

For Immediate Release
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BC FERRIES REPORTS BACK ON ENGAGEMENT FOR NEW MAJOR VESSELS More than 10,000 customers participate, further engagement planned for later this year

VICTORIA – BC Ferries updated communities today on the feedback it received during the popular new major vessel engagement the company ran earlier this year for the next generation of ferries. More than 9,600 people responded through the online engagement, in addition to more than 1,700 customers taking part in sessions on board the ships and in community workshops.

The first phase of engagement focused on nine topic areas, including: accessibility, pedestrians and cyclists, pet spaces, outdoor spaces, food and beverage, family spaces, new amenities, technology, and additional thoughts and key considerations like sustainability and future flexibility to meet changing needs. Feedback included, for example, requests for more space and amenities for pet owners, more diversity in fresh food choices, improved areas for bicycle storage and quiet areas away from technology and noise, among other topics.

Other considerations included flexibility to meet changing travel demands and reducing the company's environmental impact. In particular, thoughts about reducing waste, reducing reliance on fossil fuels, and minimizing air and noise emissions topped the list of considerations. BC Ferries is committed to engaging those who are impacted by the company's decisions and incorporating the feedback into the decision-making process wherever possible.

“We’re excited about how many customers participated in these conversations and the ideas we heard on how we can improve their experience while travelling with us,” said Mark Collins, BC Ferries’ President & CEO. “We look forward to taking the feedback we heard, along with the results from our technical studies, to inform the design requirements for these new ferries.”

When it comes to designing the ships, BC Ferries’ key priorities are safety, environmental sustainability, underwater radiated noise (URN) and capacity. The company has been an early and active participant in efforts to reduce GHGs and URN. Each new class of ships BC Ferries builds is cleaner and quieter than the ships they replace. For more information on BC Ferries’ long-term plans, see its [Underwater Radiated Noise Mitigation Plan](#) and [Clean Technology Adoption Plan](#).

BC Ferries will be building at least four new ferries to replace four existing vessels. The new ferries will potentially add capacity to the Metro Vancouver – Vancouver Island routes and replace the Queen of New Westminster, Queen of Alberni, Queen of Coquitlam and Queen of Cowichan that currently serve those routes. The new ships are being specified to deliver enhanced environmental sustainability and offer flexibility to meet changing travel demands into the future. BC Ferries expects the new ferries to enter service in the mid-2020s.

Later this year, a second round of engagement is planned to build on what the company heard through this initial phase of engagement. This engagement will explore sustainability and future flexibility in more detail as BC Ferries seeks to better understand how to build ferries that will serve future generations of travellers while prioritizing the protection of the natural environment. To view the full Phase 1 engagement report, and for more information about the project, visit bcferries.com/about/nextgen.

The acquisition of the ships is a major capital expenditure that requires the approval of the BC Ferries Commissioner under Section 55 of the Coastal Ferry Act. Subject to a favourable decision, BC Ferries expects to award a contract to build these vessels next year.

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Infographic attached.

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Ferries *for the* Next Generation

You spoke, we listened. Here is a snapshot of what you told us you need in the next generation of ferries.

Project Background

BC Ferries will be replacing four ferries with up to five new ferries that will begin to serve Metro Vancouver and Vancouver Island in the mid 2020's.



Considerations

BC Ferries is weighing numerous considerations as we work to:



Keep fares affordable



Reduce environmental impact



Plan for flexibility to meet changing demands



Enhance the onboard experience for our customers

Engagement Overview

BC Ferries is committed to engaging those who are impacted by our decisions and wherever possible incorporating that feedback into our decision-making process. The design requirements for these ferries will be informed by community, customer and employee engagement, along with detailed technical studies to help us better understand the technical aspects and options for these new ships.

This first phase of engagement focused on gathering input on the following nine topic areas:



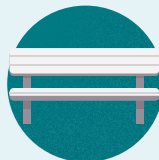
Accessibility



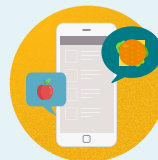
Pedestrians & cyclists



Pet spaces



Outdoor spaces



Food & beverage



Family spaces



New amenities

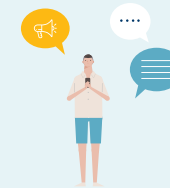


Technology



Additional thoughts & considerations

Engagement Activities



Online Engagement

9620

respondents



On Board Pop-Ups

1750

passengers across all three major routes



Community Workshops

25

diverse stakeholders

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Amenities on Board



Seating

more diverse, comfortable and accessible seating, and flexible seating that allows passengers to sit as a group



Weatherproofing

protection from wind, rain and heat when on the outer deck



Spaces for quiet and napping

spaces for passengers of all ages to escape noise, stimulation and technology while traveling



Family rooms

quiet areas for breastfeeding and more places to change diapers in all washrooms



Play structures

enhanced play structures for children and larger play areas



Accessible washrooms

multi-use washrooms maintain the availability of accessible washrooms for people with disabilities



Pet access to the vessel

access to more areas of the vessel for pets and their owners



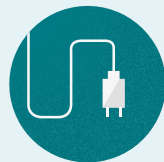
Diversity of fresh food offerings

More food choices to meet food restrictions (vegetarian, vegan, gluten free), freshly made and customizable



Amenities for pets/pet owners

More space, water and safety for pets and comfort for their owners (seating, washrooms, heating, food)



Charging stations and outlets

increased number and better located charging stations and outlets



Entertainment and education

provision of entertainment for passengers and educational opportunities while onboard and on the outer deck



Wi-fi improvements

improved and more reliable Wi-Fi signal

Getting On and Around the Vessel



Elevators

increased elevator capacity

Connections

integrated connections with transit



Accommodation for bicycles, gear and luggage

larger, secure and more designated space for bicycle parking and storage of gear including walk-on luggage and belongings

Movement on Board

increased mobility on board for passengers of all abilities such as level and tactile surfaces, less steep stairways, easy to open doors and wider corridors and doorways



Signage and Announcements

accessible directional signage and announcement on boards

Other Considerations

AFFORDABLE FARES



ensuring that affordable fares are prioritized when making decisions

ENVIRONMENTAL IMPACT



limiting impact by reducing energy use, emissions, vibrations, noise and use of non-renewable resources

REDUCING WASTE



using less plastic and packaging and improving recycling and composting capacity

NON-VEHICLE TRAVEL



Encouraging travel by foot or bike, improving walk on amenities and having car-free ferries