



## Average Fare Index Summary

		← PT5				PT6 →		
		Mar/2023	Jun/2023	Sep/2023	Dec/2023	Mar/2024	Mar/2024	Jun/2024
System								
	<b>Cap</b>	<b>107.06</b>	<b>107.69</b>	<b>108.53</b>	<b>109.05</b>	<b>109.52</b>	<b>100.00</b>	<b>100.83</b>
	Actual	106.29	107.50	108.15	108.98	109.18	99.69	100.07

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

-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)

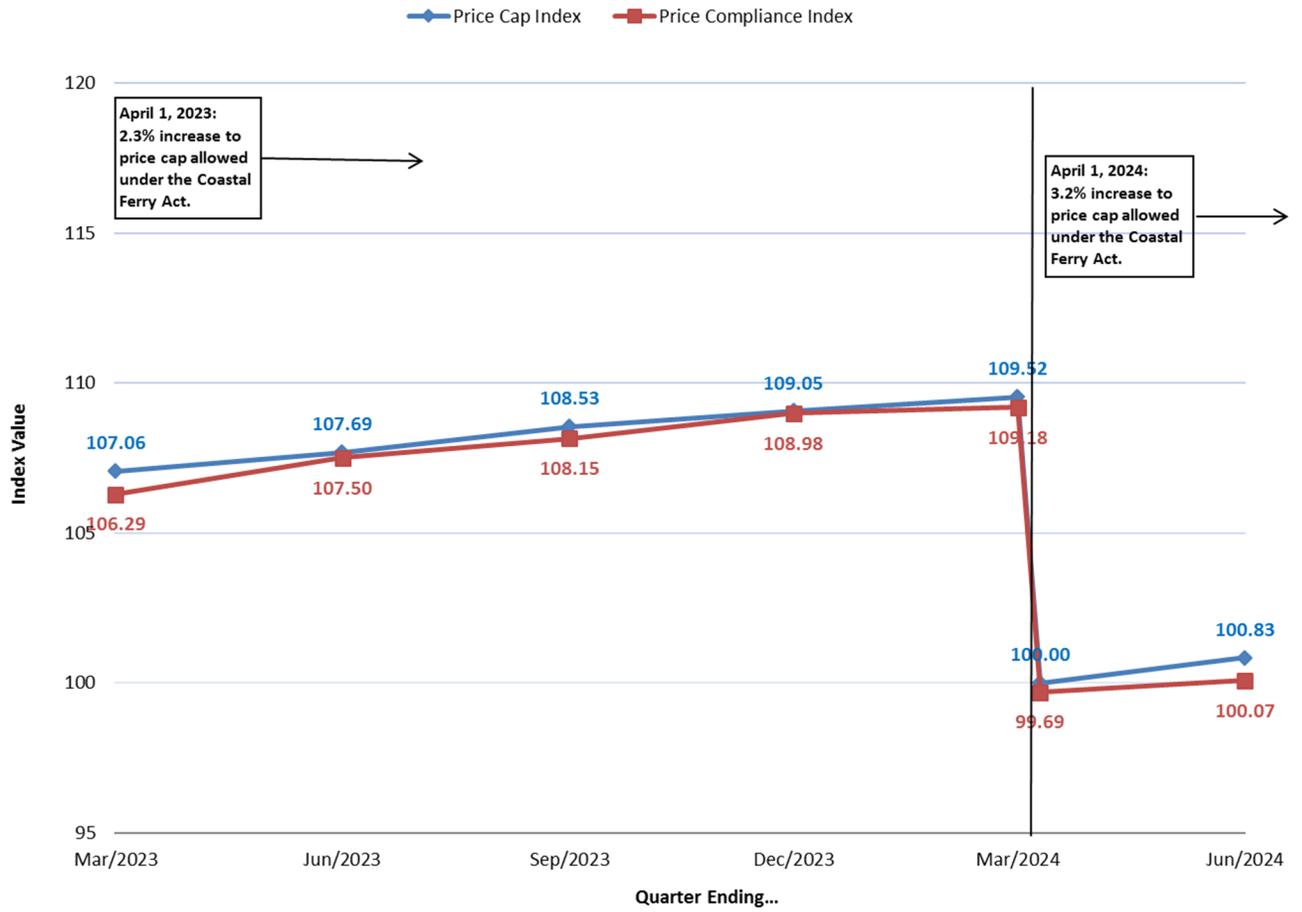
-Note that the price compliance index calculation may require restatement depending on the outcome of a challenge of a recent CRA audit finding. A CRA audit concluded that reservation fee revenue is a separate supply from ferry travel and is subject to GST. In adherence to accounting principles, BC Ferries 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





### Average Fare Index Summary

Route Group	← PT5				PT6 →	
	Mar/2023	Jun/2023	Sep/2023	Dec/2023	Mar/2024	Jun/2024
<b>New Majors</b>						
<b>Cap</b>	107.06	107.69	108.52	109.05	109.52	100.00
Actual	107.63	108.97	109.80	110.77	110.92	101.28
<b>Northern</b>						
<b>Cap</b>	107.06	107.61	108.90	109.23	109.52	100.00
Actual	85.92	86.22	85.10	84.81	84.82	77.44
<b>Minors</b>						
<b>Cap</b>	107.06	107.68	108.52	109.04	109.52	100.00
Actual	103.57	104.37	104.59	104.93	105.45	96.28

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

-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.

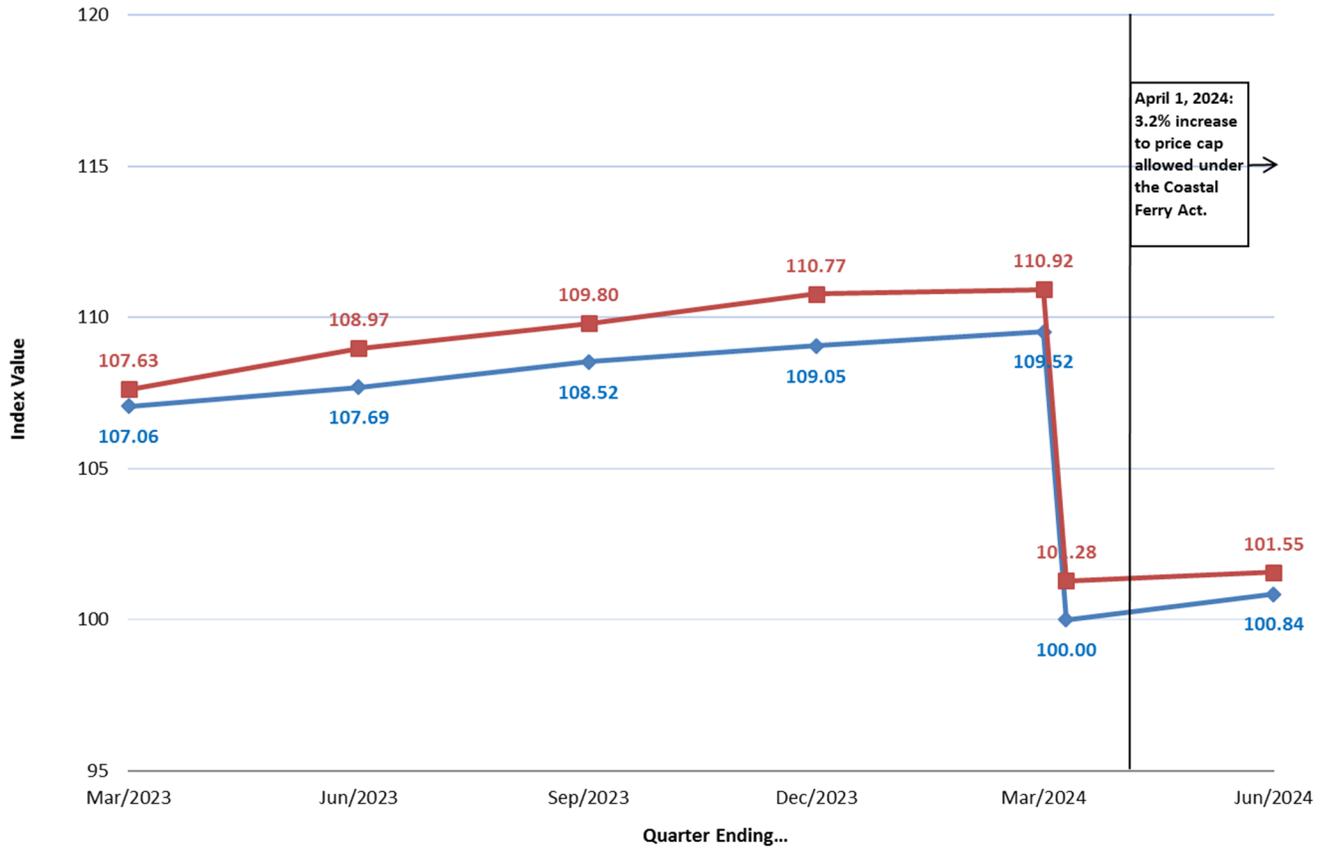
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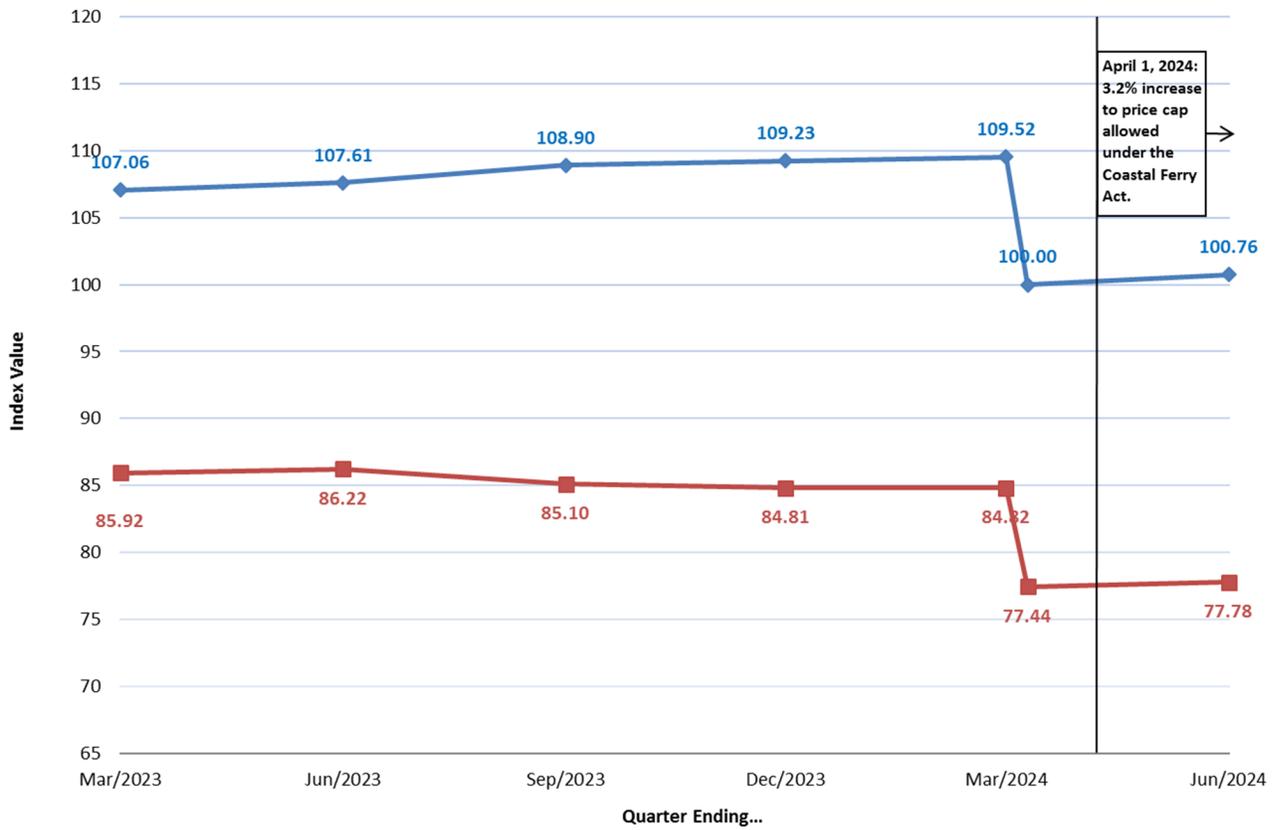
# New Majors Route Group

Price Cap Index Price Compliance Index



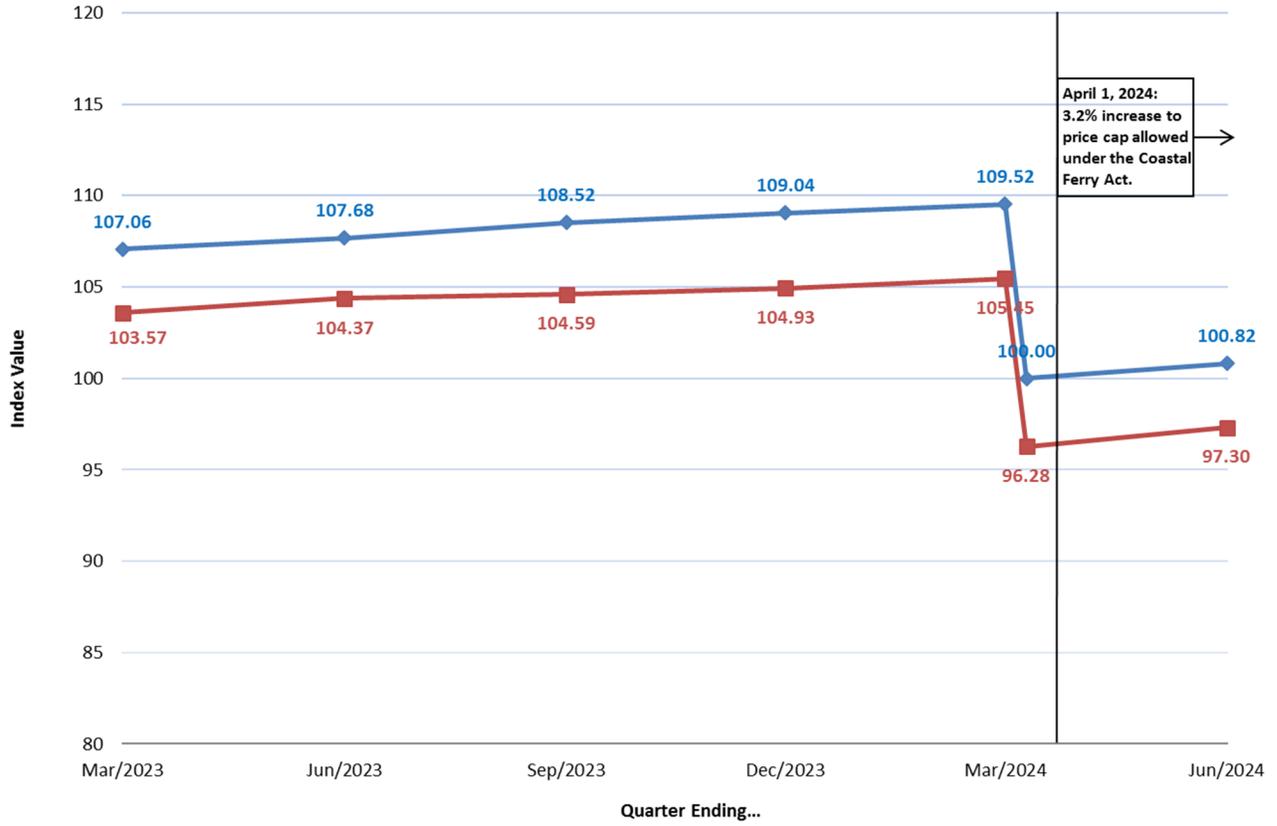
# Northern Route Group

Price Cap Index Price Compliance Index



# Minors Route Group

Price Cap Index Price Compliance Index



April 1, 2024:  
3.2% increase to  
price cap allowed  
under the Coastal  
Ferry Act.

# Feedback and Engagement Report

Q1 Fiscal 2025

*Quarter ended June 30, 2024*



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# Feedback and Engagement Report

## Executive Summary

Q1 Fiscal 2025  
(APR, MAY, JUN)

Customers Served				Sailings Delivered			
Customer Type	Q1 Fiscal 2024	Q1 Fiscal 2025	YOY Change	Service Delivery	Q1 Fiscal 2024	Q1 Fiscal 2025	YOY Change
Foot passengers	1,040,411	991,225	-4.7%	Total sailings scheduled	49,356	49,638	+0.57%
Vehicle passengers	4,796,103	4,857,260	+1.3%	Total sailings delivered	48,691	49,227	+1.10%
Total passengers	5,836,514	5,848,485*	+0.2%	Cancelled sailings	665	411	-38.2%
Total vehicles	2,514,404	2,542,471	+1.1%	% of sailings cancelled	1.35%	0.83%	-0.54%
				On-time performance <i>Target 88%+</i>	81.1%	81.9%	+0.08%

### Q1 Fiscal 2025 Summary

Our customers, overall, had an improved experience in Q1 (April through June) 2025 compared to the same period last year. More customers travelled with us, we delivered more sailings, on-time performance improved, and we continued to implement positive customer improvements. We saw improvements across key metrics in Q1 2025, compared to Q1 2024 including:

- More (+0.2%) customers (5,848,485 compared to 5,836,514)
- More sailings (49,227 or +1.1% YoY)
- Fewer (-38.2% YoY) cancelled sailings (411 or 0.83%)
- Significantly fewer (57 compared with 274 or a -79.35% YoY) cancellations as a result of crew shortages
- Improved (+0.08% YoY) on-time performance from 81.1% to 81.9%

In Q1 Fiscal 2025, we saw a continued upward trend in positive feedback from customers and fewer customer service enquiries and complaints (likely as a result of fewer cancellations and disruptions compared to 2024). Together, these are good indicators of an enhanced customer experience.

Total customer complaints are down by 20% year-over-year. The volume of complaints we received decreased across all the regions we serve. Through other channels, including social media, we saw significantly fewer customers contacting us with enquiries (-34% YoY) – evidence that fewer needed support or answers to issues they were facing during their travel. Positive/neutral sentiment related to BC Ferries conversations on social media continued to improve every month compared to last year, peaking in June at 84% positive/neutral.

When customers needed our help, the customer service team were able to provide them with the assistance they needed much more quickly. Our Average Speed of Call Answer dropped by 90%, from over 7 minutes in Q1 Fiscal 2024, to 40 seconds in Q1 Fiscal 2025. This resulted in a significant improvement to our Call Abandon Rate (Average % of calls that disconnect prior to being answered) which decreased from 11.8% in Q1 Fiscal 2024 to 2% in Q1 Fiscal 2025.

Customers who travelled with us in Q1 were able to take advantage of a number of improvements that delivered an enhanced customer experience. In Q1, we introduced outer deck pet areas on all of our vessels servicing routes 1, 2, and 3. All vessels servicing routes 1, 2, 3, 7, 17 and 30 now have outer deck pet areas.

On April 19, we announced that engagement with Ferry Advisory Committees (FAC) would restart in-person engagement in May. We also announced the creation of a new Community Prioritization Panel (CPP). The CPP is intended to help prioritize the ideas that have come forward from FACs and coastal communities.

On May 9, we announced the roll-out of terminal webcams at 30 minor route terminals. The cameras provide customers with a real-time view of vehicle staging areas at most minor route terminals. Customers can also access current conditions information, the latest service notices and live vessel trackers, all in one, convenient location on bcferrys.com or the BC Ferries mobile app. We continue to look at ways we can improve communications for our customers through 2025.

On May 14, we announced the roll-out of access to free menstrual supplies, all-gender washrooms, and more accessible signage. BC Ferries joined United Way BC's Period Promise which aligns with our commitment to expand the availability of no-cost menstrual products aboard our vessels and at our terminals.

Effective June 1, 2024, the 4% fuel surcharge was removed from all fares, increasing affordability for customers.

We also spent significant effort in Q1 getting ready for the busy summer season (Q2) to help our customers get where they want to go. Improved operational performance and customer experience as well as a return to in-person community engagement are positive developments that we're focused on building on through the remainder of 2025.

\*Excludes alternative service (e.g. water taxis) delivered in Q1 Fiscal 2025.

# Feedback and Engagement Report

## Executive Summary

Q1 Fiscal 2025  
(APR, MAY, JUN)

### Customer Service Centre - Key Performance Highlights

**Total complaints** are down by 20% in Q1 Fiscal 2025 and the number of complaints has decreased across all regions. A reduction in sailing cancellations is a significant contributing factor YoY.

**Comments Received** (positive, neutral, negative), went from 7,669 in Q1 Fiscal 2024 to 4,318 in Q1 Fiscal 2025 (-43.7% YoY). The reduction correlates with fewer sailing cancellations, and changes to *Saver* fare terms and conditions, which now allow for partial refunds of unused bookings.

**Customer Care** has had more stability with staffing compared to Q1 Fiscal 2024 and this has contributed to the reduction in *Average Speed of Call Answer* and *Call Abandon Rates*.

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

**First Call Resolution** has decreased as customers have shorter wait times to reach a Customer Service Centre Agent. Shorter call waits can incentivise some customers to call back multiple times for current conditions or booking information rather than using self-serve options.

**Average Speed of Call Answer** and **Call Abandon** rates have improved significantly compared to Q1 Fiscal 2024.

Customer Service Centre Metrics	Q1 Fiscal 2024	Q1 Fiscal 2025	Change YoY	Target
<b>Customer Complaints</b> Complaints received for every 10,000 customers travelling	6.1	5.0	-1.1	-
<b>Customer Service Centre (CSC) Satisfaction</b> Customers satisfied with their CSC experience	92%	93%	+1%	93%
<b>Stale Response Resolution</b> Customers who did not receive a response within target (14 days)	1%	<1%	-<1%	14 days or less
<b>Average Speed of Call Answer</b> Average wait time before a call is answered (in seconds)	428	40	-90%	240 seconds or less
<b>First Call Resolution</b> % of callers whose issues are resolved on the first call	94%	91%	-3%	90%+
<b>Call Abandon Rate</b> Avg. % of calls that disconnect prior to being answered	11.8%	2.0%	-9.8%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q1 Fiscal 2024	Q1 Fiscal 2025	YOY Change
Comments	7,669	4,318	-44%
Phone Calls	130,378	43,199	-67%
<b>Social Media (inbound)</b>	13,109	8,654	-34%
X	7,640	4,345	-43%
Facebook	2,877	2,081	-28%
Instagram	2,583	2,202	-15%
LinkedIn	9	26	+189%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Advanced bookings	26%
Fares/fare errors	23%
Customer Service	12%
Minor routes (All other routes)	% of all complaints
Fares/fare errors	21%
Sailings/schedule	20%
Customer Service	13%

# Customer Satisfaction Tracking

## Intercept Surveys (Month Wave)

Q1 Fiscal 2025  
(APR, MAY, JUN)

The overall customer satisfaction\* score increased slightly (+0.03) compared to the Q1 Fiscal 2024 score. Analysis by route shows that passengers on Route 1 (Tsawwassen - Swartz Bay) are the most satisfied with their overall experience (4.30) while passengers travelling on Route 3 (Horseshoe Bay - Langdale) are the least satisfied (3.74).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q1 Fiscal 2024	Q1 Fiscal 2025	Change
Total Surveys Completed	7,175	8,396	+1,221
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	4.10	4.13	+0.03
Overall Customer Satisfaction Percentage	84%	84%	0%
Net Promoter Score	12	10	-2

Customer Satisfaction Tracking (CST) scores by route			
Route	Q1 Fiscal 2024	Q1 Fiscal 2025	Change
Route 1	4.19	4.30	+0.11
Route 4	4.09	4.19	+0.10
Route 19	4.00	4.09	+0.09
Route 30	4.12	4.20	+0.08
Route 5/5a	4.07	4.11	+0.04
Route 3	3.80	3.74	-0.06
Route 2	4.15	4.03	-0.12

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q1 Fiscal 2024	Q1 Fiscal 2025	Change		Q1 Fiscal 2024	Q1 Fiscal 2025	Change
Electronic boarding pass	4.30	4.43	+0.13	Play area for children	3.66	3.42	-0.24
BC Ferries phone service	3.60	3.72	+0.12	Ability to connect with other sailings	3.52	3.42	-0.10
Ferry sailing frequent enough	3.51	3.61	+0.10	Pre-boarding passenger lounge at terminal	3.83	3.81	-0.02
Usefulness of BC Ferries mobile App	3.79	3.89	+0.10	SeaWest Lounge	3.93	3.91	-0.02
Washrooms	3.91	4.01	+0.10	Ease of access, overall (people w/ accessibility needs)	3.94	3.92	-0.02
				Staff customer service (at terminal)	4.40	4.38	-0.02

Source: June 2024 CST Survey

Source: June 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)

Q1 Fiscal 2025  
(APR, MAY, JUN)

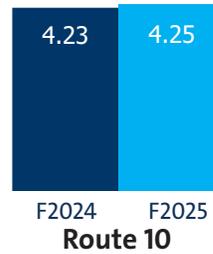
Customer Satisfaction Tracking data for the Central and North Coast is collected throughout the year via a post-travel survey that is emailed to customers travelling on these routes. This data collection method is used instead of onboard intercepts.

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 Q1 suggest that satisfaction has increased for passengers on both Route 10 (slight increase of +0.02) and Route 11 (+0.08).



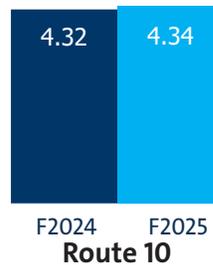
### Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q1 suggest that passengers' terminal satisfaction rating has decreased slightly on Route 10 (-0.03) but increased on Route 11 (+0.07).



### Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q1 suggest that satisfaction has increased only slightly for passengers on both Route 10 (+0.02) and Route 11 (+0.03).



### Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q1 suggest that passengers' rating of safety has increased on both Route 10 (+0.03) and Route 11 (+0.04).



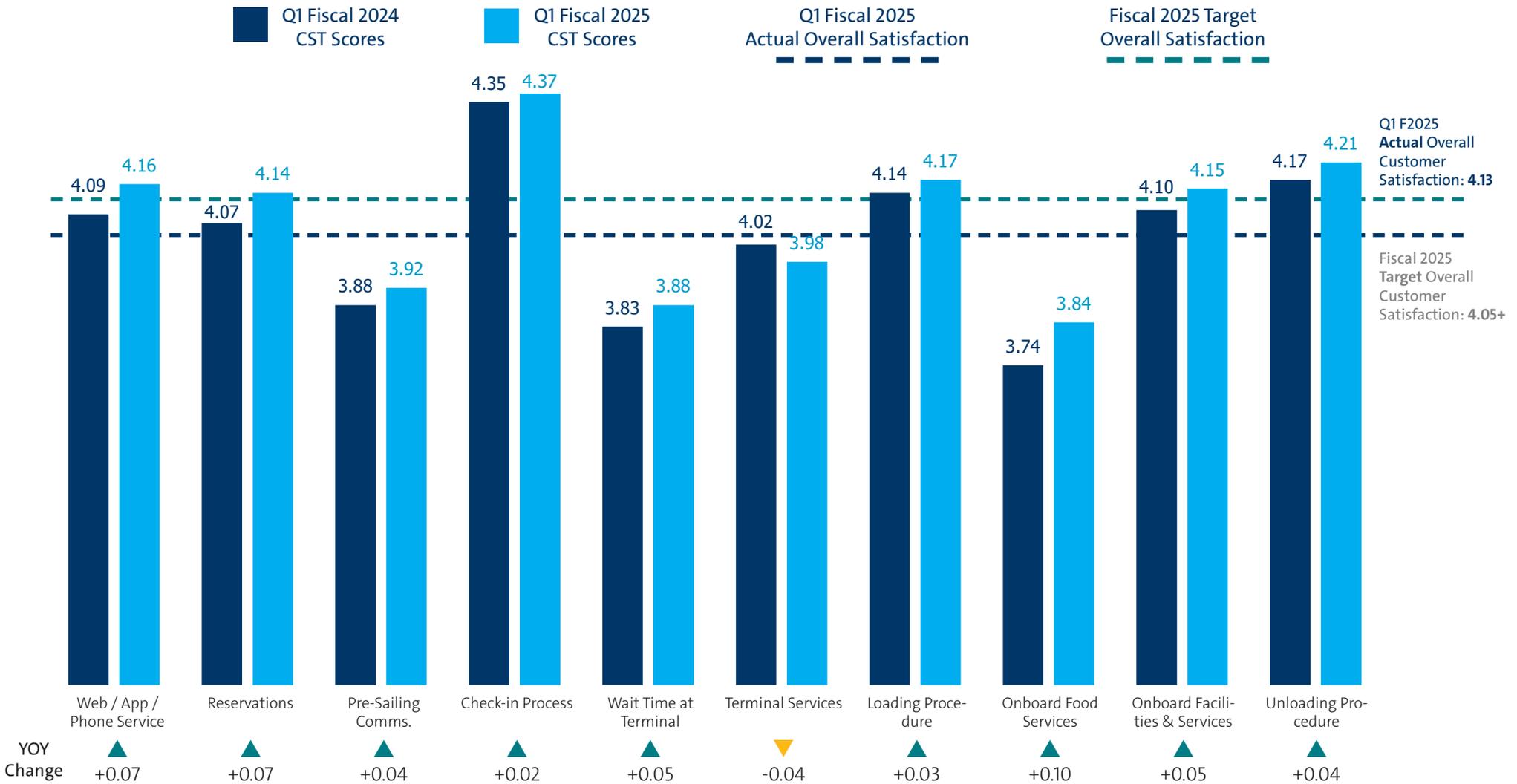
### Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q1 suggest that passengers' ratings have decreased on both Route 10 (-0.06) and Route 11 (-0.07).



# Passenger Satisfaction throughout the BC Ferries Journey

Q1 Fiscal 2025  
(APR, MAY, JUN)



The blue dashed line represents the “Overall Satisfaction Score” for Q1 Fiscal 2025 passengers. Customer Satisfaction is measured using a 5 point Likert scale: 1 (very dissatisfied), 2 (dissatisfied), 3 (neither satisfied nor dissatisfied), 4 (satisfied), 5 (very satisfied).

Looking at the whole journey, passenger “high points” include the check-in process (4.37), and the unloading procedure (4.21). Passenger “low points” include on-board food services (3.84), the wait time at the terminal (3.88) and pre-sailing communications (3.92). The Q1 Fiscal 2025 pattern of results typically follows that of Fiscal 2024, however, satisfaction with most areas has increased since Q1 Fiscal 2024.

# Feedback and Engagement Report

Press releases, media advisories, events

Q1 Fiscal 2025  
(APR, MAY, JUN)

Press Releases and Media Advisories Issued in Q1		
Date	Description	Link
April 19	<b>New Community Prioritization Panel marks a return to engagement</b> <i>“Starting next month, engagement will restart with Ferry Advisory Committee (FAC) members and coastal communities to begin to tackle ideas and requests from ferry users up and down the coast.”</i>	<a href="#">Link</a>
April 22	<b>Outdoor pet areas added to two more major vessels</b> <i>“Dogs on leashes and cats in carriers travelling with their owners now have access to larger, outdoor pet areas on the upper decks of vessels travelling on the Horseshoe Bay – Departure Bay and Horseshoe Bay – Langdale routes.”</i>	<a href="#">Link</a>
May 9	<b>Live webcams now available at minor route terminals</b> <i>“Customers travelling on minor routes can now access the information they need to plan their travel on the bcferries.com website and app, including new live webcams and up-to-date route information.”</i>	<a href="#">Link</a>
May 14	<b>Improving accessibility and inclusion for customers</b> <i>“As the busy summer travel season approaches, BC Ferries customers will have more access to menstrual supplies, all-gender washrooms, and more accessible signage.”</i>	<a href="#">Link</a>
May 15	<b>Gearing up for a record-breaking summer</b> <i>“A record number of people and vehicles are expected on board BC Ferries vessels this summer, and with the busy travel season approaching, fleet and crew are preparing to get customers to their destinations safely, affordably and on time.”</i>	<a href="#">Link</a>
June 18	<b>Outdoor pet areas added to Tsawwassen – Swartz Bay route</b> <i>“Dogs on leashes and cats in carriers travelling with their owners will soon have access to new outdoor pet areas on all four vessels servicing the popular Tsawwassen – Swartz Bay route.”</i>	<a href="#">Link</a>

# Feedback and Engagement Report

## Customer Experience Initiatives

Q1 Fiscal 2025  
(APR, MAY, JUN)

Accessibility	
Implementation	Next steps
<ul style="list-style-type: none"> <li>All Gender signage installed at single-use washrooms and Braille washroom signs on 24 vessels to date</li> <li>All Gender signs installed at single-use washrooms at terminals</li> <li>We have approval from the Province to accept expired Accessible Fare Identification cards while we undertake a review of the program</li> </ul>	<ul style="list-style-type: none"> <li>Starting September 2024, remaining vessels will have All Gender and Braille washroom signage installed during Fiscal 2025 vessel refits</li> <li>Braille washroom signs to be installed in terminals by end of September</li> <li>The goal is to have a renewed approach for customers travelling with accessibility needs in place for summer 2025</li> </ul>
Current Conditions Expansion to Minor Routes	
Implementation	Next steps
<ul style="list-style-type: none"> <li>Minor route webcams installed at four additional terminals</li> <li>33 terminals with current conditions webcams</li> </ul>	<ul style="list-style-type: none"> <li>Minor Route webcams expansion to four more terminals (July/ August 2024)</li> </ul>
On Board Experience	
Implementation	Next steps
<ul style="list-style-type: none"> <li>Phase 3 Hygiene Equity – Installation of free dispensers for menstrual supplies in public All Gender washroom at terminals and on board vessels (June 30)</li> <li>Point of Interest (POI) announcements live on <i>Northern Expedition/ Northern Adventure</i> (Routes 10, 11) Announcements recorded for Route 28</li> <li>Pet Experience: Outer deck Pet Area expanded to Queen of New Westminster and Coastal Celebration. All Route 1 vessels completed with outer deck pet area</li> <li>BC Transit / TransLink information poster for Major terminal arrivals/departure lounges, and joint transit poster has been placed on board Major Route vessels near Chief Steward offices</li> </ul>	<ul style="list-style-type: none"> <li>Period Promise Task Force findings have been released. Decision required for providing menstrual products in all women’s public washrooms in Fiscal 2026</li> <li>POI videos live on <i>Northern Sea Wolf</i> (July 2024)</li> <li>Outer deck Pet Area expansion to Route 30 – <i>Coastal Renaissance, Coastal Inspiration</i> (July 2024)</li> <li>Outer Pet Area Task Analysis and launch - <i>Queen of Alberni</i> (July/August 2024)</li> <li>Reviewing current bike racks onboard vessels and possible upgrade options available. Consulting with cycling clubs and Ministry of Transportation and Infrastructure to understand best practices and what would be applicable to BC Ferries</li> </ul>
Terminal Experience	
Implementation	Next steps
<ul style="list-style-type: none"> <li>We are working with Terminal Operations to ensure staff are trained on how to manage Saver and Prepaid fare redemptions when a sailing has been cancelled</li> <li>All point of sale machines have functionality to redeem a Saver fare on a different sailing than originally booked, and override the fare to prevent repricing</li> </ul>	<ul style="list-style-type: none"> <li>We are working with the Ticketing Supervisors to ensure they are aware of the functionality of point of sale systems in the event that a sailing has been cancelled so they can apply the fare originally booked to an alternate sailing.</li> </ul>

# Customer Relations (ResponseTek)

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

Q1 Fiscal 2025  
(APR, MAY, JUN)

Total complaints Q1 Fiscal 2024	Total complaints Q1 Fiscal 2025	Complaints per 10,000 passengers (Q1 Fiscal 2024)	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
1,928	1,568 ▼	6.5	5.3	-1.2

### Q1 Summary

We delivered 5,362 sailings this quarter, compared with 5,171 in the same quarter last year, an increase of 3.69%. At the same time, overall cancellations were reduced and there were zero crew-related cancellations for the first time in over a year. This contributed to a decrease in the number of customer complaints, as the three routes serving Vancouver Island–Mainland account for the majority of both traffic and customer feedback.

The reduction in the number of cancellations has naturally had a direct and dramatic impact on the amount of compensation provided to customers. Those whose reservations are cancelled for reasons within our control (e.g. crewing or fueling) are provided one voucher for a vehicle and driver, or one adult passenger, depending on booking type. During Q1 Fiscal 2024, we provided customers with bookings on cancelled sailings, 1,186 vehicle and driver vouchers and 74 adult passenger vouchers, compared with 141 vehicle and driver vouchers and no adult passenger vouchers in Q1 Fiscal 2025.

On April 1, we reduced the cancellation fees for *Saver* and Prepaid fares and more than doubled the number of discounted fares available for travel between Metro Vancouver and Vancouver Island. At the same time, At-Terminal fares increased, further encouraging customers to book their travel ahead of time.

In response to continued positive feedback, we expanded the outdoor pet areas in April to include the *Queen of Coquitlam* and in late June the *Coastal Celebration* and *Queen of New Westminster*. To date a total of 13 vessels fleet-wide are equipped with outdoor pet areas, including all vessels on Routes 1, 2 and 30.

To improve our customer's experience, we've relaxed some reservation redemption policies to allow customers who have made a booking error to retain their booked space on the sailing as a customer service gesture. While customers are still required to book correctly, the terminals now have some flexibility to assist customers in redeeming their bookings, if space permits.

While we work with the Province to review of the BC Resident fare program, as it relates to accessible fares, we have received permission to accept expired Accessible Fare Identification cards from customers. This exception is in place to enable us to continue to provide discounted travel for cardholders and their escorts while the discounted fare program is under review.

### Top three complaint areas

Theme	Subtheme	Number of complaints (n) Q1 Fiscal 2025	Change YoY
Advanced Bookings	Double-charged/overcharged	209	+27%
	Improve email communications	36	
	Change/cancellation policies	28	
Fares and Fare Errors	Double-charged/overcharged	90	-22%
	No-show fee charged in error	62	
	Incorrect fare charged	55	
Customer Service	Poor customer service (Check-in)	75	+12%
	Poor customer service (Terminal staff)	33	
	Poor customer service (Onboard staff)	27	

\*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)

Q1 Fiscal 2025  
(APR, MAY, JUN)

Total complaints Q1 Fiscal 2024	Total complaints Q1 Fiscal 2025	Complaints per 10,000 passengers (Q1 Fiscal 2024)	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
705	582 ▼	5.4	4.5	-0.9

### Q1 Summary

On April 16, the *Island Discovery* experienced a mechanical issue with the propulsion system while enroute to Blubber Bay (Route 18). Water taxis were engaged, and on April 17 and 18. The *Salish Orca* operated on modified schedule (Routes 17, 18) to provide two round trips daily in addition to the water taxi service. The *Island Discovery* returned to service on April 19. A small number of customers were unable to take the water taxi on April 16, and we worked with them to provide reimbursement for expenses that occurred as a direct result.

On April 22, we introduced an outdoor pet area on the *Queen of Surrey*, serving Langdale-Horseshoe Bay. All vessels operating on this route now offer outdoor pet areas in addition to spaces on the upper vehicle decks.

An error in the booking process for the 4:20 pm sailing from Langdale to Horseshoe Bay on the holiday Monday of the Victoria Day long weekend led to the discovery of 100 bookings that could not be accommodated. We moved these bookings to earlier and later sailings and contacted customers to inform them of their new departure times. All reservation and change fees were refunded and we provided impacted customers with one travel voucher per booking, for use at a later date.

To prevent similar errors in the future we introduced a validation process that the Tariff and Revenue department runs weekly or when a schedule is changed. Reservation allocations are checked and any concerns are immediately reported.

On June 26, we introduced two ship service on the Langdale-Horseshoe Bay route, which is set to continue through September 2. Customer feedback has been overwhelmingly positive, most notably from Sunshine Coast residents and frequent travellers who have described their own ease of travel, as well as a new willingness of friends and family to visit the Sunshine Coast. The two ships, the *Queen of Surrey* and the *Queen of Coquitlam*, provide more sailings and more frequent service.

### Top three complaint areas

Theme	Subtheme	Number of complaints (n) Q1 Fiscal 2025	Change YoY
Fares and Fare Errors	Double-charged/overcharged	64	+28%
	Incorrect fare charged (e.g. Senior rate, etc.)	28	
	Experience Card issues	18	
Advanced Bookings	Double-charged/overcharged	25	+17%
	Change/ cancellation policies (unfair, communication)	11	
	Dissatisfaction with current reservations model	10	
Sailings/ Schedule	Poor customer service (Check-in)	46	-14%
	Add more sailings	8	
	Customers unable to make connections	8	

\*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)

Q1 Fiscal 2025  
(APR, MAY, JUN)

Total complaints Q1 Fiscal 2024	Total complaints Q1 Fiscal 2025	Complaints per 10,000 passengers (Q1 Fiscal 2024)	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
441	291 ▼	4.7	3.1	-1.6%

### Q1 Summary

On May 9, we introduced live webcams of the vehicle staging areas at 30 of our minor route terminals. We also made Current Conditions information, the latest Service Notices and vessel trackers available all in one location online. These changes better align the information available on our minor routes with what is available for our major routes.

Additionally, we changed how we deliver Service Notices to customers who travel on minor routes. We continue to post these on the website and the BC Ferries app, but subscribers now receive notifications only for critical updates, such as when sailings are cancelled or delayed by more than 30 minutes. Non-critical service notices such as parking notifications and minor service changes are available on the Current Conditions page on bcferrys.com.

On May 24, a school bus rolled into the terminal waiting room at Chemainus, causing significant damage. While there were no injuries, the structure was unusable and closed immediately. Portable washrooms and a temporary waiting room were installed. While planning was underway to repair the building, it was hit a second time in mid-summer by a different bus, and more damage was sustained. Repairs are in the planning stage and it will likely be a number of months before the waiting room is re-opened.

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

### Top three complaint areas

Theme	Subtheme	Number of complaints (n) Q1 Fiscal 2025	Change YoY
Sailings/ schedules	Sailing waits/ delays (frequency of delays and waits)	22	-21%
	Add more sailings	11	
	Dislike current schedule (routes 5 and 9)	9	
Fares and Fare Errors	Double-charged/overcharged	14	-17%
	Incorrect fare charged (e.g. Senior rate etc.)	9	
	Experience Card issue	6	
Customer Service	Poor customer service (Terminal staff)	13	+15%
	Poor customer service (Check-in)	12	
	Poor customer service (Loading)	9	

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

# Customer Relations (ResponseTek)

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

Q1 Fiscal 2025  
(APR, MAY, JUN)

Total complaints Q1 Fiscal 2024	Total complaints Q1 Fiscal 2025	Complaints per 10,000 passengers (Q1 Fiscal 2024)	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
145	136 ▼	2.6	2.4	-0.02

### Q1 Summary

A mechanical issue that occurred during overnight work on the cables led to sailing cancellations for the *Baynes Sound Connector* on the Buckley Bay-Denman Island route (Route 21) on May 2 and 3. We were unable to provide water taxi service because the dock on the Buckley Bay side does not meet our safety and accessibility standards, nor those of Transport Canada. We adjusted the schedule for service between Denman Island East and Hornby Island (Route 22) to have the *Quinitisa* provide several round trips between Buckley Bay and Denman Island West, beginning at 11:30 am on May 2, until the *Baynes Sound Connector* returned to service on the evening of May 3. Since this incident, we have been pursuing options to ensure dock availability for alternate service, should it be necessary.

On June 26, two-ship service began between Buckley Bay and Denman Island, served by the *Baynes Sound Connector* and the *Kahloke*, while the larger capacity *Quinitisa* began serving Hornby Island. Similar to last summer, when we took the same action, sailing waits have seen a notable reduction and feedback has been positive. The increased service will remain in place through summer.

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

### Top three complaint areas

Theme	Subtheme	Number of complaints (n) Q1 Fiscal 2025	Change YoY
Sailings/ schedule	Vessel substitution (replace <i>Baynes Sound Connector</i> )	12	-32%
	Cancelled sailings	11	
	Sailing waits/ delays (frequency of delays and waits)	3	
Fares and Fare Errors	Experience Card issue	9	+18%
	Incorrect fare charged (e.g. Senior rate etc.)	7	
	Double-charged/ overcharged	4	
Loading/ directions	Improve loading/ unloading procedure	6	-12%
	Priority boarding for passengers making connections	5	
	Increase traffic management at/ outside the terminal	3	

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

# Customer Relations (ResponseTek)

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

Q1 Fiscal 2025  
(APR, MAY, JUN)

Total complaints Q1 Fiscal 2024	Total complaints Q1 Fiscal 2025	Complaints per 10,000 passengers (Q1 Fiscal 2024)	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
110	88 ▼	20.1	15.9	-4.2

### Q1 Summary

The barge dock at Shearwater remains out of service after failing a condition assessment in 2022. Alternate travel continues via water taxi and tug and barge, with work on the dock now underway.

After hearing from community members that information on the plans for the dock at Shearwater was insufficient, we reached out to local representatives and residents, and committed to providing regular updates on the website (as required based on the Section 43 approval) and to subscribers. We also mailed out information to invite residents to check the website and sign up for electronic updates.

Work began on the dock earlier this year and it is expected to be completed in the fall, at which time the *Northern Sea Wolf* will return to service at Shearwater. Updates are being published on a monthly basis.

On June 23, the *Northern Sea Wolf* experienced an issue with the starboard engine, which was taken offline and the vessel docked in Bella Bella. Traffic was discharged and sailings cancelled through June 27, while repairs were completed after the vessel transited to Port Hardy. Customers who were in transit to Ocean Falls when the engine issues occurred were provided overnight accommodations in Bella Bella on June 23. Customers whose bookings were cancelled were fully refunded, provided a future complementary trip, and reimbursed for expenses incurred as a direct result of the cancellations. Service resumed on June 28.

### Top three complaint areas

Theme	Subtheme	Number of complaints (n) Q1 Fiscal 2025	Change YoY
Fares and Fare Errors	Travel Assistance Program (TAP) form issue	5	+23%
	Fare refund not yet received	5	
	Double charged/ overcharged	4	
Customer service	Poor customer service (On the phone)	9	+17%
	Poor customer service (Check-in)	3	
Advanced bookings	Double charged/ overcharged	5	-17%
	Change/ cancellation policies (unfair, communication)	3	
	Waitlist process/ policies (improve)	3	

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

### Background

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

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

### New Community Prioritization Panels (CPP)

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

All FAC chairs have been invited to participate in the CPP and the panel will deliver a final public report by Oct. 31

### Ferry Advisory Committees

Brentwood Bay/Mill Bay

Bowen Island

Campbell River/ Quadra Island/ Cortes Island

Chemainus/ Thetis Island/ Penelakut Island

Denman/ Hornby

Gabriola Island

Langdale/ Gambier/ Keats

North and Central Coast

Northern Sunshine Coast

Salt Spring Island

Southern Gulf Islands

Southern Sunshine Coast

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

### Our Commitment to Engagement with Coastal Communities

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

We are committed to:



#### Involving

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



#### Listening

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



#### Responding

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

# Ferry Advisory Committees (FAC)

## Meetings and themes

Q1 Fiscal 2025  
(APR, MAY, JUN)

In Q1 Fiscal 2025, the following meetings with Ferry Advisory Committees took place:

Date	FAC Activity
April 19	Met with FAC Chairs to discuss return to in-person community meetings and events
April 19	Met with all FAC members to discuss return to in-person community meetings and events
April 10, May 7, June 7	Meetings with Route 19 FAC Chairs to discuss requested summer schedule changes. Meetings resulted in in trial schedule for the summer of 2025
May 21, June 20	Meeting with Route 13 FAC to discuss requested schedule changes
May 21	Southern Sunshine Coast FAC Meeting
May 22	Bowen Island FAC Meeting
May 22	North and Central Coast FAC Meeting
May 24	Gambier and Keats Islands FAC Meeting
May 27	Chemainus, Thetis and Penelakut Islands FAC Meeting
May 27	Salt Spring Island FAC Meeting
May 28	Denman Island and Hornby Island FAC Meeting
May 29	Gabriola Island FAC Meeting
May 30	Northern Sunshine Coast FAC Meeting
May 31	Southern Gulf Islands FAC Meeting
June 11	Meeting with Route 19 FAC to discuss terminal project updates and timelines

### Notes:

- Quadra and Cortes Island decided to move their virtual meeting to an online survey format
- Tri-Islands asked to postpone their engagement

### In Q1 Fiscal 2025, discussions with FAC members included the following key themes

Return to in-person events, with a focus on resetting conversations. Looking at what we have heard from FACs and communities over the past two years:

- Review the list of feedback we've received from each community
- Prioritize the feedback we can action
- Establish criteria that will help a new Community Prioritization Panel make recommendations about what is most important across the ferry system
- Discussions around terminal projects and upgrades
- Updates to communications for minor routes and service notices
- Updates to Current Conditions and Service Notices:  
BC Ferries' Community Relations team provided an update to all Ferry Advisory Committees and key stakeholders on updates and improvements to current conditions for minor routes. Details included a consolidated view that allows customers travelling on minor routes to access the information they need to plan their travel, including live webcams of vehicle lanes at many of our terminals, the latest service notices, vessel tracking and up-to-date sailing information. We also provided updates on current conditions. Information was shared via emails and phone calls. In addition an update was provided on changes to the service notice policy, focusing on changes on when and how notices are posted and/or distributed, allowing customers to access the information they need without filling their inboxes.

## Customer Engagement Activities in Q1 Fiscal 2025 included:

Snug Cove Terminal - Marine Life Extension (Route 8)	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform interest holders of project progress and completion throughout project work</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Direct communication with neighbours and local businesses (including Island-wide mail drop), Service Notices, and advertorial project updates in the Bowen Island Undercurrent, communications on project page and social media to advise of alternate service plans and timely updates throughout the project through Bowen Island Municipality</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Effective channels for communicating with residents and businesses</li> <li>Mitigation plans during project, including shuttle bus transportation on Bowen Island for those using the water taxi</li> <li>Updated timelines of project work and additional berth closure</li> <li>Successful completion of project</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Project complete</li> </ul>
Shearwater Terminal - New Marine Structures and Upgrades (Route 28)	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform community of scope of project work and timelines</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Information shared via projects page, community page and with the Ferry Advisory Committee and the Central Coast Regional District</li> <li>Project boards displayed at terminals</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Expected timelines of project</li> <li>Project scope</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Provide regular updates to the community once work begins</li> <li>A letter to all residents of Denny Island to inform of the next update and direct to project page for future updates</li> <li>Inform community of any changes in project timeline as work is planned</li> </ul>
Denman Island West Terminal - Berth 2 Life Extension Project (Route 21)	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform community of repair activities to the timber trestle at the Denman Island West terminal, possible noise around terminal, and benefits of project including increased vehicle load limit on the trestle</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Direct communication to commercial drivers, Denman and Hornby Island FAC, communications on project page and via Service Notices</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Increase the vehicle load limit of Berth 2 (up to 56,500kg) to improve operational performance</li> <li>Possible noise disruptions during work</li> <li>No impact to service during work</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Communications on status and completion of work</li> </ul>

## Customer Engagement Activities in Q1 Fiscal 2025 continued:

Heriot Bay – Whaletown: Terminal Upgrades (Route 24)	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform and involve community on upcoming project work, including timelines, scope of project work, impact on service, and initial draft of alternate service plans</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>In person engagement on Cortes Island to involve community ensuring their concerns were understood and considered</li> <li>Online forum hosted on project pages to allow for further input on initial alternate service planning. Forum provided space for contributors and visitors to read and respond directly to other member’s comments and ideas.</li> <li>Commercial goods and services meeting held to understand the specific needs of their businesses and to gather input and feedback on initial plans</li> <li>Direct communication with residents local businesses and commercial goods providers, through multiple avenues of communication including:               <ul style="list-style-type: none"> <li>Cortes Island-wide mail drop</li> <li>Advertisements running for two weeks in the <i>Discovery Islander</i> and the local Cortes newsletter, <i>The Marketer</i></li> <li>Targeted social media posts for Cortes Island and surrounding communities</li> <li>Information posted on the project page, community page and online news bulletin</li> <li>Posters onboard vessel and at terminals</li> <li>Information shared though local Ferry Advisory Committee</li> </ul> </li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Initial alternate service plans and mitigations during project including water taxi service, parking, schedules, shuttle service and essential goods</li> <li>Timelines of project work</li> <li>Effective channels for communicating with residents and businesses</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Provide a “what we heard report” on community page summarizing in person and online engagements, as well as meeting with commercial businesses</li> </ul>
Crofton Terminal Updates (Route 6)	
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Inform community on updates to berth work plans, answer questions about near term work</li> </ul>
<b>Activity</b>	<ul style="list-style-type: none"> <li>Public information session in Crofton to discuss the berth work planned. Provide an opportunity to understand updates to the plans and answer questions about the work that is proceeding in the near term</li> <li>Updates provided on project page, to North Cowichan Municipality and to Ferry Advisory Committee</li> </ul>
<b>Themes</b>	<ul style="list-style-type: none"> <li>Timelines of project work</li> <li>Introduction of Island Class vessels and improvements in traffic congestion</li> <li>Traffic Management Plans with existing infrastructure</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>Provide regular updates to the community once work begins</li> <li>Inform community of any changes in project timeline as work is planned</li> </ul>

## Customer Engagement Activities in Q1 Fiscal 2025 continued:

Swartz Bay Terminal (Routes 1, 4, and 5)	
<b>Purpose</b>	<ul style="list-style-type: none"><li>• Inform customers, neighbours and local community on scope of project work, timelines and mitigations</li></ul>
<b>Activity</b>	<ul style="list-style-type: none"><li>• Information shared via projects page, and through direct communication with Lands End Residential Association (LERA) and all local neighbours (mailed project introduction letter), Piers Island Improvement District, Sea Star Ecocruising and Seaspan</li><li>• Project boards displayed at terminals, Service Notice posted to BC Ferries website and 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 once work begins</li></ul>

We seek to advance reconciliation by engaging with First Nations whose rights and interests may be impacted by our projects and operations. The primary objective of this early and ongoing engagement is to identify any potential adverse impacts that our proposed activities may have on First Nations rights and interests, and to find ways to avoid or minimize these adverse impacts through the principle of seeking free, prior and informed consent.

**In Q1 Fiscal 2025, Indigenous Relations activities included consultations on the following projects and activities:**

Project	Description
<b>Shearwater berth rebuild</b>	Continued engagement with Heiltsuk Tribal Council and collaborated on a terms of reference for a Project Oversight Committee, signed April 18, 2024
<b>Crofton berth rebuild</b>	Continued to update Halalt First Nation on decreased scope and upcoming investigations
<b>Vesuvius berth rebuild</b>	Continued to engage with Quw'utsun Nation, as led by Lyackson First Nation, on decreased scope, archaeological concerns and upcoming investigations
<b>Nanaimo Harbour &amp; Gabriola Island berth rebuilds</b>	Intensive engagement to encourage participation of Snuneymuxw First Nation and to seek to address the Nation's requests
<b>Departure Bay berth 1 repairs</b>	Intensive engagement with Snuneymuxw First Nation to explore mitigations and support monitoring by the Nation, in the absence of any regulatory requirement
<b>Village Bay berth 1 repairs and shore stabilization</b>	Updates to Lyackson First Nation and discussions with Tsartlip First Nation, with a focus on solutions to erosion concerns
<b>Fulford Harbour</b>	Updates to Lyackson First Nation that the project has been scaled back to repairs
<b>Mill Bay repairs</b>	Engaged with Malahat Nation on upcoming repairs, including notification of when contractors would be on site for visual assessment
<b>Swartz Bay Berth 5</b>	Responded to concerns from Tseycum First Nation over the approval process for the project

In Q1 Fiscal 2025, Indigenous relations outreach and relationship building activities included:

First Nation/ Tribe	Description
<b>Tsawwassen First Nation</b>	<ul style="list-style-type: none"> <li>• Attended Tsawwassen Treaty Day with leadership on April 3</li> <li>• Collaborated to resolve nuisance issues on the Tsawwassen causeway beach, to close the causeway beach to the public to support Tribal Journeys, and committed to collaborate on a causeway beach access management plan</li> </ul>
<b>Snuneymuxw First Nation</b>	<ul style="list-style-type: none"> <li>• Monthly relationship building meetings in support of achieving our shared priorities, including a meeting with President and CEO Nicolas Jimenez and Chief Wyse on April 15</li> </ul>
<b>Tsartlip First Nation</b>	<ul style="list-style-type: none"> <li>• Monthly relationship building meetings in support of achieving our shared priorities, with a focus on solutions to erosion concerns</li> </ul>
<b>Malahat Nation</b>	<ul style="list-style-type: none"> <li>• Monthly relationship building meetings in support of achieving our shared priorities, with a focus on impacts of the Mill Bay terminal</li> <li>• Attended and sponsored a pizza and movie community event to talk about relationship building and local impacts</li> </ul>
<b>Halalt First Nation</b>	<ul style="list-style-type: none"> <li>• Continued engagement to strengthen relationships</li> </ul>
<b>Council of Haida Nation</b>	<ul style="list-style-type: none"> <li>• Engagement to arrange for Board meetings at Haida Gwaii in June with discussions resulting in a BC Ferries commitment to raise the Haida flag at Skidegate terminal in September</li> </ul>
<b>Tsawout First Nation</b>	<ul style="list-style-type: none"> <li>• Continued engagement to address issues of importance to Tsawout, including its Marine Use Law and Indigenous employment</li> </ul>
<b>shíshálh Nation</b>	<ul style="list-style-type: none"> <li>• Implementation of a reservation support process for leadership and elders travel</li> </ul>
<b>K'omoks First Nation</b>	<ul style="list-style-type: none"> <li>• Outreach to ensure we remain connected and continue to foster our relationship</li> </ul>

# Appendix A

## Definition of Terms

Q1 Fiscal 2025  
(APR, MAY, JUN)

<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

Q1 Fiscal 2025  
(APR, MAY, JUN)

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



# Operations Reports

Quarter Ended June 30, 2024



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

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

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

## **Section 1: Operations Summary**

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

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

This report includes the following:

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

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

This report includes the following:

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

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

This report includes the following:

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

## **Section 5: Financials**

This report includes the following:

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

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

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



# Section 1

## Operations Summary



# Section 1A - Quarter Ended June 30, 2024



## Q1 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>3,468.5</b>	<b>2,170,668</b>	<b>1,718,399</b>	<b>79.2%</b>	<b>1,695,284</b>	<b>80.4%</b>	<b>23,116</b>	<b>\$112,038,093</b>	<b>\$108,714,153</b>	<b>\$3,323,940</b>
01 Tsawwassen - Swartz Bay	1,233.0	804,396	684,153	85.1%	676,032	90.0%	8,122	\$51,778,466	\$49,249,054	\$2,529,412
02 Horseshoe Bay - Nanaimo	742.0	460,456	363,744	79.0%	356,771	76.9%	6,973	\$25,082,224	\$25,057,147	\$25,077
03 Horseshoe Bay - Langdale	787.5	487,020	354,878	72.9%	353,785	72.7%	1,092	\$10,266,853	\$9,553,992	\$712,861
30 Nanaimo - Tsawwassen	706.0	418,796	315,624	75.4%	308,696	76.0%	6,929	\$24,910,550	\$24,853,960	\$56,590
<b>☐ Minors</b>	<b>19,177.5</b>	<b>2,044,538</b>	<b>1,170,835</b>	<b>57.3%</b>	<b>1,159,151</b>	<b>57.7%</b>	<b>11,684</b>	<b>\$17,543,276</b>	<b>\$16,513,118</b>	<b>\$1,030,158</b>
04 Swartz Bay - Fulford Harbour	726.0	132,132	96,231	72.8%	99,794	76.4%	-3,563	\$1,196,938	\$1,214,083	(\$17,145)
05 Swartz Bay - Southern Gulf Islands	881.0	223,656	93,060	41.6%	90,889	40.8%	2,171	\$1,282,957	\$1,183,448	\$99,509
06 Crofton - Vesuvius	1,182.0	148,932	85,098	57.1%	84,657	57.5%	442	\$1,124,344	\$1,092,114	\$32,230
07 Earls Cove - Saltery Bay	722.0	161,728	61,625	38.1%	60,632	37.7%	993	\$1,477,281	\$1,386,813	\$90,468
08 Horseshoe Bay - Snug Cove	1,356.5	236,031	157,505	66.7%	159,576	67.1%	-2,071	\$1,901,977	\$1,850,774	\$51,203
09 Tsawwassen - Southern Gulf Islands	243.0	78,936	59,262	75.1%	60,535	78.3%	-1,273	\$3,004,747	\$2,681,685	\$323,062
12 Brentwood Bay - Mill Bay	796.0	32,228	28,326	87.9%	24,945	86.6%	3,382	\$356,424	\$311,590	\$44,834
13 Langdale - Gambier Island - Keats Landing	1,377.0							(\$314)	(\$233)	(\$81)
17 Little River - Powell River	364.0	100,464	59,678	59.4%	57,780	59.3%	1,899	\$2,487,635	\$2,335,846	\$151,789
18 Powell River - Blubber Bay	709.0	67,192	31,664	47.1%	31,381	45.9%	283	\$275,409	\$264,998	\$10,411
19 Nanaimo Harbour - Gabriola	2,055.0	193,170	127,234	65.9%	128,299	66.9%	-1,065	\$1,157,052	\$1,140,430	\$16,622
20 Chemainus - Thetis - Penelakut	920.0	47,840	28,544	59.7%	27,083	57.0%	1,462	\$238,857	\$218,862	\$19,995
21 Buckley Bay - Denman West	1,588.5	139,877	89,428	63.9%	89,096	63.6%	332	\$705,099	\$684,606	\$20,493
22 Denman East - Hornby Island	1,090.5	89,409	40,777	45.6%	40,021	55.9%	756	\$334,979	\$324,231	\$10,748
23 Campbell River - Quathiaski Cove	2,506.5	235,611	140,576	59.7%	133,957	58.0%	6,619	\$1,223,362	\$1,106,914	\$116,448
24 Heriot Bay - Whaletown	547.0	28,444	21,447	75.4%	20,027	71.2%	1,420	\$240,726	\$195,567	\$45,159
25 Port McNeill - Alert Bay - Sointula	988.0	92,872	33,007	35.5%	33,058	35.8%	-51	\$372,271	\$356,461	\$15,810
26 Skidegate - Alliford Bay	1,125.5	36,016	17,377	48.2%	17,426	48.8%	-49	\$163,532	\$164,929	(\$1,397)
<b>☐ North</b>	<b>89.0</b>	<b>15,182</b>	<b>12,776</b>	<b>84.2%</b>	<b>12,379</b>	<b>86.7%</b>	<b>397</b>	<b>\$2,888,453</b>	<b>\$2,779,919</b>	<b>\$108,534</b>
10 Port Hardy - Prince Rupert	28.0	5,712	4,722	82.7%	4,906	85.9%	-184	\$1,509,709	\$1,500,379	\$9,330
11 Prince Rupert - Skidegate	50.0	8,700	7,680	88.3%	7,167	89.5%	514	\$1,296,646	\$1,194,424	\$102,222
28 Port Hardy - Central Coast	11.0	770	374	48.6%	307	54.7%	68	\$82,098	\$85,116	(\$3,018)
<b>Total</b>	<b>22,735.0</b>	<b>4,230,388</b>	<b>2,902,010</b>	<b>68.6%</b>	<b>2,866,813</b>	<b>69.4%</b>	<b>35,197</b>	<b>\$132,469,822</b>	<b>\$128,007,190</b>	<b>\$4,462,632</b>

Obligation Deferred (Settled)

\$0

\$0

**Total Vehicle Fare Revenue**

**\$132,469,822**

**\$128,007,190**

# Section 1A - Quarter Ended June 30, 2024



## Q1 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	Q1 FY24	FY25
<b>Major</b>	<b>3,665,327</b>	<b>3,669,305</b>	<b>-3,978</b>	<b>\$50,946,491</b>	<b>\$51,102,408</b>	<b>(\$155,917)</b>	<b>69.8%</b>	<b>69.7%</b>	<b>67.8%</b>
01 Tsawwassen - Swartz Bay	1,682,282	1,667,569	14,713	\$27,354,117	\$26,802,558	\$551,559	78.1%	77.7%	86.2%
02 Horseshoe Bay - Nanaimo	804,326	828,966	-24,640	\$12,497,388	\$13,105,863	(\$608,475)	61.7%	68.5%	60.2%
03 Horseshoe Bay - Langdale	687,567	682,211	5,356	\$3,669,735	\$3,608,478	\$61,257	65.2%	60.1%	57.3%
30 Nanaimo - Tsawwassen	491,152	490,559	593	\$7,425,251	\$7,585,509	(\$160,258)	69.8%	68.8%	55.3%
<b>Minor</b>	<b>2,156,367</b>	<b>2,142,420</b>	<b>13,947</b>	<b>\$9,180,319</b>	<b>\$8,912,768</b>	<b>\$267,551</b>	<b>84.1%</b>	<b>82.9%</b>	<b>84.3%</b>
04 Swartz Bay - Fulford Harbour	169,305	172,553	-3,248	\$746,124	\$747,201	(\$1,077)	92.3%	91.6%	91.9%
05 Swartz Bay - Southern Gulf Islands	142,605	140,104	2,501	\$583,619	\$557,757	\$25,862	62.0%	64.3%	64.6%
06 Crofton - Vesuvius	142,036	140,464	1,572	\$521,971	\$507,563	\$14,408	79.9%	87.5%	83.7%
07 Earls Cove - Saltery Bay	96,109	95,577	532	\$531,681	\$508,285	\$23,396	86.6%	86.3%	87.5%
08 Horseshoe Bay - Snug Cove	349,338	348,976	362	\$1,195,460	\$1,146,375	\$49,085	72.1%	59.5%	59.9%
09 Tsawwassen - Southern Gulf Islands	138,494	143,813	-5,319	\$1,551,741	\$1,572,502	(\$20,761)	69.6%	64.5%	65.8%
12 Brentwood Bay - Mill Bay	54,048	47,782	6,266	\$243,577	\$207,727	\$35,850	87.7%	79.4%	89.9%
13 Langdale - Gambier Island - Keats Landing	13,342	13,751	-409	\$50,428	\$53,069	(\$2,641)	99.8%	100.0%	99.4%
17 Little River - Powell River	110,145	108,228	1,917	\$1,162,805	\$1,123,307	\$39,498	90.9%	83.4%	83.5%
18 Powell River - Blubber Bay	48,201	48,275	-74	\$140,060	\$135,090	\$4,970	93.0%	89.4%	93.7%
19 Nanaimo Harbour - Gabriola	226,909	228,490	-1,581	\$641,002	\$617,581	\$23,421	79.1%	84.6%	82.4%
20 Chemainus - Thetis - Penelakut	68,571	64,361	4,210	\$148,153	\$138,699	\$9,454	69.0%	60.6%	81.4%
21 Buckley Bay - Denman West	147,827	146,574	1,253	\$389,195	\$377,105	\$12,090	96.0%	95.3%	96.9%
22 Denman East - Hornby Island	67,619	69,054	-1,435	\$204,012	\$199,963	\$4,049	94.2%	92.8%	94.6%
23 Campbell River - Quathiaski Cove	252,022	244,576	7,446	\$641,297	\$605,210	\$36,087	88.5%	87.1%	86.1%
24 Heriot Bay - Whaletown	32,020	31,474	546	\$114,743	\$104,991	\$9,752	78.5%	78.3%	81.7%
25 Port McNeill - Alert Bay - Sointula	66,880	67,167	-287	\$226,993	\$222,975	\$4,018	91.8%	88.3%	79.8%
26 Skidegate - Alliford Bay	30,896	31,201	-305	\$87,458	\$87,368	\$90	97.1%	97.6%	97.6%
<b>North</b>	<b>24,378</b>	<b>23,264</b>	<b>1,114</b>	<b>\$1,853,773</b>	<b>\$1,749,584</b>	<b>\$104,189</b>	<b>66.9%</b>	<b>81.1%</b>	<b>72.8%</b>
10 Port Hardy - Prince Rupert	10,361	10,396	-35	\$1,296,684	\$1,247,114	\$49,570	64.8%	80.5%	66.9%
11 Prince Rupert - Skidegate	13,152	12,228	924	\$484,358	\$428,588	\$55,770	72.6%	84.8%	80.0%
28 Port Hardy - Central Coast	865	640	225	\$72,731	\$73,882	(\$1,151)	63.0%	70.8%	73.7%
<b>Total</b>	<b>5,846,072</b>	<b>5,834,989</b>	<b>11,083</b>	<b>\$61,980,583</b>	<b>\$61,764,760</b>	<b>\$215,823</b>	<b>82.0%</b>	<b>81.1%</b>	<b>81.9%</b>

Obligation Deferred (Settled)

**Total Passenger Fare Revenue**

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

\$0

\$0

\$61,980,583

\$61,764,760

\$194,450,405

\$189,771,950



## Section 2

Performance Against CFSC  
Minimums



# Section 2A - Quarter Ended June 30, 2024



Q1 Actual Round Trips

**22.7K**

FY24: 22.5K

Q1 Cancelled Round Trips

**197.5**

FY24: 314.0

Q1 Scheduled Round Trips

**22.9K**

FY24: 22.8K

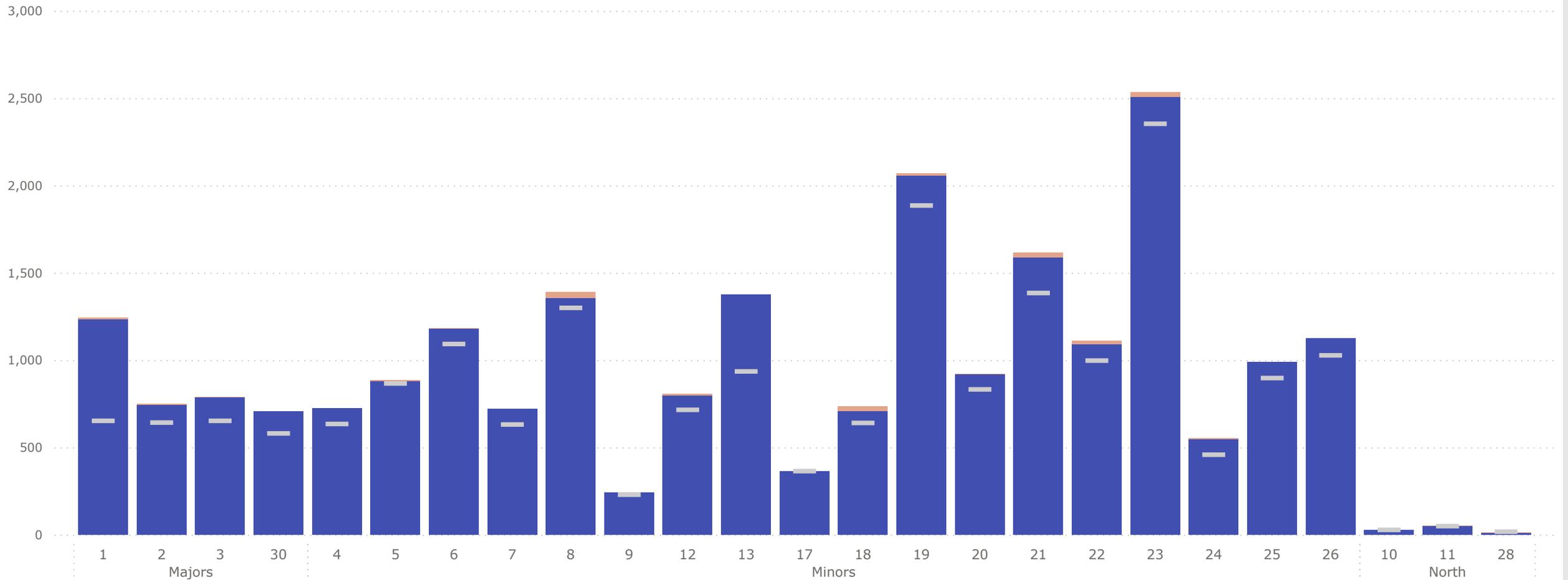
Q1 Scheduled Round Trips Cancelled

**0.9%**

FY24: 1.4%

Q1 Actual & Cancelled Round Trips versus Minimum (Daily) Core Service Levels

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



# Section 2B - Quarter Ended June 30, 2024



## Q1 Actual Round Trips

**22.7K**

FY24: 22.5K

## Q1 Cancelled Round Trips

**197.5**

FY24: 314.5

## Q1 Scheduled Round Trips

**22.9K**

FY24: 22.8K

## Q1 Scheduled Round Trips Cancelled

**0.9%**

FY24: 1.4%

### Q1 Cancellations of Minimum (Daily) Round Trips by Route

	Emergency	Safety	Terminal (Dock)	Allowable				Weather	Other	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)						Traffic	Other		
<b>☐ Majors</b>	<b>0.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.5</b>
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.5
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>☐ Minors</b>	<b>0.0</b>	<b>0.0</b>	<b>19.5</b>	<b>0.0</b>	<b>0.0</b>	<b>43.0</b>	<b>21.0</b>	<b>0.0</b>	<b>83.5</b>	<b>6.5</b>	<b>0.0</b>	<b>0.0</b>	<b>6.5</b>	<b>90.0</b>	
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
07 Earls Cove - Saltery Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
08 Horseshoe Bay - Snug Cove	0.0	0.0	17.5	0.0	0.0	1.0	0.0	0.0	18.5	0.5	0.0	0.0	0.5	19.0	
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
12 Brentwood Bay - Mill Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0	0.0	0.0	4.0	4.0	
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
17 Little River - Powell River	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	0.0	
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	18.0	0.0	0.0	18.0	0.0	0.0	0.0	0.0	18.0	
19 Nanaimo Harbour - Gabriola	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	2.0	4.0	
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0	
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	13.5	0.0	0.0	13.5	0.0	0.0	0.0	0.0	13.5	
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	8.5	1.0	0.0	9.5	0.0	0.0	0.0	0.0	9.5	
23 Campbell River - Quathiaski Cove	0.0	0.0	0.0	0.0	0.0	0.0	17.0	0.0	17.0	0.0	0.0	0.0	0.0	17.0	
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	1.0	3.0	0.0	4.0	0.0	0.0	0.0	0.0	4.0	
25 Port McNeill - Alert Bay - Sointula	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	0.0	
26 Skidegate - Alliford 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	0.0	
<b>☐ North</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>2.0</b>	<b>0.0</b>	<b>0.0</b>	<b>2.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>2.0</b>	
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	2.0	
<b>Total</b>	<b>0.5</b>	<b>0.0</b>	<b>19.5</b>	<b>0.0</b>	<b>0.0</b>	<b>45.0</b>	<b>21.0</b>	<b>0.0</b>	<b>86.0</b>	<b>6.5</b>	<b>0.0</b>	<b>0.0</b>	<b>6.5</b>	<b>92.5</b>	

# Section 2C - Quarter Ended June 30, 2024



## Q1 Actual Round Trips

# 22.7K

CFSC (Daily) Minimum: 19.9K

## Q1 Actual Round Trips

# 22.7K

Estimated Proportion of (Annual) Minimums: 22.0K

### Q1 Actual Round Trips & Variance Against Minimum (Daily) Core Service Levels by Route

### Q1 Allowable Cancellations

	FY24			Q1			FY25
	Actual Round Trips	CFSC Min	CFSC Variance	Actual Round Trips	CFSC Min	CFSC Variance	
<b>Major</b>	<b>3,353.0</b>	<b>2,496.0</b>	<b>857.0</b>	<b>3,468.5</b>	<b>2,526.0</b>	<b>942.5</b>	<b>0.5</b>
01 Tsawwassen - Swartz Bay	1,131.5	652.0	479.5	1,233.0	652.0	581.0	0.0
02 Horseshoe Bay - Nanaimo	747.0	642.0	105.0	742.0	642.0	100.0	0.5
03 Horseshoe Bay - Langdale	786.5	628.0	158.5	787.5	652.0	135.5	0.0
30 Nanaimo - Tsawwassen	688.0	574.0	114.0	706.0	580.0	126.0	0.0
<b>Minor</b>	<b>19,052.5</b>	<b>15,105.5</b>	<b>3,947.0</b>	<b>19,177.5</b>	<b>17,238.0</b>	<b>1,939.5</b>	<b>83.5</b>
04 Swartz Bay - Fulford Harbour	718.0	624.0	94.0	726.0	634.0	92.0	0.0
05 Swartz Bay - Southern Gulf Islands	874.0	864.0	10.0	881.0	866.0	15.0	0.0
06 Crofton - Vesuvius	1,169.0	1,091.0	78.0	1,182.0	1,092.0	90.0	0.0
07 Earls Cove - Saltery Bay	718.0	587.0	131.0	722.0	631.0	91.0	0.0
08 Horseshoe Bay - Snug Cove	1,367.5	1,268.5	99.0	1,356.5	1,299.0	57.5	18.5
09 Tsawwassen - Southern Gulf Islands	236.0	186.0	50.0	243.0	229.0	14.0	0.0
12 Brentwood Bay - Mill Bay	758.0	715.0	43.0	796.0	715.0	81.0	0.0
13 Langdale - Gambier Island - Keats Landing	1,376.0	934.0	442.0	1,377.0	935.0	442.0	0.0
17 Little River - Powell River	353.0	339.0	14.0	364.0	364.0	0.0	0.0
18 Powell River - Blubber Bay	727.0	637.0	90.0	709.0	640.0	69.0	18.0
19 Nanaimo Harbour - Gabriola	2,040.5	1,210.0	830.5	2,055.0	1,885.0	170.0	2.0
20 Chemainus - Thetis - Penelakut	915.0	832.0	83.0	920.0	832.0	88.0	1.0
21 Buckley Bay - Denman West	1,593.0	1,179.0	414.0	1,588.5	1,384.0	204.5	13.5
22 Denman East - Hornby Island	1,112.0	901.0	211.0	1,090.5	997.0	93.5	9.5
23 Campbell River - Quathiaski Cove	2,456.0	1,469.0	987.0	2,506.5	2,353.0	153.5	17.0
24 Heriot Bay - Whaletown	541.0	449.0	92.0	547.0	458.0	89.0	4.0
25 Port McNeill - Alert Bay - Sointula	982.0	897.0	85.0	988.0	897.0	91.0	0.0
26 Skidegate - Alliford Bay	1,116.5	923.0	193.5	1,125.5	1,027.0	98.5	0.0
<b>North</b>	<b>81.5</b>	<b>81.5</b>	<b>0.0</b>	<b>89.0</b>	<b>93.5</b>	<b>-4.5</b>	<b>2.0</b>
10 Port Hardy - Prince Rupert	27.5	25.5	2.0	28.0	27.5	0.5	0.0
11 Prince Rupert - Skidegate	46.0	39.0	7.0	50.0	49.0	1.0	0.0
28 Port Hardy - Central Coast	8.0	17.0	-9.0	11.0	17.0	-6.0	2.0
<b>Total</b>	<b>22,487.0</b>	<b>17,683.0</b>	<b>4,804.0</b>	<b>22,735.0</b>	<b>19,857.5</b>	<b>2,877.5</b>	<b>86.0</b>

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



## YTD Actual Round Trips

**22.7K**

FY24: 22.5K

## YTD Cancelled Round Trips

**197.5**

FY24: 314.0

## YTD Scheduled Round Trips

**22.9K**

FY24: 22.8K

## YTD Scheduled Round Trips Cancelled

**0.9%**

FY24: 1.4%

## YTD All Round Trip Cancellations by Route

	Emergency	Safety	Allowable						Total	Crew	Not Allowable		Total	Total
			Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Other			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>10.0</b>	<b>2.0</b>	<b>0.0</b>	<b>14.5</b>	<b>0.0</b>	<b>0.0</b>	<b>3.5</b>	<b>3.5</b>	<b>18.0</b>
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	6.5	2.0	0.0	8.5	0.0	0.0	1.0	1.0	9.5
02 Horseshoe Bay - Nanaimo	2.0	0.0	0.0	0.0	0.0	1.5	0.0	0.0	3.5	0.0	0.0	2.5	2.5	6.0
03 Horseshoe Bay - Langdale	0.5	0.0	0.0	0.0	0.0	2.0	0.0	0.0	2.5	0.0	0.0	0.0	0.0	2.5
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>☐ Minors</b>	<b>1.0</b>	<b>1.0</b>	<b>32.0</b>	<b>0.0</b>	<b>0.0</b>	<b>76.5</b>	<b>30.5</b>	<b>0.0</b>	<b>141.0</b>	<b>24.5</b>	<b>0.0</b>	<b>11.0</b>	<b>35.5</b>	<b>176.5</b>
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	2.0	0.0	1.0	3.0	4.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	1.0
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	0.0
08 Horseshoe Bay - Snug Cove	0.0	0.0	24.0	0.0	0.0	2.0	0.0	0.0	26.0	2.5	0.0	7.0	9.5	35.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
12 Brentwood Bay - Mill Bay	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	8.0	0.0	1.0	9.0	10.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
17 Little River - Powell River	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	0.0
18 Powell River - Blubber Bay	1.0	0.0	0.0	0.0	0.0	25.5	1.0	0.0	27.5	1.0	0.0	0.0	1.0	28.5
19 Nanaimo Harbour - Gabriola	0.0	1.0	8.0	0.0	0.0	0.5	0.0	0.0	9.5	4.5	0.0	0.0	4.5	14.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	2.0	1.0	0.0	0.0	1.0	3.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	26.5	0.0	0.0	26.5	0.5	0.0	0.0	0.5	27.0
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	15.0	3.0	0.0	18.0	1.0	0.0	0.0	1.0	19.0
23 Campbell River - Quathiasi Cove	0.0	0.0	0.0	0.0	0.0	2.0	21.5	0.0	23.5	3.0	0.0	1.0	4.0	27.5
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	2.0	4.0	0.0	6.0	1.0	0.0	0.0	1.0	7.0
25 Port McNeill - Alert Bay - Sointula	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	0.0
26 Skidegate - Alliford 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	0.0
<b>☐ North</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>2.0</b>	<b>1.0</b>	<b>0.0</b>	<b>3.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>3.0</b>
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	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
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	2.0
<b>Total</b>	<b>3.5</b>	<b>1.0</b>	<b>32.0</b>	<b>0.0</b>	<b>0.0</b>	<b>88.5</b>	<b>33.5</b>	<b>0.0</b>	<b>158.5</b>	<b>24.5</b>	<b>0.0</b>	<b>14.5</b>	<b>39.0</b>	<b>197.5</b>

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



## YTD Actual Round Trips

# 22.7K

CFSC (Annual) Minimum: 19.9K

## YTD Actual Round Trips

# 22.7K

Estimated Proportion of (Annual) Minimums: 22.0K

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

	Actual Round Trips	Estimated Proportion of (Annual) Minimums	Variance	Allowable Round Trip Cancellations
<b>☐ Majors</b>	<b>3,468.5</b>	<b>3,103.0</b>	<b>365.5</b>	<b>0.5</b>
01 Tsawwassen - Swartz Bay	1,233.0	1,050.0	183.0	0.0
02 Horseshoe Bay - Nanaimo	742.0	676.0	66.0	0.5
03 Horseshoe Bay - Langdale	787.5	733.0	54.5	0.0
30 Nanaimo - Tsawwassen	706.0	644.0	62.0	0.0
<b>☐ Minors</b>	<b>19,177.5</b>	<b>18,788.0</b>	<b>389.5</b>	<b>83.5</b>
04 Swartz Bay - Fulford Harbour	726.0	725.0	1.0	0.0
05 Swartz Bay - Southern Gulf Islands	881.0	866.0	15.0	0.0
06 Crofton - Vesuvius	1,182.0	1,183.0	-1.0	0.0
07 Earls Cove - Saltery Bay	722.0	722.0	0.0	0.0
08 Horseshoe Bay - Snug Cove	1,356.5	1,390.0	-33.5	18.5
09 Tsawwassen - Southern Gulf Islands	243.0	229.0	14.0	0.0
12 Brentwood Bay - Mill Bay	796.0	806.0	-10.0	0.0
13 Langdale - Gambier Island - Keats Landing	1,377.0	1,026.0	351.0	0.0
17 Little River - Powell River	364.0	364.0	0.0	0.0
18 Powell River - Blubber Bay	709.0	731.0	-22.0	18.0
19 Nanaimo Harbour - Gabriola	2,055.0	2,067.0	-12.0	2.0
20 Chemainus - Thetis - Penelakut	920.0	923.0	-3.0	1.0
21 Buckley Bay - Denman West	1,588.5	1,478.0	110.5	13.5
22 Denman East - Hornby Island	1,090.5	1,088.0	2.5	9.5
23 Campbell River - Quathiaski Cove	2,506.5	2,535.0	-28.5	17.0
24 Heriot Bay - Whaletown	547.0	549.0	-2.0	4.0
25 Port McNeill - Alert Bay - Sointula	988.0	988.0	0.0	0.0
26 Skidegate - Alliford Bay	1,125.5	1,118.0	7.5	0.0
<b>☐ North</b>	<b>89.0</b>	<b>93.5</b>	<b>-4.5</b>	<b>2.0</b>
10 Port Hardy - Prince Rupert	28.0	27.5	0.5	0.0
11 Prince Rupert - Skidegate	50.0	49.0	1.0	0.0
28 Port Hardy - Central Coast	11.0	17.0	-6.0	2.0
<b>Total</b>	<b>22,735.0</b>	<b>21,984.5</b>	<b>750.5</b>	<b>86.0</b>

## Q1 Performance Against Minimum (Daily) Core Service Levels for Days Missed

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

# Section 2G - Quarter Ended June 30, 2024



## Q1 Actual Round Trips

92.0

FY24: 70.5

## YTD Actual Round Trips

92.0

FY24: 70.5

## Q1 Alternative Service Round Trips by Route

## YTD Round Trips

	FY24			Q1			FY25	
	Sailed Round Trips	AEQ Carried	Passengers	Sailed Round Trips	AEQ Carried	Passengers	FY24	FY25
<b>☐ Majors</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>
01 Tsawwassen - Swartz Bay	0.0	0	0	0.0	0	0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.0	0	0	0.0	0	0	0.0	0.0
03 Horseshoe Bay - Langdale	0.0	0	0	0.0	0	0	0.0	0.0
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0	0.0	0.0
<b>☐ Minors</b>	<b>53.5</b>	<b>0</b>	<b>1,101</b>	<b>81.0</b>	<b>0</b>	<b>2,307</b>	<b>53.5</b>	<b>81.0</b>
04 Swartz Bay - Fulford Harbour	0.0	0	0	0.0	0	0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0
06 Crofton - Vesuvius	8.0	0	88	0.0	0	0	8.0	0.0
07 Earls Cove - Saltery Bay	0.0	0	0	0.0	0	0	0.0	0.0
08 Horseshoe Bay - Snug Cove	43.5	0	998	26.5	0	1,579	43.5	26.5
09 Tsawwassen - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0
12 Brentwood Bay - Mill Bay	0.0	0	0	0.0	0	0	0.0	0.0
13 Langdale - Gambier Island - Keats Landing	0.0	0	0	0.0	0	0	0.0	0.0
17 Little River - Powell River	0.0	0	0	0.0	0	0	0.0	0.0
18 Powell River - Blubber Bay	0.0	0	0	44.5	0	584	0.0	44.5
19 Nanaimo Harbour - Gabriola	0.0	0	0	6.0	0	89	0.0	6.0
20 Chemainus - Thetis - Penelakut	0.0	0	7	4.0	0	55	0.0	4.0
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	0.0	0	0	0.0	0.0
26 Skidegate - Alliford Bay	2.0	0	8	0.0	0	0	2.0	0.0
<b>☐ North</b>	<b>17.0</b>	<b>209</b>	<b>291</b>	<b>11.0</b>	<b>107</b>	<b>106</b>	<b>17.0</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	17.0	209	291	11.0	107	106	17.0	11.0
<b>Total</b>	<b>70.5</b>	<b>209</b>	<b>1,392</b>	<b>92.0</b>	<b>107</b>	<b>2,413</b>	<b>70.5</b>	<b>92.0</b>



## Section 3

Performance Against Scheduled  
Sailings



# Section 3A - Quarter Ended June 30, 2024



## Q1 Scheduled Sailings

**49.6K**

FY24: 49.4K

## Q1 Actual Sailings

**49.2K**

FY24: 48.7K

## YTD Scheduled Sailings

**49.6K**

FY24: 49.4K

## YTD Actual Sailings

**49.2K**

FY24: 48.7K

### Q1 Scheduled & Actual Sailings by Route

### YTD Totals

	Q1						YTD Totals			
	FY24		Variance	FY25		Variance	FY24		FY25	
	Scheduled Sailings	Actual Sailings		Scheduled Sailings	Actual Sailings		Scheduled Sailings	Actual Sailings	Scheduled Sailings	Actual Sailings
<b>☐ Majors</b>	<b>6,749</b>	<b>6,706</b>	<b>-43</b>	<b>6,973</b>	<b>6,937</b>	<b>-36</b>	<b>6,749</b>	<b>6,706</b>	<b>6,973</b>	<b>6,937</b>
01 Tsawwassen - Swartz Bay	2,288	2,263	-25	2,485	2,466	-19	2,288	2,263	2,485	2,466
02 Horseshoe Bay - Nanaimo	1,499	1,494	-5	1,496	1,484	-12	1,499	1,494	1,496	1,484
03 Horseshoe Bay - Langdale	1,578	1,573	-5	1,580	1,575	-5	1,578	1,573	1,580	1,575
30 Nanaimo - Tsawwassen	1,384	1,376	-8	1,412	1,412	0	1,384	1,376	1,412	1,412
<b>☐ Minors</b>	<b>42,363</b>	<b>41,741</b>	<b>-622</b>	<b>42,389</b>	<b>42,022</b>	<b>-367</b>	<b>42,363</b>	<b>41,741</b>	<b>42,389</b>	<b>42,022</b>
04 Swartz Bay - Fulford Harbour	1,442	1,436	-6	1,452	1,452	0	1,442	1,436	1,452	1,452
05 Swartz Bay - Southern Gulf Islands	3,053	3,040	-13	3,069	3,051	-18	3,053	3,040	3,069	3,051
06 Crofton - Vesuvius	2,366	2,338	-28	2,366	2,364	-2	2,366	2,338	2,366	2,364
07 Earls Cove - Saltery Bay	1,442	1,436	-6	1,444	1,444	0	1,442	1,436	1,444	1,444
08 Horseshoe Bay - Snug Cove	2,780	2,735	-45	2,784	2,713	-71	2,780	2,735	2,784	2,713
09 Tsawwassen - Southern Gulf Islands	1,510	1,492	-18	1,519	1,519	0	1,510	1,492	1,519	1,519
12 Brentwood Bay - Mill Bay	1,612	1,516	-96	1,612	1,592	-20	1,612	1,516	1,612	1,592
13 Langdale - Gambier Island - Keats Landing	2,902	2,902	0	2,919	2,919	0	2,902	2,902	2,919	2,919
17 Little River - Powell River	728	706	-22	728	728	0	728	706	728	728
18 Powell River - Blubber Bay	1,466	1,454	-12	1,475	1,418	-57	1,466	1,454	1,475	1,418
19 Nanaimo Harbour - Gabriola	4,138	4,081	-57	4,138	4,110	-28	4,138	4,081	4,138	4,110
20 Chemainus - Thetis - Penelakut	2,842	2,809	-33	2,835	2,825	-10	2,842	2,809	2,835	2,825
21 Buckley Bay - Denman West	3,202	3,186	-16	3,231	3,177	-54	3,202	3,186	3,231	3,177
22 Denman East - Hornby Island	2,269	2,224	-45	2,219	2,181	-38	2,269	2,224	2,219	2,181
23 Campbell River - Quathiaski Cove	5,073	4,912	-161	5,068	5,013	-55	5,073	4,912	5,068	5,013
24 Heriot Bay - Whaletown	1,107	1,082	-25	1,108	1,094	-14	1,107	1,082	1,108	1,094
25 Port McNeill - Alert Bay - Sointula	2,171	2,159	-12	2,171	2,171	0	2,171	2,159	2,171	2,171
26 Skidegate - Alliford Bay	2,260	2,233	-27	2,251	2,251	0	2,260	2,233	2,251	2,251
<b>☐ North</b>	<b>244</b>	<b>244</b>	<b>0</b>	<b>276</b>	<b>268</b>	<b>-8</b>	<b>244</b>	<b>244</b>	<b>276</b>	<b>268</b>
10 Port Hardy - Prince Rupert	128	128	0	130	130	0	128	128	130	130
11 Prince Rupert - Skidegate	92	92	0	102	100	-2	92	92	102	100
28 Port Hardy - Central Coast	24	24	0	44	38	-6	24	24	44	38
<b>Total</b>	<b>49,356</b>	<b>48,691</b>	<b>-665</b>	<b>49,638</b>	<b>49,227</b>	<b>-411</b>	<b>49,356</b>	<b>48,691</b>	<b>49,638</b>	<b>49,227</b>

# Section 3B - Quarter Ended June 30, 2024



## Q1 Actual Sailings

**49.2K**

FY24: 48.7K

## Q1 Cancelled Sailings

**411**

FY24: 665

## Q1 Scheduled Sailings

**49.6K**

FY24: 49.4K

## Q1 Scheduled Sailings Cancelled

**0.8%**

FY24: 1.3%

### Q1 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Traffic	Vessel (Mtce)	Vessel (Mech)	Weather	Other	Total
<b>☐ Majors</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>4</b>	<b>7</b>	<b>36</b>
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	0	13	4	2	19
02 Horseshoe Bay - Nanaimo	0	4	0	0	0	0	0	3	0	5	12
03 Horseshoe Bay - Langdale	0	1	0	0	0	0	0	4	0	0	5
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	0	0	0	0	0
<b>☐ Minors</b>	<b>57</b>	<b>2</b>	<b>2</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>157</b>	<b>61</b>	<b>24</b>	<b>367</b>
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	0	0	0	0	0
05 Swartz Bay - Southern Gulf Islands	10	0	0	0	0	0	0	4	0	4	18
06 Crofton - Vesuvius	0	0	0	0	0	0	0	0	0	2	2
07 Earls Cove - Saltery Bay	0	0	0	0	0	0	0	0	0	0	0
08 Horseshoe Bay - Snug Cove	5	0	0	48	0	0	0	4	0	14	71
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	0	0	0	0	0
12 Brentwood Bay - Mill Bay	16	0	0	0	0	0	0	0	2	2	20
13 Langdale - Gambier Island - Keats Landing	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
18 Powell River - Blubber Bay	2	2	0	0	0	0	0	51	2	0	57
19 Nanaimo Harbour - Gabriola	9	0	2	16	0	0	0	1	0	0	28
20 Chemainus - Thetis - Penelakut	4	0	0	0	0	0	0	6	0	0	10
21 Buckley Bay - Denman West	1	0	0	0	0	0	0	53	0	0	54
22 Denman East - Hornby Island	2	0	0	0	0	0	0	30	6	0	38
23 Campbell River - Quathiaski Cove	6	0	0	0	0	0	0	4	43	2	55
24 Heriot Bay - Whaletown	2	0	0	0	0	0	0	4	8	0	14
25 Port McNeill - Alert Bay - Sointula	0	0	0	0	0	0	0	0	0	0	0
26 Skidegate - Alliford Bay	0	0	0	0	0	0	0	0	0	0	0
<b>☐ North</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>8</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	0	2	0	2
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	6	0	0	6
<b>Total</b>	<b>57</b>	<b>7</b>	<b>2</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>183</b>	<b>67</b>	<b>31</b>	<b>411</b>

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



## YTD Actual Sailings

**49.2K**

FY24: 48.7K

## YTD Cancelled Sailings

**411**

FY24: 665

## YTD Scheduled Sailings

**49.6K**

FY24: 49.4K

## YTD Scheduled Sailings Cancelled

**0.8%**

FY24: 1.3%

### YTD Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Traffic	Vessel (Mtce)	Vessel (Mech)	Weather	Other	Total
<b>☐ Majors</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>4</b>	<b>7</b>	<b>36</b>
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	0	13	4	2	19
02 Horseshoe Bay - Nanaimo	0	4	0	0	0	0	0	3	0	5	12
03 Horseshoe Bay - Langdale	0	1	0	0	0	0	0	4	0	0	5
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	0	0	0	0	0
<b>☐ Minors</b>	<b>57</b>	<b>2</b>	<b>2</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>157</b>	<b>61</b>	<b>24</b>	<b>367</b>
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	0	0	0	0	0
05 Swartz Bay - Southern Gulf Islands	10	0	0	0	0	0	0	4	0	4	18
06 Crofton - Vesuvius	0	0	0	0	0	0	0	0	0	2	2
07 Earls Cove - Saltery Bay	0	0	0	0	0	0	0	0	0	0	0
08 Horseshoe Bay - Snug Cove	5	0	0	48	0	0	0	4	0	14	71
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	0	0	0	0	0
12 Brentwood Bay - Mill Bay	16	0	0	0	0	0	0	0	2	2	20
13 Langdale - Gambier Island - Keats Landing	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
18 Powell River - Blubber Bay	2	2	0	0	0	0	0	51	2	0	57
19 Nanaimo Harbour - Gabriola	9	0	2	16	0	0	0	1	0	0	28
20 Chemainus - Thetis - Penelakut	4	0	0	0	0	0	0	6	0	0	10
21 Buckley Bay - Denman West	1	0	0	0	0	0	0	53	0	0	54
22 Denman East - Hornby Island	2	0	0	0	0	0	0	30	6	0	38
23 Campbell River - Quathiaski Cove	6	0	0	0	0	0	0	4	43	2	55
24 Heriot Bay - Whaletown	2	0	0	0	0	0	0	4	8	0	14
25 Port McNeill - Alert Bay - Sointula	0	0	0	0	0	0	0	0	0	0	0
26 Skidegate - Alliford Bay	0	0	0	0	0	0	0	0	0	0	0
<b>☐ North</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>8</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	0	2	0	2
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	6	0	0	6
<b>Total</b>	<b>57</b>	<b>7</b>	<b>2</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>183</b>	<b>67</b>	<b>31</b>	<b>411</b>



## Section 4

On Time Performance and  
Overloads



# Section 4A - Quarter Ended June 30, 2024



## Q1 On Time Sailings

40.3K

FY24: 39.5K

## Q1 Delayed Sailings

8.9K

FY24: 9.2K

## Q1 Actual Sailings

49.2K

FY24: 48.7K

## Q1 On Time Performance

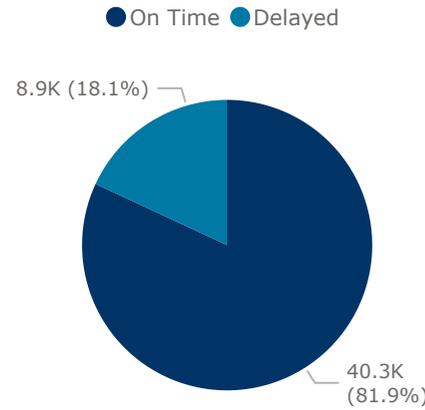
81.9%

FY24: 81.1%

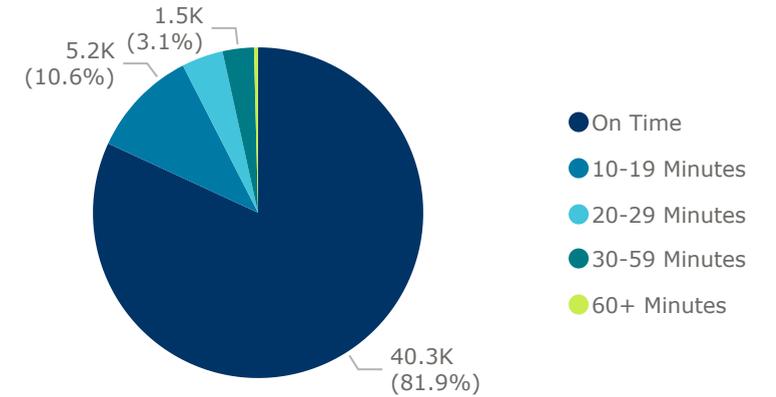
### Q1 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
<b>Major</b>	<b>4,702</b>	<b>2,235</b>	<b>67.8%</b>
01 Tsawwassen - Swartz Bay	2,125	341	86.2%
02 Horseshoe Bay - Nanaimo	893	591	60.2%
03 Horseshoe Bay - Langdale	903	672	57.3%
30 Nanaimo - Tsawwassen	781	631	55.3%
<b>Minor</b>	<b>35,407</b>	<b>6,615</b>	<b>84.3%</b>
04 Swartz Bay - Fulford Harbour	1,334	118	91.9%
05 Swartz Bay - Southern Gulf Islands	1,972	1,079	64.6%
06 Crofton - Vesuvius	1,979	385	83.7%
07 Earls Cove - Saltery Bay	1,263	181	87.5%
08 Horseshoe Bay - Snug Cove	1,624	1,089	59.9%
09 Tsawwassen - Southern Gulf Islands	999	520	65.8%
12 Brentwood Bay - Mill Bay	1,431	161	89.9%
13 Langdale - Gambier Island - Keats Landing	2,902	17	99.4%
17 Little River - Powell River	608	120	83.5%
18 Powell River - Blubber Bay	1,328	90	93.7%
19 Nanaimo Harbour - Gabriola	3,385	725	82.4%
20 Chemainus - Thetis - Penelakut	2,300	525	81.4%
21 Buckley Bay - Denman West	3,078	99	96.9%
22 Denman East - Hornby Island	2,063	118	94.6%
23 Campbell River - Quathiaski Cove	4,318	695	86.1%
24 Heriot Bay - Whaletown	894	200	81.7%
25 Port McNeill - Alert Bay - Sointula	1,733	438	79.8%
26 Skidegate - Alliford Bay	2,196	55	97.6%
<b>North</b>	<b>195</b>	<b>73</b>	<b>72.8%</b>
10 Port Hardy - Prince Rupert	87	43	66.9%
11 Prince Rupert - Skidegate	80	20	80.0%
28 Port Hardy - Central Coast	28	10	73.7%
<b>Total</b>	<b>40,304</b>	<b>8,923</b>	<b>81.9%</b>

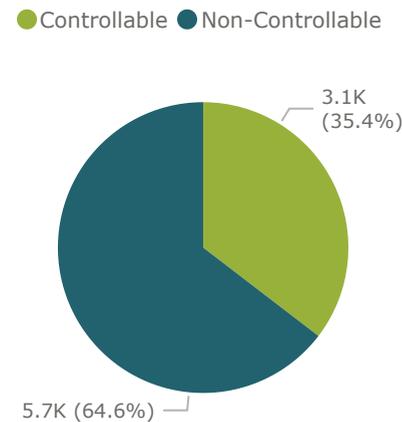
### Q1 On Time Performance



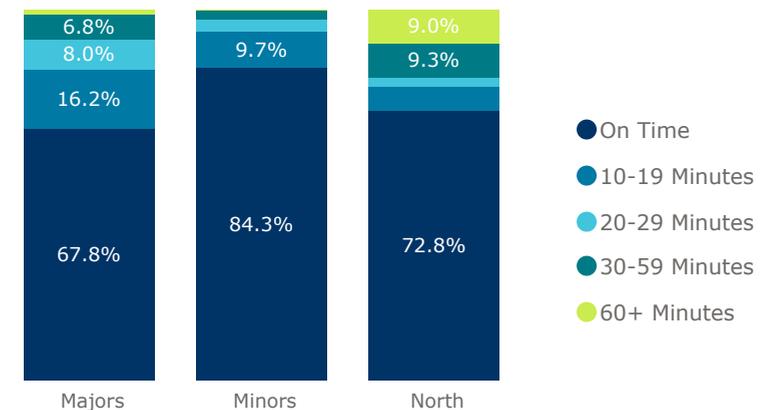
### Q1 On Time Performance & Delay Duration



### Q1 Delay Controllability



### Q1 Duration of Delays by Route Grouping



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



## YTD On Time Sailings

**40.3K**

FY24: 39.5K

## YTD Delayed Sailings

**8.9K**

FY24: 9.2K

## YTD Actual Sailings

**49.2K**

FY24: 48.7K

## YTD On Time Performance

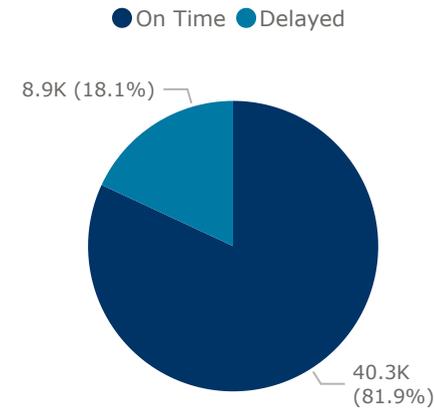
**81.9%**

FY24: 81.1%

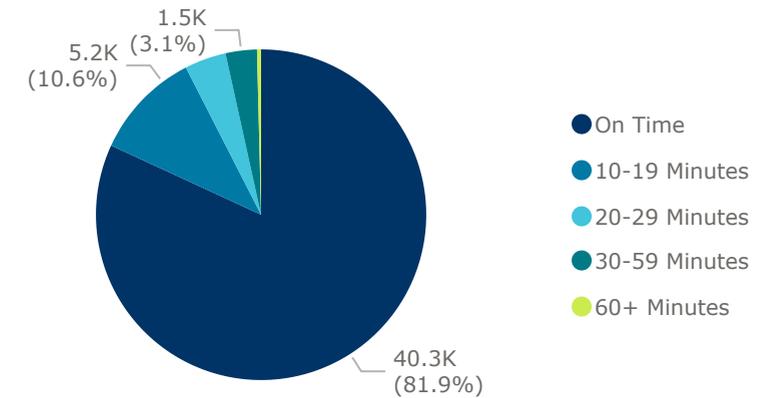
### YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
<b>Major</b>	<b>4,702</b>	<b>2,235</b>	<b>67.8%</b>
01 Tsawwassen - Swartz Bay	2,125	341	86.2%
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03 Horseshoe Bay - Langdale	903	672	57.3%
30 Nanaimo - Tsawwassen	781	631	55.3%
<b>Minor</b>	<b>35,407</b>	<b>6,615</b>	<b>84.3%</b>
04 Swartz Bay - Fulford Harbour	1,334	118	91.9%
05 Swartz Bay - Southern Gulf Islands	1,972	1,079	64.6%
06 Crofton - Vesuvius	1,979	385	83.7%
07 Earls Cove - Saltery Bay	1,263	181	87.5%
08 Horseshoe Bay - Snug Cove	1,624	1,089	59.9%
09 Tsawwassen - Southern Gulf Islands	999	520	65.8%
12 Brentwood Bay - Mill Bay	1,431	161	89.9%
13 Langdale - Gambier Island - Keats Landing	2,902	17	99.4%
17 Little River - Powell River	608	120	83.5%
18 Powell River - Blubber Bay	1,328	90	93.7%
19 Nanaimo Harbour - Gabriola	3,385	725	82.4%
20 Chemainus - Thetis - Penelakut	2,300	525	81.4%
21 Buckley Bay - Denman West	3,078	99	96.9%
22 Denman East - Hornby Island	2,063	118	94.6%
23 Campbell River - Quathiaski Cove	4,318	695	86.1%
24 Heriot Bay - Whaletown	894	200	81.7%
25 Port McNeill - Alert Bay - Sointula	1,733	438	79.8%
26 Skidegate - Alliford Bay	2,196	55	97.6%
<b>North</b>	<b>195</b>	<b>73</b>	<b>72.8%</b>
10 Port Hardy - Prince Rupert	87	43	66.9%
11 Prince Rupert - Skidegate	80	20	80.0%
28 Port Hardy - Central Coast	28	10	73.7%
<b>Total</b>	<b>40,304</b>	<b>8,923</b>	<b>81.9%</b>

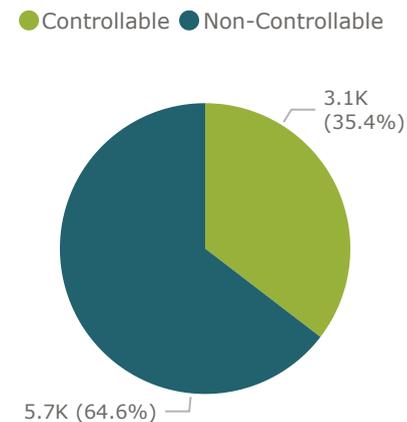
### YTD On Time Performance



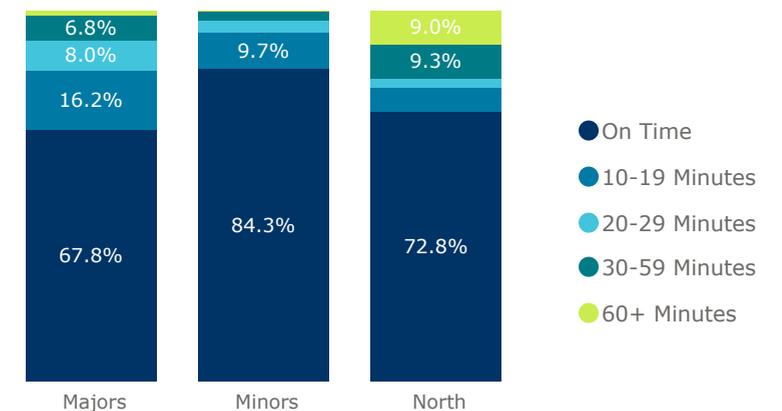
### YTD On Time Performance & Delay Duration



### YTD Delay Controllability



### YTD Duration of Delays by Route Grouping



# Section 4C - Quarter Ended June 30, 2024



## Q1 Sailings with Overloads

**7.1K**  
FY24: 7.4K

## Q1 % of Overloaded Sailings

**15.2%**  
FY24: 16.3%

## YTD Sailings with Overloads

**7.1K**  
FY24: 7.4K

## YTD % of Overloaded Sailings

**15.2%**  
FY24: 16.3%

### Q1 Sailings with Overloads by Route

### YTD Totals

	FY24		Q1		FY25		YTD Totals	
	Overloaded Sailings	% of Sailings						
<b>☐ Majors</b>	<b>2,968</b>	<b>44.3%</b>	<b>2,762</b>	<b>39.8%</b>	<b>2,968</b>	<b>44.3%</b>	<b>2,762</b>	<b>39.8%</b>
01 Tsawwassen - Swartz Bay	1,322	58.4%	1,028	41.7%	1,322	58.4%	1,028	41.7%
02 Horseshoe Bay - Nanaimo	544	36.4%	570	38.4%	544	36.4%	570	38.4%
03 Horseshoe Bay - Langdale	577	36.7%	639	40.6%	577	36.7%	639	40.6%
30 Nanaimo - Tsawwassen	525	38.2%	525	37.2%	525	38.2%	525	37.2%
<b>☐ Minors</b>	<b>4,474</b>	<b>11.5%</b>	<b>4,294</b>	<b>11.0%</b>	<b>4,474</b>	<b>11.5%</b>	<b>4,294</b>	<b>11.0%</b>
04 Swartz Bay - Fulford Harbour	265	18.5%	202	13.9%	265	18.5%	202	13.9%
05 Swartz Bay - Southern Gulf Islands	286	9.4%	291	9.5%	286	9.4%	291	9.5%
06 Crofton - Vesuvius	141	6.0%	146	6.2%	141	6.0%	146	6.2%
07 Earls Cove - Saltery Bay	16	1.1%	23	1.6%	16	1.1%	23	1.6%
08 Horseshoe Bay - Snug Cove	442	16.2%	324	11.9%	442	16.2%	324	11.9%
09 Tsawwassen - Southern Gulf Islands	34	2.3%	23	1.5%	34	2.3%	23	1.5%
12 Brentwood Bay - Mill Bay	631	41.6%	316	19.8%	631	41.6%	316	19.8%
17 Little River - Powell River	41	5.8%	47	6.5%	41	5.8%	47	6.5%
18 Powell River - Blubber Bay	35	2.4%	39	2.8%	35	2.4%	39	2.8%
19 Nanaimo Harbour - Gabriola	750	18.4%	823	20.0%	750	18.4%	823	20.0%
20 Chemainus - Thetis - Penelakut	180	6.4%	189	6.7%	180	6.4%	189	6.7%
21 Buckley Bay - Denman West	520	16.3%	547	17.2%	520	16.3%	547	17.2%
22 Denman East - Hornby Island	72	3.2%	45	2.1%	72	3.2%	45	2.1%
23 Campbell River - Quathiaski Cove	738	15.0%	892	17.8%	738	15.0%	892	17.8%
24 Heriot Bay - Whaletown	169	15.6%	258	23.6%	169	15.6%	258	23.6%
25 Port McNeill - Alert Bay - Sointula	14	0.6%	21	1.0%	14	0.6%	21	1.0%
26 Skidegate - Alliford Bay	140	6.3%	108	4.8%	140	6.3%	108	4.8%
<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>0</b>	<b>0.0%</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	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	<b>7,442</b>	<b>16.3%</b>	<b>7,056</b>	<b>15.2%</b>	<b>7,442</b>	<b>16.3%</b>	<b>7,056</b>	<b>15.2%</b>



## Section 5

Financials



# Section 5A - Quarter Ended June 30, 2024



## Q1 Monthly Senior Passengers & Discount Amount

	April		May		Q1 June		Total	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
<b>☐ Majors</b>	<b>80,522</b>	<b>\$1,552,908</b>	<b>87,594</b>	<b>\$1,689,094</b>	<b>92,470</b>	<b>\$1,715,242</b>	<b>260,586</b>	<b>\$4,957,244</b>
01 Tsawwassen - Swartz Bay	32,040	\$636,443	35,042	\$696,054	36,936	\$705,439	104,018	\$2,037,936
02 Horseshoe Bay - Nanaimo	21,313	\$423,361	23,754	\$471,849	23,975	\$457,870	69,042	\$1,353,080
03 Horseshoe Bay - Langdale	11,339	\$178,657	12,367	\$194,844	12,867	\$194,935	36,573	\$568,436
30 Nanaimo - Tsawwassen	15,830	\$314,447	16,431	\$326,346	18,692	\$356,998	50,953	\$997,791
<b>☐ Minors</b>	<b>53,226</b>	<b>\$630,800</b>	<b>58,451</b>	<b>\$693,247</b>	<b>57,980</b>	<b>\$667,382</b>	<b>169,657</b>	<b>\$1,991,429</b>
04 Swartz Bay - Fulford Harbour	3,346	\$41,236	3,715	\$45,784	3,652	\$43,276	10,713	\$130,296
05 Swartz Bay - Southern Gulf Islands	4,259	\$55,645	4,472	\$58,441	4,235	\$52,936	12,966	\$167,022
06 Crofton - Vesuvius	2,923	\$36,023	3,127	\$38,537	3,120	\$36,972	9,170	\$111,532
07 Earls Cove - Saltery Bay	1,561	\$24,189	1,808	\$28,017	1,999	\$29,785	5,368	\$81,991
08 Horseshoe Bay - Snug Cove	4,994	\$60,248	5,327	\$64,265	5,224	\$60,598	15,545	\$185,111
09 Tsawwassen - Southern Gulf Islands	5,398	\$76,818	6,060	\$87,663	6,446	\$90,946	17,904	\$255,428
12 Brentwood Bay - Mill Bay	3,706	\$29,100	4,405	\$34,588	3,598	\$27,165	11,709	\$90,852
13 Langdale - Gambier Island - Keats Landing	868	\$6,590	900	\$6,833	924	\$6,745	2,692	\$20,168
17 Little River - Powell River	3,979	\$61,865	4,330	\$67,323	4,614	\$68,979	12,923	\$198,168
18 Powell River - Blubber Bay	1,295	\$14,545	1,537	\$17,264	1,438	\$15,530	4,270	\$47,339
19 Nanaimo Harbour - Gabriola	6,523	\$73,266	6,807	\$76,456	6,638	\$71,690	19,968	\$221,413
20 Chemainus - Thetis - Penelakut	1,320	\$14,003	1,287	\$13,653	1,308	\$13,342	3,915	\$40,997
21 Buckley Bay - Denman West	4,009	\$41,009	4,303	\$44,059	4,486	\$44,187	12,798	\$129,255
22 Denman East - Hornby Island	1,163	\$11,914	1,201	\$12,303	1,497	\$14,745	3,861	\$38,962
23 Campbell River - Quathiaski Cove	5,537	\$56,721	6,441	\$65,982	6,074	\$59,829	18,052	\$182,532
24 Heriot Bay - Whaletown	648	\$7,817	713	\$8,602	647	\$7,505	2,008	\$23,924
25 Port McNeill - Alert Bay - Sointula	1,334	\$16,093	1,542	\$18,603	1,532	\$17,771	4,408	\$52,467
26 Skidegate - Alliford Bay	363	\$3,719	476	\$4,876	548	\$5,378	1,387	\$13,973
<b>☐ North</b>	<b>553</b>	<b>\$16,972</b>	<b>797</b>	<b>\$25,378</b>	<b>1,953</b>	<b>\$76,575</b>	<b>3,303</b>	<b>\$118,924</b>
10 Port Hardy - Prince Rupert	240	\$10,849	305	\$16,182	1,027	\$59,231	1,572	\$86,262
11 Prince Rupert - Skidegate	311	\$6,105	481	\$8,857	877	\$14,671	1,669	\$29,633
28 Port Hardy - Central Coast	2	\$17	11	\$339	49	\$2,674	62	\$3,029
<b>Total</b>	<b>134,301</b>	<b>\$2,200,680</b>	<b>146,842</b>	<b>\$2,407,718</b>	<b>152,403</b>	<b>\$2,459,199</b>	<b>433,546</b>	<b>\$7,067,598</b>

## Q1 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

\$41,011,471

### 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

\$82,280.22

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

\$4,114.01

## Q1 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)

\$0

	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>6.5</b>		<b>\$6,500</b>
04 Swartz Bay - Fulford Harbour	0.0	\$1,000	
05 Swartz Bay - Southern Gulf Islands	0.0	\$1,000	
06 Crofton - Vesuvius	0.0	\$1,000	
07 Earls Cove - Saltery Bay	0.0	\$1,000	
08 Horseshoe Bay - Snug Cove	0.5	\$1,000	\$500
09 Tsawwassen - Southern Gulf Islands	0.0	\$1,000	
12 Brentwood Bay - Mill Bay	4.0	\$1,000	\$4,000
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	2.0	\$1,000	\$2,000
20 Chemainus - Thetis - Penelakut	0.0	\$1,000	
21 Buckley Bay - Denman West	0.0	\$1,000	
22 Denman East - Hornby Island	0.0	\$1,000	
23 Campbell River - Quathiaski Cove	0.0	\$1,000	
24 Heriot Bay - Whaletown	0.0	\$1,000	
25 Port McNeill - Alert Bay - Sointula	0.0	\$1,000	
26 Skidegate - Alliford Bay	0.0	\$1,000	
<input type="checkbox"/> <b>North</b>	<b>0.0</b>		
10 Port Hardy - Prince Rupert	0.0	\$60,000	
11 Prince Rupert - Skidegate	0.0	\$34,000	
28 Port Hardy - Central Coast	0.0	\$13,000	
<b>Total</b>	<b>6.5</b>		<b>\$6,500</b>

Balance this period for Penalties (B)

\$6,500

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)

\$6,500



## 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 June 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 discount 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 2C and 2G	28 Port Hardy - Central Coast	The variance in Section 2C of -6 round trips includes two mechanical cancellations and a reduction of four round trips for the Northern Sea Wolf's annual refit. With respect to the latter, 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 2D	All Routes	All routes: Due to amendments to the CFSC for PT6, round trip cancellations for insufficient crew as of FY2025 generally are no longer counted as 'allowable' under the 'safety' category and are reported separately as 'not allowable' under the 'crew' category.
Section 2F	28 Port Hardy - Central Coast	Eight cumulative days and eight consecutive days of sailing cancellations falling within this fiscal year can be attributed to the Northern Sea Wolf's annual refit. Paragraph 2(c) of Schedule A of the CFSC indicates the core service level for the route includes an annual allowance for a temporary service disruption of up to 65 consecutive days for the purposes of carrying out surveys and refits. Alternative service was provided during this outage by water taxi and tug & barge, and has been included in Section 2G.
Section 4A and 4B	All Routes	All routes: On-time performance is based on sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 4C	All Routes	All routes: the overload reporting methodology for PT6 has been changed for increased accuracy. Previously, the overloads reported were based on manually reported (i.e., flagged) figures. The new methodology is drawn from the data itself. This will result in some variances with numbers reported in previous fiscal years.
Section 4C	13 Langdale - Gambier Island - Keats Landing	Route 13 is not included in this overloads report as this is a passenger-only route and no vehicles are carried.
Section 5B	All Routes	All routes: Ferry Transportation Fees paid do not include the notional amount for the Senior Discounts, as described in section 1(b) of Schedule B of the CFSC.

## Section 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	Abbreviation 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	A vehicle that was at the terminal, but unable to travel on the next sailing due to demand exceeding vessel capacity
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	Abbreviation for fiscal "year to date"