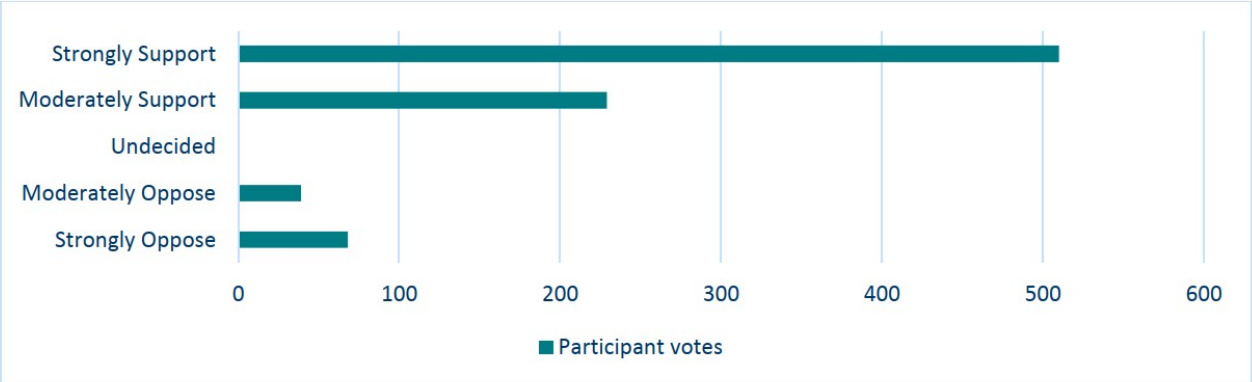



**Snapshots of cycling-related excerpts
from Horseshoe Bay Terminal Development Plan Phase 4 Engagement**

Page	Excerpts Related to Cycling
7	<ul style="list-style-type: none"> • Need for better bicycle access and safe bicycle storage options to be implemented during Phase 1 • Desire for bicycle lanes along roads for safer and easier access to and from the terminal for cyclists
8	<ul style="list-style-type: none"> • Desire for mode-share options (pedestrian and cycling facilities) to be implemented in Phase 1 instead of waiting for Phase 2 • Desire for clarification regarding the preferred alignment for cyclists to connect to the Spirit Trail
9	<ul style="list-style-type: none"> • Desire for increased bicycle storage • Consideration to advance some improvements from Phase 2 to Phase 1, particularly cycling improvements Support for the overall architectural design • Support charging stations for electric vehicles (EVs) and battery charging for bike batteries through the terminal
10	<ul style="list-style-type: none"> • Need for improved bicycle access <ul style="list-style-type: none"> ○ There should be better access between the terminal and highway ○ There should be better access to ticketing and a waiting area for people traveling by bicycle
11	<ul style="list-style-type: none"> • Concern that plans feels like they are car-centric, and desire to move toward a greener, multi-modal focus
15	<ul style="list-style-type: none"> • Improved amenities and infrastructure for passengers who cycle <div style="border: 1px solid gray; background-color: #f0f0f0; padding: 5px; width: fit-content; margin-top: 10px;"> Incorporate infrastructure for cyclists </div> <ul style="list-style-type: none"> • Many comments focused on improving the loading and offloading infrastructure to improve safety and accessibility for cyclists • Participants identified narrow spaces unsuited to larger touring bikes, shared offloading lanes with motor vehicles, and lack of dedicated cycling amenities such as parking areas and lanes as key issues to be addressed

<p>16</p>	<p>Phase 2 engagement questions</p> <p>A. Phase 2 transportation hub voting exercise</p> <p>For Phase 2, participants were asked to indicate if they supported the idea of creating a multi-modal transportation hub at the Horseshoe Bay terminal which would enhance transit connections for public transit users, pedestrians, and cyclists. Participants were provided with renderings of how the site could appear and asked to express their level of support on a scale of Strongly Oppose to Strongly Support. The exercise received 846 votes and resulted in 76% participant support.</p>  <table border="1" data-bbox="240 625 1485 1003"> <caption>Participant Votes by Support Level</caption> <thead> <tr> <th>Support Level</th> <th>Number of Votes</th> </tr> </thead> <tbody> <tr> <td>Strongly Support</td> <td>510</td> </tr> <tr> <td>Moderately Support</td> <td>230</td> </tr> <tr> <td>Undecided</td> <td>0</td> </tr> <tr> <td>Moderately Oppose</td> <td>40</td> </tr> <tr> <td>Strongly Oppose</td> <td>66</td> </tr> </tbody> </table>	Support Level	Number of Votes	Strongly Support	510	Moderately Support	230	Undecided	0	Moderately Oppose	40	Strongly Oppose	66
Support Level	Number of Votes												
Strongly Support	510												
Moderately Support	230												
Undecided	0												
Moderately Oppose	40												
Strongly Oppose	66												
<p>18</p>	<p>Easy access to and through the terminal for foot passengers, cyclists, transit and vehicles</p> 												
<p>19</p>	<p>Safety and amenities for cyclists</p> <ul style="list-style-type: none"> • Similar to the Phase 1 road network comments, participants identified the creation of dedicated bike infrastructure and lanes for loading and off-loading from ferries as an area of focus, particularly with regard to increasing safety and protective measures • Participants also expressed desire for a monitored bicycle storage area and amenities. 												

Appendix B Letter from the BC cycling Coalition



Brian Green, Manager
 BC Ferries Terminal Development Planning
 Suite 500 - 1321 Blanshard Street
 Victoria, BC, V8W 0B5

October 22, 2019

Dear Brian,

Re: Horseshoe Bay Terminal Development Plan

Thank you for including the BC Cycling Coalition among stakeholders consulted on the Horseshoe Bay Terminal development. During the consultations we were able to identify issues of concern to people with bicycles using the terminal and also potential mitigations.

It's disappointing, therefore, that the Phase 3 engagement report fails to mention cycling and that the draft plan revealed at the Oct. 7, 2019, stakeholders meeting defers action on improvements for people using bicycles and other mobility devices to a second phase of the project, scheduled for 10 or more years in the future.

We note that, as part of the CleanBC environmental initiative, a provincial Active Transportation Strategy has recently been released which identifies the following key elements:

1. Active transportation should be a safe, easy and convenient way for people to get around
2. British Columbia should have an integrated, safe and accessible active transportation system that works for everyone
3. Policy and planning should support integrated, comprehensive active transportation networks

Among medium term (in 1 to 2 years) actions identified in the Strategy is to "encourage the development of end-of-trip facilities and other supportive infrastructure at transfer points (e.g. provincially owned buildings, transit stations, ferry terminals and airports)". Additionally, and related to the Active Transportation Strategy, the provincial government has recently tabled legislation that would allow the use of electric-powered Personal Transportation Devices.

Customer access, convenience and comfort for people travelling with bicycles are poor at Horseshoe Bay, compared both to other transportation modes and to other major terminals in the BC Ferries system. We ask that the project team review the draft implementation plan in light of the information above and in view of the primary design drivers for the project:

1. Keeping designs practical and focussed on the function of the terminal, and ensuring efficient movement of people to and from their destinations; and
2. Making it easy and comfortable for everyone to move to and through the terminal no matter who they are or how they travel.

We recognize that full build-out of the development plan may take many years and therefore some improvements for people with bicycles and other mobility devices may have to be interim. None-the-less, they are urgently needed and we ask that they be expedited as a priority. A list of key issues is appended to this letter, for your information.

Please contact us for additional information or input. We appreciate any opportunities for productive dialogue.

Sincerely,

Peter Stary

Addendum to letter dated October 22, 2019 re: Horseshoe Bay Terminal Development Plan

Primary issues of concern for people using bicycles at Horseshoe Bay Terminal

Please note that this list may not be comprehensive but attempts to identify the most significant issues.

Access to Horseshoe Bay Terminal

There are three ways for people with bicycles to travel between Horseshoe Bay Terminal and the rest of Metro Vancouver: Highway 1, which has variable shoulders, with the most significant gaps at or near the terminal; Marine Drive, which is narrow and winding with short sight distances; and by transit using bus-mounted bike racks. Demand for the racks exceeds capacity during high use periods, and e-bikes and bike trailers aren't accommodated.

Access to both Highway 1 and Marine Drive is poor for people using bicycles. There is no shoulder or bike lane on the immediate departure from the berths. A shoulder begins shortly past the entrance from Bay Street, most of it substandard in width. It's possible to exit the terminal on foot and use the street network and the Spirit Trail to access Marine Drive, but this is poorly marked and requires negotiating even steeper grades.

Access to Marine Drive via Exit Zero, a steep uphill grade, has been made more awkward by the recent installation of a multi-use path that has displaced the shoulder. The path is interrupted by baffle gates that cannot be easily negotiated (especially by loaded touring bikes and bike trailers) and therefore many cyclists use the motor vehicle lane. The multi-use path could be made viable if the baffle gates were removed.

Most concerning, the shoulder of eastbound Highway 1 suddenly disappears for a short distance just east of Exit Zero. We understand that this area may be within the jurisdiction of MoTI, however its geometry is influenced by the operation of Horseshoe Bay Terminal. While we would like to see at least a continuous standard highway shoulder provided for cyclists leaving the terminal, in the interim any improvement will be helpful. We ask that BC Ferries and the Ministry of Transportation and Infrastructure address this deficiency as a priority.

Ticketing and entry

Purchasing tickets at the foot passenger ticket booths is awkward for people with bicycles. There is no safe, convenient place to park bicycles (including loaded touring bicycles and bicycles towing trailers) close to and within full view of the ticket booths. Cyclists often hang on to their bikes, then must wheel them back out into the plaza against the flow of customers queued for tickets. The direct route from the ticket booths to the entry gate involves stairs and isn't intuitive. Unless one knows the way, the entry gate isn't easy to find. Avoiding the stairs involves using a vehicle entrance in the counterflow direction. It appears that a ramp could be installed to provide people with bicycles and other mobility devices better access to

the entry gate. We ask that the flow of people using bicycles be considered and facilitated and that suitable wayfinding be provided.

The entry gate is heavily sprung and requires a several digit entry code. The code is provided on a tiny piece of paper, not easy to make out and almost indecipherable when wet or dark. Entering the heavily sprung gate with a loaded bike or bike trailer (or leashed dogs and luggage) is difficult and may best be accomplished only with the assistance of others. A part of the corridor between the entry/exit gate and the berths is so narrow that people walking bicycles, especially loaded bicycles, cannot easily pass by each other. Improving the functionality of this system is needed.

For cyclists arriving via Highway 1 the vehicle toll booths are reasonably easy to use; however, priority service for people on bicycles should be provided, both to facilitate quick entry to the terminal and to avoid having to queue amid motor vehicle exhaust. This is particularly needed during high volume periods when queues are long and motor vehicles may be experiencing sailing waits. Wayfinding from the ticket booths to the berths is needed. Bike lanes would be welcomed; however, recognizing possible geographic constraints, we note that separate space for cycling is most important in the uphill (departure) direction so that should be the first priority.

Customer facilities

Depending on conditions, waiting to board can be cold, wet and uncomfortable. Sheltered, comfortable places to wait for loading at each berth, as well as appropriate bike parking and charging facilities for e-bikes, are needed.