

For Immediate Release
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BC FERRIES SEEKS INPUT ON SOUTHERN GULF ISLANDS SAILING SCHEDULES 'Customer Needs Assessment' survey now open

VICTORIA – BC Ferries is launching a survey today to better understand the service needs of Southern Gulf Islands customers. This survey is the first step in a nine-month process offering customers an opportunity to provide input on improving sailing schedules for the following routes:

- Tsawwassen – Southern Gulf Islands (Salt Spring, Pender, Mayne, Galiano, Saturna)
- Swartz Bay – Southern Gulf Islands (Pender, Mayne, Galiano, Saturna)
- Southern Gulf Islands – Inter-Islands (Salt Spring, Pender, Mayne, Galiano, Saturna)

As BC Ferries will be introducing two new Intermediate Class Ferries into service in this region in 2017, the opportunity exists to improve service and better align customer needs with sailing schedules, as well as balance seasonal service, capacity and demand with operating efficiencies. “The more information BC Ferries can gather on the travelling needs of our customers, the better informed we will be in developing schedules that can best meet those needs,” said Corrine Storey, BC Ferries’ Vice President of Customer Services.

Customers using these routes are encouraged to participate in the online survey between now and May 7, 2015 by visiting bcferries.com and clicking on the survey link from the home page.

Other opportunities for customers to provide their input include public open houses and schedule options surveys. BC Ferries representatives will host the open houses in late-summer on board select sailings, on Pender, Mayne, Saturna, Galiano and Salt Spring Islands, as well as in Sidney and Richmond. Details regarding the open houses will be announced in early-summer.

Later in the fall, a range of ‘new schedule options’ will be made available to the public, and customer preferences will be sought via an online survey. From that, BC Ferries will determine the new schedules that will be implemented once the new vessels enter service in 2017. For more information on this project, please visit bcferries.com.

Under contract to the Province of British Columbia, BC Ferries is the service provider responsible for the delivery of safe, efficient and dependable ferry service along coastal British Columbia.

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