

COMMUNITY REPORT

For Passenger Transportation

On Quadra Island, Cortes Island, & Outer Islands



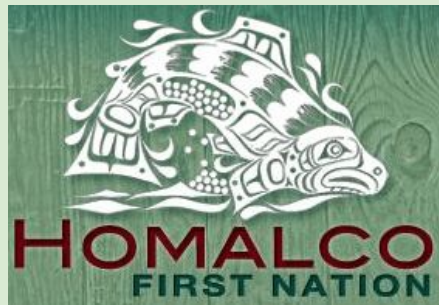
CORTES ISLAND
COMMUNITY
FOUNDATION

VANCOUVER ISLAND
ECONOMIC ALLIANCE



LAND ACKNOWLEDGEMENT

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



Recap: Survey Snapshot

May 2024

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

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

On Cortes

Very or somewhat likely:

- Taxi – 30.5%
- Ride hail – 34%
- Rideshare/Carpool – 33.5%
- Ride share to elsewhere – 37%
- Ride share matching service – 33.5%
- Bus around Cortes incl ferries – 56.5%
- Bus Cortes to elsewhere – 56.5%

On Quadra

Very or somewhat likely:

- Taxi – 55%
- Ride hail – 43.5%
- Rideshare/Carpool – 43.5%
- Rideshare to elsewhere – 35.5%
- Rideshare matching service – 40.5%
- Bus around Quadra incl ferries – 68.5%
- Bus between Quadra ferries – 67%
- Bus Quadra to elsewhere – 64%

Recap: Analysis of the Consultation Results

- We used all of our research and consultation results to create an Evaluation Grid 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.

	Evaluation Criteria	Weight	Bus (Gas) Shuttle Across Quadra Ferry to Ferry	Bus (Electric) Shuttle Across Quadra Ferry to Ferry	Bus (Gas) Loop on Quadra Including ferries	Bus (Electric) Loop on Quadra Including ferries	Bus Quadra to off Island destinations	Bus loop on Cortec Including to ferry	Bus Cortec to off Island destinations	Taxi on Quadra	Taxi on Cortec	Ride Hailing on Quadra	Ride Hailing on Cortec	Ride Share on Quadra	Ride Share Quadra to off Island destinations	Ride Share on Cortec	Ride Share Cortec to off Island destinations	Ride Share matching service	Water taxi service from outer islands to various destinations
FINANCIAL	Infrastructure Costs	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Operating Costs (annual)	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Affordability	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Fundability	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Income Potential	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Financial Risk	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Liability Risk	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
SOCIAL	Interest/support from Cortec	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Interest/support from Quadra	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Interest/support from Outer Islands	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Interest/support from Visitors/Tourists	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Support from elsewhere	0.5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Potential Ridership (annual)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
SERVICE	Predictability/Reliability	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Frequency	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Vehicle Capacity	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Geographic Accessibility	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
LOGISTICS	Vehicle Availability	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Number of Drivers Required	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Existing Regulatory Framework	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Length of time to get up and running	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
ENVIRONMENTAL	Climate Impacts	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Social Benefits	2.5	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Ferry congestion Relief	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Total Score		61	60	62	63	48	49	44	61	48	62	48	68	66	66	66	66	64	38
Weighted total		87	89	88.5	92.5	80	86.5	75	84.5	79.5	87	82	97	94	93	92	90.5	56.5	

Recommended Transportation Options

1. Bus Loop on Quadra including Ferries
2. Shuttle on Cortes
3. Ride-hailing (both islands)
4. Ride-sharing (both islands)



Feedback on Our Recommendations

So far we have heard from:

- 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



.....more on this later

Recommended Next Steps...

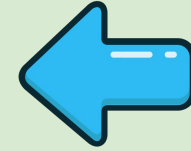
- Seek funding to implement a “**Pilot Project**” to try-out options in the spring/summer of 2025
- Results from the pilot project will provide useful information for a successful longer-term service
- Project is dependent on funding available



What will the Pilot Project look like?

Pilot Project Details

1. Bus Loop on Quadra including Ferries



2. Shuttle on Cortes

3. Ride-hailing (both islands)

4. Ride-sharing (both islands)

1. Bus Loop on Quadra including Ferries



Schedules: 12-hour or 6-hour schedule, aligned with Cortes ferry arrivals & departures

Routes: Loop around Quadra including ferry terminals

Capacity: 15 passenger maximum

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

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

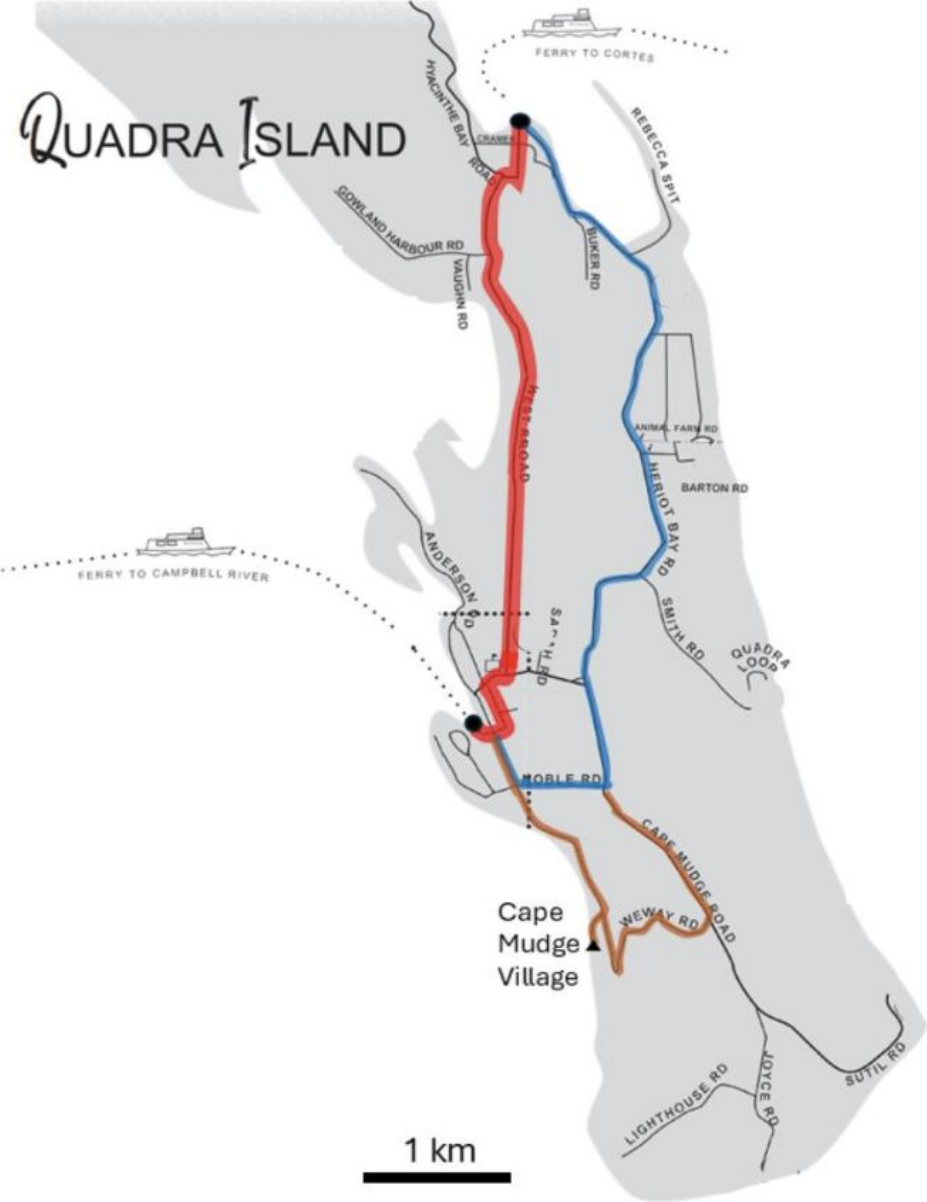
Timings are for summer Cortes ferry schedule. If part of the service offered during the winter schedule, the timings will change.

<i>Bus run:</i>	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

Suggested Quadra Island route



Bus on Quadra

Pros

- only need one driver at a time to transport many people
- regular schedule offers reliable and affordable transport
- affordable for the passenger
- there is lots of funding available for passenger van purchases

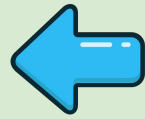
Cons

- will we have reliable drivers available to operate van/bus?
- may require subsidies to make it affordable
- requires coordinator hours
- maintenance costs for van/bus can be high
- no door-to-door service

Pilot Project Details

1. Bus Loop on Quadra including Ferries

2. Shuttle on Cortes



3. Ride-hailing (both islands)

4. Ride-sharing (both islands)

2. Shuttle on Cortes

- Offering limited scheduled service, possibly using Hollyhock van
- Includes service to and from the ferry terminal, first and last ferry
- Includes at least one loop around the island
- Rate per passenger is dependent on funding, but would like to keep it affordable
- Would complement, not compete with, the Klahoose bus



Suggested Cortes Island route

Shuttle on Cortes

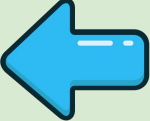
Pros

- only need one driver at a time to transport many people
- regular schedule offers reliable and affordable transport
- affordable for the passenger
- there is lots of funding available for passenger van purchases

Cons

- will we have reliable drivers available to operate van?
- may require subsidies to make it affordable
- requires coordinator hours
- maintenance costs for van can be high
- no door-to-door service

Pilot Project Details

1. Bus Loop on Quadra including Ferries
2. Shuttle on Cortes
3. Ride-hailing (both islands) 
4. Ride-sharing (both islands)

3. Ride-Hailing, both islands

Ride-hailing = glorified taxi service, or hailing a ride using your phone rather than a street corner.

It is optional to share a ride with other riders, as well as make several stops along a route.

The Uber logo, consisting of the word "Uber" in a bold, black, sans-serif font.

Ride-hailing

Uber



Pros:

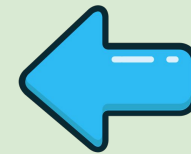
- will attract drivers who wish to earn \$ while providing service
- is reliable, door-to-door service
- any time of day or night, depending on driver availability

Cons:

- close to same cost as taxi, not affordable for all
- drivers must use cars no older than 10 years by law
- drivers must have Class 4 drivers licence
- drivers & riders must have cell phone, cell service, credit card

Pilot Project Details

1. Bus Loop on Quadra including Ferries
2. Shuttle on Cortes
3. Ride-hailing (both islands)
4. Ride-sharing (both islands)



4. Ride-sharing

What is “Ride-sharing”?

Ride-sharing = carpooling

It is literally the process in which a driver shares a vehicle with riders. The space can be shared, and it may make stops to pick up other riders.



Ride-sharing/Carpooling

Apps:



POPARIDE
Share your travels

HOVR

Pros:

- incentivizes drivers to offer rides because riders help pay for expenses
- uses existing infrastructure (driver's cars)
- affordable: cheaper than taxis and ride-hailing
- can be door-to-door
- no restrictions on age of vehicle
- trips can be offered to off-island destinations

Ridesharing/Carpooling, con't

Cons:

- if using a ride-sharing app, riders & drivers must have cell phone, cell service, credit card
- rates need to be high enough (for example \$.35/km to \$.70/km) to attract drivers
- success of service depends on enough drivers offering rides



Pilot Project Depends on Funding

- The Rural Transit Solutions Fund will be applied to by CCEDA for this Pilot Project
- Other funding may be available



Government
of Canada

Gouvernement
du Canada

Questions on Pilot Project?

We presented our recommendations
to community Focus Groups and
Stakeholders for valuable feedback over the
summer months

Feedback on Recommended Options

We spoke to these groups for feedback:

- 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



....feedback still welcome!

Feedback highlights

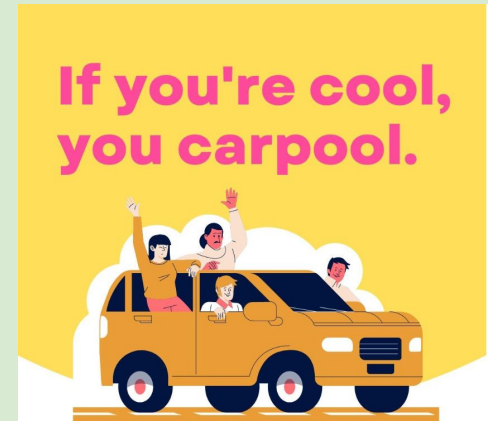


United Way helping seniors remain independent.

- 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.



Feedback highlights, con't



- There are huge advantages in using existing infrastructure to get people around, such as with carpooling or ride hailing (instead of a bus).
- Greater GHG emission reductions can be realized by using existing infrastructure

Example: Innisfil, Ontario



Innisfil Transit has partnered with Uber to offer discounted rates. There is a limit of 30 rides/person per month at the discounted rates.

Feedback highlights, con't

- Visiting boater community most-asked question, **“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



Feedback: Klahoose Bus



- This service is used by all residents on the island, especially by those trying to get to medical appts in Campbell River on time
- Many commented they would like to see additional days of weekly operation
- Currently there are no plans for additional service, but the KFN is interested in pursuing this at some point

Existing services could be better advertised...

- Better at Home transportation support for seniors
- Augmented Home Support Program for those with medical needs
- Wheels for Wellness program offers free transportation to medical appts on Vancouver Island
- Klahoose Bus



Feedback or Questions?

For more information about this project, please visit
<https://www.cceda.ca/transportation-consultation>

For ongoing updates please email kate@cceda.ca

Thank you for joining us!

Your Transportation Project Team:

Jen Banks-Doll
Steve Earle
Lisa Ferentinos
Sadhu Johnson
Kate Maddigan

