times as shown on their website show that this was not the case.

3) Directly related to #2, the first ferry at 620 am often left late. There is no excuse for this. Volume/experience should allow for an accurate forecast of when to start loading to leave on time.

I have lived on the Coast and commuted for over 5 years. The increase in BCF fares combined with a decrease in performance is causing me and my family to consider relocating off the coast.

- Return to 1-hour sailings
- A commuter ferry running opposite the main ferry from Langdale would help.
- The summer schedule has negative impacts on a commuter this should not occur.
- Summer and early fall need another smaller boat, the commute is extended by many hours because of late boats. This impacts family life greatly, some people move off coast.
- Would like to see a smaller boat added to this run to improve service. With large boats that's main service is vehicles the foot passengers fall through the cracks and what happens is loading and unloading take too long. Summer service needs to improve otherwise this area will be an economic back water shunning even tourists. I've commuted for 12 years and have seen an increase in traffic while sailings remain the same.
- Fares are not a concern to me. However, scheduling and late ferries do impact me. Constant letter writing seems useless, feel helpless with situation. Frustrated with lack of consideration for full-time commuters.
- Ferry can't meet scheduled times in June/Sept/Oct due to heavy traffice and no extra sailings.
- The summer schedule does not meet employment needs specifically no 5:30 sailing; also June/Sept/early Oct heavy traffic causes the 5:30 sailing to be late most of the time (30-45 min average)
- Need a second passenger ferry
- Changing the schedule in summer has been ridiculous
- 2nd passenger ferry needed!
- 5:30 sailing should be at all times**
- Population double on sunshine coast since early 1980's - schedule the same!
- The current summer schedule is a reason to leave the sunshine coast! Any further increases in cost would be a reason to leave the sunshine coast! We need to be heard (SC commuters)
- The schedule only works for non residents. There is no consideration for residents. Morning sched works but afternoon/evening are always late. This has a big impact on us. There needs to be a way to allow for a sailing to make up for the lateness.
- I find it interesting that there is only question about the summer schedule. As a commuter for 10 years, I often feel that we contribute regularly to the budget. Yet, in the summer, the one ferry that we rely on (530pm) is removed off the schedule.
The removal of this ferry significantly and negatively impacts the quality of my life and my

families life. The summer is the time that I really am able to enjoy the Sunshine Coast (especially as a commuter) yet I arrive home an hour later than I normally do on the regular schedule. This to me, is a slap in the face on behalf of BC Ferries. Overall, I find the service acceptable, yet the summer schedule for the commuters on the SC is completely UNACCEPTABLE. I truly hope that this issue can be resolved.

Service

Delayed sailings disrupt schedule and quality of life: 44

Cut off times restrictive 11

- Late ferries and cost are going to drive me off the coast
- Maintenance of fleet needs attention
- No construction during summer
- Re-do logistics of passenger parking flow (what a nightmare!!!!)
- My life would change dramatically if we had hourly service. As it stands the chronic lateness results in getting me home 3.5 hours after I finish work
- The cut-off times when ferry is late. Many times we have arrived at HSB ferry is still unloading (and is late) and we're refused fares- only to be told to "phone customer service" - this is ridiculous.
Also, why can we not buy a monthly pass for 5 days week parking at Langdale. Only option now is \$2/day or \$60/month. Most people work 20-21 days month -why not be able to buy parking @ \$40/month for 5 days week. Would save on machines, hassle, etc
- Should be considered an essential service as part of highways. Notoriously late due to 'traffic volumes'
- I'm not a smoker but, it would seem that the over regulating of available smoking areas is resulting in people just smoking everywhere on the outside deck. Commit one end to smoking would allow non smokers to feel confident that they can avoid it
- Provide some kind of 'ridership loyalty program' recognizing the flexibility we are required to provide as commuters
- Cafeteria terminals not working
- If this is an extension of the highway system, why do we have to pay? Some communities have road access to them & ferry service they do not pay for their ferry.
- Gibsons Best Community to live in the World, but none of those people have to ride this ferry.
- Reservation system inadequate, need 15 min lee way. space is ALWAYS used.
- Cleanliness of terminals and washrooms an issue (antique system, lack of staff + complacency of staff)
- Running an overload service causes schedule slippage. For a commuter this usually means a 4hr commute instead of 2hr.
- Online notifications for late sailings rarely is accurate *

- Poor customer service in many areas
- Staff not friendly - except for few
- The dreaded 10 minute cut off time. When the ferry is late, should the cut off time be when the late ferry leaves and not up to the "god" in the tower??? I was 15 mins early for a late sailing and the guy in the tower would not allow a few us passage.
- Reservations should/could be valid until ship sails
- Poor on time service, poor customer service - some great staff, but also a lot of very rigid, inflexible staff. Commuters should get preferred rates/service based on recognition of their significant contribution to BCF.
- 10 minute cutoff arbitrary and unfair
- I was not sold a ticket even as the cars were de-barking (plenty of time for me to get on)
- BCF need to implement scanners for the experience card
- The ferry schedule would suit my needs if it ran on time. Late ferries result in transportation issues on either side of the ferry
- The abysmal performance (or lack of) seriously affects my work/homelife. BCF posts false stats regarding overall performance. They look at combined times and average out. They need to examine Langdale route only.
- Frequency of trips and tardiness affect my family life and general well-being. Customer service is non-existent.
- The ferry system must be recognized as a vital part of the commerce transportation system. As such, it cannot be self supporting and still be at a low enough cost so as to not adversely effect commerce
- The quality of life diminishes. Not to mention the majority of BC Ferries staff are miserable and NOT customer service!! We are supporting this run by our usage, it would be nice if BC Ferries recognized this and had the ferries on time. If this is not possible, then put on another ship!!
- Need resident cards for priority boarding especially in the peak seasons; earlier boat to make it to work on time ie:
- BC Ferries is a corporation that doesn't really take into account the needs of their market and it is definitely one of the reasons we are seriously considering moving back to Vancouver.
- Open upper washrooms cafe prices too expensive.
- Late ferries and poor scheduling will suffocate the Coast
- Heavy summer traffic and late sailings on weekends make it very difficult for sports teams to compete off coast + high fares.
- Ferry is so regularly late and unpredictable during April-Oct that I strongly consider moving to Vancouver.
- After 10 years, 5 days a week, I can assuredly say BC Ferries has THE WORST customer service I've ever experienced on a CONSISTENT BASIS. I have brought my concerns in letter form, phone call form, etc and not once have I received a response. In person I have

met with hostility and a general uncaring attitude. BC Ferries is a shining example of the "Corporation" psychological profile.

- 4. resident and commuter priority, assured boarding, free reservations
- Commuters miss sailings during high tourism volume
- BCF is our highway and should be part of our highways. Better service and more frequent. Please start thinking of the commuters who travel daily and would like to continue to live on the Coast.
- Too many late days which give me less time at home on the Sunshine Coast! Less shopping!
- Commuters should get preferred rates/service based on recognition of their significant contribution to BCF.
- Would like to see Resident Status Card, not Experience Card, resident priority for vehicles, carpool lane, better traffic control in HSB so you can access when have a reservation, carpool rate, carpool card so BCF employee has one card to process, not individual
- Recently I have moved to the Coast. I am thoroughly impressed with the quality of service, personnel, medical emergencies (handling of) and of course White Spot. * for excellence dealing with general public. If I could find a sustainable place of employment on the Coast I would probably not leave. Thank you for the survey. I hope this helps to increase the level of service. Cheers to your day!
- Sell Translink tickets on board
- Ferry from Nanaimo often runs late, causing me to miss my connection to the Coast, especially because have to drive to Caufield exit and back. Can buy a ticket on board which permits a U-turn, but can't use Experience Card for the purchase.

Direct foot passenger ferry to downtown

Needed: 15

Price must be under \$30: 13

- Would use occasionally
- Price would need to be competitive with BCF OR trip time would need to be less than 1 hour AND/OR hours would need to fit schedule better such as a later evening service on weekends.
- Would use but price too high***

APPENDIX B: SURVEY RESULTS

Constant Contact Survey Results

Survey Name: BC Ferries Commuters

Response Status: Partial & Completed

Filter: None

Jan 15, 2010 11:08:57 AM

TextBlock:

Survey of Sunshine Coast Resident Ferry Passengers This survey is conducted by Best Coast Initiatives (BCI), the economic development organization for the lower Sunshine Coast. Information from this survey will be used by BCI, the Town of Gibsons and the Sunshine Coast Regional District to evaluate the impact of ferry service costs to commuters and to the overall economy. Your name does not appear on the survey. Hence, all information is confidential. We appreciate you taking time to assist us.

Do you use the ferry to commute for purposes related to employment?

Do you use the ferry to commute for purposes related to employment?			Number of Response(s)	Response Ratio
Answer	0%	100%		
yes			120	100.0 %
no			0	0.0 %
Totals			120	100%

Do you usually use a BC Ferry Experience Card to pay your fare?

Do you usually use a BC Ferry Experience Card to pay your fare?			Number of Response(s)	Response Ratio
Answer	0%	100%		
yes			118	97.5 %
no			2	1.6 %
No Response(s)			1	<1 %
Totals			121	100%

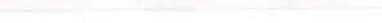
Most frequently, I...

Answer	0%	100%	Number of Response(s)	Response Ratio
am a foot passenger (go to #5)			79	65.2 %
drive on alone in my private vehicle (go to #6)			23	19.0 %
drive on with others in a private vehicle (go to #6)			8	6.6 %
am part of a van-pool with van on-board (go to #6)			7	5.7 %
No Response(s)			4	3.3 %
Totals			121	100%

Foot Passengers onlyAt what cost would an adult fare (foot passenger) become a significant burden to your household budget?

Answer	0%	100%	Number of Response(s)	Response Ratio
current cost			40	33.0 %
\$15			35	28.9 %
\$20			7	5.7 %
\$25			1	<1 %
\$30			1	<1 %
\$35			0	0.0 %
Never			2	1.6 %
No Response(s)			35	28.9 %
Totals			121	100%

Vehicle passengers onlyKeeping in mind your savings from pooling and /or an Experience Card, at what full fare rate would a combined adult fare and vehicle cost become a significant burden to your household budget?

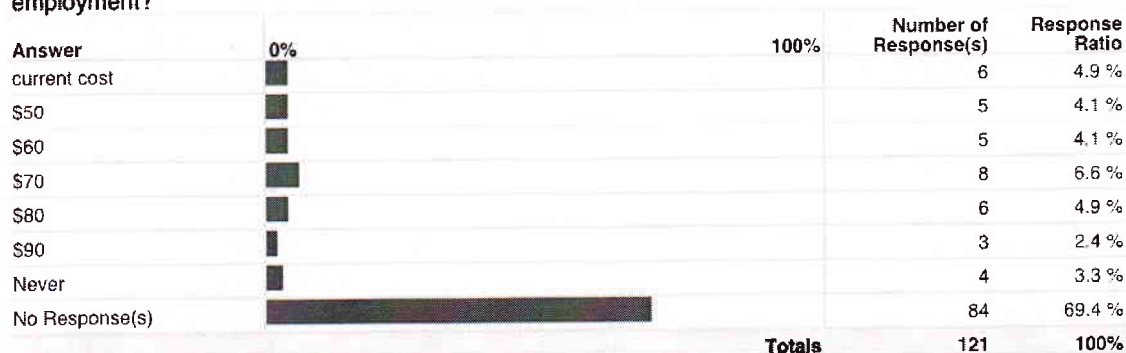
Answer	0%	100%	Number of Response(s)	Response Ratio
current cost			20	16.5 %
\$60			12	9.9 %
\$70			2	1.6 %
\$80			2	1.6 %
\$90			1	<1 %
Never			2	1.6 %
No Response(s)			82	67.7 %
Totals			121	100%

Foot passengers only

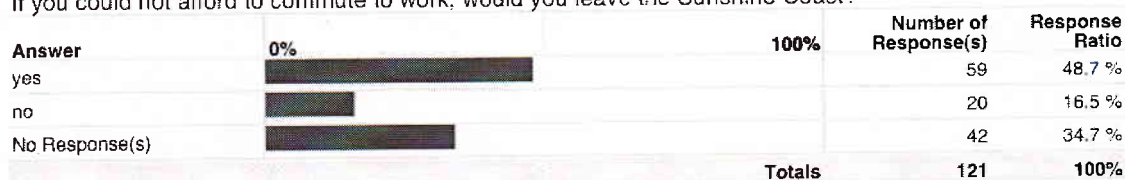
At what cost would an adult fare (foot passenger) PROHIBIT you from commuting to your place of employment?



Vehicle passengers only Keeping in mind any discounts you achieve by pooling or Experience Card, at what full fare rate would a combined adult fare and vehicle cost PROHIBIT you commuting to your place of employment?



If you could not afford to commute to work, would you leave the Sunshine Coast?



Has the cost of fares ever caused you to consider leaving the Sunshine Coast?

Answer	0%	100%	Number of Response(s)	Response Ratio
yes			67	55.3 %
no			48	39.6 %
No Response(s)			6	4.9 %
Totals			121	100%

What is your annual household income?

Answer	0%	100%	Number of Response(s)	Response Ratio
less than \$50,000			20	16.5 %
\$50,000 to \$75,000			37	30.5 %
\$75,000 to \$100,000			23	19.0 %
more than \$100,000			34	28.0 %
No Response(s)			7	5.7 %
Totals			121	100%

Does the ferry schedule suit your needs?(If yes to both, go to #14)

Answer	0%	100%	Number of Response(s)	Response Ratio
Regular - yes			70	58.8 %
Regular - no			49	41.1 %
Summer - yes			35	29.4 %
Summer - no			80	67.2 %
Totals			119	100%

The current ferry schedule is not suited to your needs because:

Please choose all that are appropriate.

Answer	0%	100%	Number of Response(s)	Response Ratio
does not coincide with work schedule			46	53.4 %
results in extra costs for day care or other types of expenses			14	16.2 %
has a significant negative impact on quality of life (family, social, recreation, volunteer, etc)			65	75.5 %
Other			33	38.3 %
Totals			86	100%

What is the approximate annual value of goods and services you buy off-coast when commuting (exclude costs of meals and transportation)

Answer	0%	100%	Number of Response(s)	Response Ratio
<\$1000			27	22.3 %
\$1000 to \$2500			28	23.1 %
\$2500 to \$5000			32	26.4 %
\$5000 to \$10,000			23	19.0 %
>\$10,000			7	5.7 %
No Response(s)			4	3.3 %
Totals			121	100%

Presently, how much in total does it cost you each day to commute to your place of employment?

Answer	0%	100%	Number of Response(s)	Response Ratio
<\$30			65	53.7 %
\$30 to \$40			24	19.8 %
\$40 to \$50			14	11.5 %
\$50 to \$60			9	7.4 %
\$60 to \$70			1	<1 %
>\$70			2	1.6 %
No Response(s)			6	4.9 %
Totals			121	100%

Are there times when seasonal high volumes of vehicle traffic cause you to be late getting to work or returning?

Answer	0%	100%	Number of Response(s)	Response Ratio
yes			115	95.0 %
no			1	<1 %
No Response(s)			5	4.1 %
Totals			121	100%

If you take shopping trips to the Lower Mainland as a foot passenger with the primary purpose of shopping, at what cost for fares would you begin to take fewer shopping trips?

At what cost for fares would you begin to take fewer shopping trips?			Number of Response(s)	Response Ratio
Answer	0%	100%		
I don't make shopping trips			40	33.0 %
current cost			21	17.3 %
\$15			30	24.7 %
\$20			12	9.9 %
\$25			3	2.4 %
\$30			1	<1 %
\$35			1	<1 %
Never			1	<1 %
No Response(s)			12	9.9 %
Totals			121	100%

If you take trips to the Lower Mainland in a motor vehicle with the primary purpose of shopping, at what full fare rate would a combined adult fare and vehicle cost would you begin to take fewer shopping trips?

Answer	0%	100%	Number of Response(s)	Response Ratio
I don't make shopping trips			21	17.3 %
fares already reduce my trips			63	52.0 %
\$60			16	13.2 %
\$70			5	4.1 %
\$80			5	4.1 %
\$90			2	1.6 %
\$100			0	0.0 %
Never a factor			1	<1 %
No Response(s)			8	6.6 %
Totals			121	100%

If there was a direct foot passenger ferry service from Gibsons to downtown Vancouver with a total transit time of under 90 minutes, what is the highest amount you would be willing to pay for a return fare?

Answer	0%	100%	Number of Response(s)	Response Ratio
\$30			43	35.5 %
\$40			12	9.9 %
\$50			0	0.0 %
\$60			0	0.0 %
\$70			1	<1 %
would not use			57	47.1 %
No Response(s)			8	6.6 %
Totals			121	100%