



## Average Fare Index Summary

		← PT5				PT6 →		
		Jun-2023	Sep-2023	Dec-2023	Mar-2024	Mar-2024	Jun-2024	Sep-2024
System	Cap	107.69	108.53	109.05	109.52	100.00	100.83	101.91
	Actual	107.50	108.15	108.98	109.18	99.69	100.07	101.34

- Price cap and price compliance indices are calculated in accordance with Commission orders 05-01, 11-03, 15-03, 19-04A, and 23-04.

-The annual price cap increase for each fiscal year is phased in over four quarters. The amount phased in will vary from quarter to quarter as it is based on proportions of revenue received in the previous year for that quarter. The amount of the phase in for a particular quarter can vary from year to year due to variations in prior year revenue. Such variations can be caused, for example, by the timing of promotions and changes in the timing of Easter. (Easter occurs in either Quarter 1 or Quarter 4)

-Note that the price compliance index calculation may require restatement depending on the outcome of a challenge of a recent CRA audit finding. A CRA audit concluded that reservation fee revenue is a separate supply from ferry travel and is subject to GST. In adherence to accounting principles, BC Ferries has recorded the GST payable in its financial statements. However, BC Ferries strongly disagrees with the finding and anticipates that it will be reversed, and as a result has not included this amount in the actual tariff revenue used in regulated reporting. If it is not successful with its challenge, the price compliance index will be recalculated to reflect the GST payment and lower tariff revenue.

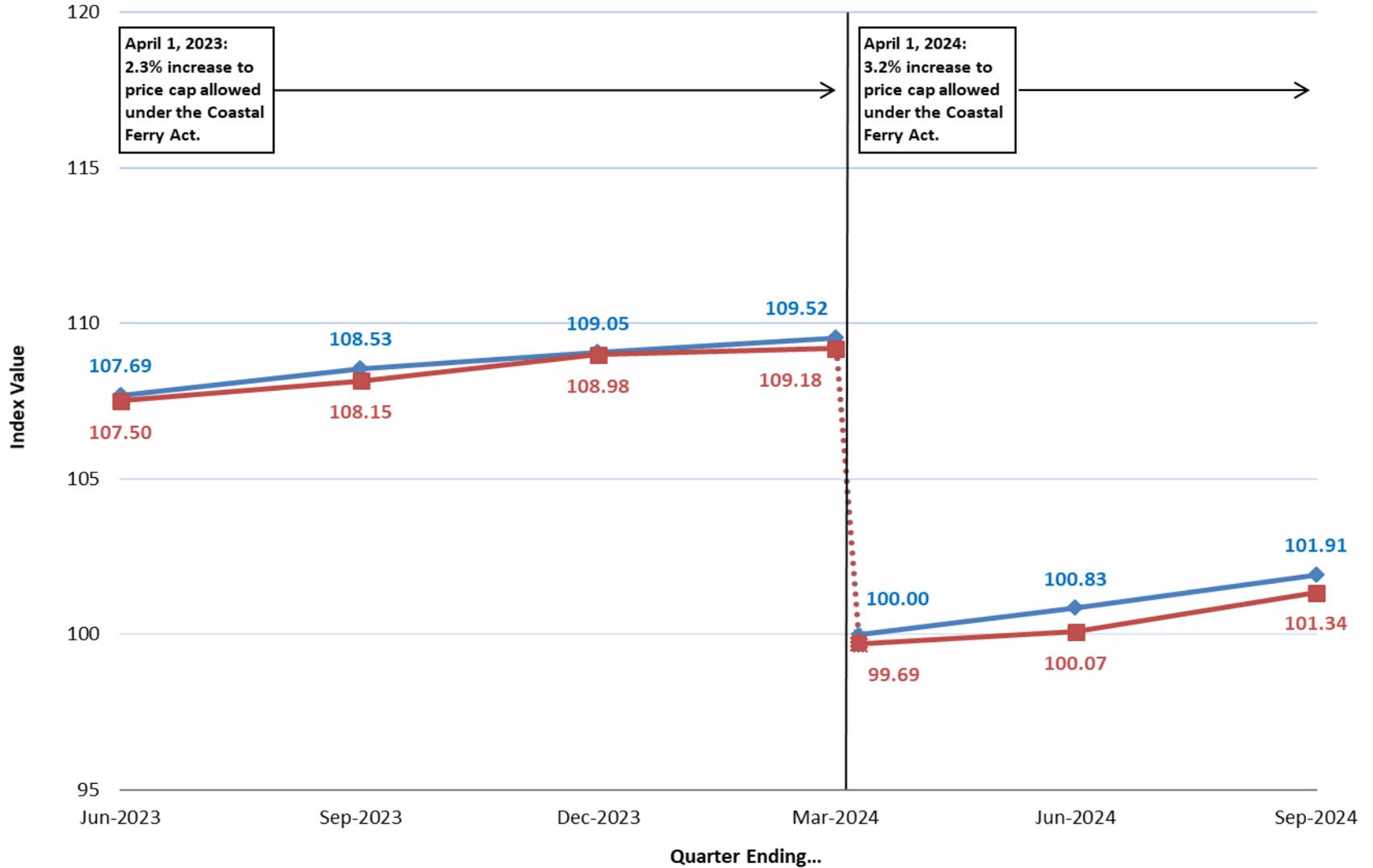
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

- Results in Mar-2022 reflect the transfer of \$2.7M from the Price Cap Overage to the Fuel Deferral Account as per Memorandum 47 dated February 25th, 2022

- Results in Jun-2022 reflect the transfer of \$6.3M from the Price Cap Overage to the Fuel Deferral Account as per Memorandum 48 dated July 25th, 2022

# BC Ferries System

◆ Price Cap Index    ■ Price Compliance Index





## Average Fare Index Summary

Route Group	← PT5				PT6 →		
	Jun-2023	Sep-2023	Dec-2023	Mar-2024	Mar-2024	Jun-2024	Sep-2024
<b>New Majors</b>							
Cap	107.69	108.52	109.05	109.52	100.00	100.84	101.89
Actual	108.97	109.80	110.77	110.92	101.28	101.55	102.86
<b>Northern</b>							
Cap	107.61	108.90	109.23	109.52	100.00	100.76	102.38
Actual	86.22	85.10	84.81	84.82	77.44	77.78	78.24
<b>Minors</b>							
Cap	107.68	108.52	109.04	109.52	100.00	100.82	101.90
Actual	104.37	104.59	104.93	105.45	96.28	97.30	98.47

-Price cap and weighted average fare indices are calculated in accordance with Commission orders 05-01, 11-03, 15-03, 19-04A, and 23-04.

-Annual price cap increases are the same for all route groups but may differ on a quarterly basis as they are phased in based on seasonality of traffic flows and revenues for each route group.

-Note that the price compliance index calculation may require restatement depending on the outcome of a challenge of a recent CRA audit finding. A CRA audit concluded that reservation fee revenue is a separate supply from ferry travel and is subject to GST. In adherence to accounting principles, BC Ferries has recorded the GST payable in its financial statements. However, BC Ferries strongly disagrees with the finding and anticipates that it will be reversed, and as a result has not included this amount in the actual tariff revenue used in regulated reporting. If it is not successful with its challenge, the price compliance index will be recalculated to reflect the GST payment and lower tariff revenue.

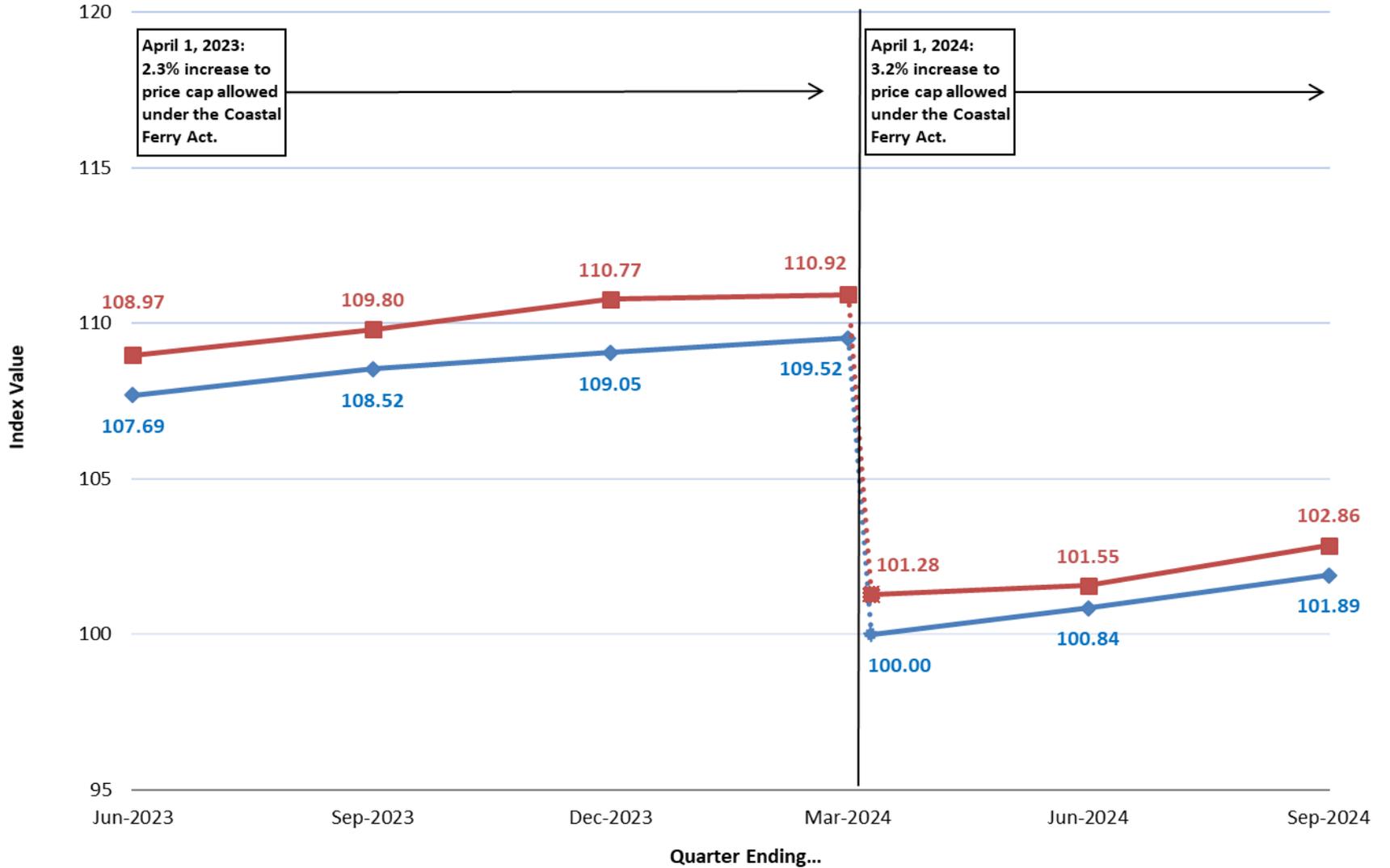
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

- Results in Mar-2022 reflect the transfer of \$2.7M from the Price Cap Overage to the Fuel Deferral Account as per Memorandum 47 dated February 25th, 2022

- Results in Jun-2022 reflect the transfer of \$6.3M from the Price Cap Overage to the Fuel Deferral Account as per Memorandum 48 dated July 25th, 2022

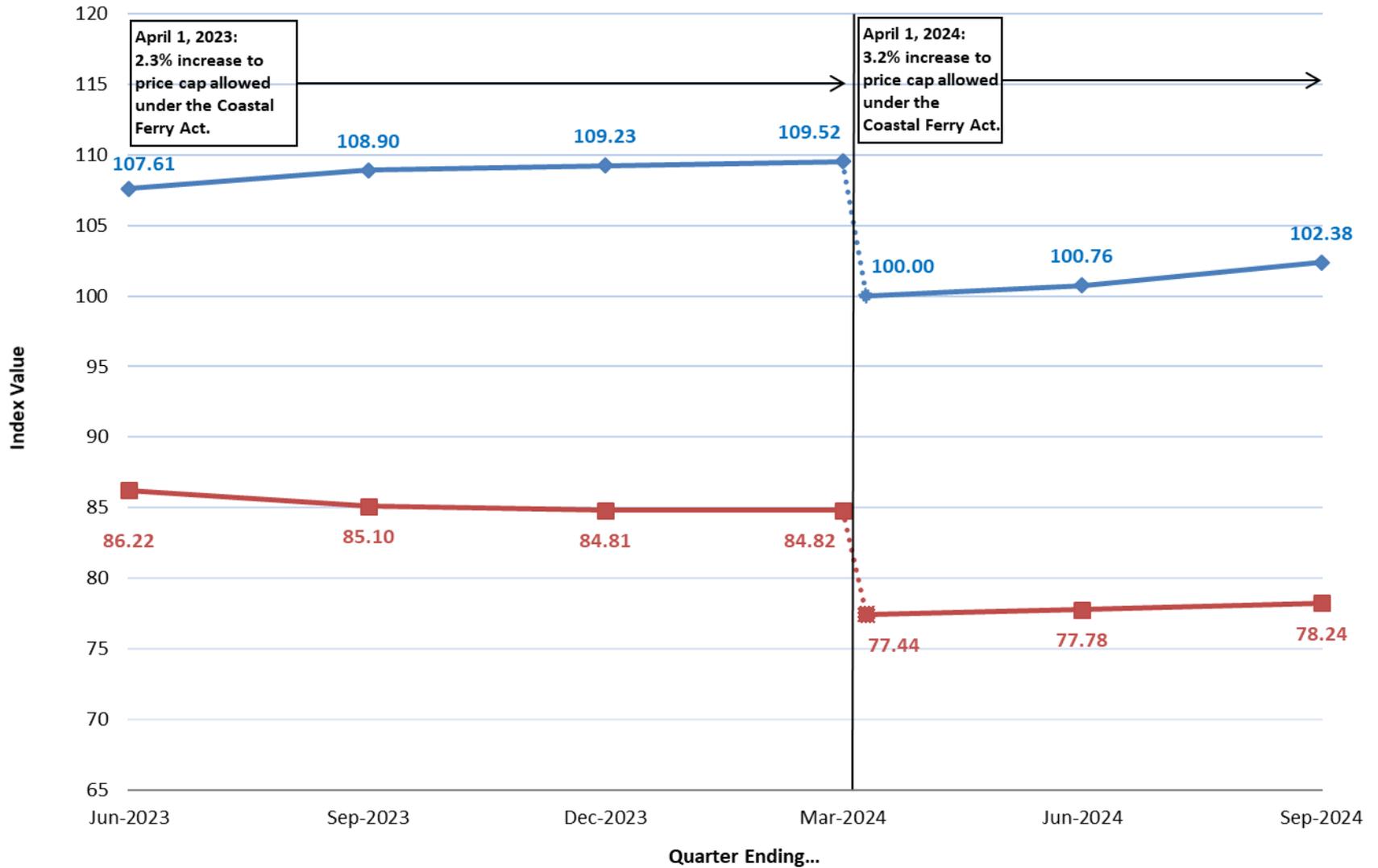
# New Majors Route Group

Price Cap Index    Price Compliance Index



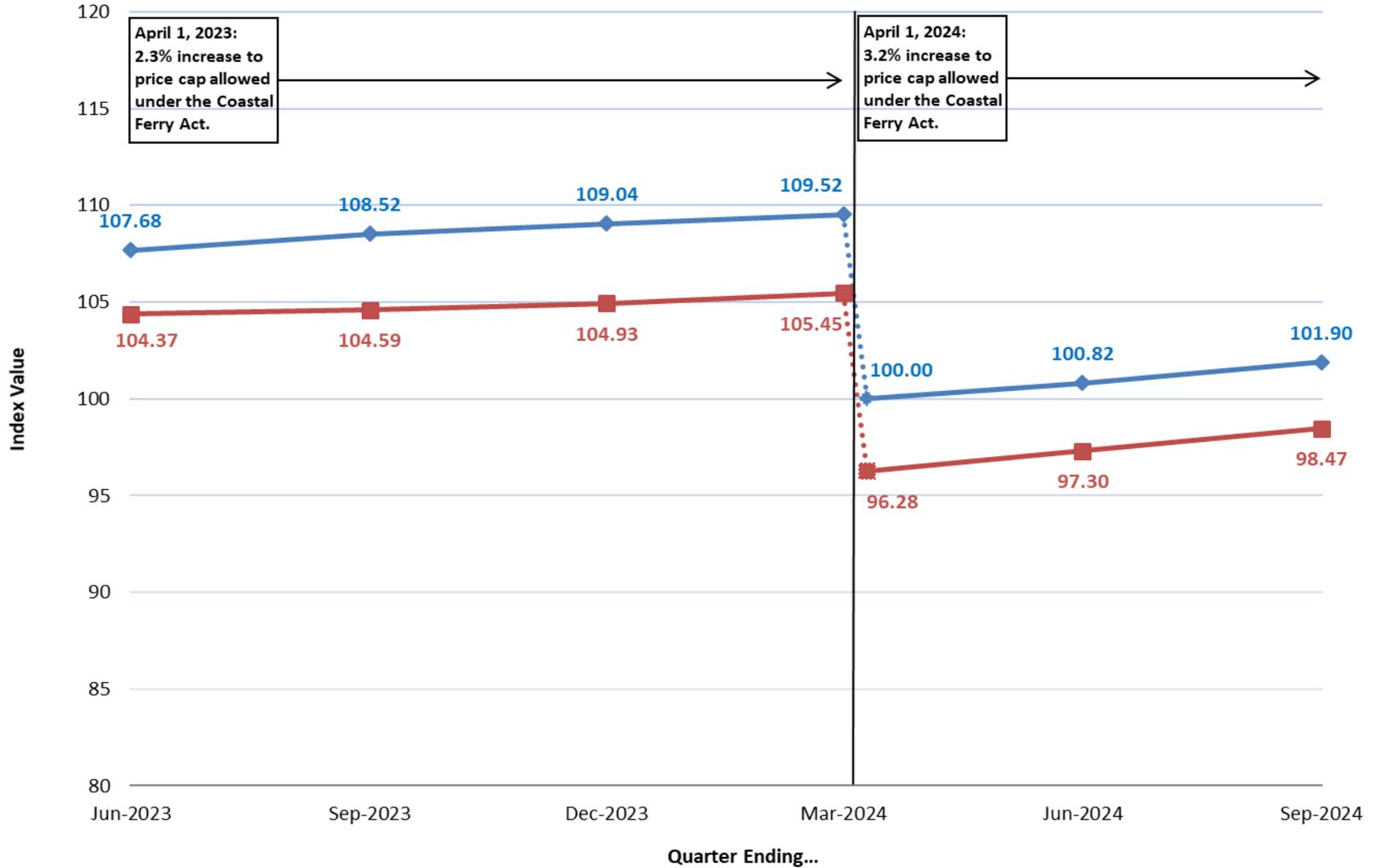
# Northern Route Group

Price Cap Index Price Compliance Index



# Minors Route Group

Price Cap Index Price Compliance Index





# Operations Reports

Quarter Ended September 30, 2024



The Operations Reports provide details on the coastal ferry services delivered by BC Ferries during the reporting period, including the overall number of sailings provided by BC Ferries and its performance against CFSC minimums. (Please see the glossary at Section 6B for a further explanation of terms used in this document.)

It is important to note that some FY2024 numbers presented in this report may differ than those reported during the previous fiscal year. With amendments to the CFSC for PT6 (commencing FY2025,) round trips provided by alternative service (water taxi, tug & barge, etc.) are no longer included for the purpose of meeting core service levels. For comparative purposes, the FY2024 numbers in this report have been presented based on these new parameters. For example, the counts for round trips, AEQ and passenger in the operations summary in the previous FY2024 reports would have included alternative service. However those same counts presented in this report's operations summary (Section 1A) do not include alternative service. Similarly, capacity utilization and overload numbers presented in the FY2024 reports include alternative service but this report's numbers do not (Sections 1A, 4A and 4C.) Unless otherwise noted, any variances are immaterial.

For an understanding of key themes that emerged during the reporting period and the actions taken by BC Ferries in response, please refer to the Feedback and Engagement Report, available at <https://www.bcferrries.com/in-the-community/resources>.

## **Section 1: Operations Summary**

This report shows the total number of round trips BC Ferries delivered on each of the Designated Ferry Routes, inclusive of AEQs and passengers carried, vessel capacity utilization, tariff revenue and OTP.

## **Section 2: Performance Against CFSC Minimums**

This report includes the following:

- (a) A graphical representation of the number of actual and cancelled round trips in comparison to CFSC minimums, by route;
- (b) A summary of cancelled CFSC minimum round trips, inclusive of the number of cancellations of minimum required round trips for reasons permitted by the CFSC as well as any others that were not allowable under the CFSC;
- (c) An overview of the number of actual round trips provided in comparison to CFSC minimums, by route;
- (d) A fiscal year to date summary of all cancelled round trips, inclusive of cancellations that are above the daily minimums;
- (e) A fiscal year to date number of actual round trips provided in comparison to the estimated (budgeted) proportion of round trips required to meet annual CFSC minimums;
- (f) A summary noting the cumulative and consecutive number of days for which CFSC minimum round trips were missed; and
- (g) The number of round trips provided by alternative service (water taxi, tug & barge, etc.), typically used to mitigate the impacts of service reduced below CFSC minimums

## **Section 3: Performance Against Scheduled Sailings**

This report includes the following:

- (a) A summary of the number of scheduled sailings by route in comparison to the number of actual sailings provided;
- (b) A summary of the reasons for cancelled scheduled sailings, by route, for the reporting period; and
- (c) A fiscal year to date summary of the reasons for cancelled scheduled sailings, by route.

## **Section 4: On-time Performance and Overloads**

This report includes the following:

- (a) A table and charts reviewing OTP, for the quarter;
- (b) A table and charts reviewing OTP, year to date; and
- (c) A summary of the number of overloaded sailings by route, by quarter and fiscal year to date.

## **Section 5: Financials**

This report includes the following:

- (a) The total number of senior passengers carried on each Designated Ferry Route and the associated foregone revenues resulting from the Senior Discount;
- (b) The amount of ferry transportation fees paid by the Province for the reporting period, and a calculation of any amounts owing by the Province to BC Ferries for Goods and Services Tax on Route 13; and
- (c) An accounting of any penalties under the CFSC.

## **Section 6: Notes and Glossary**

Notes to the operations reports and a glossary of terms, abbreviations and acronyms used in this document.

In Q2 Fiscal 2025, BC Ferries delivered more than 24,500 sailing round trips and carried almost 131,000 more vehicle equivalents and almost 176,000 more passengers than the same period last year. This was accomplished while sailing over 200 more roundtrips than this quarter last year, improving overall on time performance (+0.6%) and reducing the number of cancelled sailings by almost a quarter (22.0%).

Despite that progress, mechanical issues on the major routes accounted for a significant amount (49.9%) of all sailing cancellations in Q2. The majority of these can be attributed to the propeller issues facing the 60-year-old Queen of New Westminster, which has taken it out of service for approximately six months. In a time of rising passenger and vehicle demand, the significant impact of these cancellations and the lack of resiliency on the major routes has meant an increasing number of sailings overloaded (335 more major route sailings, or +1.2%). This evidence speaks to the critical need for the five new major vessels BC Ferries is seeking to build, including the 5th vessel in particular that will add resiliency and capacity to the fleet to be better responsive to the expectations and public interest of customers.

More positively, there were no cancellations on the major routes due to crew-related issues in this quarter. In fact, across the coastal ferry system, crewing accounted for only 7.8% (31) of all cancelled sailings. This is evidence of continued progress in BC Ferries' efforts to attract and retain mariners, and stabilize the workforce to give customers greater certainty about when they will sail.

This quarter, BC Ferries once again surpassed the contract minimums on almost all of the routes, including 835.5 round trips on the major routes, and continued to deliver an essential public service for customers and the communities we serve.



# Section 1

## Operations Summary



# Section 1A - Quarter Ended September 30, 2024



## Q2 Operations Summary Report

	Actual Round Trips	AEQ Capacity Provided	AEQ Carried (FY25)	Capacity Utilization (FY25)	AEQ Carried (FY24)	Capacity Utilization (FY24)	AEQ Growth	AEQ Tariff Revenue (FY25)	AEQ Tariff Revenue (FY24)	AEQ Tariff Revenue Growth
<b>☐ Majors</b>	<b>4,027.5</b>	<b>2,527,011</b>	<b>2,116,052</b>	<b>83.7%</b>	<b>2,021,011</b>	<b>84.9%</b>	<b>95,040</b>	<b>\$144,973,389</b>	<b>\$131,917,509</b>	<b>\$13,055,880</b>
01 Tsawwassen - Swartz Bay	1,357.0	883,284	823,186	93.2%	790,919	91.3%	32,267	\$63,951,595	\$58,261,793	\$5,689,802
02 Horseshoe Bay - Nanaimo	764.0	470,994	417,165	88.6%	404,978	88.6%	12,187	\$32,067,704	\$30,273,489	\$1,794,215
03 Horseshoe Bay - Langdale	1,058.5	654,653	433,294	66.2%	409,862	72.6%	23,431	\$12,761,260	\$11,259,265	\$1,501,995
30 Nanaimo - Tsawwassen	848.0	518,080	442,408	85.4%	415,253	84.2%	27,155	\$36,192,830	\$32,122,962	\$4,069,868
<b>☐ Minors</b>	<b>20,313.5</b>	<b>2,200,207</b>	<b>1,388,259</b>	<b>63.1%</b>	<b>1,352,735</b>	<b>61.6%</b>	<b>35,524</b>	<b>\$22,698,503</b>	<b>\$21,336,743</b>	<b>\$1,361,760</b>
04 Swartz Bay - Fulford Harbour	907.0	165,074	108,180	65.5%	104,037	63.4%	4,143	\$1,439,727	\$1,329,409	\$110,318
05 Swartz Bay - Southern Gulf Islands	929.0	237,008	101,419	42.8%	99,595	42.2%	1,824	\$1,449,652	\$1,371,367	\$78,285
06 Crofton - Vesuvius	1,192.0	150,192	95,814	63.8%	89,213	60.6%	6,601	\$1,291,902	\$1,169,545	\$122,357
07 Earls Cove - Saltery Bay	735.0	164,640	88,530	53.8%	85,718	52.4%	2,812	\$2,160,156	\$2,012,207	\$147,949
08 Horseshoe Bay - Snug Cove	1,383.5	240,729	171,314	71.2%	167,263	69.1%	4,051	\$2,150,199	\$1,998,346	\$151,853
09 Tsawwassen - Southern Gulf Islands	397.0	131,652	93,477	71.0%	93,744	71.1%	-267	\$4,834,655	\$4,653,689	\$180,966
12 Brentwood Bay - Mill Bay	814.0	30,932	30,506	98.6%	28,966	94.9%	1,540	\$409,437	\$384,277	\$25,160
13 Langdale - Gambier Island - Keats Landing	1,384.0							(\$745)	(\$832)	\$87
17 Little River - Powell River	366.0	101,016	72,472	71.7%	70,501	69.8%	1,971	\$3,184,827	\$2,940,453	\$244,374
18 Powell River - Blubber Bay	781.0	73,414	36,117	49.2%	35,115	48.3%	1,002	\$323,600	\$307,588	\$16,012
19 Nanaimo Harbour - Gabriola	2,070.0	194,580	138,368	71.1%	137,484	70.6%	884	\$1,313,798	\$1,253,644	\$60,154
20 Chemainus - Thetis - Penelakut	932.0	48,464	29,885	61.7%	28,928	59.8%	957	\$256,768	\$239,090	\$17,678
21 Buckley Bay - Denman West	1,988.0	160,824	115,546	71.8%	113,404	70.0%	2,142	\$960,101	\$903,692	\$56,409
22 Denman East - Hornby Island	1,138.0	100,144	64,297	64.2%	60,235	60.3%	4,062	\$562,301	\$516,428	\$45,873
23 Campbell River - Quathiaski Cove	2,555.0	240,170	156,771	65.3%	155,399	64.9%	1,372	\$1,417,681	\$1,360,690	\$56,991
24 Heriot Bay - Whaletown	606.0	31,512	26,373	83.7%	24,981	81.6%	1,392	\$290,094	\$261,921	\$28,173
25 Port McNeill - Alert Bay - Sointula	992.0	93,248	39,627	42.5%	38,209	40.7%	1,419	\$456,820	\$443,858	\$12,962
26 Skidegate - Alliford Bay	1,144.0	36,608	19,568	53.5%	19,946	54.5%	-379	\$197,530	\$191,371	\$6,159
<b>☐ North</b>	<b>170.0</b>	<b>27,428</b>	<b>22,509</b>	<b>82.1%</b>	<b>22,224</b>	<b>82.1%</b>	<b>285</b>	<b>\$5,636,033</b>	<b>\$5,503,526</b>	<b>\$132,507</b>
10 Port Hardy - Prince Rupert	46.0	10,496	8,812	84.0%	8,929	85.1%	-117	\$3,023,867	\$3,004,501	\$19,366
11 Prince Rupert - Skidegate	78.0	13,712	11,756	85.7%	11,413	84.1%	344	\$2,010,073	\$1,922,451	\$87,622
28 Port Hardy - Central Coast	46.0	3,220	1,941	60.3%	1,883	62.6%	58	\$602,093	\$576,574	\$25,519
<b>Total</b>	<b>24,511.0</b>	<b>4,754,646</b>	<b>3,526,819</b>	<b>74.2%</b>	<b>3,395,970</b>	<b>73.8%</b>	<b>130,849</b>	<b>\$173,307,925</b>	<b>\$158,757,778</b>	<b>\$14,550,147</b>

Obligation Deferred (Settled)

\$0

\$0

**Total Vehicle Fare Revenue**

**\$173,307,925**

**\$158,757,778**

# Section 1A - Quarter Ended September 30, 2024



## Q2 Operations Summary Report

## % Sailings Within 10 Minutes

	Passengers (FY25)	Passengers (FY24)	Passenger Growth	Passenger Tariff Revenue (FY25)	Passenger Tariff Revenue (FY24)	Passenger Tariff Revenue Growth	FY23	Q2 FY24	FY25
<b>☐ Majors</b>	<b>5,092,003</b>	<b>4,962,811</b>	<b>129,192</b>	<b>\$71,666,872</b>	<b>\$69,053,355</b>	<b>\$2,613,517</b>	<b>72.6%</b>	<b>63.8%</b>	<b>68.2%</b>
01 Tsawwassen - Swartz Bay	2,246,227	2,184,720	61,507	\$36,731,816	\$35,247,787	\$1,484,029	79.5%	71.3%	74.0%
02 Horseshoe Bay - Nanaimo	1,051,710	1,060,773	-9,063	\$16,726,072	\$16,851,576	(\$125,504)	71.4%	63.2%	56.3%
03 Horseshoe Bay - Langdale	941,862	903,252	38,610	\$4,990,656	\$4,789,626	\$201,030	71.6%	58.9%	80.2%
30 Nanaimo - Tsawwassen	852,204	814,066	38,138	\$13,218,328	\$12,164,366	\$1,053,962	63.1%	57.5%	54.8%
<b>☐ Minors</b>	<b>2,802,201</b>	<b>2,755,319</b>	<b>46,882</b>	<b>\$13,327,603</b>	<b>\$12,718,342</b>	<b>\$609,261</b>	<b>81.4%</b>	<b>78.4%</b>	<b>78.4%</b>
04 Swartz Bay - Fulford Harbour	202,064	195,240	6,824	\$909,915	\$855,225	\$54,690	89.0%	79.4%	75.2%
05 Swartz Bay - Southern Gulf Islands	169,962	168,103	1,859	\$730,841	\$704,562	\$26,279	63.8%	66.4%	56.2%
06 Crofton - Vesuvius	167,672	159,040	8,632	\$665,785	\$609,331	\$56,454	79.1%	84.2%	75.8%
07 Earls Cove - Saltery Bay	161,242	157,635	3,607	\$955,727	\$898,980	\$56,747	78.5%	74.5%	77.9%
08 Horseshoe Bay - Snug Cove	426,313	410,397	15,916	\$1,636,045	\$1,499,490	\$136,555	61.0%	55.1%	49.4%
09 Tsawwassen - Southern Gulf Islands	244,816	246,645	-1,829	\$2,794,411	\$2,736,118	\$58,293	65.1%	66.5%	52.7%
12 Brentwood Bay - Mill Bay	63,040	61,961	1,079	\$326,198	\$292,961	\$33,237	73.0%	51.0%	90.2%
13 Langdale - Gambier Island - Keats Landing	17,079	17,150	-71	\$71,606	\$70,156	\$1,450	99.0%	99.5%	98.7%
17 Little River - Powell River	146,918	142,807	4,111	\$1,558,040	\$1,487,788	\$70,252	85.0%	71.3%	82.8%
18 Powell River - Blubber Bay	58,563	57,170	1,393	\$180,386	\$169,710	\$10,676	87.7%	83.2%	90.4%
19 Nanaimo Harbour - Gabriola	265,697	263,334	2,363	\$815,186	\$793,267	\$21,919	87.6%	78.1%	71.6%
20 Chemainus - Thetis - Penelakut	70,175	70,454	-279	\$168,484	\$167,792	\$692	72.5%	71.0%	68.6%
21 Buckley Bay - Denman West	217,265	218,511	-1,246	\$626,267	\$612,553	\$13,714	95.9%	97.5%	98.3%
22 Denman East - Hornby Island	128,454	124,254	4,200	\$418,416	\$409,206	\$9,210	95.6%	88.8%	94.6%
23 Campbell River - Quathiaski Cove	297,520	296,935	585	\$860,480	\$831,286	\$29,194	83.6%	82.7%	89.0%
24 Heriot Bay - Whaletown	45,988	44,163	1,825	\$173,229	\$157,768	\$15,461	66.5%	48.7%	69.6%
25 Port McNeill - Alert Bay - Sointula	82,874	82,806	68	\$319,710	\$301,755	\$17,955	72.1%	73.0%	62.5%
26 Skidegate - Alliford Bay	36,559	38,714	-2,155	\$116,877	\$120,394	(\$3,517)	97.5%	97.0%	96.1%
<b>☐ North</b>	<b>48,257</b>	<b>48,567</b>	<b>-310</b>	<b>\$4,431,121</b>	<b>\$4,439,896</b>	<b>(\$8,775)</b>	<b>75.4%</b>	<b>82.6%</b>	<b>82.8%</b>
10 Port Hardy - Prince Rupert	19,956	21,034	-1,078	\$2,897,155	\$2,975,372	(\$78,217)	69.9%	79.5%	71.2%
11 Prince Rupert - Skidegate	23,768	23,153	615	\$890,421	\$842,831	\$47,590	89.6%	87.7%	94.9%
28 Port Hardy - Central Coast	4,533	4,380	153	\$643,545	\$621,693	\$21,852	68.9%	80.9%	85.0%
<b>Total</b>	<b>7,942,461</b>	<b>7,766,697</b>	<b>175,764</b>	<b>\$89,425,596</b>	<b>\$86,211,593</b>	<b>\$3,214,003</b>	<b>80.0%</b>	<b>76.3%</b>	<b>76.9%</b>

Obligation Deferred (Settled)

\$0

\$0

**Total Passenger Fare Revenue**

**\$89,425,596**

**\$86,211,593**

**Total Vehicle & Passenger Fare Revenue per Financial Statements**

**\$262,733,521**

**\$244,969,371**



## Section 2

Performance Against CFSC  
Minimums



# Section 2A - Quarter Ended September 30, 2024



Q2 Actual Round Trips

**24.5K**

FY24: 24.2K

Q2 Cancelled Round Trips

**187.0**

FY24: 247.0

Q2 Scheduled Round Trips

**24.7K**

FY24: 24.5K

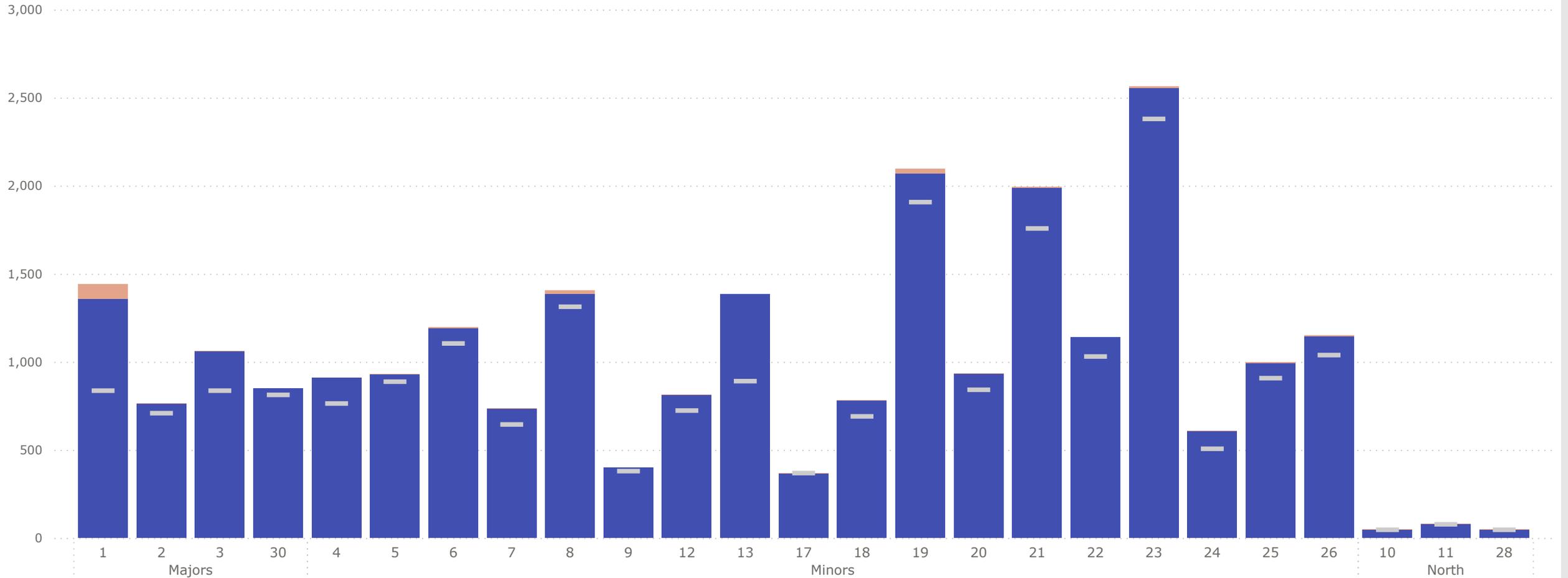
Q2 Scheduled Round Trips Cancelled

**0.8%**

FY24: 1.0%

Q2 Actual & Cancelled Round Trips versus Minimum (Daily) Core Service Levels

● Actual Round Trips ● Cancelled Round Trips — Sum of Daily Min



# Section 2B - Quarter Ended September 30, 2024



## Q2 Actual Round Trips

**24.5K**

FY24: 24.2K

## Q2 Cancelled Round Trips

**187.0**

FY24: 247.0

## Q2 Scheduled Round Trips

**24.7K**

FY24: 24.5K

## Q2 Scheduled Round Trips Cancelled

**0.8%**

FY24: 1.0%

### Q2 Cancellations of Minimum (Daily) Round Trips by Route

	Emergency	Safety	Terminal (Dock)	Allowable			Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)				Traffic	Other		
<b>☐ Majors</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.5</b>	<b>0.0</b>	<b>1.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.5</b>
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.5	0.0	0.0	0.0	0.0	1.5
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>☐ Minors</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>12.0</b>	<b>13.0</b>	<b>25.0</b>	<b>5.0</b>	<b>0.0</b>	<b>0.0</b>	<b>5.0</b>	<b>30.0</b>
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
07 Earls Cove - Saltery Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
08 Horseshoe Bay - Snug Cove	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
12 Brentwood Bay - Mill Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	0.0	2.0
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
19 Nanaimo Harbour - Gabriola	0.0	0.0	0.0	0.0	0.0	11.0	0.0	11.0	0.0	0.0	0.0	0.0	11.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
23 Campbell River - Quathiaski Cove	0.0	0.0	0.0	0.0	0.0	0.0	5.0	5.0	0.0	0.0	0.0	0.0	5.0
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	0.0	2.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.0	0.0	0.0	5.0	5.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	0.0	0.0	4.0	4.0	0.0	0.0	0.0	0.0	4.0
<b>☐ North</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>13.5</b>	<b>13.0</b>	<b>26.5</b>	<b>5.0</b>	<b>0.0</b>	<b>0.0</b>	<b>5.0</b>	<b>31.5</b>

# Section 2C - Quarter Ended September 30, 2024



## Q2 Actual Round Trips

# 24.5K

CFSC (Daily) Minimum: 21.5K

## Q2 Actual Round Trips

# 24.5K

Estimated Proportion of (Annual) Minimums: 23.7K

### Q2 Actual Round Trips & Variance Against Minimum (Daily) Core Service Levels by Route

### Q2 Allowable Cancellations

	FY24			Q2			FY25
	Actual Round Trips	CFSC Min	CFSC Variance	Actual Round Trips	CFSC Min	CFSC Variance	
<b>☐ Majors</b>	<b>3,809.5</b>	<b>3,059.0</b>	<b>750.5</b>	<b>4,027.5</b>	<b>3,192.0</b>	<b>835.5</b>	<b>1.5</b>
01 Tsawwassen - Swartz Bay	1,338.0	836.0	502.0	1,357.0	836.0	521.0	0.0
02 Horseshoe Bay - Nanaimo	738.0	708.0	30.0	764.0	708.0	56.0	1.5
03 Horseshoe Bay - Langdale	912.5	703.0	209.5	1,058.5	836.0	222.5	0.0
30 Nanaimo - Tsawwassen	821.0	812.0	9.0	848.0	812.0	36.0	0.0
<b>☐ Minors</b>	<b>20,258.0</b>	<b>15,521.5</b>	<b>4,736.5</b>	<b>20,313.5</b>	<b>18,125.0</b>	<b>2,188.5</b>	<b>25.0</b>
04 Swartz Bay - Fulford Harbour	902.0	641.0	261.0	907.0	763.0	144.0	0.0
05 Swartz Bay - Southern Gulf Islands	925.0	888.0	37.0	929.0	887.0	42.0	1.0
06 Crofton - Vesuvius	1,168.0	1,095.0	73.0	1,192.0	1,104.0	88.0	0.0
07 Earls Cove - Saltery Bay	730.0	552.0	178.0	735.0	644.0	91.0	0.0
08 Horseshoe Bay - Snug Cove	1,391.0	1,292.5	98.5	1,383.5	1,312.5	71.0	0.0
09 Tsawwassen - Southern Gulf Islands	399.0	280.0	119.0	397.0	379.0	18.0	0.0
12 Brentwood Bay - Mill Bay	803.0	723.0	80.0	814.0	723.0	91.0	0.0
13 Langdale - Gambier Island - Keats Landing	1,378.0	880.0	498.0	1,384.0	890.0	494.0	0.0
17 Little River - Powell River	366.0	350.0	16.0	366.0	368.0	-2.0	2.0
18 Powell River - Blubber Bay	773.0	624.0	149.0	781.0	690.0	91.0	0.0
19 Nanaimo Harbour - Gabriola	2,073.0	1,208.0	865.0	2,070.0	1,906.5	163.5	11.0
20 Chemainus - Thetis - Penelakut	931.0	841.0	90.0	932.0	841.0	91.0	0.0
21 Buckley Bay - Denman West	2,004.5	1,381.0	623.5	1,988.0	1,757.0	231.0	0.0
22 Denman East - Hornby Island	1,135.5	1,001.0	134.5	1,138.0	1,030.0	108.0	0.0
23 Campbell River - Quathiaski Cove	2,548.0	1,476.0	1,072.0	2,555.0	2,379.0	176.0	5.0
24 Heriot Bay - Whaletown	589.0	450.0	139.0	606.0	506.0	100.0	2.0
25 Port McNeill - Alert Bay - Sointula	999.0	907.0	92.0	992.0	907.0	85.0	0.0
26 Skidegate - Alliford Bay	1,143.0	932.0	211.0	1,144.0	1,038.0	106.0	4.0
<b>☐ North</b>	<b>166.0</b>	<b>150.5</b>	<b>15.5</b>	<b>170.0</b>	<b>169.0</b>	<b>1.0</b>	<b>0.0</b>
10 Port Hardy - Prince Rupert	46.0	46.0	0.0	46.0	46.0	0.0	0.0
11 Prince Rupert - Skidegate	77.0	58.0	19.0	78.0	77.0	1.0	0.0
28 Port Hardy - Central Coast	43.0	46.5	-3.5	46.0	46.0	0.0	0.0
<b>Total</b>	<b>24,233.5</b>	<b>18,731.0</b>	<b>5,502.5</b>	<b>24,511.0</b>	<b>21,486.0</b>	<b>3,025.0</b>	<b>26.5</b>

# Section 2D - Fiscal Year to Date Ended September 30, 2024



## YTD Actual Round Trips

**47.2K**

FY24: 46.7K

## YTD Cancelled Round Trips

**384.0**

FY24: 561.0

## YTD Scheduled Round Trips

**47.6K**

FY24: 47.3K

## YTD Scheduled Round Trips Cancelled

**0.8%**

FY24: 1.2%

### YTD All Round Trip Cancellations by Route

	Emergency	Safety	Terminal (Dock)	Allowable			Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)				Traffic	Other		
<b>☐ Majors</b>	<b>2.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>97.0</b>	<b>2.0</b>	<b>101.5</b>	<b>0.0</b>	<b>1.0</b>	<b>4.0</b>	<b>5.0</b>	<b>106.5</b>
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	91.0	2.0	93.0	0.0	1.0	0.5	1.5	94.5
02 Horseshoe Bay - Nanaimo	2.0	0.0	0.0	0.0	0.0	3.0	0.0	5.0	0.0	0.0	2.5	2.5	7.5
03 Horseshoe Bay - Langdale	0.5	0.0	0.0	0.0	0.0	3.0	0.0	3.5	0.0	0.0	1.0	1.0	4.5
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>☐ Minors</b>	<b>3.0</b>	<b>2.0</b>	<b>32.0</b>	<b>3.0</b>	<b>0.0</b>	<b>110.5</b>	<b>48.5</b>	<b>199.0</b>	<b>39.0</b>	<b>19.0</b>	<b>14.0</b>	<b>72.0</b>	<b>271.0</b>
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	3.0	0.0	3.0	2.0	1.0	0.0	3.0	6.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	3.0	0.0	1.0	4.0	5.0
07 Earls Cove - Saltery Bay	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
08 Horseshoe Bay - Snug Cove	0.0	1.0	24.0	0.0	0.0	2.0	0.0	27.0	4.5	16.0	9.0	29.5	56.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
12 Brentwood Bay - Mill Bay	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	9.0	0.0	1.0	10.0	11.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	0.0	2.0
18 Powell River - Blubber Bay	1.0	0.0	0.0	0.0	0.0	25.5	2.0	28.5	1.0	0.0	0.0	1.0	29.5
19 Nanaimo Harbour - Gabriola	2.0	1.0	8.0	0.0	0.0	23.5	0.0	34.5	5.5	2.0	0.0	7.5	42.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	3.0	0.0	3.0	1.0	0.0	0.0	1.0	4.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	2.0	0.0	31.5	0.0	33.5	0.0	0.0	0.0	0.0	33.5
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	15.0	3.0	18.0	1.0	0.0	0.0	1.0	19.0
23 Campbell River - Quathiaski Cove	0.0	0.0	0.0	0.0	0.0	4.0	28.5	32.5	4.0	0.0	1.0	5.0	37.5
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	2.0	7.0	9.0	1.0	0.0	0.0	1.0	10.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.0	0.0	0.0	7.0	7.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	0.0	0.0	5.0	5.0	0.0	0.0	2.0	2.0	7.0
<b>☐ North</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>2.5</b>	<b>4.0</b>	<b>6.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>6.5</b>
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.5	0.0	0.0	0.0	0.0	0.5
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.5	2.0	2.5	0.0	0.0	0.0	0.0	2.5
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	2.0	1.5	3.5	0.0	0.0	0.0	0.0	3.5
<b>Total</b>	<b>5.5</b>	<b>2.0</b>	<b>32.0</b>	<b>3.0</b>	<b>0.0</b>	<b>210.0</b>	<b>54.5</b>	<b>307.0</b>	<b>39.0</b>	<b>20.0</b>	<b>18.0</b>	<b>77.0</b>	<b>384.0</b>

# Section 2E - Fiscal Year to Date Ended September 30, 2024



## YTD Actual Round Trips

# 47.2K

CFSC (Annual) Minimum: 41.3K

## YTD Actual Round Trips

# 47.2K

Estimated Proportion of (Annual) Minimums: 45.7K

## YTD Actual Round Trips versus Estimated Proportion of (Annual) Minimums by Route

	Actual Round Trips	FY25 Estimated Proportion of (Annual) Minimums	Variance	Allowable Round Trip Cancellations
<input type="checkbox"/> <b>Majors</b>	<b>7,496.0</b>	<b>6,926.0</b>	<b>570.0</b>	<b>2.0</b>
01 Tsawwassen - Swartz Bay	2,590.0	2,315.0	275.0	0.0
02 Horseshoe Bay - Nanaimo	1,506.0	1,402.0	104.0	2.0
03 Horseshoe Bay - Langdale	1,846.0	1,725.0	121.0	0.0
30 Nanaimo - Tsawwassen	1,554.0	1,484.0	70.0	0.0
<input type="checkbox"/> <b>Minors</b>	<b>39,491.0</b>	<b>38,523.0</b>	<b>968.0</b>	<b>108.5</b>
04 Swartz Bay - Fulford Harbour	1,633.0	1,580.0	53.0	0.0
05 Swartz Bay - Southern Gulf Islands	1,810.0	1,753.0	57.0	1.0
06 Crofton - Vesuvius	2,374.0	2,379.0	-5.0	0.0
07 Earls Cove - Saltery Bay	1,457.0	1,458.0	-1.0	0.0
08 Horseshoe Bay - Snug Cove	2,740.0	2,794.5	-54.5	18.5
09 Tsawwassen - Southern Gulf Islands	640.0	608.0	32.0	0.0
12 Brentwood Bay - Mill Bay	1,610.0	1,621.0	-11.0	0.0
13 Langdale - Gambier Island - Keats Landing	2,761.0	2,008.0	753.0	0.0
17 Little River - Powell River	730.0	732.0	-2.0	2.0
18 Powell River - Blubber Bay	1,490.0	1,513.0	-23.0	18.0
19 Nanaimo Harbour - Gabriola	4,125.0	4,157.5	-32.5	13.0
20 Chemainus - Thetis - Penelakut	1,852.0	1,856.0	-4.0	1.0
21 Buckley Bay - Denman West	3,576.5	3,373.0	203.5	13.5
22 Denman East - Hornby Island	2,228.5	2,210.0	18.5	9.5
23 Campbell River - Quathiaski Cove	5,061.5	5,098.0	-36.5	22.0
24 Heriot Bay - Whaletown	1,153.0	1,147.0	6.0	6.0
25 Port McNeill - Alert Bay - Sointula	1,980.0	1,987.0	-7.0	0.0
26 Skidegate - Alliford Bay	2,269.5	2,248.0	21.5	4.0
<input type="checkbox"/> <b>North</b>	<b>259.0</b>	<b>262.5</b>	<b>-3.5</b>	<b>2.0</b>
10 Port Hardy - Prince Rupert	74.0	73.5	0.5	0.0
11 Prince Rupert - Skidegate	128.0	126.0	2.0	0.0
28 Port Hardy - Central Coast	57.0	63.0	-6.0	2.0
<b>Total</b>	<b>47,246.0</b>	<b>45,711.5</b>	<b>1,534.5</b>	<b>112.5</b>

## YTD Performance Against Minimum (Daily) Core Service Levels for Days Missed

	Cumulative Days When Round Trips Missed (Allowed 30 Days per Route)	Highest Consecutive Days When Round Trips Missed (Allowed 20 Days per Route)
<b>☐ Majors</b>		
01 Tsawwassen - Swartz Bay	0	0
02 Horseshoe Bay - Nanaimo	2	1
03 Horseshoe Bay - Langdale	0	0
30 Nanaimo - Tsawwassen	0	0
<b>☐ Minors</b>		
04 Swartz Bay - Fulford Harbour	0	0
05 Swartz Bay - Southern Gulf Islands	1	1
06 Crofton - Vesuvius	0	0
07 Earls Cove - Saltery Bay	0	0
08 Horseshoe Bay - Snug Cove	4	2
09 Tsawwassen - Southern Gulf Islands	0	0
12 Brentwood Bay - Mill Bay	2	1
13 Langdale - Gambier Island - Keats Landing	0	0
17 Little River - Powell River	1	1
18 Powell River - Blubber Bay	4	3
19 Nanaimo Harbour - Gabriola	4	2
20 Chemainus - Thetis - Penelakut	1	1
21 Buckley Bay - Denman West	2	2
22 Denman East - Hornby Island	3	2
23 Campbell River - Quathiaski Cove	3	1
24 Heriot Bay - Whaletown	3	1
25 Port McNeill - Alert Bay - Sointula	2	1
26 Skidegate - Alliford Bay	1	1
<b>☐ North</b>		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	0	0
28 Port Hardy - Central Coast	12	8

# Section 2G - Quarter Ended September 30, 2024



## Q2 Actual Round Trips

**13.0**

FY24: 42.5

## YTD Actual Round Trips

**105.0**

FY24: 113.0

## Q2 Alternative Service Round Trips by Route

## YTD Round Trips

	FY24			Q2			FY25	
	Sailed Round Trips	AEQ Carried	Passengers	Sailed Round Trips	AEQ Carried	Passengers	FY24	FY25
<b>☐ Majors</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>
01 Tsawwassen - Swartz Bay	0.0	0	0	0.0	0	0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.0	0	0	0.0	0	0	0.0	0.0
03 Horseshoe Bay - Langdale	0.0	0	0	0.0	0	0	0.0	0.0
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0	0.0	0.0
<b>☐ Minors</b>	<b>41.0</b>	<b>0</b>	<b>575</b>	<b>13.0</b>	<b>0</b>	<b>214</b>	<b>94.5</b>	<b>94.0</b>
04 Swartz Bay - Fulford Harbour	2.0	0	27	0.0	0	0	2.0	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0
06 Crofton - Vesuvius	35.5	0	479	0.0	0	0	43.5	0.0
07 Earls Cove - Saltery Bay	0.0	0	0	0.0	0	0	0.0	0.0
08 Horseshoe Bay - Snug Cove	2.5	0	60	0.0	0	0	46.0	26.5
09 Tsawwassen - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0
12 Brentwood Bay - Mill Bay	0.0	0	0	0.0	0	0	0.0	0.0
13 Langdale - Gambier Island - Keats Landing	0.0	0	0	0.0	0	0	0.0	0.0
17 Little River - Powell River	0.0	0	0	0.0	0	0	0.0	0.0
18 Powell River - Blubber Bay	0.0	0	0	0.0	0	0	0.0	44.5
19 Nanaimo Harbour - Gabriola	0.0	0	0	6.0	0	105	0.0	12.0
20 Chemainus - Thetis - Penelakut	1.0	0	9	1.0	0	9	1.0	5.0
21 Buckley Bay - Denman West	0.0	0	0	0.0	0	0	0.0	0.0
22 Denman East - Hornby Island	0.0	0	0	0.0	0	0	0.0	0.0
23 Campbell River - Quathiaski Cove	0.0	0	0	0.0	0	0	0.0	0.0
24 Heriot Bay - Whaletown	0.0	0	0	0.0	0	0	0.0	0.0
25 Port McNeill - Alert Bay - Sointula	0.0	0	0	6.0	0	100	0.0	6.0
26 Skidegate - Alliford Bay	0.0	0	0	0.0	0	0	2.0	0.0
<b>☐ North</b>	<b>1.5</b>	<b>105</b>	<b>112</b>	<b>0.0</b>	<b>116</b>	<b>122</b>	<b>18.5</b>	<b>11.0</b>
10 Port Hardy - Prince Rupert	0.0	0	0	0.0	0	0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0	0	0.0	0	0	0.0	0.0
28 Port Hardy - Central Coast	1.5	105	112	0.0	116	122	18.5	11.0
<b>Total</b>	<b>42.5</b>	<b>105</b>	<b>687</b>	<b>13.0</b>	<b>116</b>	<b>336</b>	<b>113.0</b>	<b>105.0</b>



## Section 3

Performance Against Scheduled  
Sailings



# Section 3A - Quarter Ended September 30, 2024



## Q2 Scheduled Sailings

**53.3K**

FY24: 52.8K

## Q2 Actual Sailings

**52.9K**

FY24: 52.3K

## YTD Scheduled Sailings

**102.9K**

FY24: 102.1K

## YTD Actual Sailings

**102.1K**

FY24: 101.0K

### Q2 Scheduled & Actual Sailings by Route

### YTD Totals

	Q2						YTD Totals			
	Scheduled Sailings	FY24 Actual Sailings	Variance	Scheduled Sailings	FY25 Actual Sailings	Variance	Scheduled Sailings	FY24 Actual Sailings	Scheduled Sailings	FY25 Actual Sailings
<b>☐ Majors</b>	<b>7,791</b>	<b>7,619</b>	<b>-172</b>	<b>8,232</b>	<b>8,055</b>	<b>-177</b>	<b>14,540</b>	<b>14,325</b>	<b>15,205</b>	<b>14,992</b>
01 Tsawwassen - Swartz Bay	2,784	2,676	-108	2,884	2,714	-170	5,072	4,939	5,369	5,180
02 Horseshoe Bay - Nanaimo	1,476	1,476	0	1,531	1,528	-3	2,975	2,970	3,027	3,012
03 Horseshoe Bay - Langdale	1,831	1,825	-6	2,121	2,117	-4	3,409	3,398	3,701	3,692
30 Nanaimo - Tsawwassen	1,700	1,642	-58	1,696	1,696	0	3,084	3,018	3,108	3,108
<b>☐ Minors</b>	<b>44,542</b>	<b>44,212</b>	<b>-330</b>	<b>44,556</b>	<b>44,345</b>	<b>-211</b>	<b>86,905</b>	<b>85,953</b>	<b>86,944</b>	<b>86,367</b>
04 Swartz Bay - Fulford Harbour	1,814	1,804	-10	1,814	1,814	0	3,256	3,240	3,266	3,266
05 Swartz Bay - Southern Gulf Islands	3,019	3,004	-15	3,039	3,019	-20	6,072	6,044	6,108	6,070
06 Crofton - Vesuvius	2,396	2,336	-60	2,392	2,384	-8	4,762	4,674	4,758	4,748
07 Earls Cove - Saltery Bay	1,472	1,460	-12	1,472	1,470	-2	2,914	2,896	2,916	2,914
08 Horseshoe Bay - Snug Cove	2,805	2,782	-23	2,809	2,767	-42	5,585	5,517	5,593	5,480
09 Tsawwassen - Southern Gulf Islands	1,982	1,975	-7	1,954	1,954	0	3,492	3,467	3,473	3,473
12 Brentwood Bay - Mill Bay	1,630	1,606	-24	1,630	1,628	-2	3,242	3,122	3,242	3,220
13 Langdale - Gambier Island - Keats Landing	2,927	2,926	-1	2,974	2,971	-3	5,829	5,828	5,893	5,890
17 Little River - Powell River	736	732	-4	736	732	-4	1,464	1,438	1,464	1,460
18 Powell River - Blubber Bay	1,564	1,546	-18	1,564	1,562	-2	3,030	3,000	3,039	2,980
19 Nanaimo Harbour - Gabriola	4,183	4,146	-37	4,196	4,140	-56	8,321	8,227	8,334	8,250
20 Chemainus - Thetis - Penelakut	2,866	2,860	-6	2,865	2,862	-3	5,708	5,669	5,700	5,687
21 Buckley Bay - Denman West	4,042	4,009	-33	3,990	3,976	-14	7,244	7,195	7,220	7,153
22 Denman East - Hornby Island	2,274	2,271	-3	2,276	2,276	0	4,543	4,495	4,495	4,457
23 Campbell River - Quathiaski Cove	5,120	5,096	-24	5,130	5,110	-20	10,193	10,008	10,198	10,123
24 Heriot Bay - Whaletown	1,204	1,178	-26	1,218	1,212	-6	2,311	2,260	2,326	2,306
25 Port McNeill - Alert Bay - Sointula	2,195	2,195	0	2,195	2,180	-15	4,366	4,354	4,366	4,351
26 Skidegate - Alliford Bay	2,313	2,286	-27	2,302	2,288	-14	4,573	4,519	4,553	4,539
<b>☐ North</b>	<b>455</b>	<b>449</b>	<b>-6</b>	<b>468</b>	<b>460</b>	<b>-8</b>	<b>699</b>	<b>693</b>	<b>744</b>	<b>728</b>
10 Port Hardy - Prince Rupert	185	185	0	186	184	-2	313	313	316	314
11 Prince Rupert - Skidegate	154	154	0	159	156	-3	246	246	261	256
28 Port Hardy - Central Coast	116	110	-6	123	120	-3	140	134	167	158
<b>Total</b>	<b>52,788</b>	<b>52,280</b>	<b>-508</b>	<b>53,256</b>	<b>52,860</b>	<b>-396</b>	<b>102,144</b>	<b>100,971</b>	<b>102,893</b>	<b>102,087</b>

# Section 3B - Quarter Ended September 30, 2024



## Q2 Actual Sailings

**52.9K**

FY24: 52.3K

## Q2 Cancelled Sailings

**396**

FY24: 508

## Q2 Scheduled Sailings

**53.3K**

FY24: 52.8K

## Q2 Scheduled Sailings Cancelled

**0.7%**

FY24: 1.0%

### Q2 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
<b>☐ Majors</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>174</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>177</b>
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	169	0	0	1	170
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	3	0	0	0	3
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	2	0	0	2	4
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	0	0	0	0	0
<b>☐ Minors</b>	<b>31</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>72</b>	<b>39</b>	<b>47</b>	<b>10</b>	<b>211</b>
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	0	0	0	0	0
05 Swartz Bay - Southern Gulf Islands	0	0	0	0	0	0	7	0	13	0	20
06 Crofton - Vesuvius	6	0	0	0	0	0	2	0	0	0	8
07 Earls Cove - Saltery Bay	0	0	0	0	2	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	4	0	2	0	0	0	0	0	30	6	42
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	0	0	0	0	0
12 Brentwood Bay - Mill Bay	2	0	0	0	0	0	0	0	0	0	2
13 Langdale - Gambier Island - Keats Landing	0	0	0	0	0	0	0	3	0	0	3
17 Little River - Powell River	0	0	0	0	0	0	0	4	0	0	4
18 Powell River - Blubber Bay	0	0	0	0	0	0	0	2	0	0	2
19 Nanaimo Harbour - Gabriola	2	4	0	0	0	0	46	0	4	0	56
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	0	3	0	0	0	3
21 Buckley Bay - Denman West	0	0	0	0	4	0	10	0	0	0	14
22 Denman East - Hornby Island	0	0	0	0	0	0	0	0	0	0	0
23 Campbell River - Quathiaski Cove	2	0	0	0	0	0	4	14	0	0	20
24 Heriot Bay - Whaletown	0	0	0	0	0	0	0	6	0	0	6
25 Port McNeill - Alert Bay - Sointula	15	0	0	0	0	0	0	0	0	0	15
26 Skidegate - Alliford Bay	0	0	0	0	0	0	0	10	0	4	14
<b>☐ North</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>8</b>
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	2	0	0	2
11 Prince Rupert - Skidegate	0	0	0	0	0	0	1	2	0	0	3
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	3	0	0	3
<b>Total</b>	<b>31</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>247</b>	<b>46</b>	<b>47</b>	<b>13</b>	<b>396</b>

# Section 3C - Fiscal Year to Date Ended September 30, 2024



## YTD Actual Sailings

**102.1K**

FY24: 101.0K

## YTD Cancelled Sailings

**806**

FY24: 1,173

## YTD Scheduled Sailings

**102.9K**

FY24: 102.1K

## YTD Scheduled Sailings Cancelled

**0.8%**

FY24: 1.1%

### YTD Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
<b>☐ Majors</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>194</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>213</b>
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	182	4	2	1	189
02 Horseshoe Bay - Nanaimo	0	4	0	0	0	0	6	0	0	5	15
03 Horseshoe Bay - Langdale	0	1	0	0	0	0	6	0	0	2	9
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	0	0	0	0	0
<b>☐ Minors</b>	<b>87</b>	<b>6</b>	<b>4</b>	<b>64</b>	<b>6</b>	<b>0</b>	<b>229</b>	<b>100</b>	<b>53</b>	<b>28</b>	<b>577</b>
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	0	0	0	0	0
05 Swartz Bay - Southern Gulf Islands	10	0	0	0	0	0	11	0	17	0	38
06 Crofton - Vesuvius	6	0	0	0	0	0	2	0	0	2	10
07 Earls Cove - Saltery Bay	0	0	0	0	2	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	9	0	2	48	0	0	4	0	32	18	113
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	0	0	0	0	0
12 Brentwood Bay - Mill Bay	18	0	0	0	0	0	0	2	0	2	22
13 Langdale - Gambier Island - Keats Landing	0	0	0	0	0	0	0	3	0	0	3
17 Little River - Powell River	0	0	0	0	0	0	0	4	0	0	4
18 Powell River - Blubber Bay	2	2	0	0	0	0	51	4	0	0	59
19 Nanaimo Harbour - Gabriola	11	4	2	16	0	0	47	0	4	0	84
20 Chemainus - Thetis - Penelakut	4	0	0	0	0	0	9	0	0	0	13
21 Buckley Bay - Denman West	0	0	0	0	4	0	63	0	0	0	67
22 Denman East - Hornby Island	2	0	0	0	0	0	30	6	0	0	38
23 Campbell River - Quathiaski Cove	8	0	0	0	0	0	8	57	0	2	75
24 Heriot Bay - Whaletown	2	0	0	0	0	0	4	14	0	0	20
25 Port McNeill - Alert Bay - Sointula	15	0	0	0	0	0	0	0	0	0	15
26 Skidegate - Alliford Bay	0	0	0	0	0	0	0	10	0	4	14
<b>☐ North</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>16</b>
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	2	0	0	2
11 Prince Rupert - Skidegate	0	0	0	0	0	0	1	4	0	0	5
28 Port Hardy - Central Coast	0	0	0	0	0	0	6	3	0	0	9
<b>Total</b>	<b>87</b>	<b>11</b>	<b>4</b>	<b>64</b>	<b>6</b>	<b>0</b>	<b>430</b>	<b>113</b>	<b>55</b>	<b>36</b>	<b>806</b>



## Section 4

On Time Performance and  
Overloads



# Section 4A - Quarter Ended September 30, 2024



## Q2 On Time Sailings

40.6K

FY24: 39.9K

## Q2 Delayed Sailings

12.2K

FY24: 12.3K

## Q2 Actual Sailings

52.9K

FY24: 52.3K

## Q2 On Time Performance

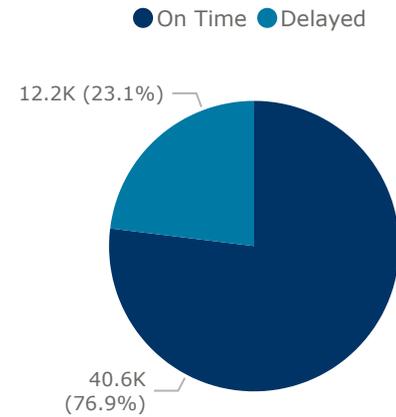
76.9%

FY24: 76.3%

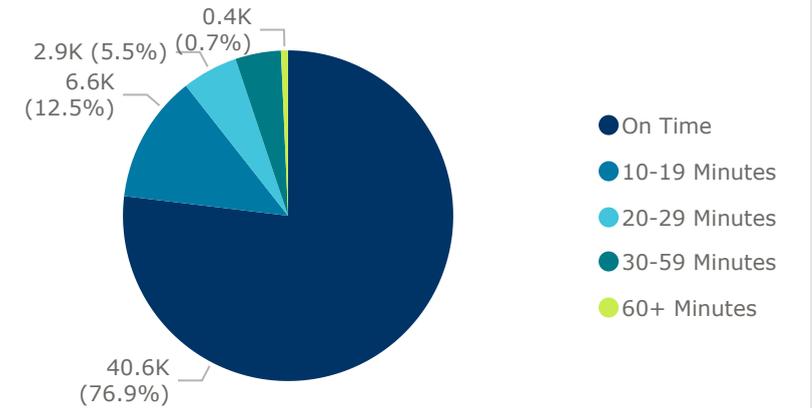
### Q2 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
<b>Major</b>	<b>5,496</b>	<b>2,559</b>	<b>68.2%</b>
01 Tsawwassen - Swartz Bay	2,008	706	74.0%
02 Horseshoe Bay - Nanaimo	861	667	56.3%
03 Horseshoe Bay - Langdale	1,697	420	80.2%
30 Nanaimo - Tsawwassen	930	766	54.8%
<b>Minor</b>	<b>34,771</b>	<b>9,574</b>	<b>78.4%</b>
04 Swartz Bay - Fulford Harbour	1,365	449	75.2%
05 Swartz Bay - Southern Gulf Islands	1,696	1,323	56.2%
06 Crofton - Vesuvius	1,808	576	75.8%
07 Earls Cove - Saltery Bay	1,145	325	77.9%
08 Horseshoe Bay - Snug Cove	1,368	1,399	49.4%
09 Tsawwassen - Southern Gulf Islands	1,030	924	52.7%
12 Brentwood Bay - Mill Bay	1,469	159	90.2%
13 Langdale - Gambier Island - Keats Landing	2,932	39	98.7%
17 Little River - Powell River	606	126	82.8%
18 Powell River - Blubber Bay	1,412	150	90.4%
19 Nanaimo Harbour - Gabriola	2,963	1,177	71.6%
20 Chemainus - Thetis - Penelakut	1,964	898	68.6%
21 Buckley Bay - Denman West	3,908	68	98.3%
22 Denman East - Hornby Island	2,152	124	94.6%
23 Campbell River - Quathiaski Cove	4,548	562	89.0%
24 Heriot Bay - Whaletown	844	368	69.6%
25 Port McNeill - Alert Bay - Sointula	1,363	817	62.5%
26 Skidegate - Alliford Bay	2,198	90	96.1%
<b>North</b>	<b>381</b>	<b>79</b>	<b>82.8%</b>
10 Port Hardy - Prince Rupert	131	53	71.2%
11 Prince Rupert - Skidegate	148	8	94.9%
28 Port Hardy - Central Coast	102	18	85.0%
<b>Total</b>	<b>40,648</b>	<b>12,212</b>	<b>76.9%</b>

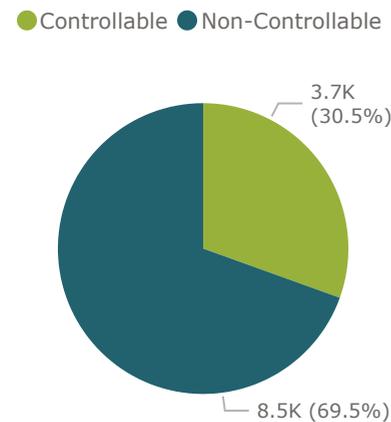
### Q2 On Time Performance



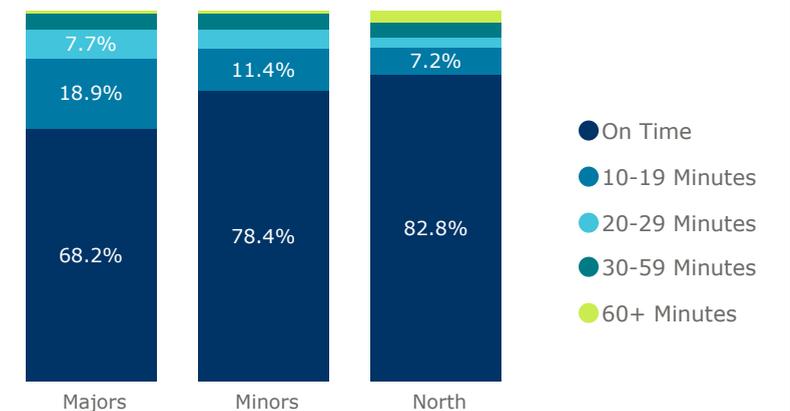
### Q2 On Time Performance & Delay Duration



### Q2 Delay Controllability



### Q2 Duration of Delays by Route Grouping



# Section 4B - Fiscal Year to Date Ended September 30, 2024



## YTD On Time Sailings

**81.0K**

FY24: 79.4K

## YTD Delayed Sailings

**21.1K**

FY24: 21.5K

## YTD Actual Sailings

**102.1K**

FY24: 101.0K

## YTD On Time Performance

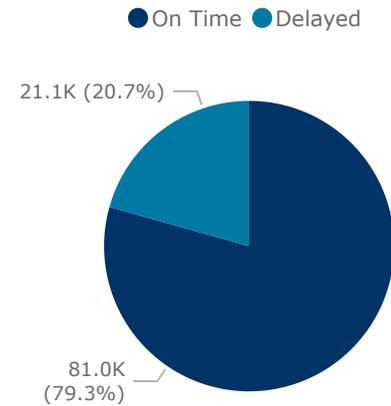
**79.3%**

FY24: 78.6%

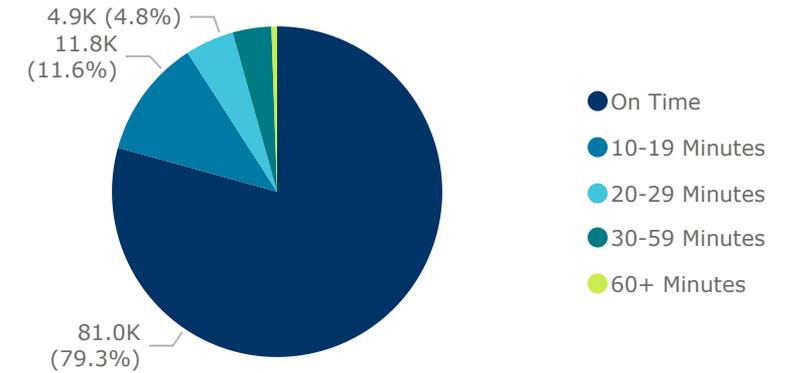
### YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
<b>☐ Majors</b>	<b>10,198</b>	<b>4,794</b>	<b>68.0%</b>
01 Tsawwassen - Swartz Bay	4,133	1,047	79.8%
02 Horseshoe Bay - Nanaimo	1,754	1,258	58.2%
03 Horseshoe Bay - Langdale	2,600	1,092	70.4%
30 Nanaimo - Tsawwassen	1,711	1,397	55.1%
<b>☐ Minors</b>	<b>70,178</b>	<b>16,189</b>	<b>81.3%</b>
04 Swartz Bay - Fulford Harbour	2,699	567	82.6%
05 Swartz Bay - Southern Gulf Islands	3,668	2,402	60.4%
06 Crofton - Vesuvius	3,787	961	79.8%
07 Earls Cove - Saltery Bay	2,408	506	82.6%
08 Horseshoe Bay - Snug Cove	2,992	2,488	54.6%
09 Tsawwassen - Southern Gulf Islands	2,029	1,444	58.4%
12 Brentwood Bay - Mill Bay	2,900	320	90.1%
13 Langdale - Gambier Island - Keats Landing	5,834	56	99.0%
17 Little River - Powell River	1,214	246	83.2%
18 Powell River - Blubber Bay	2,740	240	91.9%
19 Nanaimo Harbour - Gabriola	6,348	1,902	76.9%
20 Chemainus - Thetis - Penelakut	4,264	1,423	75.0%
21 Buckley Bay - Denman West	6,986	167	97.7%
22 Denman East - Hornby Island	4,215	242	94.6%
23 Campbell River - Quathiaski Cove	8,866	1,257	87.6%
24 Heriot Bay - Whaletown	1,738	568	75.4%
25 Port McNeill - Alert Bay - Sointula	3,096	1,255	71.2%
26 Skidegate - Alliford Bay	4,394	145	96.8%
<b>☐ North</b>	<b>576</b>	<b>152</b>	<b>79.1%</b>
10 Port Hardy - Prince Rupert	218	96	69.4%
11 Prince Rupert - Skidegate	228	28	89.1%
28 Port Hardy - Central Coast	130	28	82.3%
<b>Total</b>	<b>80,952</b>	<b>21,135</b>	<b>79.3%</b>

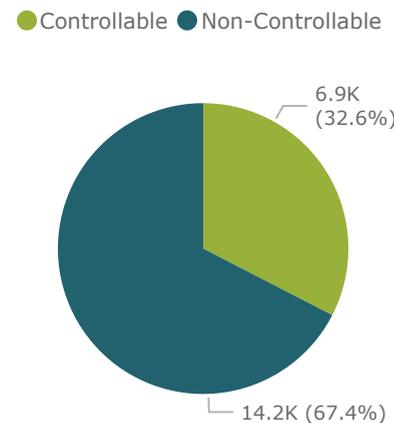
### YTD On Time Performance



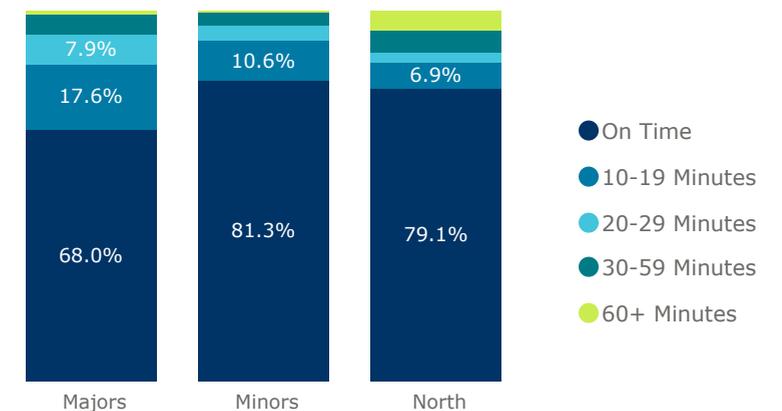
### YTD On Time Performance & Delay Duration



### YTD Delay Controllability



### YTD Duration of Delays by Route Grouping



# Section 4C - Quarter Ended September 30, 2024



## Q2 Sailings with Overloads

**12.1K**

FY24: 10.4K

## Q2 % of Overloaded Sailings

**24.3%**

FY24: 21.1%

## YTD Sailings with Overloads

**19.2K**

FY24: 17.9K

## YTD % of Overloaded Sailings

**19.9%**

FY24: 18.8%

### Q2 Sailings with Overloads by Route

### YTD Totals

	Q2				YTD Totals			
	FY24 Overloaded Sailings	% of Sailings	FY25 Overloaded Sailings	% of Sailings	FY24 Overloaded Sailings	% of Sailings	FY25 Overloaded Sailings	% of Sailings
<b>☐ Majors</b>	<b>4,157</b>	<b>54.6%</b>	<b>4,492</b>	<b>55.8%</b>	<b>7,125</b>	<b>49.7%</b>	<b>7,254</b>	<b>48.4%</b>
01 Tsawwassen - Swartz Bay	1,647	61.5%	1,788	65.9%	2,969	60.1%	2,816	54.4%
02 Horseshoe Bay - Nanaimo	969	65.7%	1,043	68.3%	1,513	50.9%	1,613	53.6%
03 Horseshoe Bay - Langdale	639	35.0%	667	31.5%	1,216	35.8%	1,306	35.4%
30 Nanaimo - Tsawwassen	902	54.9%	994	58.6%	1,427	47.3%	1,519	48.9%
<b>☐ Minors</b>	<b>6,254</b>	<b>15.1%</b>	<b>7,618</b>	<b>18.4%</b>	<b>10,728</b>	<b>13.4%</b>	<b>11,912</b>	<b>14.8%</b>
04 Swartz Bay - Fulford Harbour	138	7.6%	166	9.2%	403	12.4%	368	11.3%
05 Swartz Bay - Southern Gulf Islands	276	9.2%	282	9.3%	562	9.3%	573	9.4%
06 Crofton - Vesuvius	202	8.6%	317	13.3%	343	7.3%	463	9.8%
07 Earls Cove - Saltery Bay	150	10.3%	174	11.8%	166	5.7%	197	6.8%
08 Horseshoe Bay - Snug Cove	449	16.1%	497	18.0%	891	16.2%	821	15.0%
09 Tsawwassen - Southern Gulf Islands	62	3.1%	43	2.2%	96	2.8%	66	1.9%
12 Brentwood Bay - Mill Bay	965	60.1%	975	59.9%	1,596	51.1%	1,291	40.1%
17 Little River - Powell River	79	10.8%	112	15.3%	120	8.3%	159	10.9%
18 Powell River - Blubber Bay	35	2.3%	32	2.0%	70	2.3%	71	2.4%
19 Nanaimo Harbour - Gabriola	964	23.3%	1,124	27.1%	1,714	20.8%	1,947	23.6%
20 Chemainus - Thetis - Penelakut	199	7.0%	215	7.5%	379	6.7%	404	7.1%
21 Buckley Bay - Denman West	920	22.9%	1,316	33.1%	1,440	20.0%	1,863	26.0%
22 Denman East - Hornby Island	130	5.7%	209	9.2%	202	4.5%	254	5.7%
23 Campbell River - Quathiaski Cove	1,169	22.9%	1,485	29.1%	1,907	19.1%	2,377	23.5%
24 Heriot Bay - Whaletown	343	29.1%	440	36.3%	512	22.7%	698	30.3%
25 Port McNeill - Alert Bay - Sointula	20	0.9%	32	1.5%	34	0.8%	53	1.2%
26 Skidegate - Alliford Bay	153	6.7%	199	8.7%	293	6.5%	307	6.8%
<b>☐ North</b>	<b>0</b>	<b>0.0%</b>	<b>2</b>	<b>0.4%</b>	<b>0</b>	<b>0.0%</b>	<b>2</b>	<b>0.3%</b>
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	0	0.0%	2	1.3%	0	0.0%	2	0.8%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	<b>10,411</b>	<b>21.1%</b>	<b>12,112</b>	<b>24.3%</b>	<b>17,853</b>	<b>18.8%</b>	<b>19,168</b>	<b>19.9%</b>

○ ○ ○ ○

## Section 5

Financials

 **BC Ferries**

○ ○ ○ ○



# Section 5A - Quarter Ended September 30, 2024



## Q2 Monthly Senior Passengers & Discount Amount

	July		August		September		Total	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
<b>☐ Majors</b>	<b>107,395</b>	<b>\$1,988,944</b>	<b>102,687</b>	<b>\$1,901,383</b>	<b>88,748</b>	<b>\$1,647,982</b>	<b>298,830</b>	<b>\$5,538,309</b>
01 Tsawwassen - Swartz Bay	42,073	\$803,519	41,064	\$784,321	34,561	\$660,115	117,698	\$2,247,955
02 Horseshoe Bay - Nanaimo	25,980	\$496,082	24,014	\$458,537	23,899	\$456,361	73,893	\$1,410,980
03 Horseshoe Bay - Langdale	15,708	\$237,934	15,123	\$229,061	11,876	\$179,837	42,707	\$646,832
30 Nanaimo - Tsawwassen	23,634	\$451,409	22,486	\$429,464	18,412	\$351,669	64,532	\$1,232,542
<b>☐ Minors</b>	<b>70,717</b>	<b>\$815,846</b>	<b>66,073</b>	<b>\$767,506</b>	<b>54,323</b>	<b>\$622,747</b>	<b>191,113</b>	<b>\$2,206,099</b>
04 Swartz Bay - Fulford Harbour	3,907	\$46,298	3,620	\$42,897	3,388	\$40,148	10,915	\$129,343
05 Swartz Bay - Southern Gulf Islands	5,061	\$63,215	4,540	\$56,696	3,807	\$47,799	13,408	\$167,710
06 Crofton - Vesuvius	3,521	\$41,724	3,377	\$40,017	3,002	\$35,574	9,900	\$117,315
07 Earls Cove - Saltery Bay	2,391	\$35,626	2,351	\$35,030	2,285	\$34,047	7,027	\$104,703
08 Horseshoe Bay - Snug Cove	6,438	\$74,681	6,229	\$72,256	4,964	\$57,582	17,631	\$204,519
09 Tsawwassen - Southern Gulf Islands	9,647	\$134,856	9,743	\$136,386	5,953	\$81,138	25,343	\$352,380
12 Brentwood Bay - Mill Bay	4,680	\$35,334	4,133	\$31,204	3,910	\$29,521	12,723	\$96,059
13 Langdale - Gambier Island - Keats Landing	1,082	\$7,899	1,121	\$8,183	883	\$6,446	3,086	\$22,528
17 Little River - Powell River	5,346	\$79,923	5,316	\$79,474	4,308	\$64,405	14,970	\$223,802
18 Powell River - Blubber Bay	1,759	\$18,997	1,617	\$17,464	1,355	\$14,634	4,731	\$51,095
19 Nanaimo Harbour - Gabriola	7,676	\$82,901	6,863	\$74,120	6,132	\$66,226	20,671	\$223,247
20 Chemainus - Thetis - Penelakut	1,560	\$15,912	1,393	\$14,209	1,205	\$12,291	4,158	\$42,412
21 Buckley Bay - Denman West	5,314	\$52,343	4,733	\$46,620	4,125	\$40,631	14,172	\$139,594
22 Denman East - Hornby Island	1,991	\$19,611	1,722	\$16,962	1,151	\$11,337	4,864	\$47,910
23 Campbell River - Quathiaski Cove	6,974	\$68,694	6,256	\$61,622	5,319	\$52,392	18,549	\$182,708
24 Heriot Bay - Whaletown	794	\$9,210	673	\$7,807	624	\$7,238	2,091	\$24,255
25 Port McNeill - Alert Bay - Sointula	1,856	\$21,530	1,747	\$20,265	1,431	\$16,600	5,034	\$58,395
26 Skidegate - Alliford Bay	720	\$7,092	639	\$6,294	481	\$4,738	1,840	\$18,124
<b>☐ North</b>	<b>1,640</b>	<b>\$65,893</b>	<b>1,693</b>	<b>\$63,814</b>	<b>1,703</b>	<b>\$68,424</b>	<b>5,036</b>	<b>\$198,131</b>
10 Port Hardy - Prince Rupert	736	\$42,620	738	\$40,692	764	\$42,523	2,238	\$125,835
11 Prince Rupert - Skidegate	807	\$13,472	873	\$14,420	814	\$13,716	2,494	\$41,608
28 Port Hardy - Central Coast	97	\$9,801	82	\$8,702	125	\$12,185	304	\$30,688
<b>Total</b>	<b>179,752</b>	<b>\$2,870,683</b>	<b>170,453</b>	<b>\$2,732,703</b>	<b>144,774</b>	<b>\$2,339,153</b>	<b>494,979</b>	<b>\$7,942,539</b>

## Q2 Financial Reconciliation

### 1. Ferry Transportation Fees

Per section 6(a)(i) of Schedule "B" of the CFSC

Ferry Transportation Fees paid by the Province for the Quarter

\$44,292,387

### 2. Calculation of amount payable by the Province

Per section 6(b)(ix) of Schedule "B" of the CFSC

Ferry Transportation Fee allocated to Route 13

\$88,862.64

Goods and Services Tax (5%) on Route 13 due from the Province

\$4,443.13

## Q2 Fee Reduction Schedule

### Calculation of Amount Payable to the Province

Per sections 3 and 6(b)(viii) of Schedule "B" of the CFSC

Beginning/carried forward accumulated balance for penalties (A)

**\$6.5K**

	Non-Allowable Cancelled Round Trips	Fee Reduction per Round Trip	Total Penalty
<input type="checkbox"/> <b>Majors</b>	<b>0.0</b>		
01 Tsawwassen - Swartz Bay	0.0	\$7,000	
02 Horseshoe Bay - Nanaimo	0.0	\$7,000	
03 Horseshoe Bay - Langdale	0.0	\$7,000	
30 Nanaimo - Tsawwassen	0.0	\$7,000	
<input type="checkbox"/> <b>Minors</b>	<b>5.0</b>		<b>\$5,000</b>
04 Swartz Bay - Fulford Harbour	0.0	\$1,000	
05 Swartz Bay - Southern Gulf Islands	0.0	\$1,000	
06 Crofton - Vesuvius	0.0	\$1,000	
07 Earls Cove - Saltery Bay	0.0	\$1,000	
08 Horseshoe Bay - Snug Cove	0.0	\$1,000	
09 Tsawwassen - Southern Gulf Islands	0.0	\$1,000	
12 Brentwood Bay - Mill Bay	0.0	\$1,000	
13 Langdale - Gambier Island - Keats Landing	0.0	\$100	
17 Little River - Powell River	0.0	\$1,000	
18 Powell River - Blubber Bay	0.0	\$1,000	
19 Nanaimo Harbour - Gabriola	0.0	\$1,000	
20 Chemainus - Thetis - Penelakut	0.0	\$1,000	
21 Buckley Bay - Denman West	0.0	\$1,000	
22 Denman East - Hornby Island	0.0	\$1,000	
23 Campbell River - Quathiaski Cove	0.0	\$1,000	
24 Heriot Bay - Whaletown	0.0	\$1,000	
25 Port McNeill - Alert Bay - Sointula	5.0	\$1,000	\$5,000
26 Skidegate - Alliford Bay	0.0	\$1,000	
<input type="checkbox"/> <b>North</b>	<b>0.0</b>		
10 Port Hardy - Prince Rupert	0.0	\$60,000	
11 Prince Rupert - Skidegate	0.0	\$34,000	
28 Port Hardy - Central Coast	0.0	\$13,000	
<b>Total</b>	<b>5.0</b>		<b>\$5,000</b>

Balance this period for Penalties (B)

**\$5,000**

Amount drawn to implement measures per the letter agreement with the Province, received March 25, 2024 (C)

**\$0**

Accumulated penalty balance to be carried forward (A + B - C)

**\$11,500**

○ ○ ○ ○

## Section 6

Notes & Glossary

 **BC Ferries**

○ ○ ○ ○



# Section 6A - Notes to Reports

Section	Route	Notes to Report
Applicable Sections	All Routes	All routes: Various totals might not be additive or may show small discrepancies as round trip counts are rounded to one decimal point, and AEQ and passenger counts are rounded to whole numbers.
Applicable Sections	All Routes	All routes: The CFSC was amended for PT6 (commencing FY2025) so that round trips provided by alternative service are no longer included for the purpose of meeting core service levels. For comparative purposes, the FY2024 numbers presented in this report are based on these new parameters, and may differ from the FY2024 numbers reported during the previous fiscal year. However, in this report, the respective FY2024 AEQs, passengers and round trips combined with the alternative service numbers (Section 2G) will reconcile to the equivalent numbers reported in the previous fiscal year. Similarly, capacity utilization and overload numbers presented in the FY2024 reports include alternative services but this report's numbers do not (Sections 1A, 4A and 4C.) Unless otherwise noted, any variances are immaterial.
Applicable Sections	All Routes	All routes: Deadhead sailings have been excluded from applicable sailing counts, on-time performance and capacity utilization as they are not customer-serving sailings.
Section 1A	All Routes	Tariffs charged to customers on all routes were below price cap at September 30, 2024 and 2023.
Section 1A	All Routes	All routes: "% Sailing within 10 Minutes" indicates percentages of sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 1A	13 Langdale - Gambier Island - Keats Landing	Revenue arises from bike traffic and freight.
Section 1A	13 Langdale - Gambier Island - Keats Landing	This is a passenger-only route and no vehicles are carried. Negative AEQ tariff revenue pertains to discounts provided for ferry travel on this route.
Section 1A, 2B, 3A, 3B and 3C	13 Langdale - Gambier Island - Keats Landing	Core service levels include some round trips that are deliverable only 'on demand.'
Section 2D	All Routes	All routes: Due to amendments to the CFSC for PT6, round trip cancellations for insufficient crew as of FY2025 generally are no longer counted as 'allowable' under the 'safety' category and are reported separately as 'not allowable' under the 'crew' category.
Section 2F	28 Port Hardy - Central Coast	Eight cumulative days and eight consecutive days of sailing cancellations falling within this fiscal year can be attributed to the Northern Sea Wolf's annual refit. Paragraph 2(c) of Schedule A of the CFSC indicates the core service level for the route includes an annual allowance for a temporary service disruption of up to 65 consecutive days for the purposes of carrying out surveys and refits. Alternative service was provided during this outage by water taxi and tug & barge, and has been included in Section 2G.
Section 4A and 4B	All Routes	All routes: On-time performance is based on sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 4C	All Routes	All routes: the overload reporting methodology for PT6 has been changed for increased accuracy. Previously, the overloads reported were based on manually reported (i.e., flagged) figures. The new methodology is drawn from the data itself. This will result in some variances with numbers reported in previous fiscal years.
Section 4C	13 Langdale - Gambier Island - Keats Landing	Route 13 is not included in this overloads report as this is a passenger-only route and no vehicles are carried.
Section 5B	All Routes	All routes: Ferry Transportation Fees paid do not include the notional amount for the Senior Discounts, as described in section 1(b) of Schedule B of the CFSC.
Section 3C	All Routes	All routes: the year-to-date sailing cancellation numbers will not reconcile to the sum of the quarters due to minor changes in how sailing cancellations are classified. (Some cancellations were re-allocated from 'other' to 'traffic'.) These differences are not material.

## Section 6B - Glossary

Term	Definition
%	Abbreviation for "percentage" as in, for example, "% of Sailings cancelled"
Actual Round Trips	Round Trips that were provided by BC Ferries
Actual Sailings	Sailings that were provided by BC Ferries
AEQ	Automobile equivalent; an AEQ is a standard vehicle measure representing the amount of vessel capacity occupied by a particular vehicle type, expressed as the number of under height vehicles it displaces (e.g. a bus which displaces three under height vehicles – or cars – would have an AEQ of three)
Allowable Cancellations	Cancellations of Required Round Trips for reasons specified in section 2(a) of Schedule "A" of the CFSC
Alternative Service	Service provided by water taxi, tug & barge, etc.
Cancelled Round Trips	Round Trips that BC Ferries cancelled
Cancelled Sailings	Sailings that BC Ferries cancelled
Capacity Utilization	AEQs carried as a percentage of vessel capacity provided
CFSC	Coastal Ferry Services Contract, as amended for Performance Term Six (April 1, 2024 to March 31, 2028)
CFSC Minimum(s)	The 'core' or minimum service levels (daily or by FY) in the CFSC, expressed as Required Round Trips
Controllable Delays	Delays of Round Trips for reasons under the control of BC Ferries (e.g., loading procedure, fuelling, etc.)
Core Service Levels	See "CFSC Minimum(s)"
Delayed Sailing	A departure (or arrival for the Northern routes) more than 10 minutes after the scheduled time
FY	Fiscal Year. At BC Ferries the Fiscal Year is from April 1 to March 31
Mech	Abbreviation for "mechanical"
Min	Abbreviation for "minimum"
Minimum (Daily / Annual) Round Trips	The designated ferry route overviews in Appendix 1 of Schedule "A" of the CFSC specify each route's minimum number of daily and annual required round trips. On some of these routes, the sum of the daily minimums for a year will be less than the annual minimum. This provides BC Ferries flexibility to schedule more sailings on certain days of the week or during peak travel times. BC Ferries reports on performance against daily minimums in its quarterly reports, and on annual minimums in its year-end report
Mtce	Abbreviation for "maintenance"
Non-Allowable Cancellations	Cancellations of Required Round Trips for reasons other than those specified in section 2(a) of Schedule "A" of the CFSC
Non-Controllable Delays	Delays of Round Trips for reasons outside the control of BC Ferries (e.g., bad weather, medical emergency, marine rescue, etc.)
OTP	Acronym for "on-time performance"; a sailing that departed within 10 minutes of the scheduled departure for the Minor and Major routes, and arrived within 10 minutes of scheduled arrival for the Northern routes
Overload	One or more vehicles that were at the terminal, but unable to travel on the next sailing
PT6	Performance Term 6 (April 1, 2024 to March 31, 2028)
Quarter 1 (Q1)	April 1 - June 30
Quarter 2 (Q2)	July 1 - September 30
Quarter 3 (Q3)	October 1 - December 31
Quarter 4 (Q4)	January 1 - March 31
Required Round Trips	Round trips required to meet CFSC Minimum service levels in the CFSC
Round Trip	A round trip is a ferry's journey between terminals as stipulated in the designated route overviews in Appendix 1 of Schedule "A" of the CFSC, and constitutes a voyage from homeport back to homeport inclusive of any terminal stops
Sailing	A scheduled voyage on a designated ferry route between two terminals as published within seven days of departure
Scheduled Round Trips	The number of Round Trips that were originally scheduled (Actual Round Trips + Cancelled Round Trips = Scheduled Round Trips)
Scheduled Sailings	The number of Sailings that were originally scheduled (Actual Sailings + Cancelled Sailings = Scheduled Sailings)
YTD	Acronym for fiscal "year to date"

# Feedback and Engagement Report

Q2 Fiscal 2025

*Quarter ended September 30, 2024*



<b>Executive Summary</b>	<b>Page</b>
Customers Served and Sailings Delivered	2
Customer Service Centre	3
<b>Customer Satisfaction Tracking</b>	
Customer Satisfaction Tracking - Intercept Routes 1, 2, 3, 4, 5, 5a, 9, 19, 30	4
Customer Satisfaction Tracking - North Coast Routes 10, 11	5
Customer Journey Satisfaction	6
<b>Communication</b>	
Press Releases, Media Advisories, Events, Speaking Engagements	7
<b>Customer Experience</b>	
Customer Experience Initiatives	8
<b>Customer Relations - Complaints Metrics and Summary</b>	
Vancouver Island - Mainland Routes (1, 2, 30)	9
Sunshine Coast Routes (3, 7, 8, 13, 17, 18)	10
Southern Gulf Island Routes (4, 5, 6, 9, 12, 19, 20)	11
Northern Gulf Islands Routes (21, 22, 23, 24, 25)	12
Central and North Coast Routes (10, 11)	13
<b>Engagement</b>	
Background	14
FAC Meetings and Themes	15
Customer Engagement Activity	16
Indigenous Relations - Projects	19
Indigenous Relations - Outreach and Relationship Building	20
<b>Appendices</b>	
Appendix A - Definition of Terms	21
Appendix B - Routes and Terminals by Region	22

# Feedback and Engagement Report

## Executive Summary

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Customers Served				Sailings Delivered			
Customer Type	Q2 Fiscal 2024	Q2 Fiscal 2025	YOY Change	Service Delivery	Q2 Fiscal 2024	Q2 Fiscal 2025	YOY Change
Foot passengers	1,313,187	1,260,317	-4.0%	Total sailings scheduled	52,788	53,256	+0.9%
Vehicle passengers	6,454,197	6,682,480	+3.5%	Total sailings delivered	52,280	52,860	+1.1%
Total passengers*	7,767,384	7,942,461	+2.3%	Cancelled sailings	508	396	-22.0%
Total vehicles	3,013,114	3,136,796	+4.1%	% of sailings cancelled	0.96%	0.74%	-22.9%
				On-time performance <i>Target 88%+</i>	76.3%	76.9%	+0.8%

### Q2 Fiscal 2025 Summary

In the second quarter of this year, our peak season, BC Ferries made significant progress in improving service for our customers. We served almost 200,000 more customers than the previous year – continuing a trend of ongoing passenger growth. The increase in passengers was supported by fewer cancelled sailings (-22%) and improved on-time performance (+0.8%), despite significant mechanical issues with the 60-year-old *Queen of New Westminster* in early September, resulting in the cancellation of six months of its sailings on our major routes.

This mechanical issue with the *Queen of New Westminster* only emphasized the need to renew our fleet. In Q2, we announced plans to seek approval for five new major vessels in order to meet the public interest and our customers' expectations, by being prepared for the significant population growth that's anticipated for our region over the coming years. Adding five new major vessels will add one additional vessel to our major routes, and ensure we have resiliency to deal with unexpected breakdowns or during refits and to mitigate longer wait times and delays. The additional vessel will reduce impacts to the supply chain which is essential for goods, services and tourism that support the local economies of these island communities.

During Q2, BC Ferries continued with other significant improvements to the travel experience for our customers. Five new web cameras were added at our minor route terminals and new point of interest announcements were put in place on our northern routes. We also added more service, with two ships serving Buckley Bay and Denman Island, and more capacity, with the larger *Quinitsa* serving Hornby Island.

Our customers are feeling the benefits of all of this progress. We have received fewer complaints, enabling those customers who do have concerns or questions to get through to our customer service more quickly (82% improvement in how quickly calls are answered) and they're more satisfied when they do (+3%). Similarly, fewer people are initiating contact through our social media channels (-54%); a good indicator that frustrations and travel complaints are also decreasing. When we ask people directly, more customers (+2%) were more satisfied about their travel as well (+0.09).

It was also during this quarter that we held a meeting with the Ferry Advisory Committee chairs as part of our Annual General Meeting, which this year included a fireside chat with the Chair of the BC Ferry Services Board, Chair of the BC Ferry Authority Board, BC Ferries Commissioner and BC Ferries executive.

The Community Prioritization Panel (CPP) met to review their eagerly anticipated report at the end of October. The CPP process included in-person community meetings as well as online engagement. The online engagement had strong participation and will set BC Ferries up well to better connect and engage effectively with a more diverse, representative group of our customers and the communities we serve moving forward.

\*Excludes alternative service (e.g. water taxis) delivered in Q2 Fiscal 2025.

# Feedback and Engagement Report

## Executive Summary

Q2 Fiscal 2025  
(JUL, AUG, SEP)

### Customer Service Centre - Key Performance Highlights

**Total complaints** were down by 10% in Q2 Fiscal 2025 and the number of complaints had decreased across all regions, with the exception of the Southern Gulf Islands. A reduction in sailing cancellations due to crewing and mechanical reasons was a significant contributing factor YoY, along with the change to our Service Notice process. Two-ship service on Route 3 and Route 21 helped to reduce the number of complaints.

**Comments Received** went from 8,208 in Q2 Fiscal 2024 to 5,958 in Q2 Fiscal 2025. The reduction correlates with significantly fewer sailing cancellations, a change to our Service Notice process, and changes to Saver fare terms and conditions, which allow for partial refunds of unused bookings.

**Customer Care** has seen success in hiring and retaining employees this fiscal, leading to improved staffing levels in Q2. This has contributed to the reduction in average speed of answer and call abandon rates.

**Call Satisfaction** had increased YoY with fewer customer impacting incidents and lower wait times to speak to an agent.

**First Call Resolution** had decreased as lower waits can incentivize some customers to call back multiple times for current conditions or booking information rather than using self serve options.

Customer Service Centre Metrics	Q2 Fiscal 2024	Q2 Fiscal 2025	Change YoY	Target
<b>Customer Complaints</b> Complaints received for every 10,000 customers travelling	5.6	5.0	-0.6	-
<b>Customer Service Centre (CSC) Satisfaction</b> Customers satisfied with their CSC experience	91%	94%	+3%	93%+
<b>Stale Response Resolution</b> Customers who did not receive a response within target (14 days)	44%	28%	-57%	14 days or fewer
<b>Average Speed of Call Answer</b> Average wait time before a call is answered (in seconds)	408	75	-82%	240 seconds or fewer
<b>First Call Resolution</b> % of callers whose issues are resolved on the first call	94%	91%	-3%	90%+
<b>Call Abandon Rate</b> Avg. % of calls that disconnect prior to being answered	10.2%	3.5%	-191%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q2 Fiscal 2024	Q2 Fiscal 2025	YOY Change
Comments	8,208	5,958	-27%
Phone Calls	154,300	144,842	-6%
<b>Social Media (inbound)</b>	<b>16,432</b>	<b>7,565</b>	<b>-54%</b>
X	9,667	3,159	-67%
Facebook	3,193	1,573	-51%
Instagram	3,553	2,754	-22%
LinkedIn	19	79	+316%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Advanced bookings	29%
Fares/fare errors	23%
Customer Service	10%
Minor routes (All other routes)	% of all complaints
Sailings/Schedules	23%
Fares/fare errors	19%
Loading/Directions	14%

# Customer Satisfaction Tracking

## Intercept Surveys (August Wave)

Q2 Fiscal 2025  
(JUL, AUG, SEP)

The overall customer satisfaction\* score increased (+0.09) compared to the Q2 Fiscal 2024 score. Analysis by route shows that passengers on Route 3 (Horseshoe Bay - Langdale) are the most satisfied with their overall experience (4.20) while passengers travelling on Route 19 (Nanaimo Harbour – Descanso Bay) are the least satisfied (4.00).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q2 Fiscal 2024	Q2 Fiscal 2025	Change
Total Surveys Completed	8,600	9,958	+1,358
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	4.00	4.09	+0.09
Overall Customer Satisfaction Percentage	81%	83%	+2%
Net Promoter Score	3	10	+7

Customer Satisfaction Tracking (CST) scores by route			
Route	Q2 Fiscal 2024	Q2 Fiscal 2025	Change
Route 3	3.71	4.20	+0.49
Route 30	3.87	4.10	+0.23
Route 2	3.84	4.03	+0.19
Route 1	4.13	4.09	-0.04
Route 4	4.21	4.14	-0.07
Route 19	4.14	4.00	-0.14
Route 5/5a/9	4.26	4.04	-0.22

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q2 Fiscal 2024	Q2 Fiscal 2025	Change		Q2 Fiscal 2024	Q2 Fiscal 2025	Change
BC Ferries phone service	3.33	3.73	+0.40	n/a	-	-	-
Pet Area	3.18	3.49	+0.31	n/a	-	-	-
Usefulness of BC Ferries Mobile App	3.70	3.96	+0.26	n/a	-	-	-

Source: August 2024 CST Survey

Source: August 2024 CST Survey

### \*Overall Customer Satisfaction Question

How satisfied, or dissatisfied, were you, overall, with your recent experience travelling with BC Ferries?  
(1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neither Satisfied nor Dissatisfied, 4 - Satisfied, 5 - Very Satisfied)

# Customer Satisfaction Tracking

## Central and North Coast (Routes 10 and 11)

Q2 Fiscal 2025  
(JUL, AUG, SEP)

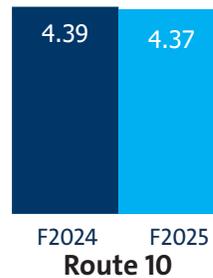
Customer Satisfaction Tracking data for the Central and North Coast is collected throughout the year via a post-travel survey that is emailed to customers travelling on these routes. This data collection method is used instead of onboard intercepts.

Comparisons shown below are year-over-year for the quarter.

Scores range from 1 to 5. 1 = Very dissatisfied, 5 = Very satisfied.

### Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q2 suggest that satisfaction has decreased slightly for passengers on Route 10 (-0.02) but increased on Route 11 (+0.04).



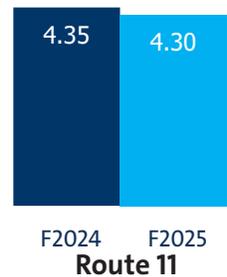
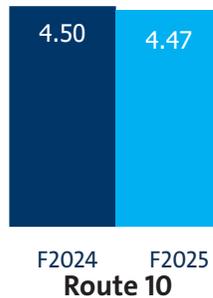
### Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q2 suggest that passengers' terminal satisfaction rating has decreased on both Route 10 (-0.09) and Route 11 (-0.11).



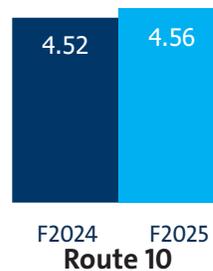
### Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q2 suggest that satisfaction has decreased for passengers on both Route 10 (-0.03) and Route 11 (-0.05).



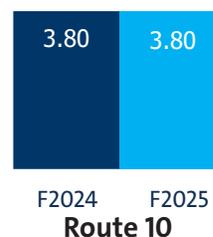
### Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q2 suggest that passengers' rating of safety has increased on both Route 10 (+0.04) and Route 11 (+0.02).



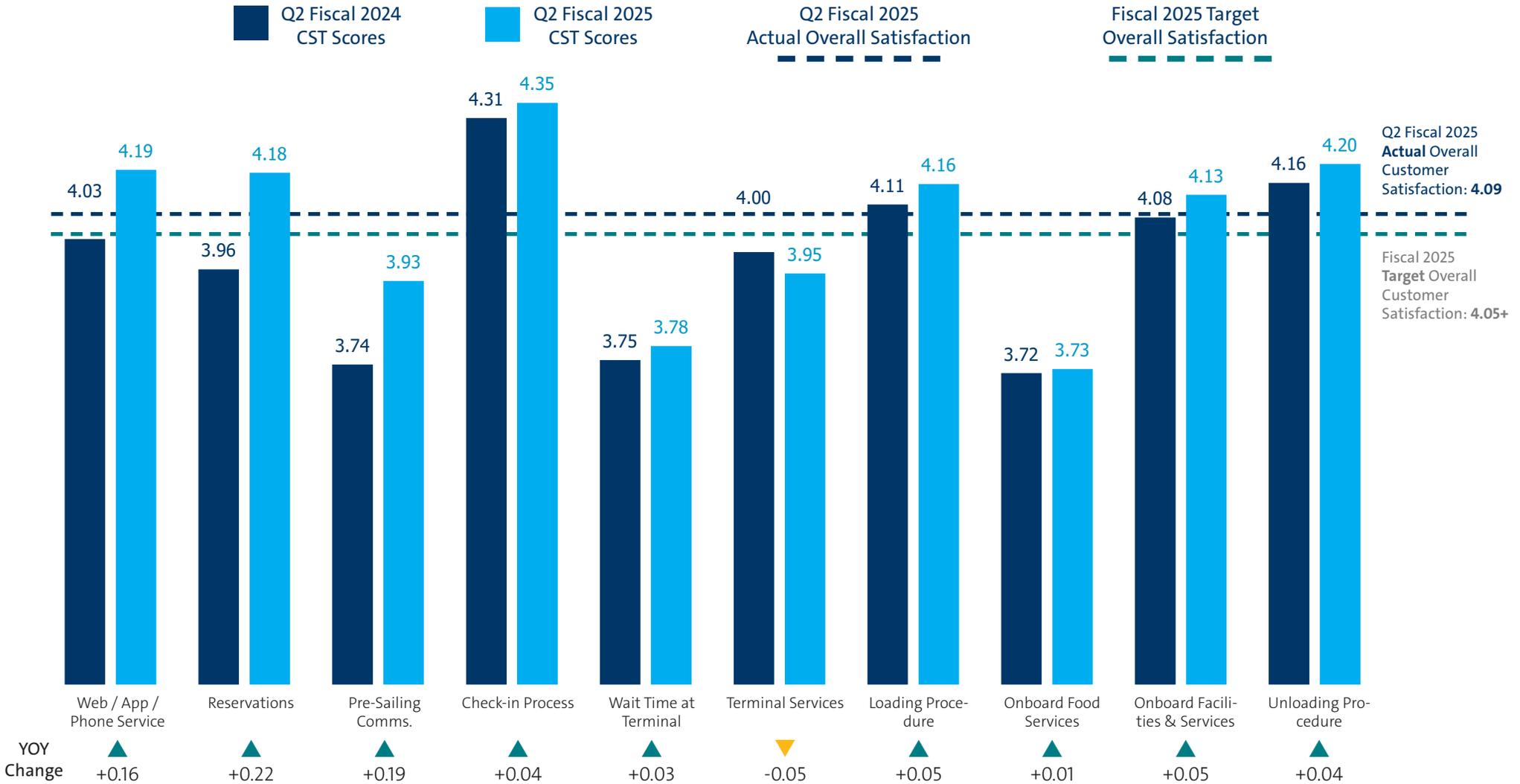
### Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q2 suggest that passengers' ratings have not changed on Route 10 (0.00) but have increased on Route 11 (+0.03).



# Passenger Satisfaction throughout the BC Ferries Journey

Q2 Fiscal 2025  
(JUL, AUG, SEP)



The blue dashed line represents the “Overall Satisfaction Score” for Q2 Fiscal 2025 passengers. Customer Satisfaction is measured using a 5 point Likert scale: 1 (very dissatisfied), 2 (dissatisfied), 3 (neither satisfied nor dissatisfied), 4 (satisfied), 5 (very satisfied).

Looking at the whole journey, passenger “high points” include the check-in process (4.35), and the unloading procedure (4.20). Passenger “low points” include on-board food services (3.73), the wait time at the terminal (3.78) and pre-sailing communications (3.93). The Q2 Fiscal 2025 pattern of results typically follows that of Fiscal 2024, however, satisfaction with almost all areas has increased since Q2 Fiscal 2024.

# Feedback and Engagement Report

Press releases, media advisories, events

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Press Releases and Media Advisories Issued in Q2		
Date	Description	Link
July 9	<p>BC Ferries supports provincial wildfire response</p> <p><i>“As the 2024 wildfire season approaches, BC Ferries is enhancing its support for emergency responders by streamlining the booking process and offering expedited loading and priority boarding for those aiding wildfire responses both in B.C. and across the country.”</i></p>	<a href="#">Link</a>
July 16	<p>Steel cutting begins on new hybrid Island Class vessels</p> <p><i>“Island travellers are another step closer to being served by one of four new Island Class vessels as BC Ferries reaches a significant milestone in our fleet renewal strategy.”</i></p>	<a href="#">Link</a>
August 10	<p>Lions and BC Ferries to accommodate Touchdown Pacific ticket holders with later sailing on August 31</p> <p><i>“The BC Lions and BC Ferries have huddled up for a big play to make Touchdown Pacific presented by WestJet more accessible to fans travelling from the lower mainland.”</i></p>	<a href="#">Link</a>
September 5	<p>BC Ferries wraps historic summer and prepares for refit season</p> <p><i>“As BC Ferries wraps up another busy summer season, focus now shifts to preparations for annual repairs, refits, and vessel maintenance.”</i></p>	<a href="#">Link</a>
September 7	<p>Significant vessel repairs highlight need for fleet resiliency</p> <p><i>“Following the recovery of the 60-year-old Queen of New Westminster’s propeller from the seabed this morning, the repairs required will keep the ship out of service for approximately six months.”</i></p>	<a href="#">Link</a>
September 16	<p>New Major Vessels to increase capacity and reliability</p> <p><i>“BC Ferries is taking a major step forward in its New Major Vessels (NMV) project, marking a critical milestone in the company’s largest capital investment ever.”</i></p>	<a href="#">Link</a>
September 25	<p>BC Ferries urges long weekend passengers to book early amid limited capacity</p> <p><i>“With the National Day for Truth and Reconciliation and Thanksgiving long weekends fast approaching, BC Ferries is advising passengers to book in advance due to limited capacity and the risk of being turned away.”</i></p>	<a href="#">Link</a>

# Feedback and Engagement Report

## Customer Experience Initiatives

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Accessibility	
Implementation	Next steps
<ul style="list-style-type: none"> <li>All Gender signage installed at single-use washrooms on 25 vessels completed in refit</li> <li>Braille washroom signs on 25 vessels completed in refit</li> <li>Braille washroom signs installed at all terminals, except Klemtu</li> </ul>	<ul style="list-style-type: none"> <li>Remaining vessels will have All Gender and Braille washroom signage installed during Fiscal 2025 vessel refits and will be completed by March 2025</li> </ul>
Current Conditions Expansion to Minor Routes	
Implementation	Next steps
<ul style="list-style-type: none"> <li>Minor route cameras installed in 5 additional terminals</li> <li>37 minor terminals with cameras</li> </ul>	<ul style="list-style-type: none"> <li>Five additional terminal cameras added to website (completed late October)</li> </ul>
Terminal Experience	
Implementation	Next steps
<ul style="list-style-type: none"> <li>Residual COVID floor decals remain in terminals. Terminal Maintenance will remove the decals and will address any damage to the floors.</li> <li>Major Terminal Maps are outdated. Review process currently underway.</li> </ul>	<ul style="list-style-type: none"> <li>Updated maps will be replaced at major terminal and on website (TBC)</li> </ul>
Onboard Experience	
Implementation	Next steps
<ul style="list-style-type: none"> <li>Point of Interest announcements delivered live on all three Northern vessels</li> <li>Pet Experience: Outer deck Pet Area expanded to <i>Queen of New Westminster</i> and <i>Coastal Celebration</i>. All Route 1 vessels completed with outer deck pet areas.</li> <li>Removal of residual Covid floor decals planned for upcoming vessel refits</li> </ul>	<ul style="list-style-type: none"> <li>Point of Interest signage maps scheduled for Fiscal 2026</li> <li>Outer deck Pet Area task Analysis on Route 5/9 - Salish Class vessels (October - December 2024)</li> </ul>

# Customer Relations (ResponseTek)

## Vancouver Island–Mainland (Routes 1, 2 and 30)

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
2,653	2,364 ▼	6.5	5.7	-0.8

### Q2 Summary

This summer, BC Ferries saw one of the busiest summers on record with 1,436,720 vehicles transported and 4,150,151 passengers and between July 1 and September 30. To meet demand we completed 5,938 sailings on these routes in Q2 Fiscal 2025, an increase of 2.49% over the same period last year. There were 173 cancellations on these routes, 172 of those for mechanical reasons, and none related to crewing.

The vast majority of the cancellations were caused by the mechanical issues of the *Queen of New Westminster* that occurred on September 3. Prior to arrival in Swartz Bay, the ship's starboard shaft became non-operational. The vessel berthed at Swartz Bay, discharged traffic and cancelled all remaining sailing for the day. Inspection revealed that one of the vessel's propellers had sheared off from its propulsion shaft, likely due to structural fatigue. On September 7, we retrieved the propeller from the seabed floor.

We cancelled all sailings of the *Queen of New Westminster* through February 28, 2025. We moved booked customers whenever possible, and cancelled and refunded bookings that could not be moved. Customers with cancelled sailings were provided vouchers for future travel. Those whose new booking times didn't work for them were able to move to a more suitable sailing while maintaining the price of the original reservation.

The repair work is ongoing and significant, and expected to take approximately six months. The vessel's annual refit will also be conducted during this time.

On September 16, we announced a major step forward in our New Major Vessels project with the continued procurement process for five of the seven planned new vessels, and life extension work for the *Queen of Surrey* and the *Queen of Oak Bay*. The Request for Proposals process is now underway with contracts expected to be awarded in Spring 2025.

The new vessels will accommodate significantly more vehicles and passengers than the vessels they replace, and will allow us to reduce greenhouse gas emissions. Pending approval from the BC Ferry Commissioner, the first vessel is expected to start service in 2029, with all five in service by 2031. The second phase of the New Major Vessel project will be conducted with the aim to award shipbuilding contracts for the additional two vessels by 2033, which would mean those ships would enter service by approximately 2037.

Top three complaint areas			
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Advanced Bookings	32% ▼ from 35%	Double-charged/overcharged	279
		Reservation not honoured	68
		Increase flexibility regarding check-in time	67
Fares and Fare Errors	21% ▼ from 23%	Double-charged/overcharged	148
		Fare refund not yet received	83
		Incorrect fare charged	69
Customer Service	11% ▲ from 9%	Poor customer service (Check-in)	111
		Poor customer service (Terminal staff)	53
		Poor customer service (Onboard staff)	32

\*Note: 'n' values represent the count of complaints within each complaint area (customer service, fares etc.). 'n' values not represented within a complaint area are 'other' comments related to the complaint area that do not fit a common theme or category.

# Customer Relations (ResponseTek)

## Sunshine Coast (Routes 3, 7, 8, 13, 17 and 18)

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
825	682 ▼	4.9	3.9	-1.0

### Q2 Summary

On September 3, sailings between Horseshoe Bay and Langdale (Route 3) reverted to scheduled one-ship service when the *Queen of Coquitlam*, which provided service alongside the *Queen of Surrey* over the summer, entered refit and the shoulder season schedule began. During the summer months, the route was served daily by the two ships, increasing frequency of sailings and overall capacity. In spite of delays that tend to occur during peak season on all three routes operating out of Horseshoe Bay terminal, customers on Route 3 expressed satisfaction with the summer two-ship service, and many requested that it be implemented year-round.

Near term, the plan is to increase sailings in spring and fall with a supplementary vessel. Looking to the future, the addition of a vessel to the fleet through the New Major Vessel program will allow BC Ferries to explore further opportunities for vessel deployment on Route 3.

We heard from a number of customers over the summer that the delays on the route serving Horseshoe Bay - Bowen Island (Route 8) impacted their ability to attend off-island work, appointments and other commitments. This route is subject to frequent delays during peak season when sailings out of Horseshoe Bay are scheduled back-to-back, and there is little opportunity to make up time on Route 8 once delays occur. Q2 Fiscal 2025 saw On Time Performance of 55.1% on this route, which is among the lowest across the fleet.

We currently provide funds to Bowen Island Municipality to help support traffic marshalling at Snug Cove Terminal during peak times, and are continuing to work with them to look for long term solutions to support improvements ahead of next years busy summer season.

In addition, we are currently reviewing the schedules and on-time performance for all Horseshoe bay routes to look at available options and what more can be done for reliability and consistency for travellers. We are connecting with the city of West Vancouver to better understand and mitigate community concerns.

### Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Fares and Fare Errors	29% ◄ from 29%	No-show fee charged in error	72
		Incorrect fare charged	36
		Double-charged/overcharged	31
Sailings/ Schedule	21% ▲ from 18%	Sailing waits/ delays (frequency of delays and waits)	72
		Add more sailings	25
		Dislikes current schedule	16
Advanced Bookings	12% ◄ from 12%	Double-charged/overcharged	31
		Lack of availability	9
		Reservation not honoured	7

\*Note: 'n' values represent the count of complaints within each complaint area (customer service, fares etc.). 'n' values not represented within a complaint area are 'other' comments related to the complaint area that do not fit a common theme or category.

# Customer Relations (ResponseTek)

## Southern Gulf Islands (Routes 4, 5, 6, 9, 12, 19 and 20)

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
367	416 ▲	3.1	3.5	+0.4

### Q2 Summary

July 16 saw the steel cutting for two of the four new Island Class vessels which will serve Nanaimo Harbour - Gabriola Island (Route 19) and Campbell River - Quadra Island (Route 23). The new vessels will allow for fleet redeployment to address capacity constraints on Crofton - Vesuvius, Quadra Island - Cortes Island and Denman Island - Hornby Island (Routes 6, 21 and 22). This project will result in significant capacity increases and improved travel certainty, particularly during refit periods. The new vessels are set to begin arriving in 2026.

On the evening of August 17, the *Island Kwigwis* experienced a mechanical issue with the ship's thruster, and was removed from service on Route 19. A 12-person water taxi was secured, however weather was poor and traffic levels were high, and a number of customers sought hotel accommodation rather than wait multiple sailings to board the water taxi to Gabriola Island. Repairs were conducted overnight and the following day, with the vessel returning to service the evening of August 18.

On the night of August 30, a tractor trailer travelling from Gabriola Island to Nanaimo Harbour became stuck on the ramp with one of its legs punching a hole through the hinge plate area. Traffic that had been loaded on the *Island Kwigwis* could not be offloaded until the truck was removed close to midnight. All remaining sailings were cancelled that evening and a water taxi could not be secured.

For both Route 19 cancellations, we provided reimbursement of expenses on a case-by-case basis to customers who could not reach home or pre-arranged accommodations.

We continue to work with the local health authority to facilitate priority loading for healthcare workers providing in-home and critical community health services on some of the Southern Gulf Islands. Measures are now in place to prevent abuse or overuse and to ensure those healthcare workers travelling on business are accommodated.

### Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Sailings/ schedules	20% ▲ from 14%	Sailing waits/ delays (frequency of delays and waits)	33
		Cancelled sailings	11
		Add more sailings	10
Fares and Fare Errors	15% ▼ from 22%	Double-charged/overcharged	16
		Incorrect fare charged	13
		No-show fee charged in error	10
Loading/ directions	13% ▲ from 8%	Loading issue (Other) (Rt. 19 operational incident)	23
		Increase traffic management at/ outside the terminal	9
		Improve loading/ unloading procedure	9

\*Note: 'n' values represent the count of complaints within each complaint area (customer service, fares etc.). 'n' values not represented within a complaint area are 'other' comments related to the complaint area that do not fit a common theme or category.

# Customer Relations (ResponseTek)

## Northern Gulf Islands (Routes 21, 22, 23, 24 and 25)

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
150	133 ▼	2.0	1.7	-0.3

### Q2 Summary

Beginning on June 26, we offered two-ship service between Buckley Bay - Denman Island (Route 21), served by the *Baynes Sound Connector* and the *Kahloke*, with the larger capacity *Quinitisa* connecting Denman Island with Hornby Island (Route 22).

On September 3, the *Kahloke* was removed from service on Route 21, and on October 15 it took over service on Route 22, freeing the *Quinitisa* for relief elsewhere in the fleet as needed. A number of customers reached out to request that Route 21 be served year-round by two vessels, and that the larger *Quinitisa* remain on Route 22.

The long-term plan is to expand the *Baynes Sound Connector* from 45 AEQ capacity to approximately 65 AEQ and to deploy the *Quinitisa* year-round on Route 22.

We proactively communicated with our customers via Service Notice about the impact of extreme tidal conditions on some of our routes, particularly Quadra Island - Campbell River (Route 23), as very high and low tides can lead to steep ramp angles. Certain vehicles, including those with low ground clearance or extended overhangs on the rear axle, can become stuck on the ramp where it transitions. These vehicles may be asked to wait for a later sailing, to ensure the safety of the vehicle, the vessel, and the environment during times of extremely low or high tides. The information we provided allowed customers to plan their travel times with tides in mind.

We continue to work with the local health authority to facilitate priority loading for healthcare workers providing in-home and critical community health services on some of the Northern Gulf Islands. Measures are now in place to prevent abuse or overuse and to ensure those healthcare workers travelling on business are accommodated.

### Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Loading/ directions	22% ▲ from 19%	Priority boarding for passengers making connections	12
		Improve loading/ unloading procedure	5
		Increase traffic management at/ outside the terminal	4
Fares and Fare Errors	21% ▲ from 15%	Incorrect fare charged	15
		Double-charged/ overcharged	8
		Experience Card issue	5
Sailings/ schedule	20% ▼ from 23%	Dislikes current schedule	4
		Add more sailings	3
		Cancelled sailings	3

\*Note: 'n' values represent the count of complaints within each complaint area (customer service, fares etc.). 'n' values not represented within a complaint area are 'other' comments related to the complaint area that do not fit a common theme or category.

# Customer Relations (ResponseTek)

## Central and North Coast (Routes 10, 11, 26, 28 and 28a)

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
113	105 ▼	12.9	12.4	-0.5

### Q2 Summary

Following its sudden removal from service in 2022 after failing an inspection, the barge dock at Shearwater was reopened on October 11. During the closure, alternate travel was provided via water taxi and barge, which added significant travel time for customers transporting their vehicles.

The new marine structures and upgrades include a new steel ramp and concrete pontoon, plus upgrades to the existing floating lead. The new single lane ramp has an increased load limit of 63,500 kg. This project will continue with no impact to service.

Based on community feedback during the closure, we altered our communication approach and provided regular updates via the website and to subscribers.

The *Northern Sea Wolf* completed its first departure from the new dock on October 11 and has since returned to the regular service schedule.

### Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Fares and Fare Errors	25% ▲ from 18%	Double charged/ overcharged	6
		No-show fee charged in error	6
		Fare refund not yet received	5
Advanced bookings	24% ▼ from 27%	Double charged/ overcharged	13
Customer service	9% ▼ from 12%	Poor customer service (Terminal Staff)	3

\*Note: 'n' values represent the count of complaints within each complaint area (customer service, fares etc.). 'n' values not represented within a complaint area are 'other' comments related to the complaint area that do not fit a common theme or category.

### Background

BC Ferries has 13 Ferry Advisory Committees (FACs) that provide input and guidance to BC Ferries decision-making, and act as liaisons between BC Ferries and the communities they represent. FACs have been established for the geographic areas listed here.

BC Ferries holds two formal public meetings a year with the FACs to discuss local terminal and service issues. Additional meetings may take place on an as-needed basis to address operational concerns, and to gather input on specific projects.

### New Community Prioritization Panels (CPP)

In April 2024, BC Ferries announced the creation of a new Community Prioritization Panel (CPP) that will help prioritize the ideas that have come forward from FACs and communities over the past few years.

All FAC chairs have been invited to participate in the CPP and the panel delivered a final report on October 31, 2024.

### Ferry Advisory Committees

Brentwood Bay/Mill Bay

Bowen Island

Campbell River/ Quadra Island/ Cortes Island

Chemainus/ Thetis Island/ Penelakut Island

Denman/ Hornby

Gabriola Island

Langdale/ Gambier/ Keats

North and Central Coast

Northern Sunshine Coast

Salt Spring Island

Southern Gulf Islands

Southern Sunshine Coast

Tri-Islands (Port McNeil/ Sointula/ Alert Bay)

### Our Commitment to Engagement with Coastal Communities

We believe that engagement with staff, stakeholders, customers, community members and First Nations results in better decisions, and that this engagement can create solutions to challenges we may not have otherwise considered.

We are committed to:



#### Involving

Involving our customers, the Indigenous and coastal communities we serve and our employees in the decisions that impact them whenever possible.



#### Listening

Listening carefully to what we hear and considering all feedback, alongside safety, financial, operational environmental and other requirements as we make our decisions.



#### Responding

Responding to what we hear by being open to adapting our engagement efforts as we go, and by showing how engagement input has influenced our decision-making process.

# Ferry Advisory Committees (FAC)

## Meetings and themes

Q2 Fiscal 2025  
(JUL, AUG, SEP)

In Q2 Fiscal 2025, the following meetings with FACs took place:

Date	FAC Activity
July 30	Discussions with Route 13 FAC Chair – Communications and Schedules
August 7	Met with Southern Gulf Islands FAC to discuss Service Notice Challenges
August 13 - 15	Met with FAC Chairs for Annual Meeting, including a workshop, meeting, and panel discussions with executive leadership, BCF Authority Board, BCF Board of Directors, BC Ferries Commissioner and the Ministry of Transportation and Infrastructure
August 16 - September 8	Community Prioritization Panel evaluation survey for top-ranking criteria

### In Q2 Fiscal 2025, discussions with FAC members included the following key themes

BC Ferries' 2024 community engagement followed a three-phase approach to focus on fleet-wide, near-term priorities. The engagement emphasized transparency and actionable responses, aiming to rebuild trust with community members and identify actionable priorities for BC Ferries to move forward.

In Quarter 2, this included:

#### Community Prioritization Panel - In-Person Workshop

In August 2024, the Community Prioritization Panel workshop convened to translate community-sourced near-term priorities into fleet-wide initiatives. Using decision-making criteria created during the workshop, participants voted on and ranked these initiatives, followed by a survey to finalize priority rankings.

We engaged chairs of BC Ferries' FACs to gather feedback and input throughout this project. We extended invitations to all FAC Chairs to participate in this workshop; however, not all were able to attend. Although FAC Chairs have historically represented their own communities, in this workshop, we asked participants to take information that their communities have shared with them, while considering solutions for the ferry system as a whole. While FAC chairs were invited to be on the panel, this work was a project outside of the FAC mandate and participants were compensated for their time.

#### Annual FAC Chairs Meeting

As part of this year's Annual Meeting with the FAC Chairs, BC Ferries hosted a dinner and fireside chat on August 14th. Invited participants in the evening events included FAC Chairs, the entire BC Ferries' executive team, the BC Ferries Commissioner, the BC Ferry Authority Board, and the BC Ferry Services Board.

This event brought BC Ferries executive and FAC Chairs together, allowing for productive and focused discussions on topics of relevance to all. It was an opportunity for the Ferry Advisory Committees to present on key takeaways from the Community Prioritization Panel, as well as hear from decision makers during a facilitated panel discussion. The FAC Chairs provided questions in advance to guide this discussion.

#### Schedule Adjustment

In response to requests from FACs for Gambier - Keats, Gabriola, and Texada Islands, schedules were reviewed. Changes for Gambier - Keats and Gabriola Island were implemented based on the recommendations and communicated to customers via service notices and through local channels. Work is continuing on the requests from Texada Island.

### Community Engagement Activities in Q2 Fiscal 2025 included:

Date	Community Engagement Activity
July 3	qathet Regional District Community Prioritization Workshop (Powell River)
July 13	Quadra Island and Cortes Island Community Prioritization Workshop (Quadra Island)
July 20	Salt Spring Island Community Prioritization Workshop
July 22	Denman Island and Hornby Island Community Prioritization Information Session (Virtual)
July 23	Southern Gulf Islands Community Prioritization Information Session (Virtual)
July 24	Mayne Island Collective – Accessibility Meeting (Virtual)
August 30	School District 79 Transportation Manager – Schedule Discussions
September 10	Presentation to North Cowichan Municipality Committee and Council of the Whole re: Crofton Terminal Project Work Updates
September 13	Gabriola Chamber of Commerce Meeting re: Community Events and Communication Opportunities

### In Q2 Fiscal 2025, discussions with community members included the following key themes

#### Community Prioritization Panel - In-Person Workshop

During June and July 2024, BC Ferries held a series of in-person community workshops aimed at validating and prioritizing the near-term action items identified earlier by FACs and the community. These workshops facilitated direct community involvement and allowed participants to discuss and prioritize their needs.

#### Community Prioritization Panel - Online Engagements

BC Ferries hosted an online prioritization survey on community pages, engaging a broad spectrum of ferry users in addition to participation through in person meetings. This online engagement collected valuable input on near-term priorities, capturing the diverse needs and preferences of the communities involved.

The benefits of using online engagement were clear, as it allowed for a broader and more inclusive reach. By providing online access, the survey was able to engage a more diverse range of community members, including those who are not able to attend in-person meetings due to time constraints, mobility issues, or geographic limitations. This approach ensured that a wider array of perspectives was captured, enhancing the inclusivity and representativeness of the feedback.

A report was executed and delivered on October 31, 2024, detailing coastal ferry-wide minor route priorities developed by the Community Prioritization Panel for consideration by BC Ferries.

#### Engagement by the Numbers:

- 19 Communities Surveyed
- 2,219 Survey Participants
- 11.4k Page Visitors

## Project Engagement Activities in Q2 Fiscal 2025 included:

Shearwater Terminal - New Marine Structures and Upgrades	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform community on project updates, including work expected and completed, with timelines</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Information shared via projects page and community page and distributed to subscribers in July, August and September: (<a href="https://bcferriesprojects.ca/shearwater-tp">bcferriesprojects.ca/shearwater-tp</a> and <a href="https://bcferriesprojects.ca/north-central-coast">bcferriesprojects.ca/north-central-coast</a>)</li> <li>Updates provided in July, August and September with key interest groups including CCRD, Chamber of Commerce, Northern BC Tourism Association and members of the Ferry Advisory Committee</li> <li>Updates provided in July, August and September to Heiltsuk Nation</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Expected timelines of project</li> <li>Project scope</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Provide regular updates to the community and completion of project</li> <li>Inform community of any changes in project timeline as work continues</li> </ul>
Denman West Terminal - Berth 2 Life Extension Project	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform community of repair activities to the timber trestle at the Denman Island West terminal, possible noise around terminal, and benefits of project including increased vehicle load limit on the trestle</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Direct communication to commercial drivers, Denman and Hornby Island FAC, communications on project page and via Service Notices</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Increase the vehicle load limit of Berth 2 (up to 63,500kg) to improve operational performance</li> <li>Possible noise disruptions during work</li> <li>No impact to service during work</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Communications on status and completion of work</li> </ul>
Heriot Bay – Whaletown: Terminal Upgrades	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform and involve community on upcoming project work, including timelines, scope of project work, impact on service, and initial draft of alternate service plans</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Provide update and “What we heard” report to the community summarizing feedback received through spring engagements. Shared through projects page and directly to interest holders (<a href="https://bcferriesprojects.ca/heriot-bay-whaletown-tp">bcferriesprojects.ca/heriot-bay-whaletown-tp</a>)</li> <li>Share an update on next steps including how we are responding to feedback and timeline for decisions</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Alternate service plan updates based on feedback received</li> <li>Timelines of project work</li> <li>Approval process</li> </ul>

## Project Engagement Activities in Q2 Fiscal 2025 continued:

<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Continue conversations with the community, including neighbours at Heriot Bay Terminal, health services, Regional Districts and commercial users</li> <li>Provide an update on the project and the alternate service plans in broader community update</li> </ul>
-------------------	--

### Crofton Terminal Updates

<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform interest holders on updates to berth work plans and project progress</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Attend North Cowichan Municipality Committee and Council of the Whole meeting</li> <li>Provide updates to Ferry Advisory Committee</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Timelines of project work</li> <li>Introduction of Island Class Vessels and improvements in traffic congestion</li> <li>Traffic management plans with existing infrastructure</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Provide updates to the community project details are confirmed</li> <li>Inform community of any changes in project timeline as work is planning phase</li> </ul>

### Swartz Bay Terminal

<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform customers, neighbours and local community via monthly updates of project work and timelines</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Information shared via projects page, and through direct communication with Lands End Residential Association (LERA)</li> <li>Project page updates</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Expected timelines of project</li> <li>Project scope, impacts of work and mitigations</li> <li>Possible noise around terminal</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Provide monthly updates on project page and to LERA as work progresses</li> </ul>

### Thetis and Penelakut Islands Terminal Updates

<b>Purpose</b>	<ul style="list-style-type: none"> <li>Introduce and inform interest holders and Penelakut Nationon updates to berth work plans</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Direct communication to Chemainus, Thetis and Penelakut Island FAC, communications on project page and via Service Notices</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Timelines of project work</li> <li>Night work and last sailing cancellations for Thetis Island</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Provide updates to the community as required</li> <li>Inform community of any changes in project timeline as work is planning phase</li> </ul>

We strive to advance truth and reconciliation by engaging coastal First Nations whose rights, title and interests may be impacted by our proposed projects and operations and seeking ways to avoid or minimize any adverse impacts.

**In Q2 Fiscal 2025, Indigenous Relations activities included consultations on the following projects and activities:**

Project	Description
<b>Crofton berth rebuild</b>	Continued to update Halalt First Nation on decreased scope and upcoming geotechnical investigations
<b>Departure Bay berth 1 repairs</b>	Intensive engagement with Snuneymuxw First Nation to explore project mitigations and marine monitoring, in the absence of any regulatory requirement
<b>Horseshoe Bay Terminal</b>	Outreach to Squamish Nation, Musqueam Nation and Tsleil-Waututh Nation to begin engagement on an upcoming program of construction
<b>Mill Bay repairs</b>	Engaged Malahat Nation on upcoming repairs, including notification of when contractors would be on site for visual assessment
<b>Nanaimo Harbour &amp; Gabriola Island berth rebuilds</b>	Intensive engagement to encourage participation of Snuneymuxw First Nation and to seek to address the Nation's requests
<b>Shearwater berth rebuild</b>	Continued engagement with Heiltsuk Tribal Council, with Heiltsuk attendance at the test fit of the new berth on October 2, 2024
<b>Swartz Bay Berth 5</b>	Responded to concerns from Tseycum First Nation over the approval process for the project
<b>Vesuvius berth rebuild</b>	Continued to engage with Quw'utsun Nation, as led by Lyackson First Nation, on decreased scope, archaeological concerns and upcoming geotechnical investigations
<b>Village Bay berth 1 repairs and shore stabilization</b>	Updates to Lyackson First Nation and discussions with Tsartlip First Nation, with a focus on solutions to erosion concerns

In Q2 Fiscal 2025, Indigenous relations outreach and relationship building activities included:

First Nation	Description
<b>Council of the Haida Nation</b>	Outreach in support of achieving BC Ferries commitment to raise the Haida flag at Skidegate terminal
<b>K'ómoks First Nation</b>	Outreach to ensure we remain connected and continue to foster our relationship
<b>Malahat Nation</b>	Meeting in August and continued touchpoints in support of achieving our shared priorities, with a focus on impacts of the Mill Bay terminal
<b>'Namgis First Nation</b>	Correspondence and an initial meeting to attempt to resolve overload and on-time performance issues resulting from the <i>Quadra Queen II</i> replacing the <i>Island Aurora</i> on Route 25
<b>shíshálh Nation</b>	Implementation of a reservation support process for leadership and elders as well as communication on local issues
<b>Snuneymuxw First Nation</b>	Continued relationship building meetings in support of achieving our shared priorities
<b>Tsartlip First Nation</b>	Connection points as Tsartlip focussed on more local concerns
<b>Tsawout First Nation</b>	Communication to arrange for future upcoming meeting
<b>Tsawwassen First Nation</b>	Collaborated to resolve nuisance issues on the Tsawwassen causeway beach and to close the causeway beach to the public on July 20 & 21 to support Tribal Journeys. Collaborated on a causeway beach access management plan.

# Appendix A

## Definition of Terms

Q2 Fiscal 2025  
(JUL, AUG, SEP)

<b>Controllable Cancellations</b>	Sailings cancelled due to controllable events such as loading procedure or fueling
<b>First Call Resolution (FCR)</b>	The rate at which customers call back within the same day
<b>n</b>	Symbol that represents either sample size (e.g., number of surveys collected) or count (e.g., number of complaints with a comment or rating). The number of complaints used for further analysis excludes general comments and comments without a rating.
<b>Net Promoter Score (NPS)</b>	A widely used customer satisfaction measure that considers the percentage difference between “promoters” and “detractors” within a company’s customer base. The NPS is a trademarked measure.
<b>On-Time Performance</b>	Percentage of scheduled sailings that depart or arrive within 10 minutes of the scheduled time, as applicable
<b>Stale Response Resolution</b>	Percentage of passenger comments within the ResponseTek system that did not receive a response from the Customer Relations team within 7 days of the comment having been submitted in Quarters 3 and 4, and within 14 days of the comment having been submitted in Quarters 1 and 2.
<b>YoY</b>	Year over year

# Appendix B

## Routes and Terminals by Region

Q2 Fiscal 2025  
(JUL, AUG, SEP)

Vancouver Island - Mainland	
Route	Terminals
Route 1	Swartz Bay - Tsawwassen
Route 2	Departure Bay - Horseshoe Bay
Route 30	Duke Point - Tsawwassen

Northern Gulf Islands	
Route	Terminals
Route 21	Denman Island West - Buckley Bay
Route 22	Denman Island East - Hornby Island
Route 23	Campbell River - Quathiaski Cove
Route 24	Quadra Island - Cortes Island
Route 25	Port McNeil - Alert Bay - Sointula

Southern Gulf Islands	
Route	Terminals
Route 4	Horseshoe Bay - Langdale
Route 5	Earls Cove - Saltery Bay
Route 6	Bowen Island - Horseshoe Bay
Route 9	Gambier Island - Keats Landing - Langdale
Route 12	Comox - Powell River
Route 19	Powell River - Texada Island
Route 20	Chemainus - Penelakut Island - Thetis

Central and North Coast	
Route	Terminals
Route 10	Port Hardy - North Coast (McLoughlin Bay, Oceans Falls, Bella Coola, Shearwater, Klemtu)
Route 11	Prince Rupert - Skidegate Landing
Route 26	Skidegate Landing - Alliford Bay
Route 28	Port Hardy - Bella Coola
Route 28A	Central Coast Connector Service (McLoughlin Bay, Oceans Falls, Bella Coola, Shearwater, Klemtu)

Sunshine Coast	
Route	Terminals
Route 3	Horseshoe Bay - Langdale
Route 7	Earls Cove - Saltery Bay
Route 8	Bowen Island - Horseshoe Bay
Route 13	Gambier Island - Keats Landing - Langdale
Route 17	Comox - Powell River
Route 18	Powell River - Texada Island