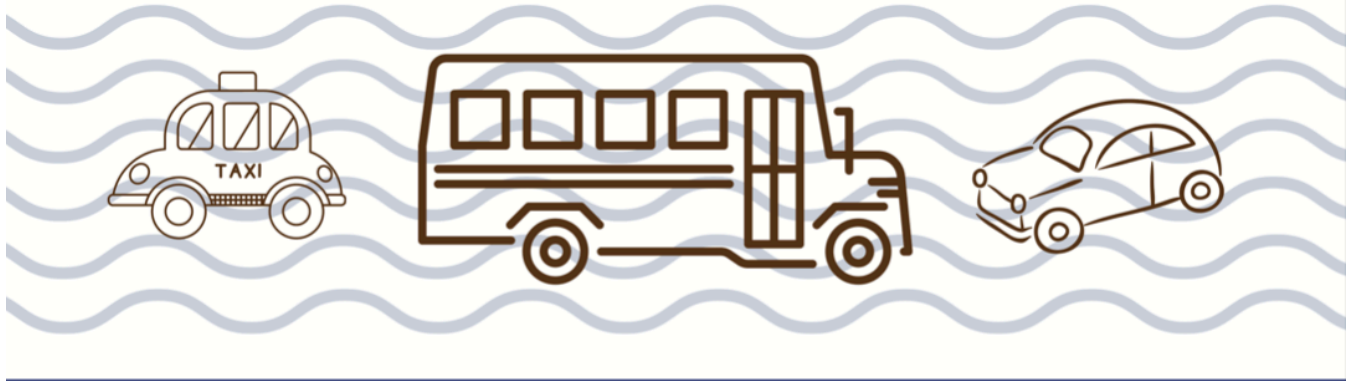


SEEKING SOLUTIONS

FOR PASSENGER TRANSPORTATION ON QUADRA, CORTES & THE OUTER ISLANDS



**Final Report:
October 2024**

A project of:

CCEDA  **Cortes Community Economic
Development Association**

Acknowledgements

The Cortes Island Community Economic Development Association (CCEDA) would like to thank those who contributed to this project. The following groups and individuals are acknowledged for their contributions.

Land Acknowledgement

CCEDA respectfully recognizes the geographic scope of this project covers the traditional, treaty and unceded traditional territories of the following First Nations: We Wai Kum, We Wai Kai, Tla'amin, Homalco, and Klahoose First Nations.

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The Cortes/Quadra Inter-Community Passenger Transportation Solutions Project was made possible by



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We would also like to thank all the Island residents who participated in the community engagement process, sharing their input and feedback through interviews, in-person and online sessions, as well as the survey.

Executive Summary

Quadra and Cortes Islands are amazing places to live, work, and play. However, island life can present challenges, especially when it comes to transportation on-island and to off-island destinations. For residents without personal vehicles, and those who cannot or would prefer not to drive, it can be quite difficult to access services or attend events. Cycling and walking are options for some, but not possible for many others, especially due to the nature of the roads and distances that must be travelled. The result is isolation and a reliance on others for help. For residents of the outer islands, these issues are even more extreme.

To address this pressing issue, this comprehensive project was undertaken to explore and identify suitable passenger transportation options that would meet the unique needs of these island communities. Through extensive research, community consultation, and stakeholder engagement, a clear picture emerged of the current passenger transportation landscape and the aspirations of residents.

The journey began with a deep dive into recent research and an exploration of existing transportation services, from ferries and water taxis, to community-based initiatives. The project team then embarked on stakeholder interviews, a survey, a series of community meetings, and focus groups to gather valuable insights and preferences. Many voices contributed to shaping passenger transportation recommendations, including residents of both Quadra, Cortes and the outer islands, Indigenous residents, riders of the Klahoose bus, visitors, recreational boaters, climate and bicycle advocates, seniors, low-income individuals, families, and people with mobility challenges.

As the project progressed, it became evident that a bus service on Quadra Island was the most desired option for both islands. For Cortes Island, a bus service is also in demand. Beyond buses, the project also explored other possibilities, such as ride-sharing or carpooling, ride-hailing or taxis, and water taxis.

The culmination of this collaborative effort resulted in a set of recommendations that offer a path forward for improving passenger transportation on Quadra and Cortes Islands. The goal is to create a comprehensive transportation network that will cater to the diverse needs of the islands' residents. By implementing these recommendations, the islands can become more connected, accessible, and sustainable places to live.

Recommendations

Four priorities emerged from the project and funding is now being sought to hire a coordinator and run a pilot project:

- #1 A bus loop on Quadra Island, including both ferries
- #2 A shuttle van on Cortes Island that would meet the first and last ferries
- #3 A ride-hailing service and/or taxi on both islands
- #4 Ride-sharing or carpooling organised through an online app for both islands

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Introduction

This project aimed to provide an opportunity for residents of Quadra, Cortes and nearby underserved islands to come together in a facilitated community consultation to confirm: 1) The best alternative transportation option(s) that would meet the needs of both communities; and 2) Ideas around routes, schedules, potential organisation structure and service details for implementation to move forward to support these options.

Two studies for our islands have been completed and their recommendations form the basis for this proposal, with room to consider other alternative options (Microtransit in Micro Communities: A Community Bus Feasibility Study for Quadra Island Using Success Indicators from the Gulf Islands, 2020 by Ericka Amador, and Cortes Transportation Demand Study, 2017 by Bunt). Also very helpful was MNP's "What We Heard" Transportation Study of July 2023.

CCEDA is well-positioned to launch this project, and understands the need for this collaboration. CCEDA's own Local Economic Action Plan report indicated "lack of on-island transportation options: buses, taxis" as a community weakness that must be addressed.

This project's geographical scope covers the Strathcona Regional District of Electoral Areas B and C. Like many low-density areas of Canada, the rural and remote islands in the Strathcona Regional District are under-served with respect to passenger transportation options. Residents have no transportation options beyond driving a personal vehicle, hitch hiking, cycling or walking in their communities.

Transportation is a social determinant of health, and impacts quality of life. Along with housing, health, and safety, transportation is foundational to individual and community well-being. For seniors who face mobility challenges, a lack of transportation is a barrier to accessing basic services and healthcare, as well as social and civic engagement.

Due to the high reliance on ferry services and personal vehicles to access medical appointments and goods and services in larger centres such as Campbell River, residents face higher transportation costs and generate more greenhouse-gas emissions per person than residents of larger communities serviced by passenger services such as BC Transit.

Community Context

The project geographic scope comprises several communities on islands of the Strathcona Regional District (SRD), in Electoral Areas B and C.

[Electoral Area B](#) is the smallest electoral area of the SRD and includes all of Cortes Island and the surrounding Archipelago Islands. [Electoral Area C](#) is the largest electoral area of the SRD and covers Quadra Island, Read Island, Redonda Island, Port Neville, Refuge Cove, Hardwick Island, East and West Thurlow Islands, and Mainland Inlets. The table below summarises demographic information from the most recent census.

Figure 1. DEMOGRAPHIC DATA OF THE STUDY AREA (STATISTICS CANADA 2021)

	Islands & Communities	Population	% Seniors	% Low Income aged 18 to 64**	% Age 0 to 14 years
Electoral Area B*	Cortes Island	1059	35	23.6	9.4
Electoral Area C**	Quadra, Read, Sonora, Hardwick, Redonda, East and West Thurlow Islands, Port Neville, Refuge Cove, and Mainland Inlets	2737	37	16.6	11.3

*[Statistics Canada for Cortes 2021 data](#)

**[Statistics Canada for Quadra 2021 data](#)

***Prevalence of low income based on the Low-income measure, after tax (LIM-AT) (%); [BC Average is 9.5%](#)

Indigenous communities include the Klahoose at Cortes Island’s Squirrel Cove, home to approximately seventy-five full-time residents who live and work in the surrounding areas. Quadra Island is located in the traditional territories of the Coast Salish Indigenous People, which includes the traditional lands of the Wei Wai Kai and Wei Wai Kum Indigenous People. Today, 4.4% of the population of Quadra Island is Indigenous.

Cortes and Quadra Islands are characterised by large rural areas, with rural, residential, and suburban neighbourhoods. The small settlement areas are connected by long hilly 2-lane roads with limited lighting, narrow or non-existent shoulders, and maximum vehicle speeds of 60 km/hr. The roads lack designated walking and cycling corridors. Residents often must take ferry trips to the City of Campbell River to access medical appointments and goods or services.

People living on the “outer islands” including Sonora, Read, and Maurelle often access essential goods and services in Campbell River via Quadra Island and the trip is arduous. As no taxi or other passenger transportation service exists on Quadra, they must first travel by boat to Quadra, then traverse more than 20 km across the island to get to the ferry terminal in Quathiaski Cove. This generally requires leaving a vehicle on Quadra or arranging to carpool.

Residents on Cortes Island also must traverse Quadra Island from one ferry terminal to the next (distance of 7.5 kilometres) when accessing services in Campbell River. There is no taxi service, a very limited (twice-weekly) transit service originating on Cortes to Campbell River. Travel across Cortes Island to reach the ferry terminal in Whaletown is 12.8 km from Mansons Landing, and 11.9 km from Squirrel Cove. Residents and visitors therefore rely on their personal vehicle, hitchhiking, or rides from neighbours to get to the ferry terminals on Cortes and Quadra Islands.

CCEDA's [Local Economic Action Plan 2018](#) for Cortes Island found in community engagements that a lack of on-island transportation options (on Cortes and Quadra) was “a community weakness that must be addressed.”

Vulnerable populations

There are residents and visitors who cannot own and/or operate a personal vehicle on Cortes and Quadra. Lack of convenient, affordable, and reliable transportation hinders access to employment, healthcare, food, recreation, and social offerings. With neighbourhoods and rural communities that are spread out, this creates challenges for those without private vehicles. It must be noted that populations in both the low-income and senior demographic are higher in these areas than in the general BC population.

1) Low-income

On average, there are greater numbers of people living with low incomes in the study area than in BC as a whole. Quadra Island has a low income population of 16.6%, and for Cortes Island it is 23.6%, compared to the BC average of 9.5%.

Those with lower incomes are often attracted to the lower rental rates of housing available in rural areas, however it also means greater distances to get to work. This, combined with lack of passenger transportation, means owning a vehicle to get to work is essential.

The average total cost of owning a car in Canada is over \$1,300 per month, [estimated by Ratehub](#). This factors in fuel, insurance, maintenance, repairs, financing, depreciation, registration fees, and taxes.

Families with young children face many of the same challenges. Children travelling alone can not access transit on Vancouver Island; children under 9 years of age are not allowed on the only passenger bus (IslandLink Bus Service).

2) Seniors and Persons with Mobility Challenges

The current distribution of seniors (those aged 65+), based on the 2021 census, in Electoral Areas B and C is 35% and 37% respectively. This is higher than the BC average percentage of seniors in the population of 19% ([PEOPLE 2020: BC Sub-Provincial Population Projections](#)).

There is no data on who in these areas are living with mobility challenges.

Passenger Transportation Background and Previous Research

Unlike larger communities, the residents of and visitors to small, rural, and isolated communities like Quadra and Cortes Islands have few transit options and have relied almost entirely on their cars. Many factors make the individual ownership and operation of personal vehicles difficult if not impossible, including:

- The financial burden of car ownership on low-income households
- An ageing population and the impact of ageing on the ability to drive
- A population of young people too young to drive.

In addition, the lack of connectivity between ferry terminals on Quadra Island for foot passengers exacerbates ferry overloads on both the Cortes and Quadra Island ferries as travel in a personal vehicle is the only option. Bicycles are used by a small number of residents, however can be difficult due to large distances and bad weather. The impact of greenhouse gas emissions from personal vehicles on climate change is a key concern of local residents.

A number of recent transportation-related research studies were previously completed for the area. Each of these studies showed strong interest in utilising transportation options beyond personal vehicles across and around Quadra Island, with connectivity, convenience and cost among the top considerations. The recommendations from these studies helped inform this project. Those studies are:

- [Cortes Island Transportation Demand Study](#) (2017) by Bunt and Associates.
- [Microtransit in Micro-communities: A Community Bus Feasibility Study for Quadra Island Using Success Indicators from the Gulf Islands](#) (2020) by Erika Amador (Master's thesis).
- Ride Share Survey (2022) by ICAN (unpublished).
- [Island Coastal Inter-Community Transportation Study "What We Heard" Report](#) (2023) by MNP.
- [Cortes Island Community Tourism Plan](#), 2024

Passenger transportation is governed by the [Passenger Transportation Board of BC](#), an independent administrative tribunal established under the [Passenger Transportation Act](#). The Board's primary responsibility is to make decisions on special authorization applications relating to taxis, limousines, hiring-hailing and shuttle vans.

Existing service providers on Quadra and Cortes Islands

a) BC Ferries

BC Ferries runs two passenger ferries in the area:

- i) Campbell River to Quadra Island

Duration 10 minutes each way. Service runs 7 days/week from 6:05 am - 10:30 pm, 11:30 pm on Fridays and Saturdays. Fare is \$21/standard vehicle + \$9/person (return trip), or discounted using the BC Ferries' Experience Card at \$14/standard vehicle + \$5/person (return trip).

ii) Quadra Island to Cortes Island

Duration 45 minutes each way. Service runs 7 days/week from 7:55 am - 6:45 pm. Fare is \$24/standard vehicle + \$10/person (return trip), or discounted using the BC Ferries' Experience Card at \$18/standard vehicle + \$7/person (return trip).

The [Travel Assistance Program](#) (TAP) provides assistance for non-emergency medical appointments, covering the cost of the ferry for the patient and an escort (if needed). TAP is a corporate partnership between the Ministry of Health and private transportation carriers.

b) Klahoose Community Bus

The Klahoose First Nation provides limited twice-weekly round-trip van service from Cortes to various locations in Campbell River. This van can be booked by all Cortes residents, but Klahoose members are prioritised. The cost is \$45 round-trip.

c) Water Taxi service

There are a variety of water taxi companies that service Quadra Island, Cortes Island, and the outer islands. Discovery Launch water taxi is the only water taxi that provides a regularly scheduled service (summer only). They depart Campbell River once a day on Fridays and Sundays, at the rate of \$90 for adults and \$50 for kids (one way). The costs for other times range depending on the number of passengers.

d) Ground Taxi or Ride Hailing Service

Ground taxi service has been intermittently available on Quadra Island; at time of writing it was not in operation. Quadra Island Taxi has in the past indicated insufficient resources to offer a reliable service, particularly in winter. Currently no ride hailing services are available on Quadra or Cortes Islands.

e) RideShare (Carpooling)

The [Friends of Cortes Island](#) provides free mirror tags to identify drivers in the ferry line-up who have room and willingness to take a passenger. There is no financial incentive for drivers to display a mirror tag. Uptake of this program has been low.

Informal advertisements for rides available/needed are posted on the Cortes Tideline website and on social media.

The [Hollyhock Rideshare Board](#) is intended for registered guests only (a password is required).

f) **Community Transportation programs**

- i. **Better at Home Programs (seniors only) - Quadra Island & Cortes Island**
These programs are separate and independently-operated on each island. The Better at Home Program helps with transportation to appointments and activities using volunteer drivers (through Seniors Helping Seniors on Cortes Island) and other transportation modes when available. Donations for volunteer rides are welcome but not required.
- ii. **Elder Van - Cape Mudge Village**
This transportation service is for elders living in Cape Mudge Village. It provides transportation and accompaniment to and from health appointments, shopping and events. Currently this service is unavailable due to lack of staff.
- iii. **[Augmented Home Support Program](#), Cortes Community Health Association - Cortes Island**
This program supports Cortes residents to stay in their homes while they age or recover from hospitalizations, illness, surgeries and at the end-of-life. The program includes on-island transportation to the Health Centre, as well as pick ups of parcels from the pharmacy, post office and grocery store.
- iv. **[Wheels for Wellness](#) - Vancouver Island**
A non-profit society offering transportation for residents of Vancouver Island to and from non-emergency out-of-town medical appointments. Pick up for Quadra and Cortes residents is at the Campbell River Ferry Terminal. Distance must be at least 45 km (one way) from point of departure.

g) **Inter-City Bus Service**

[IslandLink bus company](#) provides regularly scheduled bus service from downtown Victoria to Campbell River (and points along the way) for approximately \$72 one way. They also provide bus service from Campbell River up to Port Hardy (and points along the way). Children less than 9 years old are not permitted on the bus.

Project Structure



Phase One: Research and Community Consultation

“Phase One” involved data collection and analysis, and included weekly Project Team meetings, several Advisory Group meetings, stakeholder interviews, a survey, a learning forum, and two community meetings, intended to complete research and background, setting a foundation of understanding about passenger transportation. Small group roundtable discussions gathered input from participants that was used to draft preliminary findings and recommendations for a future service.

Phase Two - Recommendations & Validation

Recommendations for future passenger services were created based on Phase One outcomes. These were shared with Focus Group meetings and one community online engagement session to gather feedback for validation. Recommended implementation details included possible bus routes, schedules, and organisational structure.

Community Engagement

Community input was key to understanding the present state of transportation on the islands, current needs, and potential future demand for passenger transportation. Stakeholder input also supplemented available data to provide more insight into current travel patterns and the overall landscape of transit and passenger transportation in the region.

In-person and on-line engagement sessions

Four community engagement meetings were offered: two in-person sessions and two online with a total of 40 participants whose input helped inform the plan. These events were widely advertised on the project website, in newspaper articles, by posters around Cortes and Quadra, on social media and other online media, and on Cortes radio. They were also communicated via email to the email lists of various community partners. Due to the constraints of having meetings during the summer months and low turn-out, in-person Focus Groups were used in Phase Two, rather than broad in-person meetings, to engage with communities.

Four Community sessions were held:

- June 1st, 1 to 5pm: Quadra Island Legion

- June 2nd, 1 to 5pm: Manson’s Hall, Cortes Island
- June 6th, 7 to 9pm: Online
- September 11, 7 to 9pm: Online

The agenda for the meetings included creating a “heat map” of transportation patterns on Quadra and Cortes, sharing the results of the survey, and discussing transportation needs and potential solutions.

Survey

An online and paper survey was conducted between May 13 to 21 to hear directly from the community residents of Quadra, Cortes, and the outer islands, as well as from visitors. A total of 282 people responded to the survey by the due date. The survey asked participants about transportation challenges experienced, purpose of their travel and where, along with questions to assist with ridership demographic data collection. Complete survey questions can be found in Appendix 3.

Stakeholder Interviews

Seven interviews were completed in Phase One with a number of community members and service providers who could provide critical insight into the past, present and future of passenger transportation on our islands. Interviewees were either interviewed in person, or sent questions by email.

Stakeholder groups included

- People who don’t drive cars
- First Nations
- Youth
- Seniors
- Climate advocates
- Outer Island residents
- Families/People with children
- People who have or currently provide passenger transportation

Focus Groups

Phase Two recommendations were also shared with “focus group” meetings to collect feedback.

Focus Groups included

- Klahoose bus riders
- Seniors
- Boating Community
- Advocates for Low-Income & Mobility Challenged
 - Food Bank
 - Health Care Workers
 - Family Support
- Climate advocates
- People who don’t drive cars
- Youth/family reps

- Outer Island folks
- Better at Home & Augmented Health Program

Advisory Group

Members represented each of the geographic areas including Quadra, Cortes and the Outer Islands. Project team members met with advisors in each phase to receive feedback on project design and progress. A list of Advisory Group members is located in Appendix 2.

Learning Forum

About 25 people attended the May 21 Learning Forum, with presentations made by passenger transportation providers from Bowen Island, Powell River, Denman Island, Gabriola Island, as well as one servicing multiple communities via a ride-hailing app. Other rural communities were invited to attend, as advertised through the Rural Islands Economic Partnership network, and locally. Details are found in Appendix 5.

Phase One Results

Research was used to populate an evaluation matrix which assisted in evaluating all passenger transportation options according to 24 weighted criteria related to demand, service, and logistics, as well as financial, social, and environmental factors. The results formed the list of four priorities that were then used in Phase Two.

Service Options Considered

The following passenger transportation options were considered by the participants of our community engagements during Phase One.

- a. Bus Shuttle Across Quadra Ferry to Ferry
A shuttle between ferries, with no service on any other routes.
- b. Bus Loop on Quadra including ferries
Service between ferries, as well as around Quadra island.
- c. Bus Quadra to off-island destinations
Service from Quadra to Campbell River and other destinations.
- d. Bus shuttle on Cortes to ferry
Service only to Cortes ferry from key destinations, with little or no other service.
- e. Bus loop on Cortes including to ferry
Service to ferry terminal, as well as service around Cortes Island.
- f. Bus Cortes to off-island destinations

Service from Cortes to Quadra, Campbell River, and other destinations

g. Taxi on both islands

Traditional taxi service serving both islands.

h. Ride Hailing on both islands

Similar to a taxi service, but using an app rather than calling for a ride or hailing from a street corner.

i. RideShare or Car Pool on both islands

A driver shares a vehicle with riders, on a trip they are personally already making. Riders typically “chip in” for expenses like gas. The rideshare may be organised through personal communication (an online board, Facebook, an rideshare app) or an organisation.

j. Water taxi service to the outer islands

A boat used to provide public or private transport to islands not served by ferry.

Survey

Survey results included the top 3 preferred options per island to the question, “How likely are you, or someone in your household, to use the following services for a reasonable fee?”

Cortes Island responses

- Rideshare to elsewhere – 37%
- Bus around Cortes incl ferries – 56.5%
- Bus Cortes to elsewhere – 56.5%

Quadra Island responses

- Bus around Quadra incl ferries – 68.5%
- Bus between Quadra ferries – 67%
- Bus Quadra to elsewhere – 64%

Complete survey results can be found in Appendix 4.

Learning Forum Highlights

The Denman Island Bus Service uses an old school bus with no backup vehicle, which introduces gaps in the service from time to time, but also operates the service with no fares, allowing the community a free bus service during the summer months. The Powell River Zunga Bus has created a devoted ridership of a variety of passengers, including families, with its on-demand and scheduled hybrid bus service. Gertie bus on Gabriola finds the bus meets a social need with the bus driver becoming familiar with regular riders, and notices when those riders are not on the bus, which may be the only person who may notice their absence and possibly if they are in need of help. Bowen Island Vanpool provides a regular service in a membership system for regular riders going to more or less the same area. And finally, Coastal Rides provides an app for a ride hailing service similar to Uber, however it operates in rural

Vancouver Island communities, and they are willing to customise their service according to communities' needs.

Stakeholder interviews

Responses included:

- Don't compete with the Klahoose bus, leave it the way it is
- Please make sure there are bike racks on a bus
- A shared taxi service, similar to a 'collectivo' style, could be helpful for those less inclined to bike
- Mainly concerned about the carbon emissions of any choice, along with the importance of finding a way to use existing infrastructure, rather than building or purchasing new, such as a bus
- Interested in app-based, on-demand program to make ride hailing more accessible and increase registered drivers, especially for regular trips
- There are legal obstacles and challenges with boat-sharing, given that some boats may not be legally allowed to carry more than a few passengers, that would prevent this
- An app service, similar to Uber or Lyft, to provide on-demand transportation between Heriot Bay and Q Cove.
- People don't go to town as a "person," they go to shop, so there needs to be options for people who have lots to bring back -- groceries, hardware and building materials, clothing, etc.

Community Meetings

Highlights from the community meetings included the presentation from presenter Steve Earle about Gabriola Island's Community Bus, its history, operation and overall success. Participants broke out into groups to discuss their vision of a successful passenger service for their island.

Phase Two Results

Focus Groups

Recommendations from Phase One were shared in Focus Group meetings and feedback was recorded.

Highlights from Focus Group feedback:

- For low-income and mobility-challenged folks, medical appointments and medication/food pick-ups are the most important reasons for passenger transportation.
- Not everyone has access to technology but it is still a good option for many and makes transportation more affordable.
- There are many programs such as Better at Home to help some of the more vulnerable people in our community with their transportation challenges.
- The most asked question by the visiting boater community was, "Is there a taxi or bus to get around the island?"
- Boaters want access to food outlets, stores & markets

- Boaters are around June to Sept
- Providing transportation to the boater community helps our local economy
- Klahoose Bus service is used by all residents on the island, especially by those trying to get to medical appointments in Campbell River on time; many commented they would like to see additional days of weekly operation.

Virtual Community Meeting

Recommendations for future passenger service, including proposed pilot service were well received by participants. Comments included concerns over driver availability for all the options recommended. It was commented on that “people don’t want to rely on volunteer drivers.” A discussion on how to meet the need for drivers included suggestions to include driver training for class 4 licences to be included in the pilot project.

Recommendations

We used all of our research and consultation results from Phase One to create an Evaluation Matrix to rate 17 different passenger transportation options according to 24 weighted criteria related to demand, service, and logistics, as well as financial, social, and environmental factors.

The following transportation priorities were included in recommendations for next steps, along with suggested implementation details including routes, schedules, funding, and governance, with “pros and cons” considerations for each option.

Priority #1 Bus Loop on Quadra Island including Ferries

Service between ferries, as well as around the most populated area of Quadra island.

Using a bus, service could be offered between the main population centres of Heriot Bay and Quathiaski Cove, with an extra loop to Cape Mudge Village. This bus could meet the ferry from Cortes at the Heriot Bay terminal and then proceed along West Road to Quathiaski Cove, ending at the Quathiaski Cove ferry terminal. Stops could be made along the route as passengers require, and the bus could also be flagged down by pedestrians. Between Cortes ferry arrivals the bus could travel the “back road” along the Heriot Bay Road and also do a loop down to Cape Mudge Village. Additional loops could be considered in the future if the demand is there.

FIGURE 2. SUGGESTED SCHEDULE QUADRA ISLAND, LONG VERSION

Suggested Quadra Island routes and schedule for pilot bus service

Timings are for summer Cortes ferry schedule. If part of the service offered during the winter schedule, the timings will change.

Bus run:	1	2	3	4	5	6	7	8	9	10
<i>Sched. arrival of Cortes ferry</i>		8:10	10:00	11:45	13:30	15:15		17:00		18:40
Heriot Bay (at ferry)	7:25	8:15	10:05	11:50	13:35	15:20		17:05	18:05	18:45#
Heriot Bay Road at Pine Tree	7:35									
Quathiaski Cove (at ferry)	7:45	8:25	10:15	12:00	13:45	15:30		17:15	18:15	18:55
Heriot Bay	7:55	8:35	10:25	12:10	13:55	15:40	16:05	17:25		
Heriot B. Road at Pine Tree		8:45	10:35	12:20	14:05	15:50		17:35		
Yaculta (Cape Mudge Village)		8:55		12:30				17:45		
Quathiaski Cove (at ferry)		9:05	10:45	12:40	14:15	16:00	16:15	17:55	18:30*	
Heriot Bay (at ferry)	8:10	9:15	10:55	12:50	14:25		16:25	18:05	18:40	19:05
<i>Sched. departure of Cortes ferry</i>		10:10	11:55	13:40	15:25	17:10		18:50	18:50	

* “last chance bus” for passengers travelling to Cortes Island

“last chance bus” for passengers travelling to Campbell River

FIGURE 3. SUGGESTED SCHEDULE QUADRA ISLAND, SHORT VERSION

Suggested Quadra Island routes and schedule for pilot bus service (short-hour version)

Timings are for summer Cortes ferry schedule. If part of the service offered during the winter schedule, the timings will change.

Bus run:	1	2	3		4	5	6
<i>Sched. arrival of Cortes ferry</i>		8:10	10:00		17:00		18:40
Heriot Bay (at ferry)	7:25	8:15	10:05		17:05	18:05	18:45#
Heriot Bay Road at Pine Tree	7:35						
Quathiaski Cove (at ferry)	7:45	8:25	10:15		17:15	18:15	18:55
Heriot Bay	7:55	8:35	10:25		17:25		
Heriot B. Road at Pine Tree		8:45	10:35		17:35		
Yaculta (Cape Mudge Village)		8:55			17:45		
Quathiaski Cove (at ferry)		9:05	10:45		17:55	18:30*	
Heriot Bay (at ferry)	8:10	9:15	10:55		18:05	18:40	19:05
<i>Sched. departure of Cortes ferry</i>		10:10	11:55		18:50	18:50	

* "last chance bus" for passengers travelling to Cortes Island

"last chance bus" for passengers travelling to Campbell River

FIGURE 4. SUGGESTED QUADRA ISLAND ROUTE

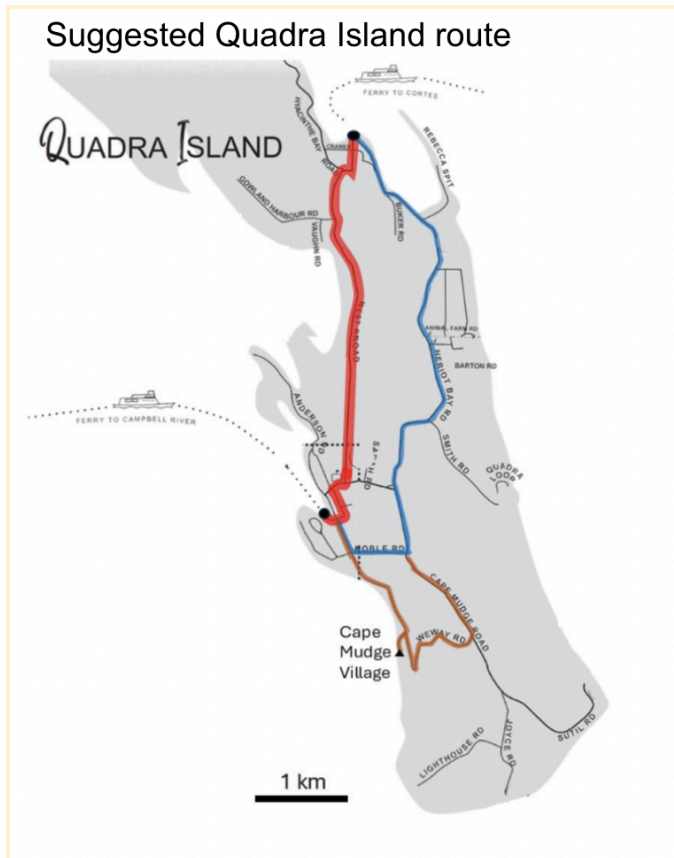


FIGURE 5. PROS AND CONS OF BUS LOOP ON QUADRA INCLUDING FERRIES

Bus Loop on Quadra Including Ferries	
Pros	Cons
only need one driver at a time to transport many people	will we have reliable drivers available to operate van/bus?
regular schedule offers reliable and affordable transport	may require subsidies to make it affordable
affordable for the passenger	requires coordinator hours
there is lots of funding available for passenger van purchases	maintenance costs for van/bus can be high
	no door-to-door service

Priority #2 Shuttle Van on Cortes

Service to the Cortes ferry from key destinations, with little or no other service.

Using a passenger van, limited service could be offered to and from the Whaletown ferry terminal for the first and last ferry of the day. The route could include at least one loop around the island. This service would complement, rather than compete with, the Klahoose bus service.

FIGURE 6. SUGGESTED CORTES ISLAND ROUTE



FIGURE 7. PROS AND CONS OF SHUTTLE VAN ON CORTES

Shuttle Van on Cortes	
Pros	Cons
only need one driver at a time to transport many people	will we have reliable drivers available to operate van/bus?
regular schedule offers reliable and affordable transport	may require subsidies to make it affordable
affordable for the passenger	requires coordinator hours
there is lots of funding available for passenger van purchases	maintenance costs for van/bus can be high
	no door-to-door service
	May only be available during the summer months

Priority #3 Ride-hailing Service and/or Taxi (both islands)

Ride-hailing is similar to a taxi, but it uses an app rather than requiring the rider to call for a ride or hail from a street corner. There are various advantages to a ride-hailing service over a taxi, however both depend on people wanting to work as drivers and it being worth their while financially to do so. Assistance could be provided through local organisations in advertising for drivers, coordinating training, marketing the service, and finding funding for vouchers.

Alternatively or in addition to ride hailing, people may be interested in operating a taxi service.

FIGURE 8. PROS AND CONS OF RIDE-HAILING SERVICE AND/OR TAXI (BOTH ISLANDS)

Ride-Hailing Service and/or Taxi (both islands)	
Pros	Cons
will attract drivers who wish to earn \$ while providing service	close to same cost as taxi, not affordable for all
is reliable, door-to-door service	drivers must use cars no older than 10 years by law
any time of day or night, depending on driver availability	drivers must have Class 4 drivers licence

	drivers & riders must have cell phone, cell service, credit card
--	--

Priority #4 Ride sharing or carpooling using an app (both islands)

In ride sharing or carpooling, a driver provides a ride to a passenger on a trip the driver is already making. Riders “chip in” for expenses like gas. Ride sharing could be more widely used in our communities if a ride-sharing app was employed to facilitate matching drivers and riders, and enabling an easy way to share expenses. Ride sharing apps are becoming more and more widely used and some of them can be customised to community needs. .

FIGURE 9. PROS AND CONS OF RIDE-SHARING OR CARPOOLING USING AN APP (BOTH ISLANDS)

Ride-Sharing or Carpooling Using an App (both islands)	
Pros	Cons
incentivizes drivers to offer rides because riders help pay for expenses	if using a ride-sharing app, riders & drivers must have cell phone, cell service, credit card
uses existing infrastructure (driver’s cars)	rates need to be high enough (for example \$.35/km to \$.70/km) to attract drivers
affordable: cheaper than taxis and ride-hailing	success of service depends on enough drivers offering rides
can be door-to-door	
no restrictions on age of vehicle	
trips can be offered to off-island destinations	

Proposed Pilot Project

In order to gauge the viability of the four proposed transportation options before committing to a longer term project, CCEDA would like to implement a pilot project to try out and evaluate each option in the spring/summer of 2025.

Funding, Revenue and Fare strategy

CCEDA will seek funding for the pilot project from the Rural Transit Solutions Fund and other sources.

In terms of a community bus for Quadra Island, the breadth of service during the pilot project, in terms of how many months of operation, length of hours in operations per day or number of days operating per week, will depend on available funding. For example, the bus may operate

on a 6 hour schedule, or a 12 hour operating schedule; the schedule chosen will depend on available funds as drivers must be paid for their time, and a lengthier schedule will require more gas to operate.

Other costs associated with offering a pilot service include the services of a project coordinator.

Other constraints on the pilot service will depend on available drivers. This was highlighted in discussions with Coordinators for the Better at Home program on Quadra and Cortes; occasionally it was difficult for the program to find enough drivers from the community.

Collected fares from the service will assist in off-setting costs. However, given that the service must be affordable, fares will be kept as low as possible, and in keeping with those of similar communities, in order to maximise ridership and uptake of the service. A fare structure will be calculated and factored into the pilot service budget.

Governance considerations

CCEDA has agreed to be the project lead for the pilot service only. A longer term service may require the formation of a non-profit specifically for that purpose.

Conclusion

This report presents a comprehensive exploration of passenger transportation options for Quadra and Cortes Islands. The outer islands were also included in the project. Through extensive research, community engagement, and stakeholder input, the project has identified a clear path forward to enhance connectivity and accessibility within these island communities, with the key recommendation of a pilot service proposal to help evaluate the top 4 options.

Key findings and recommendations include:

- Strong preference for bus services: Residents overwhelmingly support the implementation of bus services on both islands, with possible routes and schedules identified to meet the needs of both communities.
- Community-driven approach: The project emphasises the importance of a community-led initiative to ensure the sustainability and success of any transportation solution.
- Sustainability and accessibility: The recommendations prioritise environmentally friendly options and address the needs of vulnerable populations, including seniors, low-income individuals, and people with mobility challenges.
- Additional transportation options: While bus services are the primary focus, the report also explores the potential for other options, such as ride-sharing/carpooling and ride-hailing/taxi, to complement the overall transportation network.

By implementing these recommendations, Quadra and Cortes Islands can significantly improve their passenger transportation infrastructure, enhance quality of life, and foster economic growth. The project's findings provide a valuable roadmap for future initiatives and demonstrate the power of community collaboration in addressing transportation challenges in rural areas.

It is recommended that the community continue to engage in ongoing discussions and explore funding opportunities to ensure the successful implementation and sustainability of the proposed solutions.

Appendices

Appendix 1 - References

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Appendix 2: Advisory Group Members

Name	Organisation
Ester Stribos	Better at Home, Cortes Island
Ramona Boyle	Quadra Island Climate Action Network
Ian Ross	Driver, Klahoose Health Bus
Kristen Namouri	Business Owner/Operator, Quadra Island

Don Tenant	Harbour Authority, Cortes Island
Renate Harvey	Surge Narrows Community Association

Appendix 3 - Survey Questions

Which of the following best describes your age range?

- 0-19 years old
- 20-39 years old
- 40-59 years old
- 60-79 years old
- 80+ years old

How many other people (besides yourself) are you including in your household for the purposes of this survey? And what are their ages?

	Age 0-9	Age 10-19	Age 20-39	Age 40-64	Age 65+
Person #1					
Person #2					
Person #3					
Person #4					
Person #5					
Person #6					

Does anyone in your household use a mobility device (cane, walker, wheelchair, scooter, etc) to get around?

- Yes
- No

Which of the following best describes where you live most or all of the time?

- Cortes Island
- Quadra Island
- Small islands near Quadra or Cortes
- Campbell River
- Other: _____

FOR RESIDENTS ONLY:

Where do you live on Cortes/Quadra/Outer Islands? (Address or general area)

Which of the following best describes where you work?

- Not applicable (I don't work)
- I work from home
- Cortes: Mansons Landing
- Cortes: Squirrel Cove
- Cortes: Whaletown
- Cortes: Other
- Quadra: Heriot Bay
- Quadra: Quathiaski Cove
- Quadra: Yaculta/Cape Mudge
- Quadra: Other
- Campbell River
- Courtenay
- Comox
- Nanaimo
- Other: _____

What is your usual method of getting to work?

- Not applicable (I don't work)
- I work from home
- Vehicle (driver)
- Vehicle (passenger)
- Carpool with others going in the same direction
- Walk
- Bike
- Hitchhike
- City transit bus
- Island Link Bus
- Senior's transportation assistance program
- Boat (other than a ferry)
- Airplane
- My employer provides transportation
- Other: _____

Where do the members of your household (you and/or the people who live with you) attend school (including college or university)? Please check all that apply.

- Not applicable
- At home or online
- Cortes Elementary
- Cortes Academy
- Quadra Elementary
- Read Island
- Campbell River
- Courtenay
- Comox
- Nanaimo
- Other: _____

How do you and/or they get to school? Please check all that apply.

- Not applicable (no one goes to school in my household)
- They go to school at home
- School Bus
- City Bus
- Vehicle (driver)
- Vehicle (passenger)
- Carpool with others going in the same direction
- Walk
- Bike
- Hitchhike
- Boat (other than the ferry)
- Other: _____

Outside of work or school, where do you, and the members of your household, go most often for medical appointments, errands, recreation and volunteering?

- Cortes: Mansons Landing
- Cortes: Whaletown
- Cortes: Squirrel Cove
- Quadra: Heriot Bay
- Quadra: Quathiaski Cove
- Quadra: Rebecca Spit
- Quadra: Yaculta/Cape Mudge
- Campbell River
- Courtenay
- Comox
- Nanaimo
- Other: _____

What is your and/or their usual method of travel for medical appointments, errands, recreation and volunteering? Please check all that apply.

- Vehicle (driver)
- Vehicle (passenger)
- Carpool with others going in the same direction
- Walk
- Bike
- Hitchhike
- Senior's Transportation Assistance
- Klahoose Bus
- Cape Mudge Elder Van
- City Bus
- Boat (other than the ferry)
- Other: _____

FOR VISITORS ONLY:

What best describes your relationship to Quadra Island or Cortes Island?

- Cortes: Summer resident
- Cortes: On and off resident
- Cortes: Visiting friends and family
- Cortes: Tourist
- Cortes: Business/Work/Volunteering
- Quadra: Summer Resident
- Quadra: On and off resident
- Quadra: Visiting friends and family
- Quadra: Tourist
- Quadra: Business/Work/Volunteering
- Other: _____

FOR EVERYONE:

If passenger transportation were provided on **Cortes**, would you, or members of your household, use it for a reasonable fee?

Note: Passenger transportation could include a bus, taxi, ride hail, carpool/vanpool/ride share, or other form of transportation where you are a passenger.

- Yes
- No
- Maybe

Please rank how likely you, or someone in your household, would be to use the following services on **Cortes**, for a reasonable fee?

	Very Likely	Somewhat Likely	Unsure	Somewhat Unlikely	Very Unlikely
Taxi on Cortes (book a ride by calling)					
Ride hailing service on Cortes (book a ride online)					
Ride share or carpool (for a fee) around Cortes on a schedule e.g. to go to programs and events					
Ride share or carpool (for a fee) from Cortes to off island destinations on a schedule e.g. to Quathiaski Cove or Campbell River					
Ride share service that matches drivers to people needing rides					
Bus around Cortes to popular destinations on a schedule, including the ferry					
Bus from Cortes to Quathiaski Cove, Campbell River or other places					

If passenger transportation were provided on **Quadra**, would you, or members of your household, use it, for a reasonable fee?

Note: Passenger transportation could include a bus, taxi, ride hail, carpool/vanpool/ride share, or other form of transportation where you are a passenger.

- Yes
- No
- Maybe

Please rank how likely you, or someone in your household, would be to use the following services on Quadra, for a reasonable fee?

	Very Likely	Somewhat Likely	Unsure	Somewhat Unlikely	Very Unlikely
Taxi on Quadra (book a ride by calling)					
Ride hailing service on Quadra (book a ride online)					
Ride share or carpool (for a fee) around Quadra on a schedule e.g. to go to programs and events					
Ride share or carpool (for a fee) from Quadra to off island destinations on a schedule e.g. to VIU campus					
Ride share service that matches drivers to people needing rides					
Bus around Quadra to popular destinations on a schedule, including the ferry					
Bus from the Ferry Terminal in Heriot Bay to the Ferry Terminal in Quathiaski Cove, and back on a schedule					
Bus from Quadra to Campbell River or other places					

If a water taxi service was provided between the Outer Islands and Quadra, Cortes, or Campbell River, for a reasonable fee, would you or members of your household use it? Please check all that apply.

- Yes between Outer Islands and Cortes
- Yes between Outer Islands and Quadra
- Yes between Outer Islands and Campbell River
- No
- Maybe

Do you have any other suggestions for passenger transportation on Quadra, Cortes, or the outer islands that are not listed above?

What motivates you to want to use passenger transportation? Please rate each thing as highly motivating, somewhat motivating, or not motivating / not applicable.

	Highly motivating	Somewhat motivating	Not motivating / not applicable
I don't own a vehicle			
I don't drive			
I would prefer not to drive if I don't have to			
I like the social aspect of traveling with other people			
I want to reduce the number of vehicles on the ferry			
I want to limit my use of fossil fuel			

Is there anything else that is motivating you to want to use passenger transportation?

What are the characteristics of a passenger transportation service that would most encourage you to use it? Please rate each characteristic as very important, somewhat important, or not important to you.

	Very important to me	Somewhat important to me	Not important to me
Enables travel to and from my destination in the same day			
Low cost or free			
Room for storing packages and bags			
Has a bike rack			

Reliable (arrives when scheduled, consistent)			
Runs Monday-Friday			
Runs on weekends			
Accessible for people with disabilities			
Picks me up/drops me off at my house or lodging			
Picks me up/drops me off close to my house or lodging			

Did we forget a characteristic that is important to you in the question above? Please add it.

Do you have any other comments or suggestions about passenger transportation on Quadra or Cortes or the Outer Islands? Or suggestions for questions you think we should be asking?

What is your name? Optional (required to be entered into the prize draw and could be used to contact you for further information)

What is your phone number? (Required to be entered into the prize draw and could be used to contact you for further information)

Do you want to be added to our email distribution list for this project?

- Yes
- No

What is your email? (Required to be entered into the prize draw, to be added to our email list, and could be used to contact you for further information)

Appendix 4 - Survey Results

The survey was undertaken in May 2024, resulting in 282 responses:

- 51% Quadra
- 32.5% Cortes
- 6.5% Outer Islands
- 10% from elsewhere
- 50% over 60 years old
- Many households with children and/or person using mobility device.

Location of Work

Quadra Island	Cortes Island
8.5% Q Cove	10% Mansons
6.5% Heriot Bay	8.5% Squirrel Cove
0.5% Cape Mudge/Yaculta	1.5% Whaletown
4.5% Other	3.5% Other
4% Campbell River	
the rest travel to other locations	

Usual method of travel to work

- 37.5% drive
- 5% bike
- 4% walk
- 3% carpool (as a passenger)
- 2% hitchhike
- 1.5% boat (not ferry)
- 44.5% work from home or don't work

Location of School

- 6.3% at home or online
- 8.5% Campbell River
- 6% Quadra
- 4% Cortes
- 3% Read
- 5% other (Courtenay, Comox, Nanaimo, Cowichan, Victoria, Vancouver)
- 76% not applicable

Usual Method of Travel to School

- 76% homeschool, online or no one goes to school

- 10.5% school bus
- 7.5% passenger in private vehicle
- 6.5% drive themselves
- 3.5% boat (other than ferry)
- 2.5% walk
- 2.5% bike
- 2.5% carpool with others
- 1.2% City bus
- 1% hitchhike

Where do you go most often for medical, errands, rec, volunteering?

- 32% Campbell River
- 28.5% Quathiaski Cove
- 19.5% Mansons Landing
- 6.5% Heriot Bay
- 2.5% Whaletown
- 2% Comox
- 1% Courtenay
- 1% Read
- 1% Rebecca Spit

Usual method of Travel for medical, errands, rec, volunteering?

- 84% drive personal vehicle
- 29% passenger or carpool
- 21.5% bike
- 13.5% walk
- 6.5% boat (other than ferry)
- 6.5% hitchhike
- 2.5% Klahoose bus, Elder van or Senior’s Transport
- 0.5% taxi

Would you use passenger transportation if provided for a reasonable fee?

Cortes Residents – 92 respondents	Quadra Residents – 145 respondents
On Cortes: YES 56.5% MAYBE 30.5% NO 14%	On Cortes: YES 40.5% MAYBE 32.5% NO 27%
On Quadra: YES 61% MAYBE 28% NO 10%	On Quadra: YES 69.5% MAYBE 25% NO 5.5%
Water taxi to outer islands: YES 41.5% MAYBE 32.5% NO 26%	Water taxi to outer islands: YES 42% MAYBE 34.5% NO 23.5%

Likely to use passenger transportation for reasonable fee

Outer Island Residents – 21 respondents	Others – 22 respondents
on Cortes: YES 53% MAYBE 31% NO 16%	on Cortes: YES 40% MAYBE 32% NO 28%
Likely to use passenger transportation on Quadra: YES 67.5% MAYBE 22.5% NO 10%	Likely to use passenger transportation on Quadra: YES 69% MAYBE 25.5% NO 5.5%

How likely are you, or someone in your household, to use the following services for a reasonable fee?

On Cortes, very or somewhat likely:	On Quadra, very or somewhat likely:
Taxi – 30.5%	Taxi– 55%
Ride hail – 34%	Ride hail - 43.5%
Rideshare/Carpool – 33.5%	Rideshare/Carpool – 43.5%
Ride share to elsewhere – 37%	Ride share to elsewhere – 35.5%
Ride share matching service – 33.5%	Ride share matching service – 40.5%
Bus around Cortes incl ferries – 56.5%	Bus around Quadra incl ferries – 68.5%
Bus Cortes to elsewhere – 56.5%	Bus between Quadra ferries – 67%
	Bus Quadra to elsewhere – 64%

If a water taxi service was provided between the Outer Islands and Quadra, Cortes, or Campbell River, for a reasonable fee, would you or members of your household use it?

- Yes outer islands to Cortes – 15%
- Yes outer islands to Quadra – 27%
- Yes outer islands to Campbell River – 23.4%
- Maybe – 36%
- No – 23.5%

What motivates you to want to use passenger transportation?

Percentage who found these things highly motivating or somewhat motivating:

- 86% Limit my use of fossil fuel
- 82% Reduce the vehicles on the ferry
- 69% Prefer not to drive if I don't have to
- 47% Like the social aspect of travelling with other people
- 14% Don't own a vehicle
- 12% Don't drive

What else is motivating you?

Cost of fuel, vehicle, second vehicle, ferry	Create jobs
Ride home after drinking	Exercise
Stress of overloads and parking	Essential service when can't drive anymore due to ageing
Easier access to island amenities for more people	Mental Health
Safer roads	Disabilities
Ability to get places	Getting kids to activities
An option for youth so they don't need cars, have independence and a safe way to travel	Building community
Not wanting to bring/use vehicle when visiting island	Meeting more people
Convenience	Equity
	Reliability of transport

What characteristics of a passenger transportation service would most encourage you to use it?

Reliable (arrives when scheduled, consistent) – 80%	Accessible for people with disabilities – 44.5%
Enables travel to and from my destination in the same day – 72%	Low cost or free – 43.5%
Runs Monday to Friday - 59.5%	Room for storing packages and bags – 43%
Picks me up/drops me off close to my house or lodging – 55.5%	Has a bike rack – 26%
Runs on weekends – 46.5%	Picks me up/drops me off at my house or lodging – 21%

There were 112 comments provided for the question: “Is there anything else that is motivating you to want to use passenger transportation?”

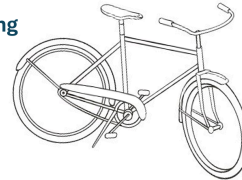
Most were related to the cost of driving (fuel and vehicle costs) and to social issues such as transportation for youth and for seniors who may not be able to drive in the future.

Many (especially on Cortes) spoke about congestion on the ferry, and especially the need to leave a car parked overnight to be assured of getting on the first sailing.

Climate and ferry congestion were covered in a previous question so the level of response here may be artificially low.

There were 85 comments provided for the question: “Do you have any other suggestions for passenger transportation on Quadra, Cortes, or the outer islands that are not listed above?”

Of those, 14% were on the topic of improving infrastructure for cycling (bike lanes and dedicated bike paths).



A few of the other comments are listed here:

Allow for booking for the Cortes ferry.

A city bus stop at the CR ferry terminal would make a big difference.

Shuttle bus that runs only on some days, not every day of the week.

A HUGE problem is parking in Campbell River. We and all family and visitors are forced to drive on to Quadra.

Shopping bus from Cortes to Campbell R.

Carshare vehicles are rented/ booked within a member driven rideshare transport method and also available at times to be booked by ride-hail drivers, member businesses, community organizations etc.

Appendix 5 - Learning Forum on Rural Transportation

Learning Forum Transit Operators, May 21, Virtual					
	Bowen Island Vanpool	Powell River Zunga Bus	Denman Island Bus Service	Coastal Rides Transportation Network Service	GERTIE bus
Introduction of Service	running for over twenty years	2021	2021	2020	2013
Type of Service	Vanpool*	Hybrid Ride-Hailing** & Bus	Community Bus	Ride-Hailing** Service	Community Bus
Service Area	Between Bowen Island & UBC	Services the Westview area, and within city limits	Circuitous route around Denman Island	Sunshine Coast, Texada Island and the Comox Valley	Circuitous route on Gabriola Island
Fleet	One van	Dodge Ram Promaster Vehicles	One repurposed school bus	Drivers provide their own vehicles	3 buses

Service Hours	Tuesday to Friday 6:20am to 5:45pm	11:00 am to 6:00 pm daily	Thursday to Monday, 8 am to 8 pm, May to August	varies according to available drivers	Monday to Saturday 6:45 am to 6 pm
Fare	-\$250 Monthly rate, single rides are \$20 return	\$2.25/ride	free, municipal funding from the Comox Valley Regional District	varies; payment calculated using an online fare calculator	Adults \$2.75
Bookings	Membership-driven using a WhatsApp group communication	Using the Zunga Bus mobile application or call in for phone bookings	Flag-stop system (no bus stops); bookings for charters	Bookings are made strictly via the Coastal Rides app	Flag-stop system (no bus stops); bookings for charters
Operations	Run by a private group of individuals.	City of Powell River in cooperation with Spare Labs	Denman Works! Non-profit society	local drivers and transportation companies	Gabriola Community Bus Foundation

* Vanpooling is legally defined as a “car pool.” A motor vehicle that can accommodate a driver and not more than 11 passengers is a car pool vehicle on any day if

- (a) on that day, the motor vehicle is used for no purpose other than to transport passengers on one return trip between
 - (i) the residences of any or all of the driver and the passengers, and
 - (ii) the respective places of employment of the driver and passengers, or a common destination, and
- (b) Neither the driver nor the operator receives any compensation for that transportation other than contributions for operating costs, which contributions do not, in the aggregate, exceed the operating costs that are attributable to the return trip referred to in paragraph (a). (Source: B.C. [Passenger Transportation Regulation](#))

** Ride-hailing is legally defined as a “Transportation Network Service” or TNS. In a TNS, a passenger hires and pays for travel in a licenced passenger directed vehicle (PDV) through a website or mobile application. These vehicles operate under the authority of ride-hail companies and must comply with B.C. provincial regulations and any municipal bylaws that apply. Fees for services are paid through the application or website directly to the driver and the TNS company through which the driver operates. (Source: [Government of B.C. website](#))

Appendix 6 - Stakeholder Questions

- What are your current transportation options?
- What program related to transportation do you work/volunteer for?
- What is working?
- What is not working?
- Are the current options adequate?
- Where are people trying to go and where are they coming from?
- Which options offer the best greenhouse gas emission reductions?