



# Moving Ahead Together on the Sunshine Coast Phase II Engagement

While we continue to explore options to increase year-round service for the Sunshine Coast, we are looking at ways to make travel easier, more comfortable, and less stressful for Sunshine Coast residents and visitors today.

## WHAT WE ASKED

The Moving Ahead Together Project Working Group and BC Ferries developed 11 ideas to improve travel on the Sunshine Coast in the near term, and asked the community to tell us which ones they would like to see developed further.

**11**  
ideas



## WHO WE SPOKE TO

We engaged with:



**1,600** visitors to our project page



**285** participants in the online engagement



**40** participants in virtual community meetings

## WHAT WE HEARD

The community felt all ideas proposed were worth developing further and noted several key considerations as we go forward:

### IDEA PROPOSED:

### OTHER KEY CONSIDERATIONS noted by the community:

#### TRAVEL CERTAINTY

- 1 Modifying the way we handle/allocate reservations
- 2 Staggering the release of reservations
- 3 Piloting ways to ease travel for those taking more than one ferry

- Ensure modifications benefit all travellers
- Maintain flexibility for those with routine and last minute travel needs
- Explore operational, reservation, and scheduling adjustments that make it easier for those taking more than one ferry

#### MEDICAL TRAVEL

- 4 Provide access to reservation capacity for Travel Assistance Program travel
- 5 Provide access to reservation capacity for Medical Assured Loading travel
- 6 Enhance information available about medical travel
- 7 Create system for being placed in an accessible spot on the ferry

- Enhance communications around medical travel, e.g. easier to find, more information etc.
- Create reservation processes to better support medical travellers
- Explore operational adjustments that prioritize medical travellers and could make medical travel easier

#### COMMUNICATIONS

- 8 Enhance information that helps customers plan their travel
- 9 Increase and improve information that helps customers on the day-of travel
- 10 Create a mobile app to access preferred travel information

- Work with other transportation providers to improve service connections
- Provide information that will help customers make informed decisions when planning travel and on the day-of travel

#### MANAGING DEMAND

- 11 Encourage use of capacity over the day for those who have flexibility in their travel plans

- Use communications and fare structures to manage demand
- Consider changes to schedule & fleet deployment

## OUR NEXT STEPS

BC Ferries internal workshops to develop solution options

Key stakeholder workshops to refine solutions

Community engagement (where warranted) to gather feedback on solutions

Finalize and implement solutions, keeping community informed throughout