



## Average Fare Index Summary

		← PT5			PT6 →			
		Sep-2023	Dec-2023	Mar-2024	Mar-2024	Jun-2024	Sep-2024	Dec-2024
System	Cap	108.53	109.05	109.52	100.00	100.83	101.91	102.59
	Actual	108.15	108.98	109.18	99.69	100.07	101.34	102.46

- 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.

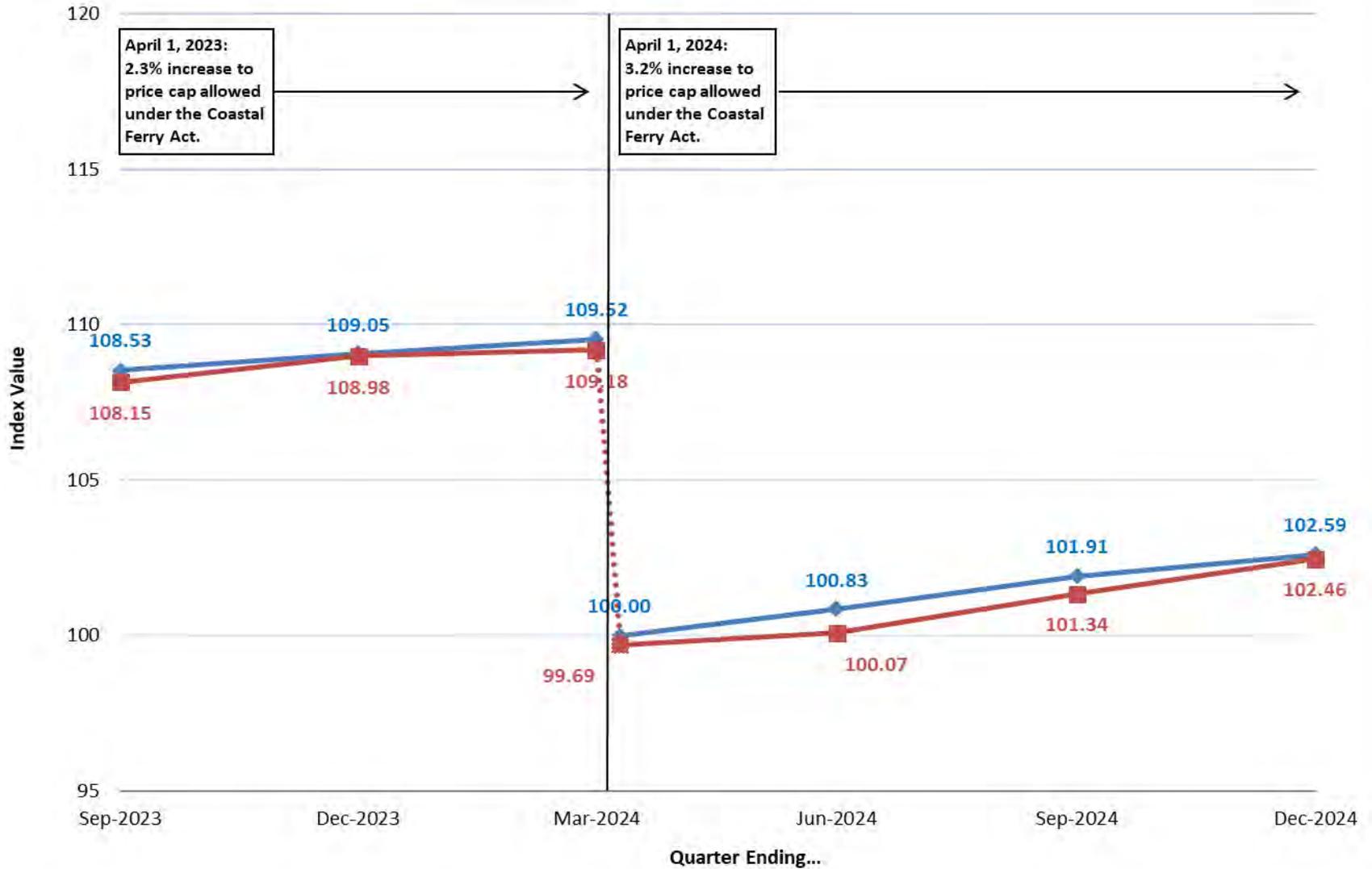
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

- 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 →			
	Sep-2023	Dec-2023	Mar-2024	Mar-2024	Jun-2024	Sep-2024	Dec-2024
<b>New Majors</b>							
<b>Cap</b>	108.52	109.05	109.52	100.00	100.84	101.89	102.59
Actual	109.80	110.77	110.92	101.28	101.55	102.86	104.06
<b>Northern</b>							
<b>Cap</b>	108.90	109.23	109.52	100.00	100.76	102.38	102.80
Actual	85.10	84.81	84.82	77.44	77.78	78.24	78.74
<b>Minors</b>							
<b>Cap</b>	108.52	109.04	109.52	100.00	100.82	101.90	102.58
Actual	104.59	104.93	105.45	96.28	97.30	98.47	99.33

-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.

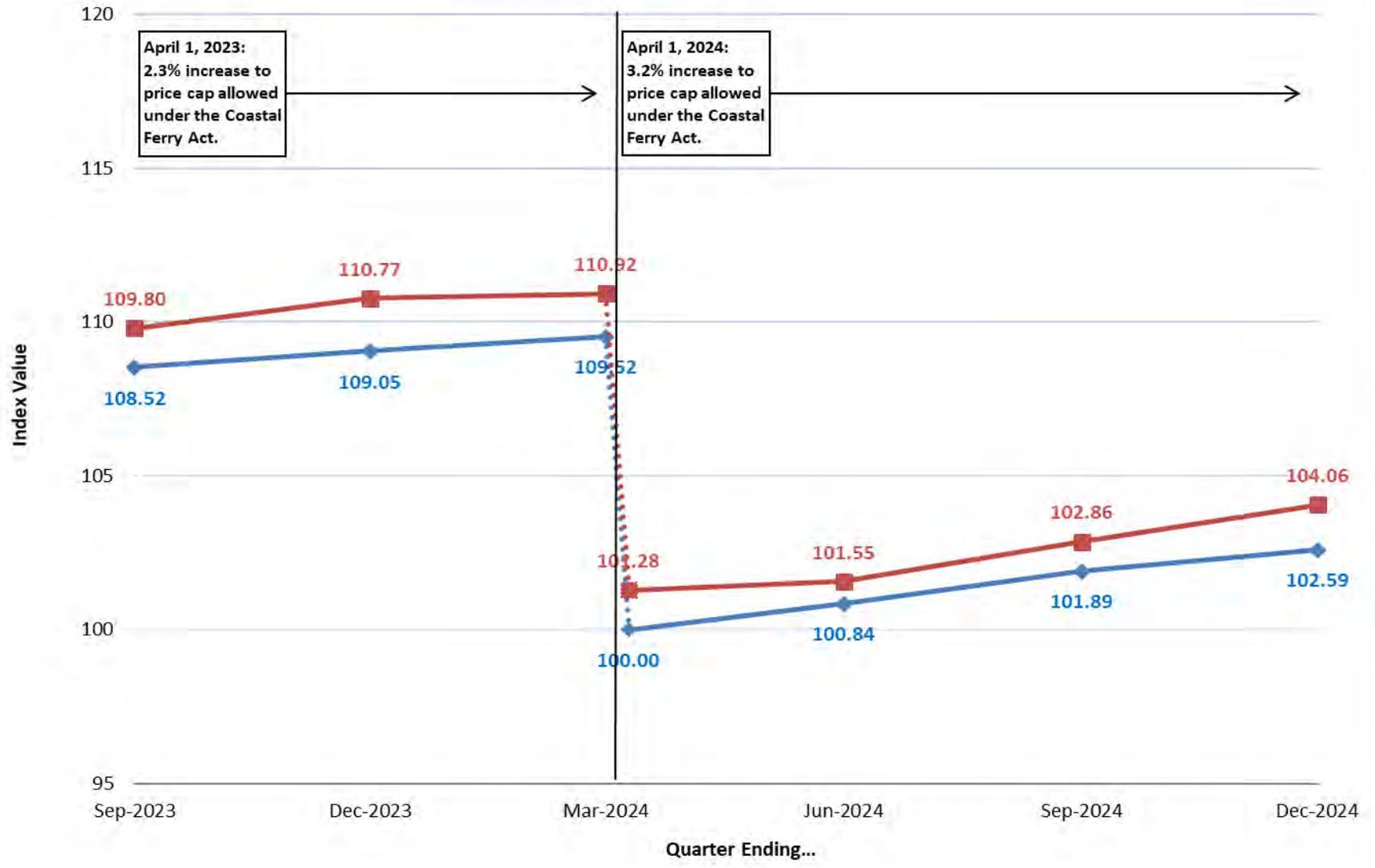
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

- 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

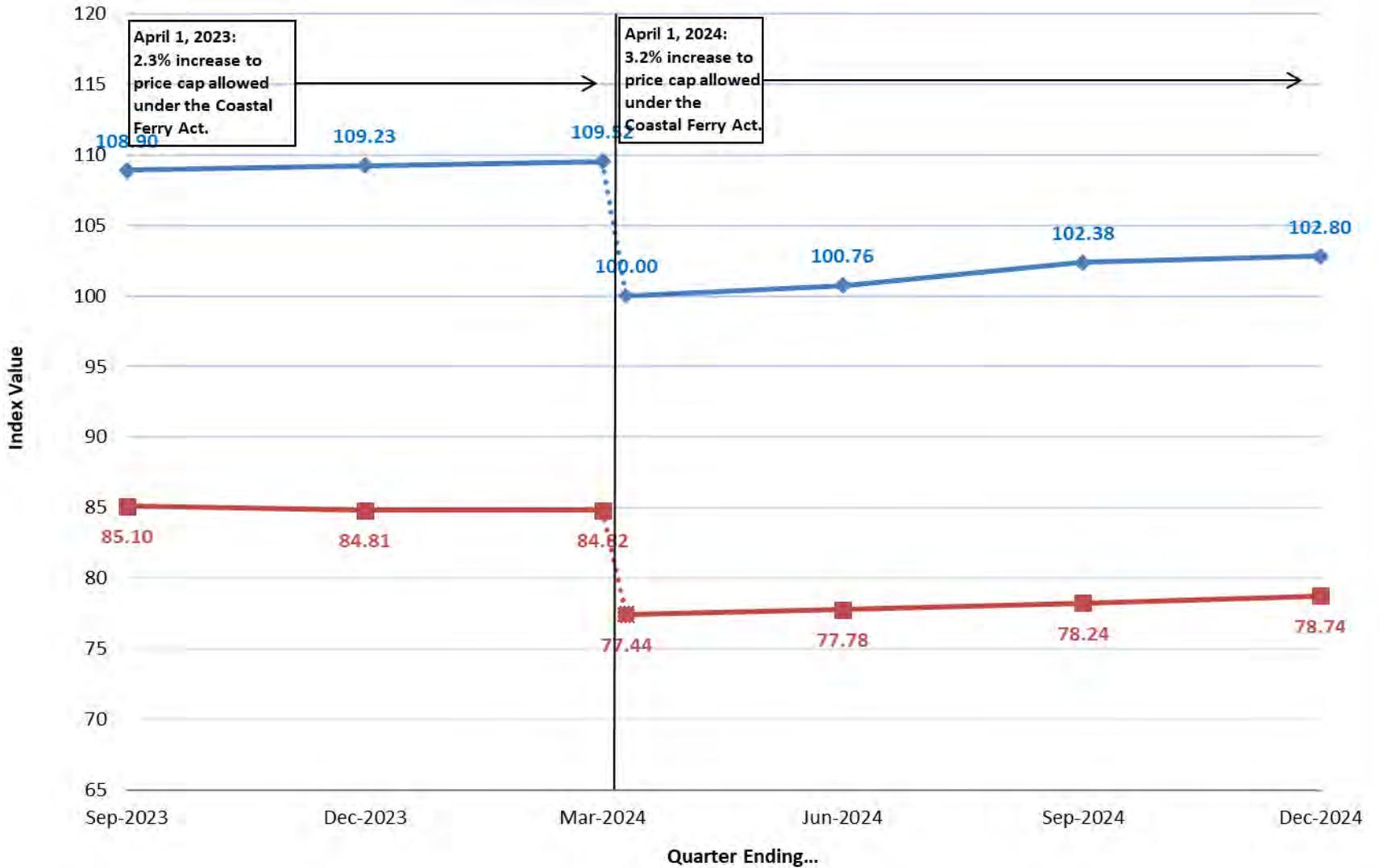
# New Majors Route Group

Price Cap Index    Price Compliance Index



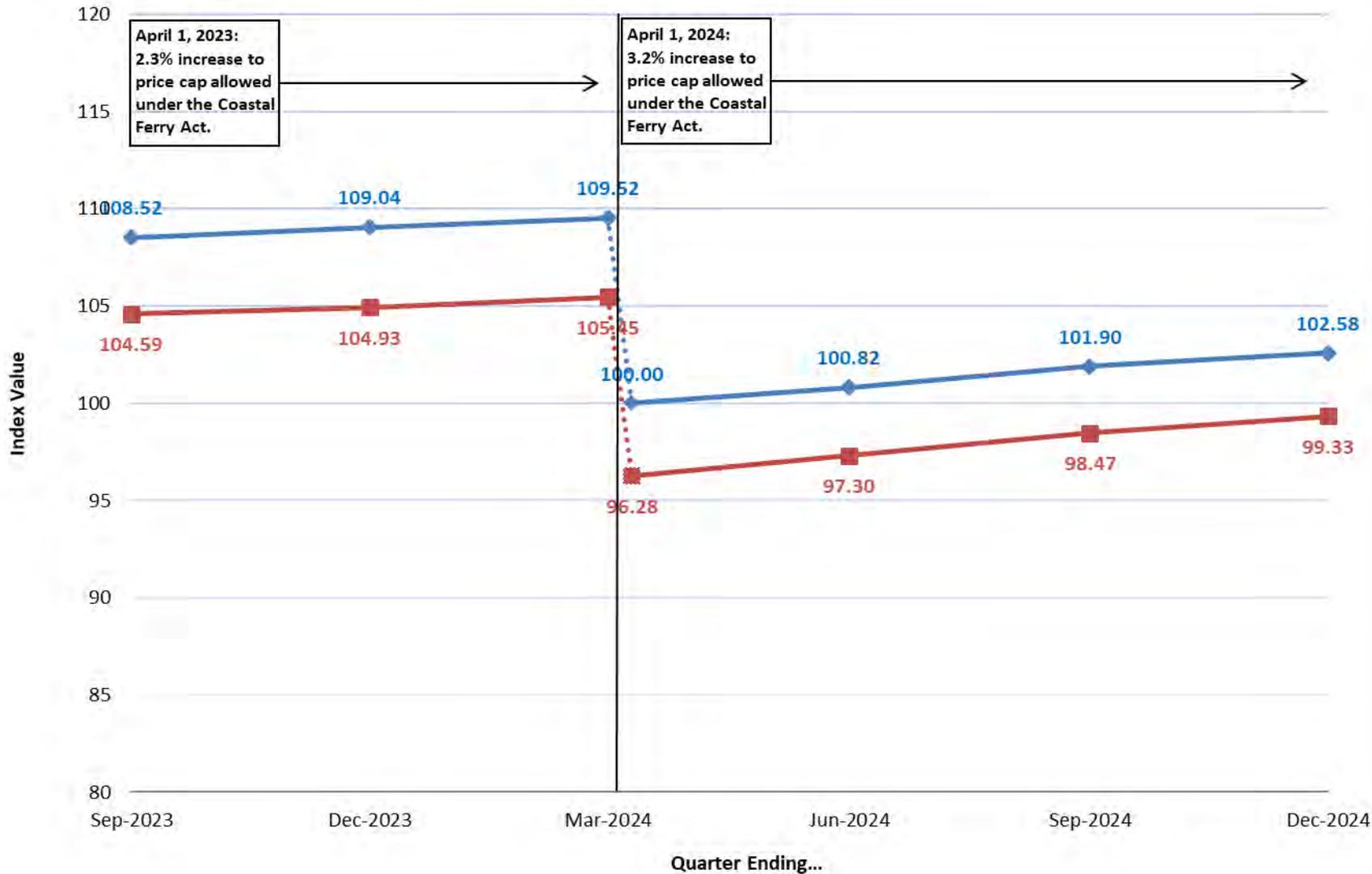
# Northern Route Group

Price Cap Index    Price Compliance Index



# Minors Route Group

Price Cap Index Price Compliance Index





# Operations Reports

Quarter Ended December 31, 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 Q3 Fiscal 2025, BC Ferries delivered almost 22,000 round trips, carrying over 38,200 more vehicle equivalents and over 17,700 more passengers than the same period last year. The fact that this was accomplished despite sailing about 200 fewer roundtrips than this quarter last year is evidence of the continual growing and record-setting demand for service.

Even though the fall is typically a slower period for travel, over 88 percent of the available space on the Swartz Bay-Tsawwassen route was utilized across the quarter, leaving little space for delays or breakdowns that wouldn't have a significant impact on customers.

Unfortunately, mechanical issues continued with the fleet's aging vessels. In particular, the 60-year-old *Queen of New Westminster* remains out of service (propeller shaft) and other ships, including the 43-year-old *Queen of Surrey* (mechanical difficulty with pitch control), faced challenges that resulted in cancellations that, without a relief vessel in the fleet, negatively impacted customer travel over the holiday season. Overall, there were 149 major routes sailing cancellations due to vessel mechanical issues this quarter.

On the major routes, the percentage of overloaded sailings grew by 2.1 percent compared with the same quarter last year. Almost 1,000 sailings in Q3 on the Swartz Bay-Tsawwassen route left behind customers for the next available sailing, and a full three-out-of-10 sailings across the major routes resulted in the similar experience. This is actually an improvement on the overall fiscal year so far, when more than half of route 1 sailings have been overloaded, and 43% of all major route sailings (9,082) cannot carry all the customers looking to travel on them. Without the additional capacity of a relief vessel in the system, overloads are projected to continue to worsen in the coming years.

BC Ferries' is actively seeking approval from the BC Ferries Commissioner to build five new major vessels – including a net new additional vessel to the fleet – that will provide the much needed capacity and resiliency to meet these challenges head on and deliver the service reliability our customers expect.

Despite today's challenges, BC Ferries has been able to improve its number of on-time sailings so far this year on the major routes, with almost 81 percent arriving within 10 minutes of their scheduled time in Q3. In addition, it is also notable that there were no major route cancellations due to crew shortages again this quarter – continued evidence of BC Ferries' successful 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 – by 512.5 additional round trips on the major routes and 1,585 additional on the minor routes – and continued to deliver an essential public service for customers and the communities we serve.



# Section 1

## Operations Summary



# Section 1A - Quarter Ended December 31, 2024



## Q3 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>3,005.5</b>	<b>1,914,644</b>	<b>1,427,183</b>	<b>74.5%</b>	<b>1,404,151</b>	<b>73.7%</b>	<b>23,032</b>	<b>\$96,769,026</b>	<b>\$88,883,075</b>	<b>\$7,885,951</b>
01 Tsawwassen - Swartz Bay	910.0	629,856	556,998	88.4%	551,094	89.1%	5,904	\$43,974,888	\$40,912,450	\$3,062,438
02 Horseshoe Bay - Nanaimo	686.5	425,828	282,111	66.3%	283,428	67.4%	-1,317	\$21,206,399	\$19,499,538	\$1,706,861
03 Horseshoe Bay - Langdale	744.0	459,860	314,863	68.5%	305,292	66.1%	9,571	\$8,931,340	\$7,842,596	\$1,088,744
30 Nanaimo - Tsawwassen	665.0	399,100	273,211	68.5%	264,337	65.5%	8,873	\$22,656,399	\$20,628,491	\$2,027,908
<b>☐ Minors</b>	<b>18,855.0</b>	<b>1,994,200</b>	<b>1,008,659</b>	<b>50.6%</b>	<b>993,752</b>	<b>49.1%</b>	<b>14,907</b>	<b>\$14,591,267</b>	<b>\$13,556,992</b>	<b>\$1,034,275</b>
04 Swartz Bay - Fulford Harbour	718.0	130,676	87,283	66.8%	85,123	65.5%	2,160	\$1,127,337	\$993,525	\$133,812
05 Swartz Bay - Southern Gulf Islands	861.0	229,628	81,031	35.3%	79,287	36.2%	1,744	\$1,069,263	\$1,023,742	\$45,521
06 Crofton - Vesuvius	1,186.0	149,436	76,973	51.5%	73,950	49.3%	3,023	\$993,805	\$930,547	\$63,258
07 Earls Cove - Saltery Bay	723.0	161,952	48,515	30.0%	49,334	30.5%	-819	\$1,176,168	\$1,167,418	\$8,750
08 Horseshoe Bay - Snug Cove	1,398.0	283,527	144,339	50.9%	146,066	59.9%	-1,727	\$1,709,621	\$1,665,157	\$44,464
09 Tsawwassen - Southern Gulf Islands	211.0	68,724	48,519	70.6%	47,100	70.8%	1,419	\$2,178,491	\$1,990,943	\$187,548
12 Brentwood Bay - Mill Bay	796.0	30,248	24,265	80.2%	23,434	77.4%	831	\$309,642	\$281,940	\$27,702
13 Langdale - Gambier Island - Keats Landing	1,335.0							(\$310)	(\$263)	(\$47)
17 Little River - Powell River	350.0	96,600	52,069	53.9%	50,192	50.5%	1,878	\$2,227,299	\$1,946,327	\$280,972
18 Powell River - Blubber Bay	706.0	66,364	29,754	44.8%	29,105	42.6%	649	\$263,161	\$244,257	\$18,904
19 Nanaimo Harbour - Gabriola	2,061.5	193,781	119,892	61.9%	115,093	59.2%	4,799	\$1,083,731	\$979,311	\$104,420
20 Chemainus - Thetis - Penelakut	927.0	48,386	27,267	56.4%	23,668	53.6%	3,599	\$228,229	\$187,241	\$40,988
21 Buckley Bay - Denman West	1,501.5	135,135	72,518	53.7%	71,781	53.4%	737	\$535,895	\$505,775	\$30,120
22 Denman East - Hornby Island	1,064.0	52,623	26,674	50.7%	25,993	27.3%	681	\$208,486	\$187,833	\$20,653
23 Campbell River - Quathiaski Cove	2,430.0	228,420	114,262	50.0%	115,127	49.6%	-865	\$908,380	\$874,775	\$33,605
24 Heriot Bay - Whaletown	514.0	26,728	16,107	60.3%	16,543	58.8%	-436	\$164,679	\$158,643	\$6,036
25 Port McNeill - Alert Bay - Sointula	971.0	56,708	25,620	45.2%	29,050	31.2%	-3,430	\$279,834	\$306,299	(\$26,465)
26 Skidegate - Alliford Bay	1,102.0	35,264	13,576	38.5%	12,911	36.7%	666	\$127,556	\$113,522	\$14,034
<b>☐ North</b>	<b>71.5</b>	<b>14,170</b>	<b>9,364</b>	<b>66.1%</b>	<b>9,017</b>	<b>65.6%</b>	<b>347</b>	<b>\$1,784,669</b>	<b>\$1,639,139</b>	<b>\$145,530</b>
10 Port Hardy - Prince Rupert	19.5	4,370	3,565	81.6%	3,294	75.4%	271	\$829,032	\$750,213	\$78,819
11 Prince Rupert - Skidegate	38.5	8,855	5,514	62.3%	5,522	65.8%	-9	\$921,967	\$866,458	\$55,509
28 Port Hardy - Central Coast	13.5	945	285	30.2%	201	20.5%	85	\$33,670	\$22,468	\$11,202
<b>Total</b>	<b>21,932.0</b>	<b>3,923,014</b>	<b>2,445,205</b>	<b>62.3%</b>	<b>2,406,919</b>	<b>61.0%</b>	<b>38,286</b>	<b>\$113,144,962</b>	<b>\$104,079,206</b>	<b>\$9,065,756</b>

Obligation Deferred (Settled)

\$0

\$0

**Total Vehicle Fare Revenue**

**\$113,144,962**

**\$104,079,206**

# Section 1A - Quarter Ended December 31, 2024



## Q3 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	Q3 FY24	FY25
<b>Major</b>	<b>2,987,879</b>	<b>2,978,590</b>	<b>9,289</b>	<b>\$42,063,925</b>	<b>\$41,207,160</b>	<b>\$856,765</b>	<b>78.9%</b>	<b>77.8%</b>	<b>80.5%</b>
01 Tsawwassen - Swartz Bay	1,335,122	1,337,004	-1,882	\$22,154,665	\$21,736,794	\$417,871	82.6%	76.1%	79.9%
02 Horseshoe Bay - Nanaimo	632,821	648,708	-15,887	\$10,171,189	\$10,271,524	(\$100,335)	76.9%	80.2%	86.7%
03 Horseshoe Bay - Langdale	598,936	583,646	15,290	\$3,154,924	\$3,012,559	\$142,365	74.4%	72.7%	75.7%
30 Nanaimo - Tsawwassen	421,000	409,232	11,768	\$6,583,147	\$6,186,283	\$396,864	80.9%	83.2%	80.2%
<b>Minor</b>	<b>1,763,214</b>	<b>1,755,286</b>	<b>7,928</b>	<b>\$7,261,606</b>	<b>\$7,007,430</b>	<b>\$254,176</b>	<b>89.2%</b>	<b>89.1%</b>	<b>88.3%</b>
04 Swartz Bay - Fulford Harbour	141,700	142,292	-592	\$606,982	\$591,398	\$15,584	95.2%	92.0%	91.0%
05 Swartz Bay - Southern Gulf Islands	118,815	117,002	1,813	\$472,879	\$457,500	\$15,379	72.5%	71.7%	69.9%
06 Crofton - Vesuvius	124,027	117,790	6,237	\$441,083	\$407,576	\$33,507	91.8%	89.8%	86.7%
07 Earls Cove - Saltery Bay	72,976	74,050	-1,074	\$411,053	\$405,849	\$5,204	80.9%	89.2%	92.4%
08 Horseshoe Bay - Snug Cove	287,380	291,839	-4,459	\$915,398	\$904,399	\$10,999	84.0%	81.1%	83.5%
09 Tsawwassen - Southern Gulf Islands	102,109	101,325	784	\$1,153,213	\$1,095,924	\$57,289	78.2%	76.1%	74.5%
12 Brentwood Bay - Mill Bay	42,504	41,628	876	\$200,538	\$184,518	\$16,020	90.8%	71.6%	98.5%
13 Langdale - Gambier Island - Keats Landing	10,739	11,011	-272	\$38,807	\$40,230	(\$1,423)	99.2%	99.6%	99.9%
17 Little River - Powell River	100,472	96,976	3,496	\$1,034,343	\$985,921	\$48,422	94.0%	89.2%	94.3%
18 Powell River - Blubber Bay	43,811	43,036	775	\$126,741	\$120,589	\$6,152	94.7%	93.5%	94.4%
19 Nanaimo Harbour - Gabriola	208,099	202,707	5,392	\$557,416	\$531,166	\$26,250	89.1%	89.9%	85.4%
20 Chemainus - Thetis - Penelakut	63,319	57,758	5,561	\$142,450	\$129,216	\$13,234	76.8%	79.5%	81.6%
21 Buckley Bay - Denman West	112,059	111,958	101	\$264,962	\$262,246	\$2,716	97.8%	98.7%	98.3%
22 Denman East - Hornby Island	39,111	40,607	-1,496	\$101,990	\$102,391	(\$401)	97.0%	93.0%	92.5%
23 Campbell River - Quathiaski Cove	199,133	203,491	-4,358	\$476,520	\$476,965	(\$445)	96.3%	96.2%	97.6%
24 Heriot Bay - Whaletown	23,032	24,102	-1,070	\$76,742	\$77,021	(\$279)	83.5%	86.8%	88.9%
25 Port McNeill - Alert Bay - Sointula	52,052	55,927	-3,875	\$177,664	\$174,843	\$2,821	91.2%	94.5%	63.8%
26 Skidegate - Alliford Bay	21,876	21,787	89	\$62,825	\$59,678	\$3,147	98.5%	99.3%	97.4%
<b>North</b>	<b>16,714</b>	<b>16,180</b>	<b>534</b>	<b>\$870,033</b>	<b>\$810,204</b>	<b>\$59,829</b>	<b>84.1%</b>	<b>92.2%</b>	<b>90.3%</b>
10 Port Hardy - Prince Rupert	7,519	7,076	443	\$566,059	\$522,096	\$43,963	77.7%	92.2%	94.2%
11 Prince Rupert - Skidegate	8,680	8,668	12	\$283,396	\$270,225	\$13,171	94.7%	93.2%	96.1%
28 Port Hardy - Central Coast	515	436	79	\$20,578	\$17,883	\$2,695	79.3%	90.9%	81.8%
<b>Total</b>	<b>4,767,807</b>	<b>4,750,056</b>	<b>17,751</b>	<b>\$50,195,564</b>	<b>\$49,024,794</b>	<b>\$1,170,770</b>	<b>87.8%</b>	<b>87.7%</b>	<b>87.3%</b>

Obligation Deferred (Settled)

**Total Passenger Fare Revenue**

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

\$0

\$0

\$50,195,564

\$49,024,794

\$163,340,526

\$153,104,000



## Section 2

Performance Against CFSC  
Minimums



# Section 2A - Quarter Ended December 31, 2024



Q3 Actual Round Trips

**21.9K**

FY24: 22.1K

Q3 Cancelled Round Trips

**582.5**

FY24: 305.5

Q3 Scheduled Round Trips

**22.5K**

FY24: 22.4K

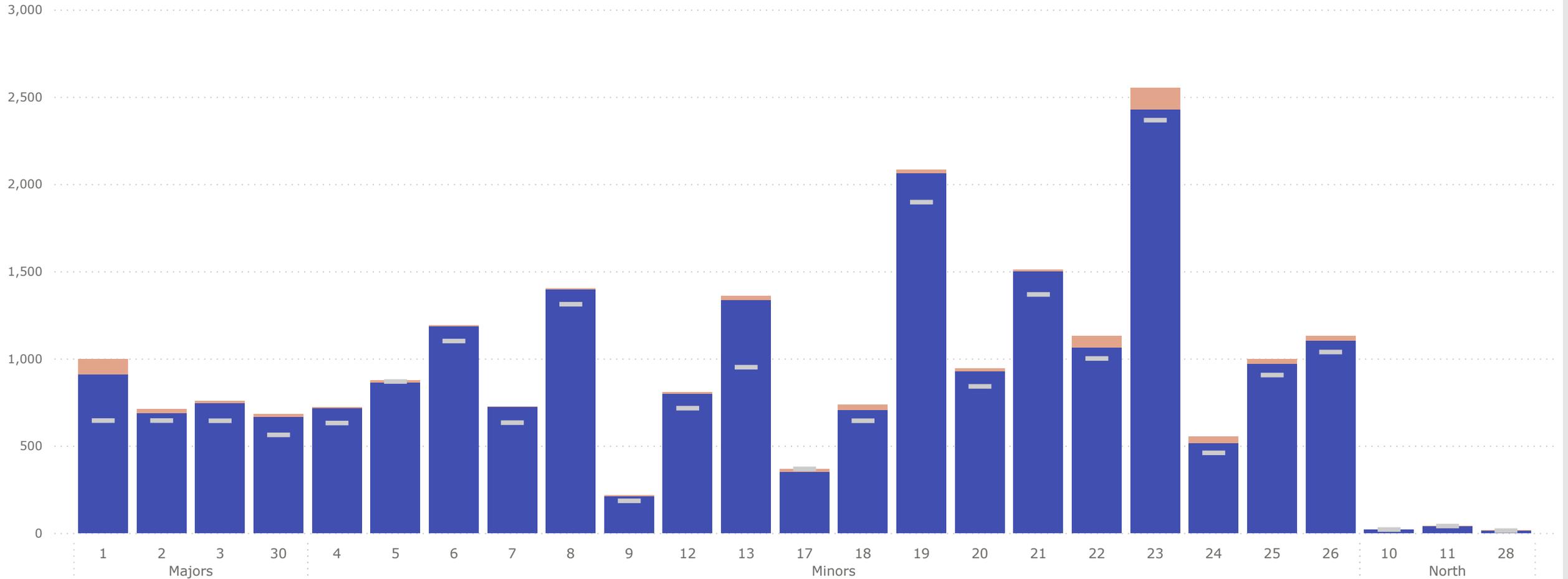
Q3 Scheduled Round Trips Cancelled

**2.6%**

FY24: 1.4%

Q3 Actual & Cancelled Round Trips versus Minimum (Daily) Core Service Levels

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



# Section 2B - Quarter Ended December 31, 2024



## Q3 Actual Round Trips

**21.9K**

FY24: 22.1K

## Q3 Cancelled Round Trips

**582.5**

FY24: 305.5

## Q3 Scheduled Round Trips

**22.5K**

FY24: 22.4K

## Q3 Scheduled Round Trips Cancelled

**2.6%**

FY24: 1.4%

### Q3 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>1.0</b>	<b>34.0</b>	<b>35.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>35.0</b>
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	0.0	9.0	9.0	0.0	0.0	0.0	0.0	9.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	0.0	16.0	16.0	0.0	0.0	0.0	0.0	16.0
03 Horseshoe Bay - Langdale	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
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	9.0	9.0	0.0	0.0	0.0	0.0	9.0
<b>☐ Minors</b>	<b>0.0</b>	<b>1.0</b>	<b>0.0</b>	<b>0.5</b>	<b>0.0</b>	<b>17.0</b>	<b>237.5</b>	<b>256.0</b>	<b>20.0</b>	<b>0.0</b>	<b>0.0</b>	<b>20.0</b>	<b>276.0</b>
04 Swartz Bay - Fulford Harbour	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
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	7.0	9.0	0.0	0.0	0.0	0.0	9.0
06 Crofton - Vesuvius	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
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	4.0	0.0	0.0	4.0	4.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	3.0	3.0	0.0	0.0	0.0	0.0	3.0
12 Brentwood Bay - Mill Bay	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
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	0.0	0.0	0.0	0.0	10.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	1.0	16.0	17.0	0.0	0.0	0.0	0.0	17.0
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	7.5	13.5	21.0	0.0	0.0	0.0	0.0	21.0
19 Nanaimo Harbour - Gabriola	0.0	0.0	0.0	0.5	0.0	0.0	3.0	3.5	0.0	0.0	0.0	0.0	3.5
20 Chemainus - Thetis - Penelakut	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
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	0.5	3.0	3.5	0.0	0.0	0.0	0.0	3.5
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	6.0	40.0	46.0	0.0	0.0	0.0	0.0	46.0
23 Campbell River - Quathiaski Cove	0.0	1.0	0.0	0.0	0.0	0.0	94.0	95.0	0.0	0.0	0.0	0.0	95.0
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	0.0	18.0	18.0	4.0	0.0	0.0	4.0	22.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	17.0	17.0	0.0	0.0	0.0	0.0	17.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	0.0	0.0	7.0	7.0	5.0	0.0	0.0	5.0	12.0
<b>☐ North</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.5</b>	<b>1.0</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>
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	1.0	1.0	0.0	0.0	0.0	0.0	1.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.5	0.0	0.0	0.0	0.0	0.5
<b>Total</b>	<b>0.0</b>	<b>1.0</b>	<b>0.0</b>	<b>0.5</b>	<b>0.0</b>	<b>18.5</b>	<b>272.5</b>	<b>292.5</b>	<b>20.0</b>	<b>0.0</b>	<b>0.0</b>	<b>20.0</b>	<b>312.5</b>

# Section 2C - Quarter Ended December 31, 2024



## Q3 Actual Round Trips

# 21.9K

CFSC (Daily) Minimum: 19.8K

## Q3 Actual Round Trips

# 21.9K

Estimated Proportion of (Annual) Minimums: 21.7K

### Q3 Actual Round Trips & Variance Against Minimum (Daily) Core Service Levels by Route

### Q3 Allowable Cancellations

	FY24			Q3			Q3 FY25
	Actual Round Trips	CFSC Min	CFSC Variance	Actual Round Trips	CFSC Min	CFSC Variance	
<b>☐ Majors</b>	<b>3,006.5</b>	<b>2,478.0</b>	<b>528.5</b>	<b>3,005.5</b>	<b>2,493.0</b>	<b>512.5</b>	<b>35.0</b>
01 Tsawwassen - Swartz Bay	905.5	644.0	261.5	910.0	644.0	266.0	9.0
02 Horseshoe Bay - Nanaimo	678.0	644.0	34.0	686.5	644.0	42.5	16.0
03 Horseshoe Bay - Langdale	749.0	630.0	119.0	744.0	643.0	101.0	1.0
30 Nanaimo - Tsawwassen	674.0	560.0	114.0	665.0	562.0	103.0	9.0
<b>☐ Minors</b>	<b>19,052.0</b>	<b>15,259.0</b>	<b>3,793.0</b>	<b>18,855.0</b>	<b>17,270.0</b>	<b>1,585.0</b>	<b>256.0</b>
04 Swartz Bay - Fulford Harbour	714.5	630.0	84.5	718.0	630.0	88.0	2.0
05 Swartz Bay - Southern Gulf Islands	865.0	866.0	-1.0	861.0	868.0	-7.0	9.0
06 Crofton - Vesuvius	1,191.0	1,099.0	92.0	1,186.0	1,100.0	86.0	2.0
07 Earls Cove - Saltery Bay	721.0	623.0	98.0	723.0	632.0	91.0	0.0
08 Horseshoe Bay - Snug Cove	1,401.5	1,276.0	125.5	1,398.0	1,311.0	87.0	0.0
09 Tsawwassen - Southern Gulf Islands	203.0	184.0	19.0	211.0	184.0	27.0	3.0
12 Brentwood Bay - Mill Bay	797.0	714.0	83.0	796.0	715.0	81.0	0.0
13 Langdale - Gambier Island - Keats Landing	1,358.0	948.0	410.0	1,335.0	950.0	385.0	10.0
17 Little River - Powell River	360.0	341.0	19.0	350.0	367.0	-17.0	17.0
18 Powell River - Blubber Bay	727.0	643.0	84.0	706.0	643.0	63.0	21.0
19 Nanaimo Harbour - Gabriola	2,067.0	1,229.0	838.0	2,061.5	1,896.0	165.5	3.5
20 Chemainus - Thetis - Penelakut	974.0	840.0	134.0	927.0	840.0	87.0	2.0
21 Buckley Bay - Denman West	1,492.5	1,180.0	312.5	1,501.5	1,367.0	134.5	3.5
22 Denman East - Hornby Island	1,081.0	904.0	177.0	1,064.0	1,000.0	64.0	46.0
23 Campbell River - Quathiaski Cove	2,468.5	1,482.0	986.5	2,430.0	2,366.0	64.0	95.0
24 Heriot Bay - Whaletown	541.0	460.0	81.0	514.0	459.0	55.0	18.0
25 Port McNeill - Alert Bay - Sointula	991.0	906.0	85.0	971.0	905.0	66.0	17.0
26 Skidegate - Alliford Bay	1,099.0	934.0	165.0	1,102.0	1,037.0	65.0	7.0
<b>☐ North</b>	<b>69.5</b>	<b>71.0</b>	<b>-1.5</b>	<b>71.5</b>	<b>72.0</b>	<b>-0.5</b>	<b>1.5</b>
10 Port Hardy - Prince Rupert	19.0	18.0	1.0	19.5	19.5	0.0	0.0
11 Prince Rupert - Skidegate	36.5	39.5	-3.0	38.5	39.5	-1.0	1.0
28 Port Hardy - Central Coast	14.0	13.5	0.5	13.5	13.0	0.5	0.5
<b>Total</b>	<b>22,128.0</b>	<b>17,808.0</b>	<b>4,320.0</b>	<b>21,932.0</b>	<b>19,835.0</b>	<b>2,097.0</b>	<b>292.5</b>

# Section 2D - Fiscal Year to Date Ended December 31, 2024



## YTD Actual Round Trips

**69.2K**

FY24: 68.8K

## YTD Cancelled Round Trips

**966.5**

FY24: 866.5

## YTD Scheduled Round Trips

**70.1K**

FY24: 69.7K

## YTD Scheduled Round Trips Cancelled

**1.4%**

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>171.5</b>	<b>66.0</b>	<b>240.0</b>	<b>0.0</b>	<b>1.0</b>	<b>5.0</b>	<b>6.0</b>	<b>246.0</b>
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	157.5	23.0	180.5	0.0	1.0	0.5	1.5	182.0
02 Horseshoe Bay - Nanaimo	2.0	0.0	0.0	0.0	0.0	8.0	18.0	28.0	0.0	0.0	3.5	3.5	31.5
03 Horseshoe Bay - Langdale	0.5	0.0	0.0	0.0	0.0	6.0	8.0	14.5	0.0	0.0	1.0	1.0	15.5
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	17.0	17.0	0.0	0.0	0.0	0.0	17.0
<b>☐ Minors</b>	<b>10.0</b>	<b>5.0</b>	<b>42.5</b>	<b>18.0</b>	<b>1.0</b>	<b>143.5</b>	<b>375.5</b>	<b>595.5</b>	<b>76.0</b>	<b>20.0</b>	<b>17.5</b>	<b>113.5</b>	<b>709.0</b>
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	1.0	0.0	0.0	3.0	4.0	0.0	0.0	0.0	0.0	4.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	7.0	8.0	15.0	2.0	2.0	1.0	5.0	20.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	3.0	4.0	7.0	3.0	0.0	1.0	4.0	11.0
07 Earls Cove - Saltery Bay	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	1.0	2.0
08 Horseshoe Bay - Snug Cove	0.0	1.0	24.0	0.0	0.0	2.0	0.0	27.0	9.5	16.0	9.0	34.5	61.5
09 Tsawwassen - Southern Gulf Islands	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
12 Brentwood Bay - Mill Bay	0.0	0.0	0.0	0.0	0.0	1.0	2.0	3.0	17.0	0.0	1.0	18.0	21.0
13 Langdale - Gambier Island - Keats Landing	0.0	1.0	0.0	0.0	0.0	1.0	20.0	22.0	0.0	0.0	0.0	0.0	22.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	0.0	0.0	0.0	0.0	19.0
18 Powell River - Blubber Bay	1.0	0.0	0.0	0.0	0.0	35.0	22.0	58.0	1.0	0.0	0.0	1.0	59.0
19 Nanaimo Harbour - Gabriola	2.0	1.0	8.5	14.0	0.0	23.5	5.0	54.0	6.5	2.0	0.0	8.5	62.5
20 Chemainus - Thetis - Penelakut	0.0	0.0	10.0	0.0	0.0	3.0	5.0	18.0	1.0	0.0	0.0	1.0	19.0
21 Buckley Bay - Denman West	1.0	0.0	0.0	2.0	0.0	34.0	5.0	42.0	0.0	0.0	1.0	1.0	43.0
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	25.0	60.0	85.0	1.0	0.0	0.0	1.0	86.0
23 Campbell River - Quathiaski Cove	4.0	2.0	0.0	0.0	0.0	4.0	143.5	153.5	5.0	0.0	1.0	6.0	159.5
24 Heriot Bay - Whaletown	2.0	0.0	0.0	0.0	0.0	3.0	35.0	40.0	7.0	0.0	0.0	7.0	47.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	24.0	24.0	8.0	0.0	1.0	9.0	33.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	1.0	1.0	17.0	19.0	14.0	0.0	2.5	16.5	35.5
<b>☐ North</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>3.0</b>	<b>8.5</b>	<b>11.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>11.5</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	5.5	6.0	0.0	0.0	0.0	0.0	6.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	2.5	2.5	5.0	0.0	0.0	0.0	0.0	5.0
<b>Total</b>	<b>12.5</b>	<b>5.0</b>	<b>42.5</b>	<b>18.0</b>	<b>1.0</b>	<b>318.0</b>	<b>450.0</b>	<b>847.0</b>	<b>76.0</b>	<b>21.0</b>	<b>22.5</b>	<b>119.5</b>	<b>966.5</b>

# Section 2E - Fiscal Year to Date Ended December 31, 2024



## YTD Actual Round Trips

**69.2K**

CFSC (Annual) Minimum: 61.1K

## YTD Actual Round Trips

**69.2K**

Estimated Proportion of (Annual) Minimums: 67.5K

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

	Actual Round Trips	Estimated Proportion of (Annual) Minimums	FY25 Variance	Allowable Round Trip Cancellations
<b>☐ Majors</b>	<b>10,501.5</b>	<b>9,767.0</b>	<b>734.5</b>	<b>37.0</b>
01 Tsawwassen - Swartz Bay	3,500.0	3,163.0	337.0	9.0
02 Horseshoe Bay - Nanaimo	2,192.5	2,070.0	122.5	18.0
03 Horseshoe Bay - Langdale	2,590.0	2,426.0	164.0	1.0
30 Nanaimo - Tsawwassen	2,219.0	2,108.0	111.0	9.0
<b>☐ Minors</b>	<b>58,346.0</b>	<b>57,368.0</b>	<b>978.0</b>	<b>364.5</b>
04 Swartz Bay - Fulford Harbour	2,351.0	2,302.0	49.0	2.0
05 Swartz Bay - Southern Gulf Islands	2,671.0	2,621.0	50.0	10.0
06 Crofton - Vesuvius	3,560.0	3,571.0	-11.0	2.0
07 Earls Cove - Saltery Bay	2,180.0	2,182.0	-2.0	0.0
08 Horseshoe Bay - Snug Cove	4,138.0	4,197.5	-59.5	18.5
09 Tsawwassen - Southern Gulf Islands	851.0	804.0	47.0	3.0
12 Brentwood Bay - Mill Bay	2,406.0	2,427.0	-21.0	0.0
13 Langdale - Gambier Island - Keats Landing	4,096.0	3,050.0	1,046.0	10.0
17 Little River - Powell River	1,080.0	1,099.0	-19.0	19.0
18 Powell River - Blubber Bay	2,196.0	2,248.0	-52.0	39.0
19 Nanaimo Harbour - Gabriola	6,186.5	6,237.5	-51.0	16.5
20 Chemainus - Thetis - Penelakut	2,779.0	2,788.0	-9.0	3.0
21 Buckley Bay - Denman West	5,078.0	4,832.0	246.0	17.0
22 Denman East - Hornby Island	3,292.5	3,302.0	-9.5	55.5
23 Campbell River - Quathiaski Cove	7,491.5	7,648.0	-156.5	117.0
24 Heriot Bay - Whaletown	1,667.0	1,698.0	-31.0	24.0
25 Port McNeill - Alert Bay - Sointula	2,951.0	2,984.0	-33.0	17.0
26 Skidegate - Alliford Bay	3,371.5	3,377.0	-5.5	11.0
<b>☐ North</b>	<b>330.5</b>	<b>334.5</b>	<b>-4.0</b>	<b>3.5</b>
10 Port Hardy - Prince Rupert	93.5	93.0	0.5	0.0
11 Prince Rupert - Skidegate	166.5	165.5	1.0	1.0
28 Port Hardy - Central Coast	70.5	76.0	-5.5	2.5
<b>Total</b>	<b>69,178.0</b>	<b>67,469.5</b>	<b>1,708.5</b>	<b>405.0</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)
<input type="checkbox"/> <b>Majors</b>		
01 Tsawwassen - Swartz Bay	4	2
02 Horseshoe Bay - Nanaimo	10	2
03 Horseshoe Bay - Langdale	2	1
30 Nanaimo - Tsawwassen	6	2
<input type="checkbox"/> <b>Minors</b>		
04 Swartz Bay - Fulford Harbour	1	1
05 Swartz Bay - Southern Gulf Islands	5	2
06 Crofton - Vesuvius	2	1
07 Earls Cove - Saltery Bay	0	0
08 Horseshoe Bay - Snug Cove	4	2
09 Tsawwassen - Southern Gulf Islands	3	1
12 Brentwood Bay - Mill Bay	0	0
13 Langdale - Gambier Island - Keats Landing	2	1
17 Little River - Powell River	11	2
18 Powell River - Blubber Bay	11	3
19 Nanaimo Harbour - Gabriola	6	2
20 Chemainus - Thetis - Penelakut	3	1
21 Buckley Bay - Denman West	6	2
22 Denman East - Hornby Island	15	3
23 Campbell River - Quathiaski Cove	14	2
24 Heriot Bay - Whaletown	10	1
25 Port McNeill - Alert Bay - Sointula	7	2
26 Skidegate - Alliford Bay	4	1
<input type="checkbox"/> <b>North</b>		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	2	1
28 Port Hardy - Central Coast	13	8

# Section 2G - Quarter Ended December 31, 2024



## Q3 Actual Round Trips

**42.0**

FY24: 19.5

## YTD Actual Round Trips

**147.0**

FY24: 132.5

## Q3 Alternative Service Round Trips by Route

## YTD Round Trips

	FY24			Q3			FY25	
	Sailed Round Trips	AEQ Carried	Passengers	Sailed Round Trips	AEQ Carried	Passengers	FY24	FY25
<b>☐ Majors</b>	<b>4.0</b>	<b>0</b>	<b>73</b>	<b>7.5</b>	<b>0</b>	<b>205</b>	<b>4.0</b>	<b>7.5</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	4.0	0	73	7.5	0	205	4.0	7.5
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0	0.0	0.0
<b>☐ Minors</b>	<b>15.5</b>	<b>0</b>	<b>416</b>	<b>34.5</b>	<b>0</b>	<b>357</b>	<b>110.0</b>	<b>128.5</b>
04 Swartz Bay - Fulford Harbour	6.5	0	215	0.0	0	0	8.5	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0
06 Crofton - Vesuvius	0.0	0	0	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	0.0	0	0	9.0	0	125	46.0	35.5
09 Tsawwassen - Southern Gulf Islands	0.0	0	0	0.0	0	1	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	1.0	0	6	20.5	0	173	1.0	65.0
19 Nanaimo Harbour - Gabriola	0.0	0	0	0.0	0	0	0.0	12.0
20 Chemainus - Thetis - Penelakut	8.0	0	195	0.0	0	0	9.0	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	5.0	0	58	0.0	11.0
26 Skidegate - Alliford Bay	0.0	0	0	0.0	0	0	2.0	0.0
<b>☐ North</b>	<b>0.0</b>	<b>73</b>	<b>66</b>	<b>0.0</b>	<b>5</b>	<b>10</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	0.0	73	66	0.0	5	10	18.5	11.0
<b>Total</b>	<b>19.5</b>	<b>73</b>	<b>555</b>	<b>42.0</b>	<b>5</b>	<b>572</b>	<b>132.5</b>	<b>147.0</b>



## Section 3

Performance Against Scheduled  
Sailings



# Section 3A - Quarter Ended December 31, 2024



## Q3 Scheduled Sailings

**48.9K**

FY24: 48.5K

## Q3 Actual Sailings

**47.7K**

FY24: 47.8K

## YTD Scheduled Sailings

**151.8K**

FY24: 150.6K

## YTD Actual Sailings

**149.7K**

FY24: 148.8K

### Q3 Scheduled & Actual Sailings by Route

### YTD Totals

	Q3						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>6,102</b>	<b>6,013</b>	<b>-89</b>	<b>6,290</b>	<b>6,011</b>	<b>-279</b>	<b>20,642</b>	<b>20,338</b>	<b>21,495</b>	<b>21,003</b>
01 Tsawwassen - Swartz Bay	1,862	1,811	-51	1,995	1,820	-175	6,934	6,750	7,364	7,000
02 Horseshoe Bay - Nanaimo	1,367	1,356	-11	1,421	1,373	-48	4,342	4,326	4,448	4,385
03 Horseshoe Bay - Langdale	1,517	1,498	-19	1,510	1,488	-22	4,926	4,896	5,211	5,180
30 Nanaimo - Tsawwassen	1,356	1,348	-8	1,364	1,330	-34	4,440	4,366	4,472	4,438
<b>☐ Minors</b>	<b>42,122</b>	<b>41,585</b>	<b>-537</b>	<b>42,331</b>	<b>41,360</b>	<b>-971</b>	<b>129,027</b>	<b>127,538</b>	<b>129,275</b>	<b>127,727</b>
04 Swartz Bay - Fulford Harbour	1,441	1,429	-12	1,444	1,436	-8	4,697	4,669	4,710	4,702
05 Swartz Bay - Southern Gulf Islands	3,093	3,062	-31	3,104	3,032	-72	9,165	9,106	9,212	9,102
06 Crofton - Vesuvius	2,382	2,382	0	2,384	2,372	-12	7,144	7,056	7,142	7,120
07 Earls Cove - Saltery Bay	1,447	1,442	-5	1,448	1,446	-2	4,361	4,338	4,364	4,360
08 Horseshoe Bay - Snug Cove	2,805	2,803	-2	2,806	2,796	-10	8,390	8,320	8,399	8,276
09 Tsawwassen - Southern Gulf Islands	1,439	1,418	-21	1,469	1,435	-34	4,931	4,885	4,942	4,908
12 Brentwood Bay - Mill Bay	1,610	1,594	-16	1,612	1,592	-20	4,852	4,716	4,854	4,812
13 Langdale - Gambier Island - Keats Landing	2,840	2,830	-10	2,867	2,813	-54	8,669	8,658	8,760	8,703
17 Little River - Powell River	734	720	-14	734	700	-34	2,198	2,158	2,198	2,160
18 Powell River - Blubber Bay	1,470	1,454	-16	1,471	1,412	-59	4,500	4,454	4,510	4,392
19 Nanaimo Harbour - Gabriola	4,154	4,134	-20	4,164	4,123	-41	12,475	12,361	12,498	12,373
20 Chemainus - Thetis - Penelakut	2,803	2,775	-28	2,884	2,848	-36	8,511	8,444	8,584	8,535
21 Buckley Bay - Denman West	3,007	2,985	-22	3,022	3,003	-19	10,251	10,180	10,242	10,156
22 Denman East - Hornby Island	2,208	2,162	-46	2,262	2,128	-134	6,751	6,657	6,757	6,585
23 Campbell River - Quathiaski Cove	5,115	4,937	-178	5,104	4,860	-244	15,308	14,945	15,302	14,983
24 Heriot Bay - Whaletown	1,102	1,082	-20	1,102	1,028	-74	3,413	3,342	3,428	3,334
25 Port McNeill - Alert Bay - Sointula	2,200	2,178	-22	2,193	2,132	-61	6,566	6,532	6,559	6,483
26 Skidegate - Alliford Bay	2,272	2,198	-74	2,261	2,204	-57	6,845	6,717	6,814	6,743
<b>☐ North</b>	<b>278</b>	<b>230</b>	<b>-48</b>	<b>298</b>	<b>279</b>	<b>-19</b>	<b>977</b>	<b>923</b>	<b>1,042</b>	<b>1,007</b>
10 Port Hardy - Prince Rupert	118	102	-16	103	103	0	431	415	419	417
11 Prince Rupert - Skidegate	97	73	-24	84	77	-7	343	319	345	333
28 Port Hardy - Central Coast	63	55	-8	111	99	-12	203	189	278	257
<b>Total</b>	<b>48,502</b>	<b>47,828</b>	<b>-674</b>	<b>48,919</b>	<b>47,650</b>	<b>-1,269</b>	<b>150,646</b>	<b>148,799</b>	<b>151,812</b>	<b>149,737</b>

# Section 3B - Quarter Ended December 31, 2024



## Q3 Actual Sailings

**47.7K**

FY24: 47.8K

## Q3 Cancelled Sailings

**1,269**

FY24: 674

## Q3 Scheduled Sailings

**48.9K**

FY24: 48.5K

## Q3 Scheduled Sailings Cancelled

**2.6%**

FY24: 1.4%

### Q3 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>149</b>	<b>128</b>	<b>0</b>	<b>2</b>	<b>279</b>
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	133	42	0	0	175
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	10	36	0	2	48
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	6	16	0	0	22
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	0	34	0	0	34
<b>☐ Minors</b>	<b>75</b>	<b>14</b>	<b>5</b>	<b>20</b>	<b>30</b>	<b>2</b>	<b>77</b>	<b>721</b>	<b>17</b>	<b>10</b>	<b>971</b>
04 Swartz Bay - Fulford Harbour	0	0	0	0	2	0	0	6	0	0	8
05 Swartz Bay - Southern Gulf Islands	0	0	0	0	0	0	19	33	17	3	72
06 Crofton - Vesuvius	0	0	0	0	0	0	4	8	0	0	12
07 Earls Cove - Saltery Bay	2	0	0	0	0	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	10	0	0	0	0	0	0	0	0	0	10
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	0	34	0	0	34
12 Brentwood Bay - Mill Bay	16	0	0	0	0	0	2	2	0	0	20
13 Langdale - Gambier Island - Keats Landing	0	0	1	0	0	0	2	50	0	1	54
17 Little River - Powell River	0	0	0	0	0	0	2	32	0	0	34
18 Powell River - Blubber Bay	0	0	0	0	0	0	19	40	0	0	59
19 Nanaimo Harbour - Gabriola	2	0	0	1	28	0	0	10	0	0	41
20 Chemainus - Thetis - Penelakut	0	0	0	19	0	0	0	17	0	0	36
21 Buckley Bay - Denman West	0	2	0	0	0	0	5	10	0	2	19
22 Denman East - Hornby Island	0	0	0	0	0	0	20	114	0	0	134
23 Campbell River - Quathiaski Cove	2	8	4	0	0	0	0	230	0	0	244
24 Heriot Bay - Whaletown	12	4	0	0	0	0	2	56	0	0	74
25 Port McNeill - Alert Bay - Sointula	3	0	0	0	0	0	0	55	0	3	61
26 Skidegate - Alliford Bay	28	0	0	0	0	2	2	24	0	1	57
<b>☐ North</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>19</b>
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	0	0	0	0
11 Prince Rupert - Skidegate	0	0	0	0	0	0	0	7	0	0	7
28 Port Hardy - Central Coast	0	0	0	0	0	0	4	8	0	0	12
<b>Total</b>	<b>75</b>	<b>14</b>	<b>5</b>	<b>20</b>	<b>30</b>	<b>2</b>	<b>230</b>	<b>864</b>	<b>17</b>	<b>12</b>	<b>1,269</b>

# Section 3C - Fiscal Year to Date Ended December 31, 2024



## YTD Actual Sailings

**149.7K**

FY24: 148.8K

## YTD Cancelled Sailings

**2,075**

FY24: 1,847

## YTD Scheduled Sailings

**151.8K**

FY24: 150.6K

## YTD Scheduled Sailings Cancelled

**1.4%**

FY24: 1.2%

### 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>343</b>	<b>132</b>	<b>2</b>	<b>10</b>	<b>492</b>
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	315	46	2	1	364
02 Horseshoe Bay - Nanaimo	0	4	0	0	0	0	16	36	0	7	63
03 Horseshoe Bay - Langdale	0	1	0	0	0	0	12	16	0	2	31
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	0	34	0	0	34
<b>☐ Minors</b>	<b>162</b>	<b>20</b>	<b>9</b>	<b>84</b>	<b>36</b>	<b>2</b>	<b>306</b>	<b>821</b>	<b>70</b>	<b>38</b>	<b>1,548</b>
04 Swartz Bay - Fulford Harbour	0	0	0	0	2	0	0	6	0	0	8
05 Swartz Bay - Southern Gulf Islands	10	0	0	0	0	0	30	33	34	3	110
06 Crofton - Vesuvius	6	0	0	0	0	0	6	8	0	2	22
07 Earls Cove - Saltery Bay	2	0	0	0	2	0	0	0	0	0	4
08 Horseshoe Bay - Snug Cove	19	0	2	48	0	0	4	0	32	18	123
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	0	34	0	0	34
12 Brentwood Bay - Mill Bay	34	0	0	0	0	0	2	4	0	2	42
13 Langdale - Gambier Island - Keats Landing	0	0	1	0	0	0	2	53	0	1	57
17 Little River - Powell River	0	0	0	0	0	0	0	36	0	0	38
18 Powell River - Blubber Bay	2	2	0	0	0	0	70	44	0	0	118
19 Nanaimo Harbour - Gabriola	13	4	2	17	28	0	47	10	4	0	125
20 Chemainus - Thetis - Penelakut	4	0	0	19	0	0	9	17	0	0	49
21 Buckley Bay - Denman West	0	2	0	0	4	0	68	10	0	2	86
22 Denman East - Hornby Island	2	0	0	0	0	0	50	120	0	0	172
23 Campbell River - Quathiaski Cove	10	8	4	0	0	0	8	287	0	2	319
24 Heriot Bay - Whaletown	14	4	0	0	0	0	6	70	0	0	94
25 Port McNeill - Alert Bay - Sointula	18	0	0	0	0	0	0	55	0	3	76
26 Skidegate - Alliford Bay	28	0	0	0	0	2	2	34	0	5	71
<b>☐ North</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>35</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	11	0	0	12
28 Port Hardy - Central Coast	0	0	0	0	0	0	10	11	0	0	21
<b>Total</b>	<b>162</b>	<b>25</b>	<b>9</b>	<b>84</b>	<b>36</b>	<b>2</b>	<b>660</b>	<b>977</b>	<b>72</b>	<b>48</b>	<b>2,075</b>



## Section 4

On Time Performance and  
Overloads



# Section 4A - Quarter Ended December 31, 2024



## Q3 On Time Sailings

41.6K

FY24: 41.9K

## Q3 Delayed Sailings

6.0K

FY24: 5.9K

## Q3 Actual Sailings

47.7K

FY24: 47.8K

## Q3 On Time Performance

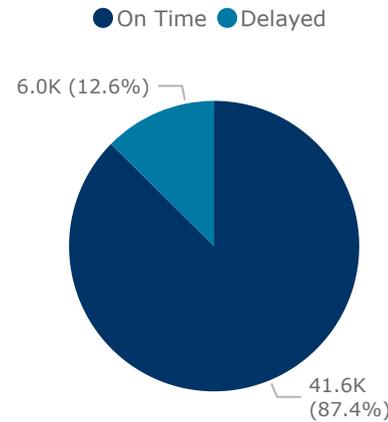
87.3%

FY24: 87.7%

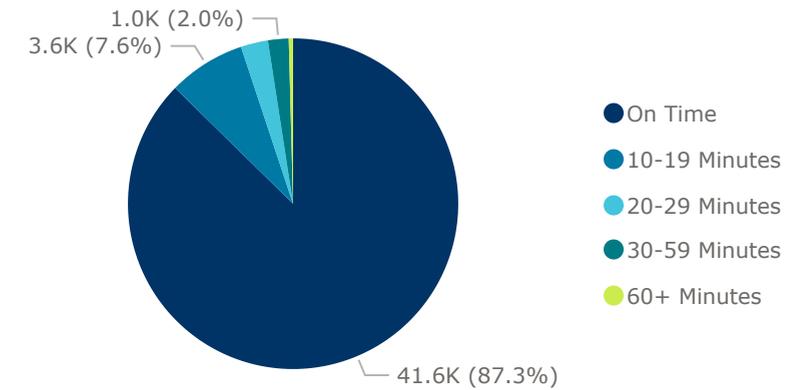
### Q3 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
<b>Major</b>	<b>4,838</b>	<b>1,173</b>	<b>80.5%</b>
01 Tsawwassen - Swartz Bay	1,455	365	79.9%
02 Horseshoe Bay - Nanaimo	1,191	182	86.7%
03 Horseshoe Bay - Langdale	1,126	362	75.7%
30 Nanaimo - Tsawwassen	1,066	264	80.2%
<b>Minor</b>	<b>36,526</b>	<b>4,834</b>	<b>88.3%</b>
04 Swartz Bay - Fulford Harbour	1,307	129	91.0%
05 Swartz Bay - Southern Gulf Islands	2,120	912	69.9%
06 Crofton - Vesuvius	2,057	315	86.7%
07 Earls Cove - Saltery Bay	1,336	110	92.4%
08 Horseshoe Bay - Snug Cove	2,336	460	83.5%
09 Tsawwassen - Southern Gulf Islands	1,069	366	74.5%
12 Brentwood Bay - Mill Bay	1,568	24	98.5%
13 Langdale - Gambier Island - Keats Landing	2,810	3	99.9%
17 Little River - Powell River	660	40	94.3%
18 Powell River - Blubber Bay	1,333	79	94.4%
19 Nanaimo Harbour - Gabriola	3,520	603	85.4%
20 Chemainus - Thetis - Penelakut	2,325	523	81.6%
21 Buckley Bay - Denman West	2,953	50	98.3%
22 Denman East - Hornby Island	1,968	160	92.5%
23 Campbell River - Quathiaski Cove	4,742	118	97.6%
24 Heriot Bay - Whaletown	914	114	88.9%
25 Port McNeill - Alert Bay - Sointula	1,361	771	63.8%
26 Skidegate - Alliford Bay	2,147	57	97.4%
<b>North</b>	<b>252</b>	<b>27</b>	<b>90.3%</b>
10 Port Hardy - Prince Rupert	97	6	94.2%
11 Prince Rupert - Skidegate	74	3	96.1%
28 Port Hardy - Central Coast	81	18	81.8%
<b>Total</b>	<b>41,616</b>	<b>6,034</b>	<b>87.3%</b>

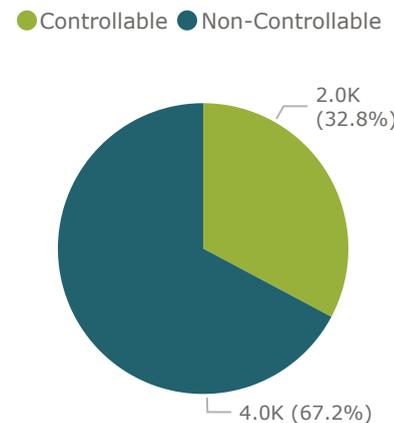
### Q3 On Time Performance



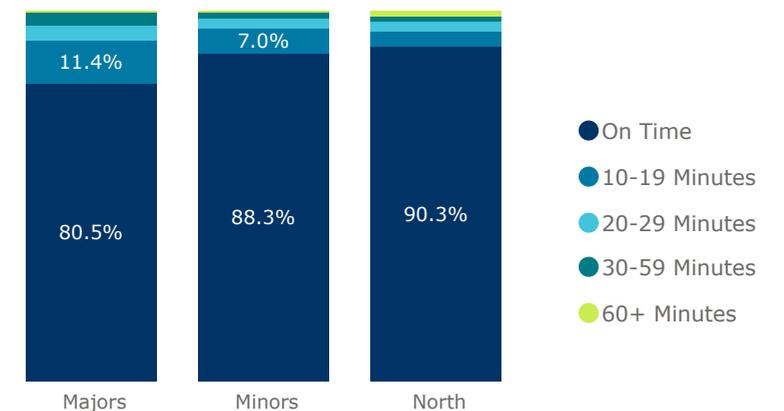
### Q3 On Time Performance & Delay Duration



### Q3 Delay Controllability



### Q3 Duration of Delays by Route Grouping



# Section 4B - Fiscal Year to Date Ended December 31, 2024



## YTD On Time Sailings

122.6K

FY24: 121.3K

## YTD Delayed Sailings

27.1K

FY24: 27.4K

## YTD Actual Sailings

149.7K

FY24: 148.8K

## YTD On Time Performance

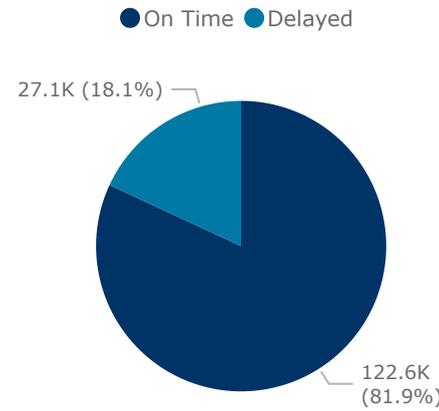
81.9%

FY24: 81.5%

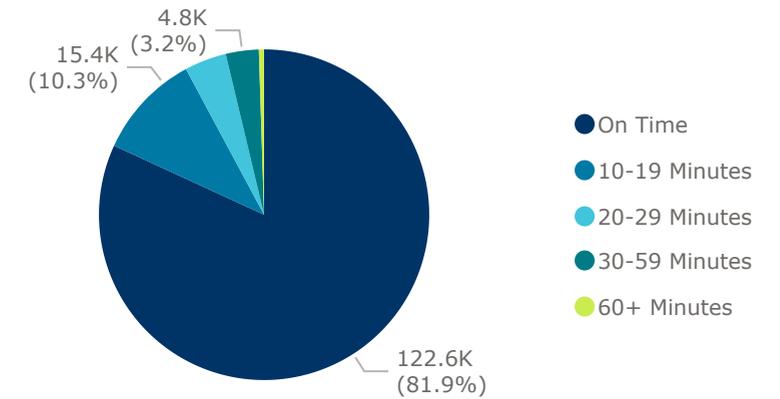
### YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
<b>Major</b>	<b>15,036</b>	<b>5,967</b>	<b>71.6%</b>
01 Tsawwassen - Swartz Bay	5,588	1,412	79.8%
02 Horseshoe Bay - Nanaimo	2,945	1,440	67.2%
03 Horseshoe Bay - Langdale	3,726	1,454	71.9%
30 Nanaimo - Tsawwassen	2,777	1,661	62.6%
<b>Minor</b>	<b>106,704</b>	<b>21,023</b>	<b>83.5%</b>
04 Swartz Bay - Fulford Harbour	4,006	696	85.2%
05 Swartz Bay - Southern Gulf Islands	5,788	3,314	63.6%
06 Crofton - Vesuvius	5,844	1,276	82.1%
07 Earls Cove - Saltery Bay	3,744	616	85.9%
08 Horseshoe Bay - Snug Cove	5,328	2,948	64.4%
09 Tsawwassen - Southern Gulf Islands	3,098	1,810	63.1%
12 Brentwood Bay - Mill Bay	4,468	344	92.9%
13 Langdale - Gambier Island - Keats Landing	8,644	59	99.3%
17 Little River - Powell River	1,874	286	86.8%
18 Powell River - Blubber Bay	4,073	319	92.7%
19 Nanaimo Harbour - Gabriola	9,868	2,505	79.8%
20 Chemainus - Thetis - Penelakut	6,589	1,946	77.2%
21 Buckley Bay - Denman West	9,939	217	97.9%
22 Denman East - Hornby Island	6,183	402	93.9%
23 Campbell River - Quathiaski Cove	13,608	1,375	90.8%
24 Heriot Bay - Whaletown	2,652	682	79.5%
25 Port McNeill - Alert Bay - Sointula	4,457	2,026	68.7%
26 Skidegate - Alliford Bay	6,541	202	97.0%
<b>North</b>	<b>828</b>	<b>179</b>	<b>82.2%</b>
10 Port Hardy - Prince Rupert	315	102	75.5%
11 Prince Rupert - Skidegate	302	31	90.7%
28 Port Hardy - Central Coast	211	46	82.1%
<b>Total</b>	<b>122,568</b>	<b>27,169</b>	<b>81.9%</b>

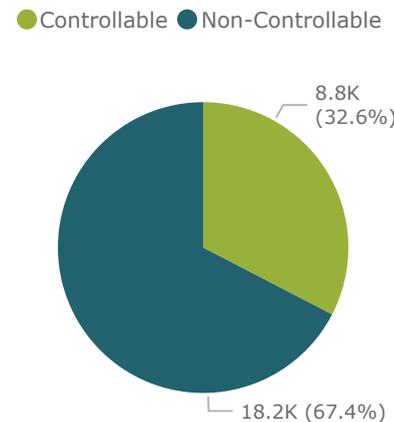
### YTD On Time Performance



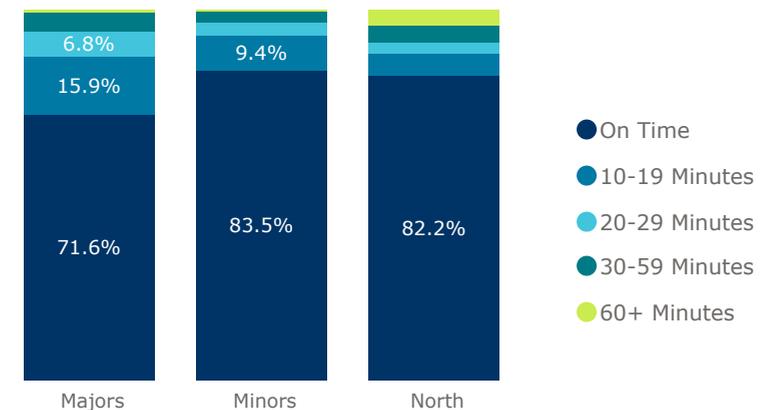
### YTD On Time Performance & Delay Duration



### YTD Delay Controllability



### YTD Duration of Delays by Route Grouping



# Section 4C - Quarter Ended December 31, 2024



## Q3 Sailings with Overloads

**5.4K**

FY24: 4.2K

## Q3 % of Overloaded Sailings

**12.1%**

FY24: 9.4%

## YTD Sailings with Overloads

**24.6K**

FY24: 22.1K

## YTD % of Overloaded Sailings

**17.4%**

FY24: 15.8%

## Q3 Sailings with Overloads by Route

## YTD Totals

	Q3				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>1,701</b>	<b>28.3%</b>	<b>1,828</b>	<b>30.4%</b>	<b>8,826</b>	<b>43.4%</b>	<b>9,082</b>	<b>43.2%</b>
01 Tsawwassen - Swartz Bay	970	53.6%	963	52.9%	3,939	58.4%	3,779	54.0%
02 Horseshoe Bay - Nanaimo	207	15.3%	195	14.2%	1,720	39.8%	1,808	41.2%
03 Horseshoe Bay - Langdale	299	20.0%	412	27.7%	1,515	30.9%	1,718	33.2%
30 Nanaimo - Tsawwassen	225	16.7%	258	19.4%	1,652	37.8%	1,777	40.0%
<b>☐ Minors</b>	<b>2,523</b>	<b>6.5%</b>	<b>3,577</b>	<b>9.3%</b>	<b>13,251</b>	<b>11.1%</b>	<b>15,489</b>	<b>13.0%</b>
04 Swartz Bay - Fulford Harbour	126	8.8%	157	10.9%	529	11.3%	525	11.2%
05 Swartz Bay - Southern Gulf Islands	240	7.8%	259	8.5%	802	8.8%	832	9.1%
06 Crofton - Vesuvius	77	3.2%	122	5.1%	420	6.0%	585	8.2%
07 Earls Cove - Saltery Bay	6	0.4%	10	0.7%	172	4.0%	207	4.7%
08 Horseshoe Bay - Snug Cove	191	6.8%	460	16.5%	1,082	13.0%	1,281	15.5%
09 Tsawwassen - Southern Gulf Islands	15	1.1%	16	1.1%	111	2.3%	82	1.7%
12 Brentwood Bay - Mill Bay	422	26.5%	395	24.8%	2,018	42.8%	1,686	35.0%
17 Little River - Powell River	20	2.8%	23	3.3%	140	6.5%	182	8.4%
18 Powell River - Blubber Bay	17	1.2%	36	2.5%	87	2.0%	107	2.4%
19 Nanaimo Harbour - Gabriola	473	11.4%	784	19.0%	2,187	17.7%	2,731	22.1%
20 Chemainus - Thetis - Penelakut	135	4.9%	150	5.3%	514	6.1%	554	6.5%
21 Buckley Bay - Denman West	243	8.1%	283	9.4%	1,683	16.5%	2,146	21.1%
22 Denman East - Hornby Island	1	0.0%	144	6.8%	203	3.0%	398	6.0%
23 Campbell River - Quathiaski Cove	412	8.3%	449	9.2%	2,319	15.5%	2,826	18.9%
24 Heriot Bay - Whaletown	85	7.9%	108	10.5%	597	17.9%	806	24.2%
25 Port McNeill - Alert Bay - Sointula	2	0.1%	124	5.8%	36	0.6%	177	2.7%
26 Skidegate - Alliford Bay	58	2.6%	57	2.6%	351	5.2%	364	5.4%
<b>☐ North</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>2</b>	<b>0.2%</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%	2	0.6%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	<b>4,224</b>	<b>9.4%</b>	<b>5,405</b>	<b>12.1%</b>	<b>22,077</b>	<b>15.8%</b>	<b>24,573</b>	<b>17.4%</b>



## Section 5

Financials



# Section 5A - Quarter Ended December 31, 2024



## Q3 Monthly Senior Passengers & Discount Amount

	October		November		December		Total	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
<b>☐ Majors</b>	<b>84,674</b>	<b>\$1,570,562</b>	<b>59,357</b>	<b>\$1,098,343</b>	<b>70,549</b>	<b>\$1,306,284</b>	<b>214,580</b>	<b>\$3,975,189</b>
01 Tsawwassen - Swartz Bay	33,122	\$632,612	23,066	\$440,562	28,427	\$542,936	84,615	\$1,616,110
02 Horseshoe Bay - Nanaimo	22,482	\$429,387	15,492	\$295,897	18,331	\$350,107	56,305	\$1,075,391
03 Horseshoe Bay - Langdale	11,816	\$179,012	8,956	\$135,683	10,422	\$157,893	31,194	\$472,588
30 Nanaimo - Tsawwassen	17,254	\$329,551	11,843	\$226,201	13,369	\$255,348	42,466	\$811,100
<b>☐ Minors</b>	<b>55,953</b>	<b>\$635,198</b>	<b>40,987</b>	<b>\$467,139</b>	<b>46,047</b>	<b>\$526,177</b>	<b>142,987</b>	<b>\$1,628,514</b>
04 Swartz Bay - Fulford Harbour	3,512	\$41,617	2,770	\$32,825	2,974	\$35,242	9,256	\$109,684
05 Swartz Bay - Southern Gulf Islands	4,302	\$54,099	3,292	\$41,455	3,729	\$46,838	11,323	\$142,392
06 Crofton - Vesuvius	3,183	\$37,719	2,397	\$28,404	2,576	\$30,526	8,156	\$96,649
07 Earls Cove - Saltery Bay	1,666	\$24,823	1,093	\$16,286	1,286	\$19,161	4,045	\$60,270
08 Horseshoe Bay - Snug Cove	5,198	\$60,297	3,946	\$45,774	4,259	\$49,404	13,403	\$155,475
09 Tsawwassen - Southern Gulf Islands	5,434	\$74,128	3,839	\$52,622	4,244	\$59,070	13,517	\$185,820
12 Brentwood Bay - Mill Bay	4,108	\$31,015	2,693	\$20,332	3,358	\$25,353	10,159	\$76,700
13 Langdale - Gambier Island - Keats Landing	1,031	\$7,526	658	\$4,803	751	\$5,482	2,440	\$17,811
17 Little River - Powell River	4,072	\$60,876	3,051	\$45,612	3,832	\$57,288	10,955	\$163,776
18 Powell River - Blubber Bay	1,687	\$18,220	1,240	\$13,392	1,290	\$13,932	4,217	\$45,544
19 Nanaimo Harbour - Gabriola	7,050	\$76,140	5,439	\$58,741	6,124	\$66,139	18,613	\$201,020
20 Chemainus - Thetis - Penelakut	1,320	\$13,464	1,064	\$10,853	1,075	\$10,965	3,459	\$35,282
21 Buckley Bay - Denman West	4,164	\$41,015	2,987	\$29,412	3,208	\$31,599	10,359	\$102,026
22 Denman East - Hornby Island	1,210	\$11,919	760	\$7,486	714	\$7,033	2,684	\$26,438
23 Campbell River - Quathiaski Cove	5,631	\$55,465	4,054	\$39,932	4,702	\$46,315	14,387	\$141,712
24 Heriot Bay - Whaletown	550	\$6,380	415	\$4,814	476	\$5,522	1,441	\$16,716
25 Port McNeill - Alert Bay - Sointula	1,383	\$16,043	971	\$11,264	1,163	\$13,491	3,517	\$40,798
26 Skidegate - Alliford Bay	452	\$4,452	318	\$3,132	286	\$2,817	1,056	\$10,401
<b>☐ North</b>	<b>674</b>	<b>\$19,975</b>	<b>547</b>	<b>\$13,509</b>	<b>530</b>	<b>\$13,756</b>	<b>1,751</b>	<b>\$47,240</b>
10 Port Hardy - Prince Rupert	319	\$12,788	291	\$8,315	317	\$9,455	927	\$30,558
11 Prince Rupert - Skidegate	349	\$6,743	249	\$5,129	203	\$4,182	801	\$16,054
28 Port Hardy - Central Coast	6	\$444	7	\$65	10	\$119	23	\$628
<b>Total</b>	<b>141,301</b>	<b>\$2,225,735</b>	<b>100,891</b>	<b>\$1,578,991</b>	<b>117,126</b>	<b>\$1,846,217</b>	<b>359,318</b>	<b>\$5,650,943</b>

## Q3 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

\$39,371,013

### 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

\$78,989.01

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

\$3,949.45

## Q3 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)

**\$11,500**

	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>20.0</b>		<b>\$20,000</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	4.0	\$1,000	\$4,000
09 Tsawwassen - Southern Gulf Islands	0.0	\$1,000	
12 Brentwood Bay - Mill Bay	7.0	\$1,000	\$7,000
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	4.0	\$1,000	\$4,000
25 Port McNeill - Alert Bay - Sointula	0.0	\$1,000	
26 Skidegate - Alliford Bay	5.0	\$1,000	\$5,000
<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>20.0</b>		<b>\$20,000</b>

Balance this period for Penalties (B)

**\$20,000**

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)

**\$31,500**



## Section 6

Notes & Glossary



# 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 3A and 3C	All Routes	All routes: the year-to-date sailing cancellation totals will show slight variances when reconciled to the sum of the quarters due to minor revisions to the number of cancellations on some routes. These differences are not material.
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 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

Q3 Fiscal 2025

*Quarter ended December 31, 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>Community Engagement</b>	
Background	14
Meetings and Themes	15
Customer Engagement Activity	16-17
Indigenous Relations - Projects	18
Indigenous Relations - Outreach and Relationship Building	19
<b>Appendices</b>	
Appendix A - Definition of Terms	20
Appendix B - Routes and Terminals by Region	21

# Feedback and Engagement Report

## Executive Summary

Q3 Fiscal 2025  
(OCT, NOV, DEC)

Customers Served				Sailings Delivered			
Customer Type	Q3 Fiscal 2024	Q3 Fiscal 2025	YOY Change	Service Delivery	Q3 Fiscal 2024	Q3 Fiscal 2025	YOY Change
Foot passengers	897,335	884,486	-1.4%	Total sailings scheduled	48,502	48,919	+0.9%
Vehicle passengers	3,853,276	3,883,893	+0.8%	Total sailings delivered	47,828	47,650	-0.4%
Total passengers*	4,750,611	4,768,379	+0.4%	Cancelled sailings	674	1,269	+88.3%
Total vehicles	2,110,143	2,142,790	+1.5%	% of sailings cancelled	1.4%	2.6%	+85.7%
				On-time performance <i>Target 88%+</i>	87.7%	87.3%	-0.5%

### Q3 Fiscal 2025 Summary

BC Ferries once again set all-time passenger records in Q3 of Fiscal 2025 and did so while delivering fewer round trips than the same time last year. Notably, even though the fall is typically a slower period for travel, almost all of the available space on the Swartz Bay-Tsawwassen route was utilized across the quarter, leaving little space for delays or breakdowns.

Total passengers and vehicles increased compared to last year despite significant service challenges, including an increase in mechanical-related issues, which continued to be almost exclusively driven by the 60-year-old *Queen of New Westminster*. Other ships, including the 43-year-old *Queen of Surrey* (mechanical difficulty with pitch control), faced challenges resulting in cancellations that, without a relief vessel in the fleet, negatively impacted customer travel over the holiday season.

On the major routes, the percentage of overloaded sailings grew compared with the same quarter last year. Almost 1,000 sailings on the Swartz Bay-Tsawwassen route left customers behind over these three months, and a full three-out-of-10 sailings across the major routes resulted in the similar experience. This is actually an improvement on the overall fiscal year so far, when more than half of route 1 sailings were overloaded, and more than 9,000 (43%) of all major route sailings have been unable to carry all the customers.

Without the additional capacity of a relief vessel in the system, overloads are expected to worsen in the coming years as demand continues to grow.

To address this, BC Ferries has submitted an application to its regulator, the BC Ferries Commissioner, to build five New Major Vessels (NMVs). The company's preferred option is to build five vessels and extend the life of two older ships, increasing the major vessel fleet from 11 to 12 to help meet growing demand and improve system resiliency when a vessel is out of service.

The final decision on the scope of BC Ferries' fleet renewal—including the number of vessels built and life-extended—rests with the BC Ferries Commissioner.

BC Ferries also made progress in other areas of the public interest this quarter, including starting work to create a new engagement model that ensures better integration and representation from our customers and the communities we serve, and achieving positive trends in customer complaints and customer satisfaction percentage. In fact, customer satisfaction scores jumped the most over the past year related to how effective and efficient BC Ferries has been in communicating.

Progress is expected to continue with several milestones anticipated in Q4. Most critically, the Commissioner's decision on the future of the New Major Vessels program will determine whether BC Ferries will have the capacity, resiliency and reliability that our customers have been clear they expect, at the most affordable impact on fares.

# Feedback and Engagement Report

## Executive Summary

Q3 Fiscal 2025  
(OCT, NOV, DEC)

### Customer Service Centre - Key Performance Highlights

**Total Complaints** are down by 12% in Q3 Fiscal 2025 compared to Q3 Fiscal 2024 and the number of complaints has decreased across all regions, with the exception of the Northern Gulf Islands. The replacement of the *Island Aurora* with the smaller *Quadra Queen II* on the Port McNeill-Alert Bay-Sointula route from October 2-December 18 drove the increase in complaints in this region, as customers expressed frustration about delays and sailing waits when the vessel first entered service. Next year will be the final time the *Quadra Queen II* serves this route during the refit period. In 2027, the community will benefit from a larger, more efficient Island-class vessel, providing enhanced service to better meet the needs of the community.

**Comments Received** decreased from 7,558 in Q3 Fiscal 2024 to 3,679 in Q3 Fiscal 2025. This reduction is primarily due to the significant drop in comments related to sailing cancellations, over 4,000 fewer comments, that continued into Q3 2024 with the unexpected removal of the *Coastal Renaissance* from service in August 2024.

**Abandon Rates** increased in Q3 due to a number of service impacting weather events which lead to periods of extreme call volume. In spite of these events, there is still a reduction in abandon rates YoY and in Average Speed of Answer both in Q3 and year over year (YoY) as a result of reduced employee attrition and successful hiring.

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

**First Call Resolution** has decreased slightly 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	Q3 Fiscal 2024	Q3 Fiscal 2025	Change YoY	Target
<b>Customer Complaints</b> Complaints received for every 10,000 customers travelling	5.2	4.6	-0.6	-
<b>Customer Service Centre (CSC) Satisfaction</b> Customers satisfied with their CSC experience	91%	93%	+2%	93%+
<b>Stale Response Resolution</b> Customers who did not receive a response within target (7 days)	22%	35%	+59%	7 days or fewer
<b>Average Speed of Call Answer</b> Average wait time before a call is answered (in seconds)	163	138	-15%	240 seconds or fewer
<b>First Call Resolution</b> % of callers whose issues are resolved on the first call	92%	91%	-1%	90%+
<b>Call Abandon Rate</b> Avg. % of calls that disconnect prior to being answered	4.4%	6.7%	+52%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q3 Fiscal 2024	Q3 Fiscal 2025	YOY Change
Comments	7,558	3,697	-51%
Phone Calls	89,545	82,667	-8%
<b>Social Media (inbound)</b>	7,574	6,127	-19%
X	4,114	3,212	-22%
Facebook	1,766	1,134	-36%
Instagram	1,672	1,707	+2%
LinkedIn	22	74	+236%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Fares/fare errors	27%
Advanced bookings	26%
Customer service	11%
Minor routes (All other routes)	% of all complaints
Sailings/Schedules	30%
Fares/fare errors	17%
Customer service	13%

# Customer Satisfaction Tracking

## Intercept Surveys (November Wave)

Q3 Fiscal 2025  
(OCT, NOV, DEC)

The overall customer satisfaction\* score increased (+0.10) compared to the Q3 Fiscal 2024 score. Analysis by route shows that passengers on Route 30 (Tsawwassen - Duke Point) are the most satisfied with their overall experience (4.18) while passengers travelling on Route 3 (Horseshoe Bay - Langdale) are the least satisfied (3.97).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q3 Fiscal 2024	Q3 Fiscal 2025	Change
Total Surveys Completed	8,276	7,822	-454
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	3.99	4.09	+0.10
Overall Customer Satisfaction Percentage	81%	84%	+3 pp
Net Promoter Score	-4	5	+9

Customer Satisfaction Tracking (CST) scores by route			
Route	Q3 Fiscal 2024	Q3 Fiscal 2025	Change
Route 3	3.74	3.97	+0.23
Route 30	4.05	4.18	+0.13
Route 2	4.04	4.16	+0.12
Route 1	4.00	4.07	+0.07
Route 5/5a/9	3.99	4.04	+0.05
Route 4	4.03	4.05	+0.02
Route 19	4.19	4.06	-0.13

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q2 Fiscal 2024	Q2 Fiscal 2025	Change		Q3 Fiscal 2024	Q3 Fiscal 2025	Change
Effective communication of service updates and current conditions	3.72	3.92	+0.20	Staff customer service (food services)	4.35	4.34	-0.01
Ease of making a reservation	4.01	4.20	+0.19	Ability to connect with other sailings	3.22	3.21	-0.01
Play area for children	3.27	3.46	+0.19		n/a	-	n/a

Source: November 2024 CST Survey

Source: November 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)

Q3 Fiscal 2025  
(OCT, NOV, DEC)

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 Q3 suggest that satisfaction has increased slightly for passengers on Route 10 (+0.03) but decreased on Route 11 (-0.06).



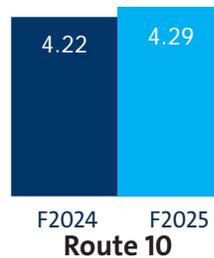
### Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q3 suggest that passengers' terminal satisfaction rating has decreased on Route 10 (-0.09) but saw an increase on Route 11 (+0.05).



### Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q3 suggest that satisfaction has decreased for passengers on Route 10 (+0.07) but increased on Route 11 (-0.07).



### Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q3 suggest that passengers' rating of safety has increased on Route 10 (+0.10) but declined on Route 11 (-0.05).



### Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q3 suggest that passengers' ratings have increased on both Route 10 (+0.04) and Route 11 (+0.06).



# Feedback and Engagement Report

## Press Releases, Media Advisories, Events

Q3 Fiscal 2025  
(OCT, NOV, DEC)

Press Releases and Media Advisories Issued in Q3		
Date	Description	Link
November 1	<p>Maritime tradition continues with Island Class keel laying ceremony</p> <p><i>“Earlier this morning, BC Ferries celebrated the successful keel laying of the first two of four fully electric Island Class vessels at Damen Shipyards Galați in Romania. This key milestone moves BC Ferries closer to introducing these zero-emission ferries by 2027, reinforcing the company’s commitment to sustainable operations, fleet modernization and meeting growing customer demand.”</i></p>	<a href="#">Link</a>
November 5	<p>Honouring Veterans in Ocean Falls</p> <p><i>“In July 2023, Paul Dexter, Chief Steward on the Northern Sea Wolf, reached out to the Last Post Fund (LPF) in Montreal, hoping to support a veteran’s initiative in Ocean Falls on the Central Coast where the vessel provides service. Paul and the crew on board wanted to help honour veterans laid to rest in Ocean Falls.”</i></p>	<a href="#">Link</a>
November 5	<p>Honouring Remembrance Day with complimentary travel for veterans</p> <p><i>“B.C.’s three major transportation agencies, BC Ferries, BC Transit and TransLink, are offering complimentary travel to veterans on Remembrance Day, Monday, November 11 to thank retired and active military personnel for their service.”</i></p>	<a href="#">Link</a>
November 12	<p>New Current Conditions offers customers better travel insight</p> <p><i>“Starting this morning, customers on BC Ferries’ busiest routes can now get more specific details about the status of sailings and terminal traffic, with the launch of a new beta Current Conditions site.”</i></p>	<a href="#">Link</a>
November 21	<p>‘You Belong With Me’...Onboard! BC Ferries adds sailings for December 5-9 weekend amid high demand</p> <p><i>“With Taylor Swift’s concert series, Canucks games, and other major events drawing large crowds to the Lower Mainland, BC Ferries is preparing for an exceptionally busy travel weekend from Thursday, December 5 to Monday, December 9.”</i></p>	<a href="#">Link</a>
November 22	<p>BC Ferries partners with Invictus Games to support Veterans, military families, and volunteers</p> <p><i>“BC Ferries has partnered with the Invictus Games Vancouver Whistler 2025 to become a Friend of the Games, providing in-kind advertising and travel support for competitors, their families, and volunteers.”</i></p>	<a href="#">Link</a>
November 25	<p>A new partnership process to enhance the future of ferry system engagement</p> <p><i>“BC Ferries is entering a new era of engagement aimed at strengthening relationships with coastal communities, enhancing customer trust, and meeting the public interest.”</i></p>	<a href="#">Link</a>
December 13	<p>New Major Vessels project reaches milestone with BC Ferries Commissioner application</p> <p><i>“BC Ferries has now formally submitted its plan to build five New Major Vessels (NMVs) to the BC Ferries Commissioner.”</i></p>	<a href="#">Link</a>

# Feedback and Engagement Report

## Customer Experience Initiatives

Q3 Fiscal 2025  
(OCT, NOV, DEC)

Accessibility	
Implementation	Next steps
<ul style="list-style-type: none"> <li>All Gender signage installed at single-use washrooms</li> <li>Braille washroom signs installed on almost all vessels with three remaining</li> <li>All Gender and Braille washroom signs at terminals completed</li> </ul>	<ul style="list-style-type: none"> <li>Remaining 3 vessels will have All Gender and Braille washroom signage installed during refit, to be completed by March 2025</li> </ul>
Current Conditions Improvements	
Implementation	Next steps
<ul style="list-style-type: none"> <li>37 minor terminals with cameras</li> <li>Launched Current Conditions Beta Experience to improve how information is relayed</li> <li>Give customers the tools to make informed travel decisions with clear, real-time data and easy to understand visuals</li> <li>Survey for customers to provide feedback</li> </ul>	<ul style="list-style-type: none"> <li>Upgrading cameras at minor terminals to improve views (Village Bay, Hornby)</li> <li>Upgrading cameras at major terminals (Langdale, Tsawwassen, Horseshoe Bay)</li> <li>Continue to keep the beta site through peak season; continue to listen and collect customer's feedback to improve the site</li> </ul>
Terminal Experience	
Implementation	Next steps
<ul style="list-style-type: none"> <li>Duke Point and Departure Bay major terminal foot passenger maps updated and posted on terminal amenities webpage</li> <li>Terminal amenities webpage Icons identified to be out of date</li> </ul>	<ul style="list-style-type: none"> <li>Completion of TSA and SWB terminal maps (TBC)</li> <li>HSB map will be completed after terminal upgrades</li> <li>Creative Services working to update icons to be consistent across all wayfinding. Terminal amenities webpage will be updated.</li> </ul>
Onboard Experience	
Implementation	Next steps
<ul style="list-style-type: none"> <li>Point of Interest available on website under north travel tips</li> <li>Pet Experience: Outer deck pet area task analysis's completed on three Salish vessels servicing SGI routes (Routes 9/5a)</li> <li>BCF branded winter holiday coloring sheets provided to operational teams to share with families</li> </ul>	<ul style="list-style-type: none"> <li>Point of Interest video announcements on Route 28 <i>Northern Seawolf</i></li> <li>Outer pet area signage installed Salish Class vessels by Spring 2025</li> <li>Outer deck pet area task analysis on northern vessels</li> <li>Outer pet area on <i>Northern Adventure</i> – Spring 2025</li> <li>Hygiene Equity phase 4 – providing menstrual products in all women's public washrooms (April 2025)</li> <li>HUB Cycling to review / benchmark the bike experience at BC Ferries to industry</li> </ul>

# Customer Relations (ResponseTek)

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

Q3 Fiscal 2025  
(OCT, NOV, DEC)

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
1,469	1,277 ▼	6.1	5.3	-0.8

### Q3 Summary

We delivered 4,523 sailings in Q3 Fiscal 2025 on these routes, eight more than during the same period last year. Cancellations saw an increase of 267%, with the number of both weather (112 compared with 32 last year) and mechanical-related (143 compared with 35 last year) cancelled sailings up significantly. There were no crew-related cancellations in Q3 Fiscal 2025.

Mechanical cancellations were spread over a number of days in October and December, and were almost exclusively the result of the *Queen of New Westminster* being pulled from service on September 3, due to a fracture of the propeller shaft. The ship is undergoing repairs on both the port and starboard propeller systems, while also conducting its annual refit, before it is expected to return to service mid-March.

A storm on November 19 and 20 (dubbed a ‘bomb cyclone’ in weather and media reports) led to the cancellation of several sailings across multiple routes. Other major weather events occurred on October 18, November 12 and December 14, 25 and 26. December 25 saw the highest number of cancellations in a single day this quarter, at 36, with the cancellation of all sailings on all three Mainland-Vancouver Island routes from mid-morning onwards.

In anticipation of these cancellations, a Travel Advisory was posted on our website on December 23, allowing customers time to plan and travel ahead of the storm. The Customer Service Centre, normally closed on December 25, opened to assist customers who were impacted by the cancellations. Service resumed on December 26 once conditions improved.

On November 12, we launched a new Beta Current Conditions site, in addition to the original Current Conditions page. Like the original, the Beta version provides real-time sailing and terminal updates, but also includes more detail around the percentage of bookings that have been redeemed and those that have yet to check in. The beta site is currently being trialed on all three Major routes serving Metro Vancouver-Vancouver Island, as well as the Horseshoe Bay-Langdale route. Feedback is being collected to ensure the new version will meet the customer’s needs, and improve their travel experience.

Top three complaint areas			
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Advanced Bookings	28% ▲ from 25%	Double-charged/overcharged	133
		Customers unhappy with revised/cancelled bookings	33
		Increase flexibility regarding check-in time	29
Fares and Fare Errors	26% ▲ from 24%	Fare refund not yet received	98
		Double-charged/overcharged	55
		No-show fee charged in error	46
Customer Service	11% ▼ from 12%	Poor customer service (Check-in)	56
		Poor customer service (Terminal staff)	27
		Poor customer service (Onboard staff)	24

\*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)

Q3 Fiscal 2025  
(OCT, NOV, DEC)

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
417	324 ▼	3.8	2.9	-0.9

### Q3 Summary

On October 11 and December 17, the *Island Aurora*, providing service on the Texada Island-Powell River route, experienced mechanical difficulties that led to sailing cancellations. October 11 cancellations began with the first sailing of the morning and continued until 3:00 pm, when the vessel resumed service. A water taxi provided service beginning in the morning and continued for three round trips after the *Island Aurora* returned. On December 17, sailings were again cancelled beginning in the morning and continuing through until the ship returned to service with one round trip at 8:35 pm. A water taxi provided service throughout the day.

On October 20, the first five round trips on the Horseshoe Bay–Snug Cove route were cancelled for crew-related reasons. Water taxi service was provided until sailings resumed late morning. On November 1, we cancelled the first two round trips from Horseshoe Bay–Langdale (Route 3) when the *Queen of Surrey* experienced a mechanical issue with the propulsion system. We contacted reserved customers and provided water taxi service until the vessel returned to service for the 10:50 am departure from Langdale.

Route 3 was also impacted by severe weather on October 18, November 12 and 19 and December 25, which led to altered sailing times but no loss of service.

### Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Fares and Fare Errors	32% ▼ from 36%	No-show fee charged in error	55
		Incorrect fare charged	21
		Travel Assistance Program (TAP) form issue	10
Advanced Bookings	13% ▲ from 11%	Double-charged/overcharged	17
		Cancellation/change policies unclear/unfair	6
		Increase flexibility regarding check-in time	4
Customer Service	11% ▲ from 9%	Poor customer service (Check-in)	13
		Poor customer service (Onboard staff)	7
		Poor customer service (Loading)	6

\*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)

Q3 Fiscal 2025  
(OCT, NOV, DEC)

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
276	198 ▼	3.5	2.5	-1.0

### Q3 Summary

In November, we contacted the Ferry Advisory Committee for Gabriola Island regarding the work planned for both terminals on this route to let them know that our teams had been working through the process and would provide an update in mid-December. In January, we informed the public that we had shifted the focus of the project from berth rebuilds to berth life extensions. The change in scope will reduce the costs of the project and ensure continuity of service with minimal disruption.

The Vessel Visiting Pier at Nanaimo Harbour, where the *Island Gwawis* normally ties up overnight, was unavailable November 16-28 because the mooring chains were broken. As a result, the vessel tied up at Departure Bay overnight. Because of the increased travel distance from Departure Bay to Gabriola Island, we cancelled the 7:05 am and the 5:05 pm sailings departing Gabriola Monday-Friday, and the 5:05 pm sailing departing Gabriola Saturdays. The vessel returned to regular service November 29.

### Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Fares and Fare Errors	18% ◀ from 18%	Incorrect fare charged	8
		Double-charged/overcharged	5
		Fare refund not yet received	5
Sailings/schedules	17% ▼ from 29%	Sailing waits/ delays (frequency of delays and waits)	18
		Dislikes current schedule	5
		Cancelled sailings	4
Customer Service	15% ▲ from 12%	Poor customer service (Terminal staff)	9
		Poor customer service (Loading)	8
		Poor customer service (Check-in)	5

\*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)

Q3 Fiscal 2025  
(OCT, NOV, DEC)

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
53	151 ▲	1.2	3.5	2.3

### Q3 Summary

The *Island Aurora* was removed from service on the Port McNeill–Alert Bay–Sointula (Route 25) route October 2 - December 18, in order to provide coverage on the Powell River–Texada Island (Route 18) route during a refit period, before undergoing its own refit. During this time, the *Quadra Queen II*, which carries fewer vehicles and passengers, provided service on Route 25. Many customers expressed their dissatisfaction during the first couple of weeks, as crew adjusted to the new vessel and worked to maintain the published schedule. Feedback subsided as sailing times improved and sailing waits decreased.

Next year will be the final year the *Quadra Queen II* serves this route during the refit period. In 2027, the route will benefit from a larger, more efficient Island-class vessel, providing enhanced service to better meet the needs of the community.

The *Quinitsa*, which operated on the Denman Island–Hornby Island (Route 22) route during the summer, was docked at Buckley Bay beginning on October 15, when the smaller *Kahloke* took up service to Hornby Island. We heard from customers who asked that the *Quinitsa* continue to provide service on this route year-round, given its greater capacity. The vessel was stationed at Buckley Bay because it was the most suitable location to remain on standby, able to quickly respond to operational issues that impacted our ability to provide service.

The long-term plan is to deploy the *Quinitsa* year-round on Route 22.

Weather cancellations are up significantly in this region compared with the same period the previous year, from 148 sailings in Q3 Fiscal 2023 to 465 in Q3 Fiscal 2025. October 18, November 16, 19 and 20, and December 14 and 25 saw the bulk of weather-related sailing cancellations across several routes.

### Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Sailings/schedule	68% ▲ from 26%	Vessel substitution (larger vessel required Rt. 25)	71
		Sailing waits/ delays (frequency of delays and waits)	12
BC Ferries Website	7% ▼ from 8%	Improve Current Conditions/service updates	7
		Improve email communications	3
Fares and Fare Errors	7% ▼ from 25%	Incorrect fare charged	4
		Double-charged/overcharged	3
		Experience™ Card issue	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)

Q3 Fiscal 2025  
(OCT, NOV, DEC)

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

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
58	44 ▼	15.2	11.4	-3.8

### Q3 Summary

We cancelled 39 sailings, mostly on the Skidegate-Alliford Bay route, due to poor weather in this region during Q3 F2025. This is down significantly from 119 for the same reason in Q3 2024. For customers on our bookable routes between Port Hardy–Prince Rupert and Prince Rupert–Haida Gwaii, we revised schedules where possible to prevent the need to cancel and contacted customers to inform them of their new check-in and departure times.

On October 18 a crew flight was delayed because of inclement weather, preventing the on-time arrival of staff scheduled to work on the *Northern Sea Wolf*, set to depart from Bella Coola. The flight arrived on October 19, which led to sailing cancellations October 18-20 for service from Bella Coola to Bella Bella and return, with stops along the way. We provided tug & barge and water taxi service between Shearwater–Bella Bella October 18-20, and operated the *Northern Sea Wolf* on a modified schedule October 22-24 between Bella Bella–Ocean Falls–Shearwater before returning to the original schedule on October 25.

There were a series of cancellations December 18-24 on the Skidegate–Alliford Bay route due to an absent crew member. On all but December 24, when a mid-day sailing was cancelled, the day's first and last sailings were impacted as a result. In total there were 28 crew-related cancellations in this region during Q3 F2025, compared with none the same quarter last year.

### Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Advanced bookings	32% ▲ from 28%	Double charged/ overcharged	4
		Improve email communications	3
Customer service	16% ▲ from 5%	Poor customer service (On the phone)	3
		Poor customer service (Onboard staff)	2
Fares and Fare Errors	14% ▼ from 31%	Travel Assistance Program (TAP) form issue	3
		Unauthorized charges	2

\*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

The BC Ferries Ferry Advisory Committee (FAC) process has been used for over 30 years to gather input from a small number of community representatives on minor routes.

In November 2024, BC Ferries announced the retirement of the process on April 30, 2025.

A new engagement model is in development, with plans to launch in May of 2025.

FAC small group workshops are being held to gather input, and local and provincial government and interest holder briefings are ongoing.

## Retiring 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, interest holders, passengers, community members and First Nations results in better decisions, and can create solutions to challenges we many not have otherwise considered.

We are committed to:



### Involving

Involving our customers, the First Nations 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.

### In Q3 Fiscal 2025, the following community engagements took place:

Date	Activity
October 8	Heriot Bay Terminal Neighbours Coffee Chat – Information session on direct impact around terminal during project work
October 10	Community Connections discussion around planned project work for Heriot Bay and Whaletown Terminals (invitees included: Regional District, MLA, FAC, local community representatives)
October 17	School District 85 Principal and Transportation Manager – Schedule Discussion
October 21	Tri-Islands community leaders - Vessel refit and schedule conversations
October 24	Discussions with Penelakut Island FAC Members – Communications and Schedules
November 4	Discussions with Thetis Island FAC Members – Communications and Schedules
November 5	Follow up discussions with Penelakut Island FAC Members – Communications and Schedules
November 15	Discussion with Route 19 FAC Chair to provide update on timeline for project for Descanso Bay and Nanaimo Harbour
November 25	Virtually met with FAC Chairs and all FAC members on new engagement process and framework development
November 28 - 29	One-on-one follow up conversations with FAC Chairs and members to discuss new engagement framework development. (Incl. Salt Spring Island, Southern Gulf Islands, Thetis Island, Denman Island)
December 5	Discussions with Texada Island FAC Members and FAC Chair– Communications and Schedules
December 16	Follow up discussion with Route 19 FAC Chair to provide update on timeline for project for Descanso Bay and Nanaimo Harbour

### In Q3 Fiscal 2025, discussions with communities included the following key themes:

#### LAUNCH OF NEW ENGAGEMENT FRAMEWORK PROCESS – LET’S CONNECT

In November 2024, a new partnership process to enhance the future of ferry system engagement was announced. This new era of engagement is aimed at strengthening relationships with coastal communities, enhancing travellers' trust, and meeting the public interest.

A process to design a new engagement model that better addresses the evolving needs of growing coastal communities was launched on December 19: [www.bcferriesprojects.ca/letsconnect](http://www.bcferriesprojects.ca/letsconnect)

This includes collaborating with FACs, community residents, local governments and MLAs, First Nations, and other interested and impacted groups to create a more inclusive and responsive engagement model, which will replace the FACs and be in place starting in May 2025.

Feedback gathered through this process will be carefully considered alongside best practice research, internal assessment and available resources, to shape future BC Ferries engagements.

In Q3 Fiscal 2025, discussions with communities included the following key themes:

## PROJECT PLANNING

A series of in-person and online meetings were held with interested and affected groups that were aimed at understanding needs and impacts, as well as providing updates on the current stage of projects for their communities. These discussions facilitated direct involvement as part of the planning process and allowed participants to discuss and identify their needs for consideration in project planning.

## Community Engagement Activities in Q3 Fiscal 2025 included:

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>Communication to neighbours through direct mail and posting Service Notices on <a href="http://bcferries.com">bcferries.com</a> for travellers and community</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>Completion of work</li> </ul>
Heriot Bay – Whaletown: Terminal Upgrades	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform local neighbours of Heriot Bay, local community and government leaders 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>Met with direct neighbours of Heriot Bay Terminal to discuss construction areas around the terminal and what to expect during work</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>
<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 through <a href="http://bcferriesprojects.ca/heriot-bay-whaletown-tp">bcferriesprojects.ca/heriot-bay-whaletown-tp</a></li> </ul>

## Community Engagement Activities in Q3 Fiscal 2025 continued:

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>Meet with commercial users of the route to understand needs and possible impacts and mitigations for project planning</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Timelines of project work</li> <li>Possible impacts and mitigation considerations</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Provide updates to the interest and impacted groups as project scope and timelines are confirmed</li> <li>Begin broader conversations once project approvals have been obtained</li> </ul>
Swartz Bay Terminal	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform travellers, neighbours and local community via monthly communication on 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 Residents 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>Update interest holders and Penelakut on updates to berth work project progress</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, direct mail to neighbours 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> <li>Project completion</li> </ul>

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

**In Q3 Fiscal 2025, Indigenous Relations activities included engagement on the following projects and activities:**

Project	Description
<b>Crofton life extension repair and lay-by berth</b>	<ul style="list-style-type: none"> <li>Continued to update Halalt First Nation on decreased scope, geotechnical investigations and archaeological permitting</li> </ul>
<b>Departure Bay berth 1</b>	<ul style="list-style-type: none"> <li>Intensive engagement with Snuneymuxw First Nation to explore project mitigations</li> </ul>
<b>Heriot Bay &amp; Whaletown</b>	<ul style="list-style-type: none"> <li>Engagement with Klahoose First Nation on supports for an alternate service plan for when berths are unavailable</li> </ul>
<b>Horseshoe Bay</b>	<ul style="list-style-type: none"> <li>Outreach to Squamish Nation, Musqueam Nation and Tsleil-Waututh Nation to begin engagement on a large upcoming program of construction</li> </ul>
<b>Mill Bay &amp; Brentwood Bay life extension repairs</b>	<ul style="list-style-type: none"> <li>Engaged with Malahat Nation on upcoming repairs and archeological permitting, including notification for when contractors would be on site to begin work</li> </ul>
<b>Nanaimo Harbour &amp; Gabriola Island life extension repairs</b>	<ul style="list-style-type: none"> <li>Engagement to encourage participation of Snuneymuxw First Nation and to seek to address the Nation's requests</li> </ul>
<b>Sointula trestle life extension and shoreline remediation</b>	<ul style="list-style-type: none"> <li>Outreach to Kwakiutl (Kwakwaka'wakw) First Nation on project scope and the potential for cultural monitoring</li> </ul>
<b>Vesuvius life extension repair</b>	<ul style="list-style-type: none"> <li>Continued to engage with Quw'utsun Nation, as led by Lyackson First Nation, on decreased scope and archaeological and environmental concerns, including a site visit in December</li> </ul>
<b>Village Bay berth 1 repairs and shore stabilization</b>	<ul style="list-style-type: none"> <li>Updates to Lyackson First Nation on decreased scope and archaeological concerns and discussions with Tsartlip First Nation, with a focus on solutions to erosion concerns</li> </ul>

In Q3 Fiscal 2025, Indigenous relations outreach and relationship building activities included:

First Nation/ Tribe	Description
<b>K'ómoks First Nation</b>	<ul style="list-style-type: none"> <li>Two meetings as the parties worked together to advance a draft of a relationship document</li> </ul>
<b>Malahat Nation</b>	<ul style="list-style-type: none"> <li>Met with Malahat Nation to discuss Malahat priorities, including current projects and future economic opportunities</li> </ul>
<b>ᑕᓄᓂᓂᓂ First Nation</b>	<ul style="list-style-type: none"> <li>Correspondence, engagement and scoping solutions, including water taxi support, to mitigate the <i>Quadra Queen II</i> replacing the <i>Island Aurora</i> on route 25</li> </ul>
<b>Snuneymuxw First Nation</b>	<ul style="list-style-type: none"> <li>Supported vessel naming workshop to name two new Island Class vessels on Route 19 in 2027</li> </ul>
<b>Tsartlip First Nation</b>	<ul style="list-style-type: none"> <li>Meetings to advance and reshape our current work plan</li> </ul>
<b>Tsawwassen First Nation</b>	<ul style="list-style-type: none"> <li>Meeting with Tsawwassen First Nation to discuss a jointly developed Causeway Access Management Plan</li> </ul>
<b>We Wai Kai First Nation &amp; Wei Wai Kum First Nation</b>	<ul style="list-style-type: none"> <li>Supported vessel naming workshop to name two new Island class vessels on Route 23 in 2027</li> </ul>

# Appendix A

## Definition of Terms

Q3 Fiscal 2025  
(OCT, NOV, DEC)

<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>Fleet Reliability Index</b>	Percentage of scheduled sailings that are not cancelled due to controllable events.
<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>Uncontrollable Cancellations</b>	Scheduled sailings cancelled due to uncontrollable events such as inclement weather or medical emergencies.
<b>YoY</b>	Year over Year

# Appendix B

## Routes and Terminals by Region

Q3 Fiscal 2025  
(OCT, NOV, DEC)

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