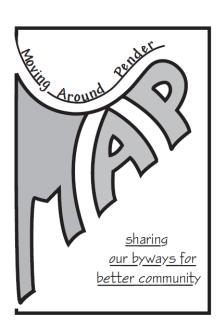
PENDER ISLANDS' VISITORS CYCLING SURVEY SPONSORED BY:

- The Moving Around Pender Alternative Transportation Society (MAP)
- Pender Island Community Service Society (Nu-To-Yu)
- Capital Regional District







Introduction

In the Summer-Fall of 2012 the Moving Around Pender Alternative Transportation Society (MAP) conducted a survey of cyclists visiting the Pender Islands to gather opinions and suggestions concerning cycling issues on the Pender Islands. The survey was funded by the Pender Island Community Services Society (Nu to Yu), the Capital Regional Distract (CRD) and MAP and commissioned by the Local Trust Committee

The visitor's survey was available on paper and online. In total 35 surveys were completed. All respondents didn't answer all questions. Paper copies of the survey as well as cards with the URL link and the QR code for the survey were distributed at the Ferry Terminal most weekends between the August long weekend and Thanksgiving weekend (August 3 –Oct 8). Most surveys were completed online by cyclists after returning home. Although many cards and surveys were distributed the response was modest. However the responses and comments are valuable and have a common theme.

In the following report, the survey questions are presented, the results analyzed, and key findings summarized. The complete survey is included as appendix 1.

Demographics:

Gender: 45% of respondents were female, 55% male.

Age:

13-20	7%
21-35	46%
36-50	32%
51-65	11%
65+	3.5%

Home:

Vancouver	13
Victoria	6
Other BC	6
Other Canadian Province	2
Other Country	2

Summary:

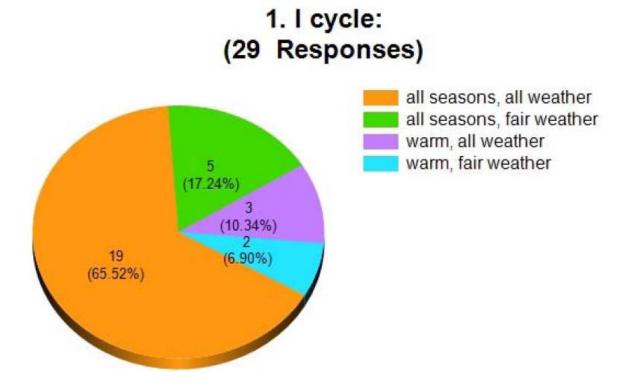
Although a relatively small number of people completed the visitor's survey (35 versus 303 for resident's survey) they provided valuable input. Most were experienced, safety conscious cyclists between the ages of 20 and 50 years and for ½ of them this was their first trip to Pender. Most were on Pender for multiple days rather than on a day trip and the majority camped or stayed with friends. Most respondents came from Tswwassen or Swartz Bay and were not on a multiple-island tour. Most were riding road bikes or hybrid bikes rather than mountain bikes. Most came to the islands on their bikes rather than bringing their bikes on vehicles. Satisfaction with the Ferry was moderate except for the uniform criticism of lack of facilities to park bikes on board.

As with the residents the biggest concerns were safety. There were the usual remarks about the hilly terrain but the most strident message was that the roads are too narrow, without shoulders or bike lanes and that some drivers go too fast and do not exercise care around cyclists.

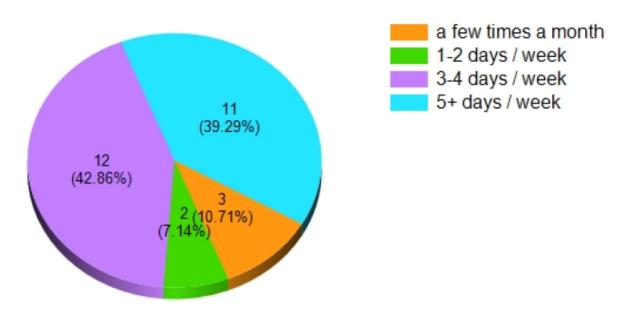
The most frequent suggestions for improvement were wider shoulders, dedicated bike lanes and education of motorists, especially off islanders.

These results are concordant with the resident's survey and suggest that Pender would be a more desirable destination for cyclists if the perceived danger areas on major routes were improved by dedicated bike lanes and/or off road trails.

Most respondents were frequent cyclists:



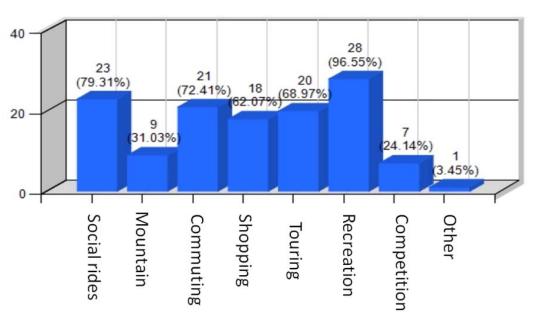
2. During the time of year that I cycle, I ride on average: (28 Responses)



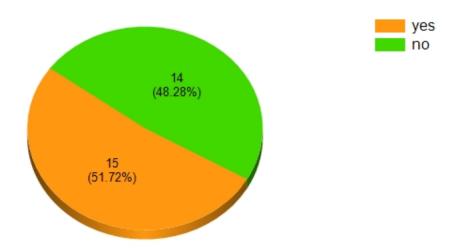
3. Most were safety conscious and used helmets and lights/reflectors:

	Always	Usually	Sometimes	Never
Bicycle Helmet	62%	24%	14%	0
Reflectors/lights	48%	24%	10%	14%
Dawn t o dusk	7%	17%	10%	62%
safety vest				

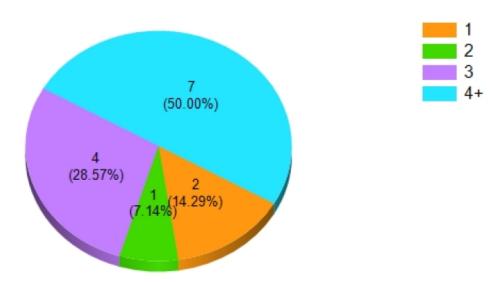
4. My cycling includes: (29 Responses)



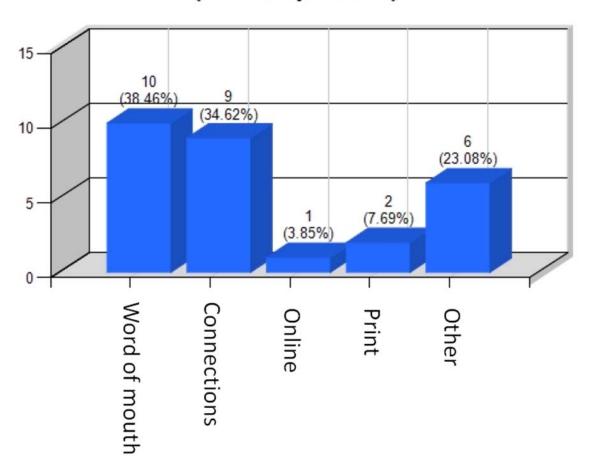
5a. This was / will be my first time cycling on the Pender Islands: (29 Responses)



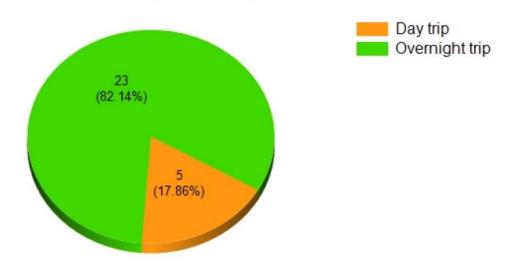
5b. If no, I have cycled before on the Pender Islands this many times: (14 Responses)



6. I heard about cycling on the Pender Islands through: (26 Responses)



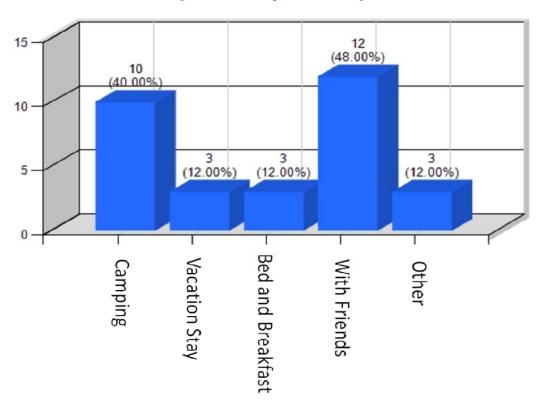
7a. I'm visiting, or have recently visited, the Pender Islands on a: (28 Responses)



7b. Number of nights:

- > One-2
- ➤ Two-11
- ➤ Three-7
- ➤ More than four 5

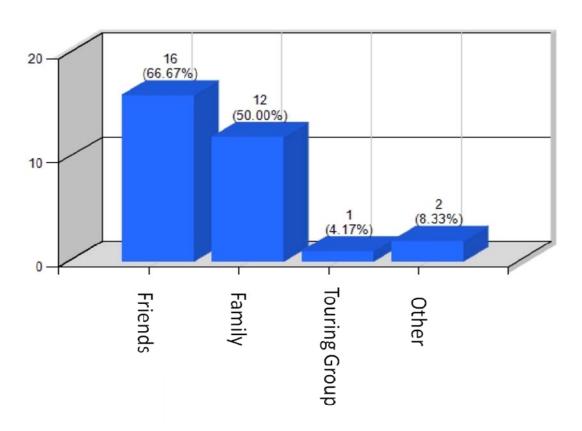
7c. If you stayed (or are staying) overnight: (25 Responses)



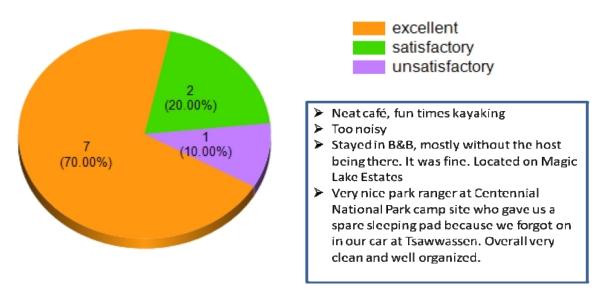
I was alone – 4 I was with companions:

- ➤ One -2
- ➤ Two-4
- ➤ Three-3
- ➤ More than three 11

I was with:



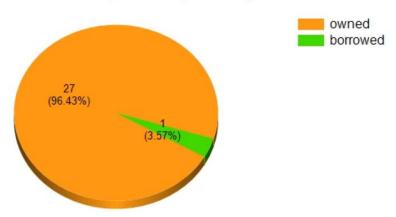
9. For those who have used it, the service at the commercial accommodation was: (10 Responses)



10. My cycling destinations or routes on the Pender Islands were / will be:

	Gowlland point Port Washington area Pirates Road
	rode across both north and south pender on the main roads. Rode for exercise and enjoyment of seeing the island (not as transportation)
	market, tru value, hope bay
1111	Roesland Gowland Point George Hill
	Roesland Driftwood Center George Hill
1111	ride to south end and back
	Browning Harbor, McKinnon Road
III	Browning Harbor, McKinnon Road
	Farmers Market, Drifwood Centre, Nu to Yu,
	Visit every lake and have dinner at Poets Cove
III	unknown
	Gowlands point, general touring of island
	Driftwood
110	Fall Fair
III	Trincomali/Swanson View Drive - from ferry and back to ferry from there.
III	Touring around; nothing specific
	Disc golf course Magic Lake
	To prior centennial from ferry, to north point and south point to explore and tour, around town and to harbor and other points of interest (went to disc park) and back to ferry
	Otter Bay to 1. Farmers Market/Community Hall 2. Driftwood Centre 3. Disc Golf Course
	Poet's Cove, Bakery, Wine Fest September 1st 2012, Farmer's Market
	farmer's market, driftwood bakery, poet's cove, various beaches
	Magic Lake to Gowland Point, Magic Lake to Hope Bay and Port Washington, Magic Lake to Driftwood
	Driftwood Centre, Hope Bay, Port Washington
	The point of Southern Pender, the bakery, the pub, the frisbee golf course, and the winery.
	Rented house on Gowland Point Road just past the Fire Hall
	Friends house on armadale road. Roesland and Roe Lake

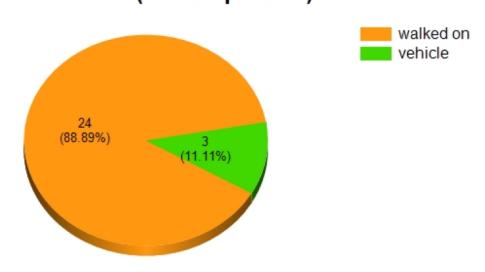
11a. The bicycle I used / will use on the Pender Islands is: (28 Responses)



11b. Type of bicycle (eg. road, hybrid, mountain):

- > Road 16
- ➤ Hybrid -11
- Mountain 3

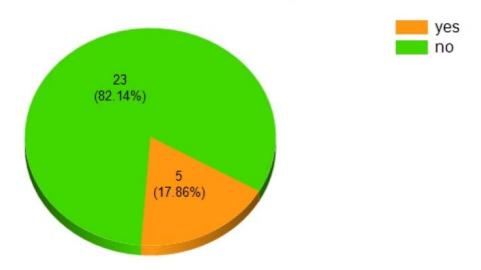
12. How did you bring your bicycle to the Pender Islands? (27 Responses)



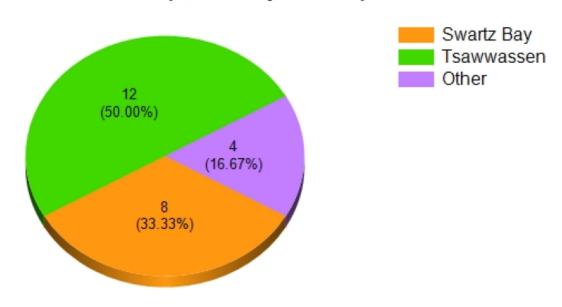
13. Have you cycled on other Gulf Islands? (19 Responses)

Option	Count	Percent
Galiano	12	63.2
Mayne	8	42.1
Saturna	5	26.3
Saltspring	12	63.2
Gabriola	2	10.5
Denman	2	10.5
Hornby	3	15.8
Quadra	3	15.8
Cortez	1	5.3
Lasqueti	1	5.3
Other	1	5.3
Total:	50	100.0

14. Is this trip (to Pender) part of a combined island tour? (28 Responses)



15. The BC Ferries terminal I used to reach the Pender Islands was: (24 Responses)



16. Please rate your experience as a cyclist for the terminal used: Swartz Bay (15 Responses)

į.		5 exc	ellent – 1 un	satisfactory,	d/k don't kn	ow	
	5	4	3	2	1	Other	Average Rating
Approach to boarding	6 (40.00%)	3 (20.00%)	1 (6.67%)	1 (6.67%)	1 (6.67%)	3 (20.00%)	4.00
Directions, signage for embarking	2 (13.33%)	4 (26.67%)	1 (6.67%)	1 (6.67%)	4 (26.67%)	3 (20.00%)	2.92
Waiting, holding area	4 (26.67%)	1 (6.67%)	4 (26.67%)	1 (6.67%)	2 (13.33%)	3 (20.00%)	3.33
Bicycle parking at terminal	2 (13.33%)	3 (20.00%)	2 (13.33%)	3 (20.00%)	0 (0.00%)	5 (33.33%)	3.40
Bicycle parking on the ferry	0 (0.00%)	3 (20.00%)	2 (13.33%)	3 (20.00%)	4 (26.67%)	3 (20.00%)	2.33
Help from crew if needed	1 (6.67%)	5 (33.33%)	1 (6.67%)	1 (6.67%)	2 (13.33%)	4 (26.67%)	3.20
Unloading procedures	2 (13.33%)	5 (33.33%)	1 (6.67%)	2 (13.33%)	2 (13.33%)	3 (20.00%)	3.25
Holding area after unloading	3 (20.00%)	3 (20.00%)	2 (13.33%)	1 (6.67%)	2 (13.33%)	4 (26.67%)	3.36
Directions & signage onto roads	5 (33.33%)	4 (26.67%)	1 (6.67%)	1 (6.67%)	1 (6.67%)	3 (20.00%)	3.92

Tsawwassen (14 Responses)

	5 excellent – 1 unsatisfactory, d/k don't know						
	5	4	3	2	1	Other	Average Rating
Approach to boarding	5 (35.71%)	4 (28.57%)	3 (21.43%)	0 (0.00%)	1 (7.14%)	1 (7.14%)	3.92
Directions, signage for embarking	3 (21.43%)	5 (35.71%)	1 (7.14%)	1 (7.14%)	3 (21.43%)	1 (7.14%)	3.31
Waiting, holding area	4 (28.57%)	4 (28.57%)	4 (28.57%)	1 (7.14%)	0 (0.00%)	1 (7.14%)	3.85
Bicycle parking at terminal	1 (7.14%)	3 (21.43%)	7 (50.00%)	1 (7.14%)	0 (0.00%)	2 (14.29%)	3.33
Bicycle parking on the ferry	1 (7.14%)	1 (7.14%)	2 (14.29%)	3 (21.43%)	6 (42.86%)	1 (7.14%)	2.08
Help from crew if needed	5 (35.71%)	2 (14.29%)	3 (21.43%)	0 (0.00%)	1 (7.14%)	3 (21.43%)	3.91
Unloading procedures	5 (35.71%)	3 (21.43%)	2 (14.29%)	2 (14.29%)	1 (7.14%)	1 (7.14%)	3.69
Holding area after unloading	4 (28.57%)	4 (28.57%)	3 (21.43%)	1 (7.14%)	0 (0.00%)	2 (14.29%)	3.92
Directions & signage onto roads	5 (35.71%)	4 (28.57%)	1 (7.14%)	1 (7.14%)	1 (7.14%)	2 (14.29%)	3.92

17. Please rate your experience as a cyclist for your arrival and/or departure from Otter Bay Ferry Terminal:

(26 Responses)

		5 exce	ellent – 1 uns	atisfactory,	d/k don't kno	w	221
	5	4	3	2	1	Other	Average Rating
Approach to boarding	11 (42.31%)	6 (23.08%)	5 (19.23%)	1 (3.85%)	0 (0.00%)	3 (11.54%)	4.17
Directions, signage for embarking	7 (26.92%)	7 (26.92%)	3 (11.54%)	1 (3.85%)	4 (15.38%)	3 (11.54%)	3.55
Waiting, holding area	7 (26.92%)	8 (30.77%)	6 (23.08%)	1 (3.85%)	1 (3.85%)	2 (7.69%)	3.83
Bicycle parking at terminal	7 (26.92%)	7 (26.92%)	5 (19.23%)	2 (7.69%)	0 (0.00%)	3 (11.54%)	3.90
Bicycle parking on the ferry	3 (11.54%)	3 (11.54%)	2 (7.69%)	5 (19.23%)	9 (34.62%)	2 (7.69%)	2.36
Help from crew if needed	7 (26.92%)	5 (19.23%)	3 (11.54%)	2 (7.69%)	2 (7.69%)	5 (19.23%)	3.68
Unloading procedures	5 (19.23%)	8 (30.77%)	2 (7.69%)	3 (11.54%)	2 (7.69%)	3 (11.54%)	3.55
Holding area after unloading	1 (3.85%)	6 (23.08%)	4 (15.38%)	3 (11.54%)	2 (7.69%)	6 (23.08%)	3.06
Directions & signage onto roads	4 (15.38%)	7 (26.92%)	3 (11.54%)	3 (11.54%)	2 (7.69%)	4 (15.38%)	3.42

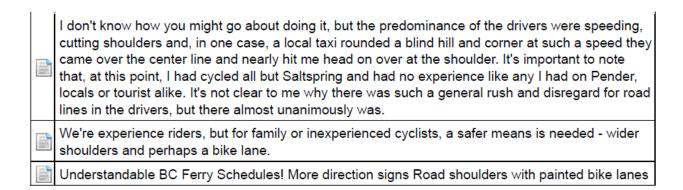
19. My opinion of amenities for cyclists on the Pender Islands: (27 Responses)

	5 excellent – 1 unsatisfactory, d/k don't know							
	5	4	3	2	1	Other	Average Rating	
maps, information	4 (14.81%)	4 (14.81%)	9 (33.33%)	4 (14.81%)	0 (0.00%)	6 (22.22%)	3.38	
general bike-friendliness	2 (7.41%)	9 (33.33%)	5 (18.52%)	5 (18.52%)	2 (7.41%)	4 (14.81%)	3.17	
bicycle security	4 (14.81%)	6 (22.22%)	6 (22.22%)	1 (3.70%)	1 (3.70%)	9 (33.33%)	3.61	
bicycle supplies, services	0 (0.00%)	3 (11.11%)	2 (7.41%)	3 (11.11%)	3 (11.11%)	16 (59.26%)	2.45	
places to shower/clean up	1 (3.70%)	3 (11.11%)	2 (7.41%)	1 (3.70%)	2 (7.41%)	18 (66.67%)	3.00	

20. Recommendations for improving cycling on the Pender Islands: (22 Responses)

	Some of the turns/hills are VERY difficult for cyclists (and unsafe) - some examples: Curve at bottom of hill Bedwell Harbour Rd/Schooner Way Hill/Curve on Bedwell Harbour Rd down towards Driftwood Centre from Otter Bay Canal Rd at Bridge Add shoulders!!
	More signage for cars letting them know to share the road with cyclists. Maybe specific bike routes (for scenic cycling etc) with appropriate signage
	Wider shoulders on paved roads. Separated bike path from ferry to Driftwood mall and pub and past the campground and on to Mortimer Spit and maybe to Medicine Beach would be the IDEAL and help all those cafes and merchants, too. See Hornby Island for a model.
	Wider shoulders Widen bridge Out and back routes are somewhat annoying. Loops would be better when possible
III	Wider shoulders More signs for drivers cautioning about cyclists
	Biker Lanes
	The rating for parking on the Ferries is minus 1!. I don't know about the state of the roads yet since just arrived but last time it was quite bad, with potholes etc.
	Information Map
	Fix potholes, patch many rough spots.
	A good bike map: good bike routes, height and distances Shelters at car stops for hitchhikers and cyclists in case of rain. Small table for resting and eating. Bike Rentals at Poets, Browning, Driftwood
	I found the amount and speed of vehicle traffic on the main roads, and the complete lack of shoulders to the roads (or trails alongside it, or generally any place to escape from a too-close vehicle) very intimidating. I cycled only on Magic Lake Estate, where I stayed. I would have liked to cycle the rest of the island (to the community hall, and to Hope Bay, and even further) but I was too intimidated. Possibly the drivers are courteous and slow down for cyclists, but I didn't see many cyclists, so didn't venture on the main road.

	Dedicated bike lane on main road
	I would recommend widening the roads or building a bike path; great island to visit or live but with the narrow, twisting roads, it is very unsafe for bike riders. This would be a great way to improve tourism on Pender Island but with the current bike conditions, I would say it is unsafe to ride here.
	Dedicated bike paths away from main roads, if possible. Otherwise, wider shoulders to allow cars to pass more easily.
	Provide bike lanes along steep inclines and sharp turns at very minimum, or even along well travelled routes.
	Bike lanes in high traffic areas possible off road bike routes?
	If there were some more signs to inform drivers that there are cyclists on the road, that may be good (I did not see too many, but the local drivers were very careful, so I never felt in dangerbut for tourist drivers it may be a good idea).
1111	Wider roads and cycling paths would be great. While this is not possible, in the meantime, it would be good to have less severe drop off on the side of roads, especially when going uphill. It might also help to continue to educate drivers about how to pass cyclists safely. Perhaps some info available for visitors at the ferry about dealing with cyclists would be helpful since most of the dangerous moves I saw were made by drivers from other provinces.
	more facilities to park the bicycle, in particularly at the library and farmers market. Possibly there are facilities, but we did not find them



21. Further feedback and suggestions: (12 Responses)

	Thank you for asking! I will never feel safe cycling on Pender hilly narrow windy roads because the paved streets are very narrow and everyone drives big wide pickups quite quickly! There is no visibility! The only way to make it really an attraction is to get the business/tourism industry to boost creation of certain paved paths off to the side of the roads - fun and safe. Eg from library to community center to shopping mall to pub, to vineyard, to beach. Then add those safe flatter areas to the great Pender road maps and use those to promote safe family-style cycling here on Pender as an attraction.
1111	Water stations
1111	Great Survey
:10	Great signage indicating loose gravel.
1111	A bike rack on Ferries.

	Provide some shoulders or other places to escape if traffic is too intimidating, or too close and/or fast. Even mowing the roadside grass would help cyclists see what choices there are for escape, if necessary.
	Bike stands, even mobile, on bc ferries and at terminal during high touring season would be a major plus, along with courteous direction from ferry staff. Other than driver courtesy an bc ferries however our tour of pender was enjoyable. There even was bike racks in the center of town!
110	I think Pender Island is a wonderful destination for cyclists! Really enjoyed our trip this past weekend!
	When patchwork is done on the roads, is it possible to make the patch flush with the road? Otherwise, they are very bumpy and cyclists swing out to avoid the patches.
	The roads were in rough condition, but I don't think that's necessarily criminal. The appeal of the gulf islands is that they are a bit rustic. I think Pender would benefit from more embrace of what makes them unique. I found many of the offerings, with notable exception of frisbee-golf winery and bakery, to be reminiscent of the offerings of most any city in the lower mainland. Also, I recognize that there's no proper solution at this point for the road design, but if the aim is to appeal to cyclists, then options for switchback, or at least wider shoulders for walking up (like on Galiano) is going to be necessary. The frequency of short but extremely steep hills makes it a difficult island to navigate with a fully loaded touring bike.
	Bike rack at the community hall?
	You might consider battery assisted bikes for residents

Shoulder lane/space for cyclists

A bike lane would make some of the tight turns more comfortable- but drivers were so courteous/cautious it wasn't really a problem

Really appreciated driver courtesy/friendliness. All drivers were cautious and courteous and gave plenty of room. Thank you!. Great first experience cycling on Pender.

APPENDIX 1: THE COMPLETE SURVEY

Pender Islands Visitors

Moving Around Pender Alternative Transportation Society (MAP) is conducting a survey of cyclists who are visiting the Pender Islands. The results are intended to help local, regional, and provincial authorities increase cycling safety and participation on the islands.

This survey can be completed online at: www.crd.bc.ca/pendervisit

Completing it online is preferred.

PART 1: MY CYCLING BACKGROUND

1. I cycle:

in all seasons, all weather

in all seasons, fair weather only

in warm seasons, all weather

in warm seasons, fair weather only

2. During the time of year that I cycle, I ride on average:

less than once a month

a few times a month

1-2 days / week 3-4 days / week 5+ days / week 3. I use the following: bicycle helmet reflectors / lights dusk to dawn safety vest-	always	usually usually usually	sometimes	never never never		
4. My cycling includes: (CH social rides with other mountain / off-road commuting by bicycle shopping, errands, etc touring recreational / fitness competition / racing other	S	THAT APF	PLY):			
PART 2: My Pender Island	ls Cycling	I				
5a. This was / will be my first yes no 5b. If no, I have cycled before 1 2 3 4+	·					
 6. I heard about cycling on a word of mouth connections on Island online source(s)) broadcast/media sour printed source(s): other: 	ce(s):		nrough (CHEC	K ALL THAT APPLY):		
 7a. I'm visiting, or have recently visited, the Pender Islands on a: Day trip: Overnight trip 7b. Number of nights 						
7c. If you stayed (or are staying) overnight: Accommodation (CHECK ALL THAT APPLY): camping bed & breakfast resort/motel vacation stay with friends other						
8. My companions were/are none Number in party friends family touring group other:	`	ALL THA	T APPLY)			

9. For those who have used it, the service at the commercial accommodation was: excellent satisfactory unsatisfactory Comments?						
10. My cycling destinations or routes on the Pender Islands were / will be:						
11. The bicycle I used / will use on the Pender Islands is: owned borrowed rented						
11a. If rented, from where?						
11b. Type of bicycle (eg. road, hybrid, mountain):						
IF YOU BROUGHT A BICYCLE TO THE PENDER ISLANDS PLEASE ANSWER THE FOLLOWING QUESTION. OTHERWISE, SKIP TO QUESTION 13.						
12. I walked my bicycle onto the ferry I transported it onto the ferry in or on a vehicle I brought it on a charter vessel I brought it on a private vessel other (PLEASE SPECIFY):						
13. Have you cycled on other Gulf Islands? Check all that apply						
Galiano, Mayne, Saturna, Saltspring, Gabriola, Denman,						
Hornby, Quadra, Cortez, Lasqueti, Other						
14. is this trip (to Pender) part of a combined island tour? yes no						
IF YOU WALKED YOUR BICYCLE ONTO THE FERRY, PLEASE ANSWER THE FOLLOWING TWO QUESTIONS; OTHERWISE, SKIP TO QUESTION 16.						
15. The BC Ferries terminal I used to reach the Pender Islands was: Swartz Bay Tsawwassen Other Gulf Island						
Please rate your experience as a cyclist for the terminal used:						
SWARTZ BAY (PLEASE CIRCLE ONE CHOICE PER LINE)						

5 = excellent - 1= unsatisfactory; dk = don't know						
Approach to boarding	5	4	3	2	1	dk
Directions, signage and embarking	5	4	3	2	1	dk
Waiting, holding area	5	4	3	2	1	dk

Bicycle parking at terminal	5	4	3	2	1	dk
Bicycle parking on ferry	5	4	3	2	1	dk
Help from crew if needed	5	4	3	2	1	dk
Unloading procedures	5	4	3	2	1	dk
Holding area after unloading	5	4	3	2	1	dk
Directions and signage onto roads	5	4	3	2	1	dk

TSAWWASSEN (PLEASE CIRCLE ONE CHOICE PER LINE)

5 = excellent - 1= unsatisfactory; dk = don't know						
Approach to boarding	5	4	3	2	1	dk
Directions, signage and embarking	5	4	3	2	1	dk
Waiting, holding area	5	4	3	2	1	dk
Bicycle parking at terminal	5	4	3	2	1	dk
Bicycle parking on ferry	5	4	3	2	1	dk
Help from crew if needed	5	4	3	2	1	dk
Unloading procedures	5	4	3	2	1	dk
Holding area after unloading	5	4	3	2	1	dk
Directions and signage onto roads	5	4	3	2	1	dk

OTHER (PLEASE CIRCLE ONE CHOICE PER LINE)

5 = excellent - 1= unsatisfactory; dk = don't know						
Approach to boarding	5	4	3	2	1	dk
Directions, signage and embarking	5	4	3	2	1	dk
Waiting, holding area	5	4	3	2	1	dk
Bicycle parking at terminal	5	4	3	2	1	dk
Bicycle parking on ferry	5	4	3	2	1	dk
Help from crew if needed	5	4	3	2	1	dk
Unloading procedures	5	4	3	2	1	dk
Holding area after unloading	5	4	3	2	1	dk
Directions and signage onto roads	5	4	3	2	1	dk

16. If you rated a terminal other than Swartz Bay or Tswwassen which terminal was it?

^{17.} Please rate your experience as a cyclist for your arrival and/or departure from Otter Bay Ferry Terminal:

5 = excellent - 1= unsatisfactory; dk = don't know						
Approach to boarding	5	4	3	2	1	dk
Directions, signage and embarking	5	4	3	2	1	dk
Waiting, holding area	5	4	3	2	1	dk
Bicycle parking at terminal	5	4	3	2	1	dk
Bicycle parking on ferry	5	4	3	2	1	dk
Help from crew if needed	5	4	3	2	1	dk
Unloading procedures	5	4	3	2	1	dk
Holding area after unloading	5	4	3	2	1	dk
Directions and signage onto roads	5	4	3	2	1	dk

18. My opinion of road conditions for cyclists on the Pender Islands:

5 = excellent - 1= unsatisfactory; dk = don't know						
condition of paved roads	5	4	3	2	1	dk
condition of unpaved roads	5	4	3	2	1	dk
general cycling safety	5	4	3	2	1	dk
road signs, directions	5	4	3	2	1	dk
speed limits	5	4	3	2	1	dk
driver courtesy	5	4	3	2	1	dk

19. My opinion of amenities for cyclists on the Pender Islands:

5 = excellent - 1= unsatisfactory; dk = don't know						
maps, information	5	4	3	2	1	dk
general bike-friendliness	5	4	3	2	1	dk
bicycle security	5	4	3	2	1	dk
bicycle supplies, services	5	4	3	2	1	dk
places to shower/clean up	5	4	3	2	1	dk

20. Recommendations for improving cycling on the Pender Islands (PLEASE	PRINT):
21. Further feedback and suggestions (PLEASE PRINT);	

OPTIONAL: PLEASE TELL U	S A BIT ABOUT YOURSELF
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23. I am: 12 or under 13-20 21-35 36-50 51-65 65+__

24. home city and country: _____25. home postal / zip code _____

26. To be eligible for a prize provide us with your nameAnd phone number or e-mail address	
Your phone or e-mail will not be shared with anyone	
THANK YOU!	