



Average Fare Index Summary

		← PT5		PT6	→			
		Dec-2023	Mar-2024	Mar-2024	Jun-2024	Sep-2024	Dec-2024	Mar-2025
System	Cap	109.05	109.52	100.00	100.83	101.91	102.59	103.20
	Actual	108.98	109.18	99.69	100.08	101.35	102.47	103.10

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

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

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

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

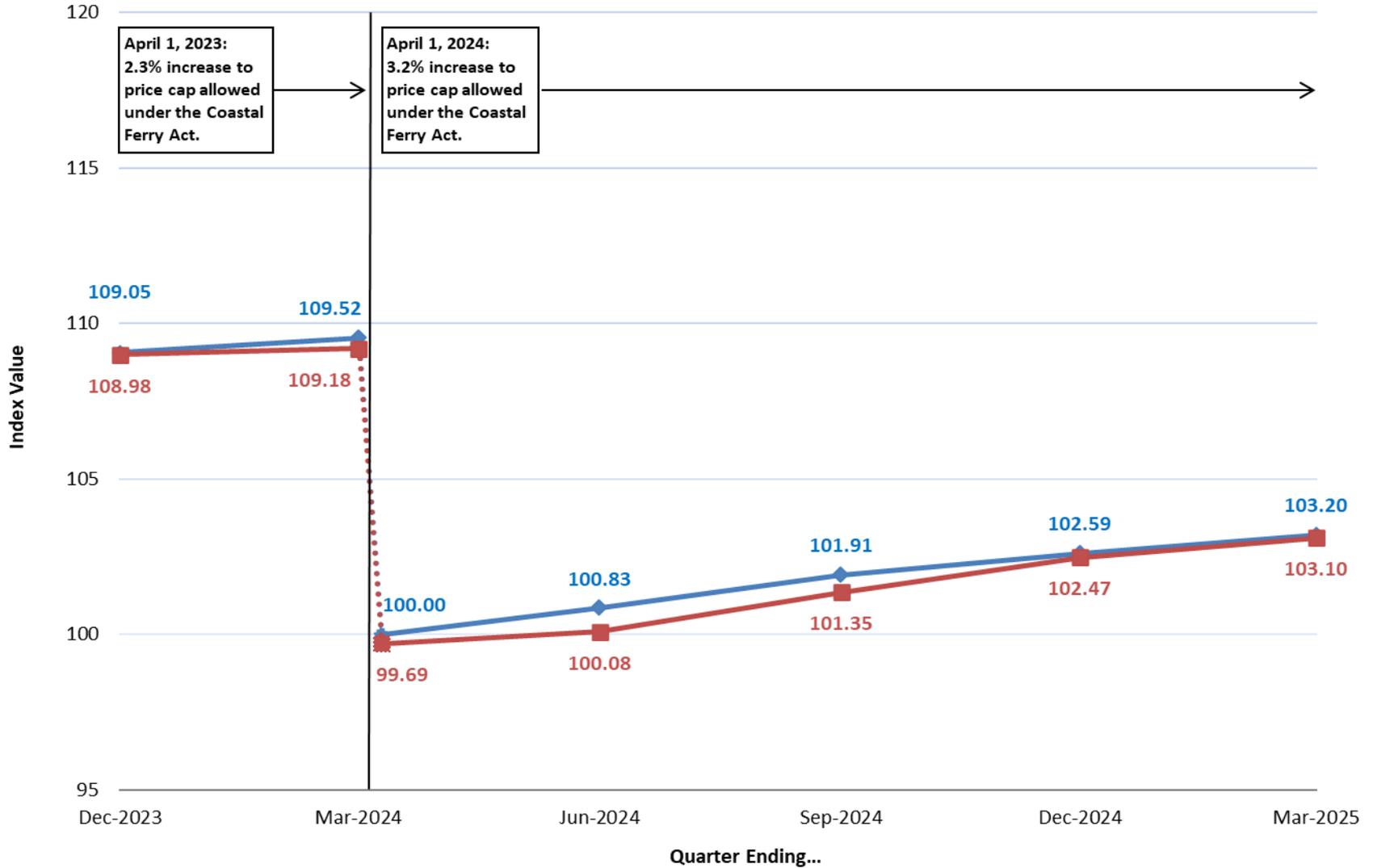
- Results in Mar-2022 reflect the transfer of \$2.7M from the Price Cap Overage to the Fuel Deferral Account as per Memorandum 47 dated February 25th, 2022

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

As at May 23, 2025

BC Ferries System

Price Cap Index Price Compliance Index



View By route Group

APPENDIX



Average Fare Index Summary

Route Group	← PT5		PT6 →				
	Dec-2023	Mar-2024	Mar-2024	Jun-2024	Sep-2024	Dec-2024	Mar-2025
New Majors							
Cap	109.05	109.52	100.00	100.84	101.89	102.59	103.20
Actual	110.77	110.92	101.28	101.56	102.87	104.07	104.69
Northern							
Cap	109.23	109.52	100.00	100.76	102.38	102.80	103.20
Actual	84.81	84.82	77.44	77.78	78.24	78.74	79.08
Minors							
Cap	109.04	109.52	100.00	100.82	101.90	102.58	103.20
Actual	104.93	105.45	96.28	97.30	98.47	99.33	100.12

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

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

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

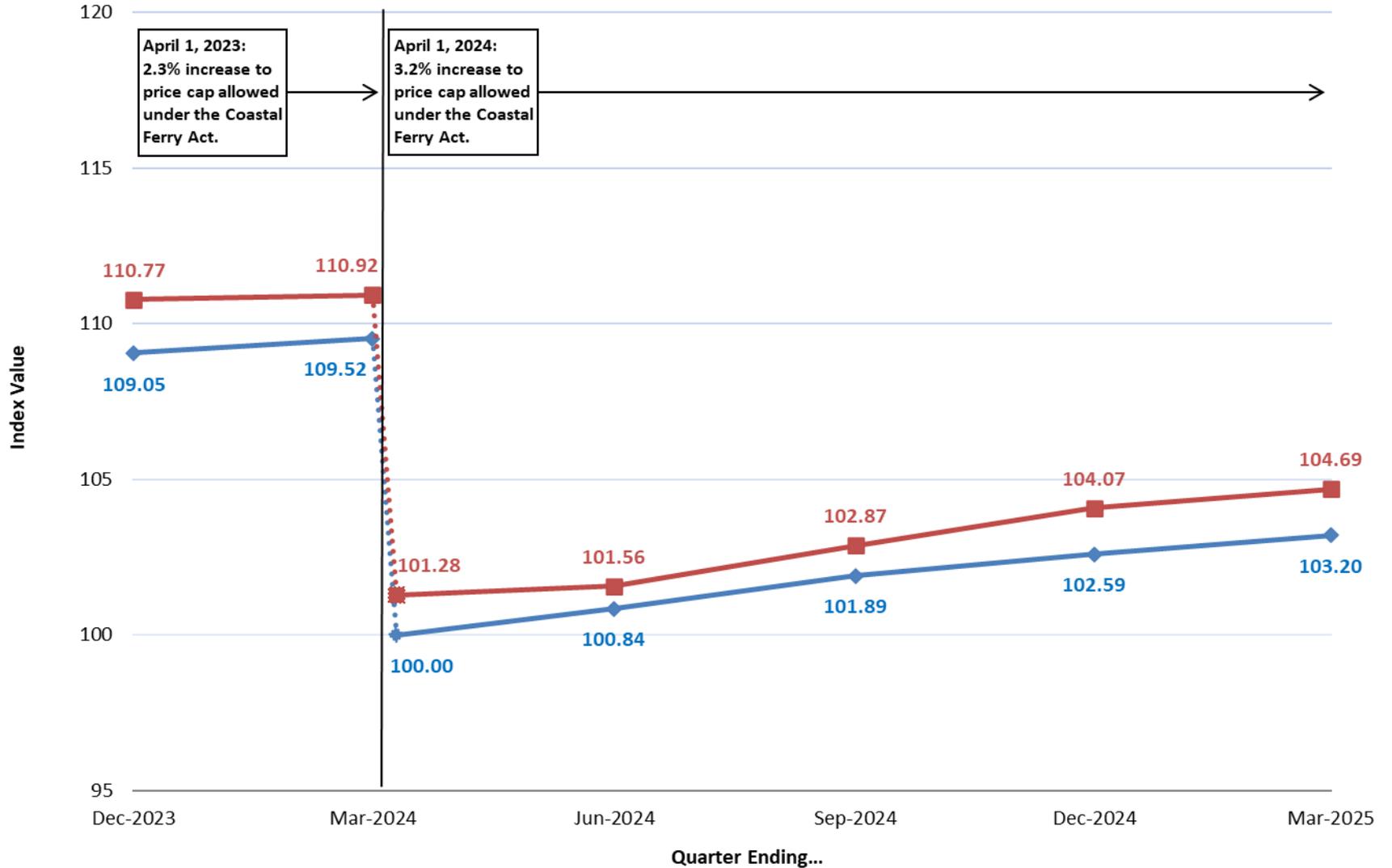
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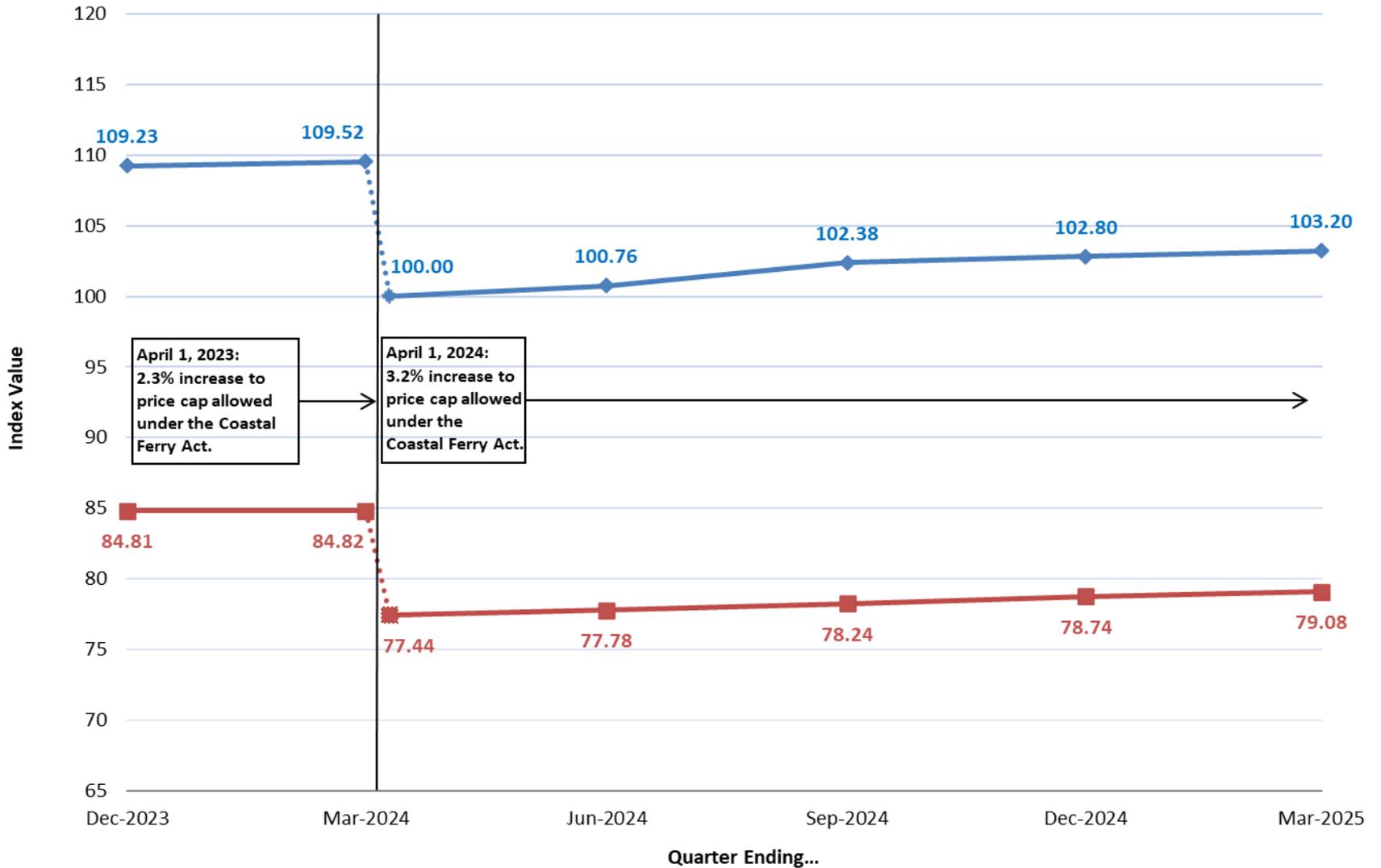
New Majors Route Group

Price Cap Index Price Compliance Index



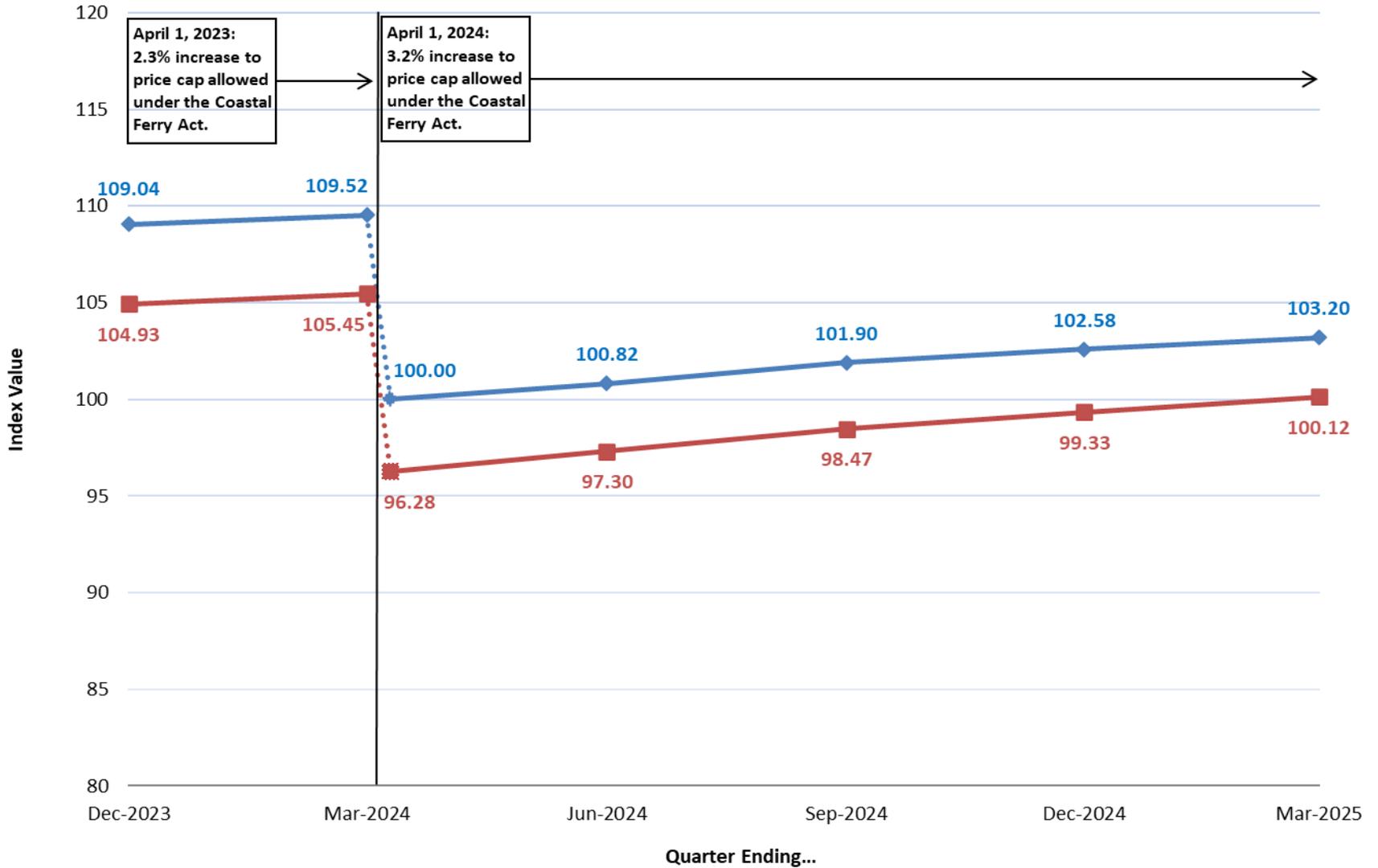
Northern Route Group

Price Cap Index Price Compliance Index



Minors Route Group

Price Cap Index Price Compliance Index





Operations Reports

Quarter Ended March 31, 2025



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

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

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

Section 1: Operations Summary

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

Section 2: Performance Against CFSC Minimums

This report includes the following:

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

Section 3: Performance Against Scheduled Sailings

This report includes the following:

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

Section 4: On-time Performance and Overloads

This report includes the following:

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

Section 5: Financials

This report includes the following:

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

Section 6: Notes and Glossary

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

In Q4 fiscal 2025, BC Ferries carried 8,583 more vehicle equivalents than the same period last year, despite a decrease on major route traffic (-1,440) and revenue (-\$593k) due to numerous mechanical issues.

This quarter marked the outcome of a years-long process for BC Ferries to build new major vessels, resulting in approval to move ahead with only four of the five ferries that were requested. This decision by the independent BC Ferry Commission will have long-term implications for BC Ferries' ability to meet the expectations of our customers who continually highlight reliability and capacity challenges as the two main areas for improvements.

The issues that come with managing an aging fleet were again evident in Q4 with 126 round trips cancelled on the major routes this year due to mechanical problems. In early January, the 44-year-old Queen of Surrey had to be taken out of service for multiple weeks and put in drydock to fix a propulsion issue. Mechanical issues also had a cascading impact on repairs and refits for three other vessels resulting in service challenges over spring break. This quarter also marked the return of the 60-year-old Queen of New Westminster after almost 200 days out of service.

Q4 also marked a notable increase in overloaded sailings (9.4%, +1.1%) across the system, and particularly evident on the major routes, with almost one-in-three (30.7%) unable to accommodate all customers looking to travel.

More positively and reflective of operational improvements the company has instituted, the number of on-time sailings increased compared to the same quarter last year (90.7%, +2.0%), and the number of delayed sailings decreased by approximately 18.9%.

BC Ferries will continue to advocate for long-term investments in the ferry system that are designed to ensure a reliable and affordable ferry service for British Columbians.

○ ○ ○ ○

Section 1

Operations Summary



○ ○ ○ ○



Section 1A - Quarter Ended March 31, 2025



Q4 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
☐ Majors	2,849.5	1,769,326	1,273,100	72.0%	1,274,540	70.8%	-1,440	\$81,204,942	\$77,356,287	\$3,848,655
01 Tsawwassen - Swartz Bay	829.0	532,068	489,109	91.9%	495,530	90.4%	-6,422	\$36,427,489	\$35,057,347	\$1,370,142
02 Horseshoe Bay - Nanaimo	645.5	402,594	247,972	61.6%	249,607	61.5%	-1,635	\$16,999,929	\$16,551,436	\$448,493
03 Horseshoe Bay - Langdale	714.0	444,644	285,480	64.2%	285,901	63.0%	-422	\$7,730,392	\$7,268,002	\$462,390
30 Nanaimo - Tsawwassen	661.0	390,020	250,540	64.2%	243,502	61.9%	7,038	\$20,047,132	\$18,479,502	\$1,567,630
☐ Minors	18,589.5	1,933,704	921,758	47.7%	911,746	46.8%	10,012	\$13,004,373	\$12,169,270	\$835,103
04 Swartz Bay - Fulford Harbour	705.0	128,310	77,908	60.7%	75,800	58.4%	2,108	\$977,358	\$860,966	\$116,392
05 Swartz Bay - Southern Gulf Islands	845.0	214,552	73,692	34.3%	73,797	33.1%	-105	\$945,954	\$927,767	\$18,187
06 Crofton - Vesuvius	1,160.5	146,223	68,596	46.9%	65,573	44.3%	3,024	\$861,284	\$817,719	\$43,565
07 Earls Cove - Saltery Bay	705.0	157,920	42,573	27.0%	42,698	26.7%	-125	\$1,056,496	\$984,170	\$72,326
08 Horseshoe Bay - Snug Cove	1,319.5	229,593	130,515	56.8%	130,563	61.6%	-48	\$1,539,994	\$1,491,534	\$48,460
09 Tsawwassen - Southern Gulf Islands	178.0	60,168	40,426	67.2%	41,671	66.5%	-1,245	\$1,775,688	\$1,736,013	\$39,675
12 Brentwood Bay - Mill Bay	779.0	29,602	22,543	76.2%	21,457	72.0%	1,086	\$287,110	\$274,353	\$12,757
13 Langdale - Gambier Island - Keats Landing	1,326.0							(\$96)	(\$447)	\$351
17 Little River - Powell River	359.0	99,084	48,396	48.8%	45,961	46.9%	2,435	\$2,036,930	\$1,742,947	\$293,983
18 Powell River - Blubber Bay	718.5	67,539	27,028	40.0%	26,731	39.2%	297	\$228,018	\$216,586	\$11,432
19 Nanaimo Harbour - Gabriola	2,028.5	190,679	110,608	58.0%	107,102	55.8%	3,507	\$995,411	\$908,762	\$86,649
20 Chemainus - Thetis - Penelakut	906.0	47,112	25,096	53.3%	24,867	52.1%	229	\$209,476	\$190,495	\$18,981
21 Buckley Bay - Denman West	1,440.5	129,047	67,022	51.9%	66,654	50.7%	368	\$488,478	\$476,789	\$11,689
22 Denman East - Hornby Island	1,088.0	50,733	24,940	49.2%	25,590	46.8%	-651	\$192,612	\$189,943	\$2,669
23 Campbell River - Quathiaski Cove	2,440.0	229,360	109,094	47.6%	109,258	46.8%	-164	\$848,636	\$822,725	\$25,911
24 Heriot Bay - Whaletown	521.0	27,092	14,877	54.9%	15,906	56.5%	-1,029	\$155,344	\$153,912	\$1,432
25 Port McNeill - Alert Bay - Sointula	975.0	91,650	25,840	28.2%	26,005	28.2%	-165	\$286,984	\$270,056	\$16,928
26 Skidegate - Alliford Bay	1,095.0	35,040	12,608	36.0%	12,117	34.0%	491	\$118,696	\$104,980	\$13,716
☐ North	68.0	12,811	8,082	63.1%	8,071	59.8%	11	\$1,517,509	\$1,445,870	\$71,639
10 Port Hardy - Prince Rupert	20.5	4,354	3,153	72.4%	3,169	70.1%	-17	\$734,661	\$722,530	\$12,131
11 Prince Rupert - Skidegate	37.5	7,757	4,742	61.1%	4,805	58.1%	-63	\$765,628	\$702,465	\$63,163
28 Port Hardy - Central Coast	10.0	700	188	26.8%	98	13.9%	90	\$17,220	\$20,875	(\$3,655)
Total	21,507.0	3,715,841	2,202,940	59.3%	2,194,357	58.4%	8,583	\$95,726,824	\$90,971,427	\$4,755,397

Obligation Deferred (Settled)

\$0

\$0

Total Vehicle Fare Revenue

\$95,726,824

\$90,971,427

Section 1A - Quarter Ended March 31, 2025



Q4 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	Q4 FY24	FY25
☐ Majors	2,589,125	2,639,412	-50,287	\$35,584,864	\$36,178,247	(\$593,383)	85.6%	74.5%	75.5%
01 Tsawwassen - Swartz Bay	1,139,193	1,165,989	-26,796	\$18,460,131	\$18,853,461	(\$393,330)	83.3%	62.8%	68.4%
02 Horseshoe Bay - Nanaimo	552,034	566,939	-14,905	\$8,654,155	\$8,970,010	(\$315,855)	85.6%	78.8%	80.7%
03 Horseshoe Bay - Langdale	525,589	532,114	-6,525	\$2,735,064	\$2,754,963	(\$19,899)	84.4%	77.7%	73.1%
30 Nanaimo - Tsawwassen	372,309	374,370	-2,061	\$5,735,514	\$5,599,813	\$135,701	89.9%	81.8%	81.7%
☐ Minors	1,579,874	1,594,637	-14,763	\$6,454,164	\$6,364,146	\$90,018	91.0%	90.7%	93.0%
04 Swartz Bay - Fulford Harbour	126,138	125,754	384	\$541,011	\$525,957	\$15,054	93.4%	92.8%	95.7%
05 Swartz Bay - Southern Gulf Islands	108,588	108,958	-370	\$425,895	\$424,236	\$1,659	75.2%	73.7%	78.7%
06 Crofton - Vesuvius	108,951	104,783	4,168	\$385,480	\$364,268	\$21,212	96.3%	91.9%	90.8%
07 Earls Cove - Saltery Bay	63,323	64,637	-1,314	\$367,060	\$352,491	\$14,569	75.5%	90.5%	91.8%
08 Horseshoe Bay - Snug Cove	253,489	258,645	-5,156	\$824,341	\$814,758	\$9,583	84.4%	81.1%	82.5%
09 Tsawwassen - Southern Gulf Islands	84,139	89,038	-4,899	\$927,037	\$959,108	(\$32,071)	82.2%	72.9%	78.5%
12 Brentwood Bay - Mill Bay	39,522	37,963	1,559	\$179,851	\$180,799	(\$948)	92.8%	91.3%	97.0%
13 Langdale - Gambier Island - Keats Landing	9,468	9,887	-419	\$33,813	\$35,211	(\$1,398)	100.0%	99.9%	99.9%
17 Little River - Powell River	90,489	87,513	2,976	\$957,763	\$908,552	\$49,211	94.8%	93.0%	96.2%
18 Powell River - Blubber Bay	39,243	38,722	521	\$114,361	\$108,193	\$6,168	96.0%	96.2%	98.5%
19 Nanaimo Harbour - Gabriola	187,443	187,393	50	\$498,408	\$485,940	\$12,468	94.5%	92.0%	92.0%
20 Chemainus - Thetis - Penelakut	55,677	58,220	-2,543	\$130,932	\$133,762	(\$2,830)	79.2%	77.7%	93.6%
21 Buckley Bay - Denman West	101,819	102,355	-536	\$237,129	\$237,935	(\$806)	99.5%	98.7%	98.3%
22 Denman East - Hornby Island	36,223	39,141	-2,918	\$93,761	\$98,768	(\$5,007)	98.1%	96.8%	93.9%
23 Campbell River - Quathiaski Cove	185,118	189,565	-4,447	\$446,798	\$447,580	(\$782)	92.4%	97.9%	98.9%
24 Heriot Bay - Whaletown	20,672	22,536	-1,864	\$69,343	\$72,511	(\$3,168)	84.5%	85.7%	92.2%
25 Port McNeill - Alert Bay - Sointula	49,515	49,488	27	\$165,991	\$159,475	\$6,516	94.4%	93.2%	93.6%
26 Skidegate - Alliford Bay	20,057	20,039	18	\$55,190	\$54,602	\$588	99.2%	98.5%	98.1%
☐ North	15,257	15,766	-509	\$782,235	\$791,043	(\$8,808)	86.4%	85.9%	73.9%
10 Port Hardy - Prince Rupert	6,683	7,002	-319	\$503,592	\$518,449	(\$14,857)	86.9%	86.5%	77.3%
11 Prince Rupert - Skidegate	8,255	8,465	-210	\$268,362	\$259,626	\$8,736	89.5%	90.8%	86.7%
28 Port Hardy - Central Coast	319	299	20	\$10,281	\$12,968	(\$2,687)	76.7%	75.0%	57.0%
Total	4,184,256	4,249,815	-65,559	\$42,821,263	\$43,333,436	(\$512,173)	90.3%	88.7%	90.7%

Obligation Deferred (Settled)

Total Passenger Fare Revenue

Total Vehicle & Passenger Fare Revenue per Financial Statements

\$0

\$0

\$42,821,263

\$43,333,436

\$138,548,087

\$134,304,863



Section 2

Performance Against CFSC
Minimums



Section 2A - Quarter Ended March 31, 2025



Q4 Actual Round Trips

21.5K

FY24: 21.6K

Q4 Cancelled Round Trips

344.0

FY24: 197.0

Q4 Scheduled Round Trips

21.9K

FY24: 21.8K

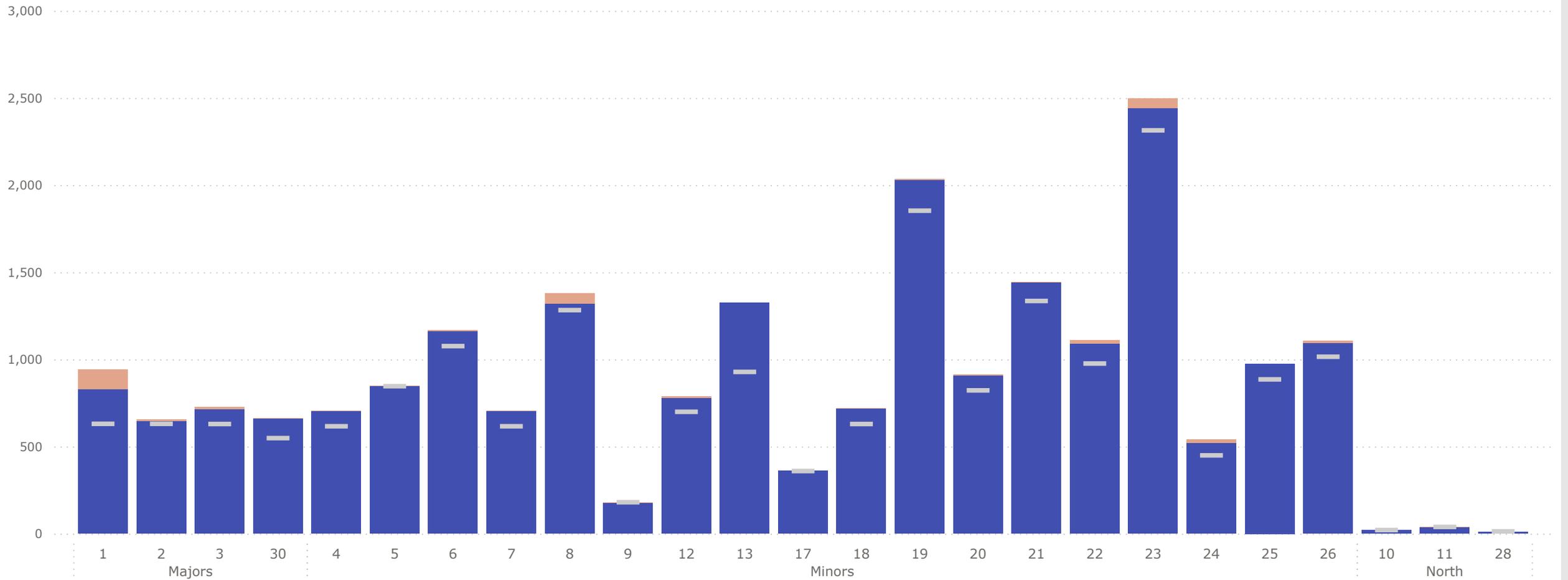
Q4 Scheduled Round Trips Cancelled

1.6%

FY24: 0.9%

Q4 Actual & Cancelled Round Trips versus Minimum (Daily) Core Service Levels

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



Section 2B - Quarter Ended March 31, 2025



Q4 Actual Round Trips

21.5K

FY24: 21.6K

Q4 Cancelled Round Trips

344.0

FY24: 197.0

Q4 Scheduled Round Trips

21.9K

FY24: 21.8K

Q4 Scheduled Round Trips Cancelled

1.6%

FY24: 0.9%

Q4 Cancellations of Minimum (Daily) Round Trips by Route

	Emergency	Safety	Terminal (Dock)	Allowable			Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)				Traffic	Other		
☐ Majors	0.0	0.0	0.0	0.0	0.0	7.5	3.0	10.5	0.0	0.0	0.0	0.0	10.5
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	2.0	1.0	3.0	0.0	0.0	0.0	0.0	3.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	3.5	1.0	4.5	0.0	0.0	0.0	0.0	4.5
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	2.0	0.0	2.0	0.0	0.0	0.0	0.0	2.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0
☐ Minors	0.0	4.0	45.0	3.5	0.0	10.0	61.0	123.5	5.0	0.0	0.0	5.0	128.5
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0
06 Crofton - Vesuvius	0.0	0.0	0.0	1.5	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	1.5
07 Earls Cove - Saltery Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
08 Horseshoe Bay - Snug Cove	0.0	0.0	45.0	1.0	0.0	0.0	0.0	46.0	0.0	0.0	0.0	0.0	46.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	1.0	0.0	0.0	1.0	2.0
12 Brentwood Bay - Mill Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	0.0	3.0	3.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
19 Nanaimo Harbour - Gabriola	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	3.0	0.0	3.0	0.0	0.0	0.0	0.0	3.0
21 Buckley Bay - Denman West	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
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	0.0	13.0	13.0	0.0	0.0	0.0	0.0	13.0
23 Campbell River - Quathiaski Cove	0.0	4.0	0.0	0.0	0.0	3.0	32.0	39.0	0.0	0.0	0.0	0.0	39.0
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	1.0	8.0	9.0	1.0	0.0	0.0	1.0	10.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	0.0	1.0	7.0	8.0	0.0	0.0	0.0	0.0	8.0
☐ North	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
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.0	4.0	45.0	3.5	0.0	18.5	64.0	135.0	5.0	0.0	0.0	5.0	140.0

Section 2C - Quarter Ended March 31, 2025



Q4 Actual Round Trips

21.5K

CFSC (Daily) Minimum: 19.4K

Q4 Actual Round Trips

21.5K

Estimated Proportion of (Annual) Minimums: 21.1K

Q4 Actual Round Trips & Variance Against Minimum (Daily) Core Service Levels by Route

Q4 Allowable Cancellations

	Q4						Q4 FY25
	Actual Round Trips	FY24 CFSC Min	CFSC Variance	Actual Round Trips	FY25 CFSC Min	CFSC Variance	
☐ Majors	2,898.0	2,454.0	444.0	2,849.5	2,437.0	412.5	10.5
01 Tsawwassen - Swartz Bay	852.0	637.0	215.0	829.0	630.0	199.0	3.0
02 Horseshoe Bay - Nanaimo	652.5	637.0	15.5	645.5	630.0	15.5	4.5
03 Horseshoe Bay - Langdale	727.0	624.0	103.0	714.0	629.0	85.0	2.0
30 Nanaimo - Tsawwassen	666.5	556.0	110.5	661.0	548.0	113.0	1.0
☐ Minors	18,664.5	15,107.5	3,557.0	18,589.5	16,880.5	1,709.0	123.5
04 Swartz Bay - Fulford Harbour	713.0	624.0	89.0	705.0	616.0	89.0	0.0
05 Swartz Bay - Southern Gulf Islands	853.0	857.0	-4.0	845.0	846.0	-1.0	1.0
06 Crofton - Vesuvius	1,174.0	1,088.0	86.0	1,160.5	1,076.0	84.5	1.5
07 Earls Cove - Saltery Bay	713.0	624.0	89.0	705.0	616.0	89.0	0.0
08 Horseshoe Bay - Snug Cove	1,219.0	1,263.5	-44.5	1,319.5	1,282.5	37.0	46.0
09 Tsawwassen - Southern Gulf Islands	184.0	182.0	2.0	178.0	180.0	-2.0	1.0
12 Brentwood Bay - Mill Bay	784.0	707.0	77.0	779.0	699.0	80.0	0.0
13 Langdale - Gambier Island - Keats Landing	1,313.0	936.0	377.0	1,326.0	928.0	398.0	0.0
17 Little River - Powell River	355.0	337.0	18.0	359.0	359.0	0.0	0.0
18 Powell River - Blubber Bay	726.0	636.0	90.0	718.5	629.0	89.5	0.0
19 Nanaimo Harbour - Gabriola	2,041.0	1,216.0	825.0	2,028.5	1,853.0	175.5	1.0
20 Chemainus - Thetis - Penelakut	917.0	831.0	86.0	906.0	822.0	84.0	3.0
21 Buckley Bay - Denman West	1,461.0	1,168.0	293.0	1,440.5	1,335.0	105.5	1.0
22 Denman East - Hornby Island	1,092.0	896.0	196.0	1,088.0	976.0	112.0	13.0
23 Campbell River - Quathiaski Cove	2,483.5	1,467.0	1,016.5	2,440.0	2,314.0	126.0	39.0
24 Heriot Bay - Whaletown	541.0	455.0	86.0	521.0	449.0	72.0	9.0
25 Port McNeill - Alert Bay - Sointula	982.0	897.0	85.0	975.0	885.0	90.0	0.0
26 Skidegate - Alliford Bay	1,113.0	923.0	190.0	1,095.0	1,015.0	80.0	8.0
☐ North	69.0	72.0	-3.0	68.0	72.0	-4.0	1.0
10 Port Hardy - Prince Rupert	21.0	20.0	1.0	20.5	20.5	0.0	0.0
11 Prince Rupert - Skidegate	38.0	39.0	-1.0	37.5	38.5	-1.0	1.0
28 Port Hardy - Central Coast	10.0	13.0	-3.0	10.0	13.0	-3.0	0.0
Total	21,631.5	17,633.5	3,998.0	21,507.0	19,389.5	2,117.5	135.0

Section 2D - Fiscal Year to Date Ended March 31, 2025



YTD Actual Round Trips

90.7K

FY24: 90.5K

YTD Cancelled Round Trips

1.3K

FY24: 1.1K

YTD Scheduled Round Trips

92.0K

FY24: 91.5K

YTD Scheduled Round Trips Cancelled

1.4%

FY24: 1.2%

YTD All Round Trip Cancellations by Route

	Emergency	Safety	Terminal (Dock)	Allowable			Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)				Traffic	Other		
☐ Majors	3.5	0.0	0.0	0.0	0.0	297.5	74.5	375.5	0.0	1.0	5.0	6.0	381.5
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	267.5	26.0	293.5	0.0	1.0	0.5	1.5	295.0
02 Horseshoe Bay - Nanaimo	2.0	0.0	0.0	0.0	0.0	15.0	19.5	36.5	0.0	0.0	3.5	3.5	40.0
03 Horseshoe Bay - Langdale	0.5	0.0	0.0	0.0	0.0	15.0	10.0	25.5	0.0	0.0	1.0	1.0	26.5
30 Nanaimo - Tsawwassen	1.0	0.0	0.0	0.0	0.0	0.0	19.0	20.0	0.0	0.0	0.0	0.0	20.0
☐ Minors	11.5	14.0	103.5	27.5	1.5	167.5	460.5	786.0	86.5	22.0	20.5	129.0	915.0
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	1.0	0.0	0.0	4.0	5.0	0.0	0.0	0.0	0.0	5.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	7.0	9.0	16.0	2.0	3.0	1.0	6.0	22.0
06 Crofton - Vesuvius	0.0	1.0	0.0	3.5	0.0	3.0	4.0	11.5	3.0	0.0	2.0	5.0	16.5
07 Earls Cove - Saltery Bay	0.0	1.0	0.0	1.0	0.0	0.0	0.0	2.0	1.0	0.0	0.0	1.0	3.0
08 Horseshoe Bay - Snug Cove	0.0	2.0	80.0	1.5	0.0	2.0	0.0	85.5	10.5	16.0	9.0	35.5	121.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	1.0	4.0	5.0	1.0	0.0	0.0	1.0	6.0
12 Brentwood Bay - Mill Bay	0.0	0.0	5.0	0.0	0.0	1.0	2.0	8.0	21.0	0.0	1.0	22.0	30.0
13 Langdale - Gambier Island - Keats Landing	0.0	1.0	0.0	0.0	0.0	1.0	20.0	22.0	0.0	0.0	0.0	0.0	22.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	0.0	0.0	0.0	0.0	19.0
18 Powell River - Blubber Bay	1.5	0.0	0.0	0.0	0.0	35.0	23.0	59.5	1.0	0.0	0.0	1.0	60.5
19 Nanaimo Harbour - Gabriola	2.0	1.0	8.5	17.0	0.0	23.5	5.0	57.0	8.0	2.0	0.0	10.0	67.0
20 Chemainus - Thetis - Penelakut	1.0	0.0	10.0	0.0	0.0	7.0	6.0	24.0	1.0	0.0	0.0	1.0	25.0
21 Buckley Bay - Denman West	1.0	0.0	0.0	2.0	0.5	36.0	5.0	44.5	1.0	0.0	1.0	2.0	46.5
22 Denman East - Hornby Island	0.0	0.0	0.0	1.5	0.0	25.0	80.0	106.5	1.0	0.0	0.0	1.0	107.5
23 Campbell River - Quathiaski Cove	4.0	8.0	0.0	0.0	0.0	16.0	181.5	209.5	5.0	0.0	1.0	6.0	215.5
24 Heriot Bay - Whaletown	2.0	0.0	0.0	0.0	0.0	6.0	49.0	57.0	9.0	0.0	0.0	9.0	66.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	24.0	24.0	8.0	0.0	1.0	9.0	33.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	1.0	3.0	26.0	30.0	14.0	1.0	4.5	19.5	49.5
☐ North	0.0	0.0	0.0	0.0	0.0	4.0	10.0	14.0	0.0	0.0	0.0	0.0	14.0
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.5	0.0	0.0	0.0	0.0	0.5
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	1.5	7.0	8.5	0.0	0.0	0.0	0.0	8.5
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	2.5	2.5	5.0	0.0	0.0	0.0	0.0	5.0
Total	15.0	14.0	103.5	27.5	1.5	469.0	545.0	1,175.5	86.5	23.0	25.5	135.0	1,310.5

Section 2E - Fiscal Year to Date Ended March 31, 2025



YTD Actual Round Trips

90.7K

CFSC (Annual) Minimum: 80.5K

YTD Actual Round Trips

90.7K

Estimated Proportion of (Annual) Minimums: 88.6K

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
☐ Majors	13,351.0	12,400.0	951.0	47.5
01 Tsawwassen - Swartz Bay	4,329.0	3,900.0	429.0	12.0
02 Horseshoe Bay - Nanaimo	2,838.0	2,700.0	138.0	22.5
03 Horseshoe Bay - Langdale	3,304.0	3,100.0	204.0	3.0
30 Nanaimo - Tsawwassen	2,880.0	2,700.0	180.0	10.0
☐ Minors	76,935.5	75,777.5	1,158.0	488.0
04 Swartz Bay - Fulford Harbour	3,056.0	3,008.0	48.0	2.0
05 Swartz Bay - Southern Gulf Islands	3,516.0	3,467.0	49.0	11.0
06 Crofton - Vesuvius	4,720.5	4,737.0	-16.5	3.5
07 Earls Cove - Saltery Bay	2,885.0	2,888.0	-3.0	0.0
08 Horseshoe Bay - Snug Cove	5,457.5	5,570.0	-112.5	64.5
09 Tsawwassen - Southern Gulf Islands	1,029.0	984.0	45.0	4.0
12 Brentwood Bay - Mill Bay	3,185.0	3,215.0	-30.0	0.0
13 Langdale - Gambier Island - Keats Landing	5,422.0	4,068.0	1,354.0	10.0
17 Little River - Powell River	1,439.0	1,458.0	-19.0	19.0
18 Powell River - Blubber Bay	2,914.5	2,967.0	-52.5	39.0
19 Nanaimo Harbour - Gabriola	8,215.0	8,270.5	-55.5	17.5
20 Chemainus - Thetis - Penelakut	3,685.0	3,700.0	-15.0	6.0
21 Buckley Bay - Denman West	6,518.5	6,257.0	261.5	18.0
22 Denman East - Hornby Island	4,380.5	4,368.0	12.5	68.5
23 Campbell River - Quathiaski Cove	9,931.5	10,142.0	-210.5	156.0
24 Heriot Bay - Whaletown	2,188.0	2,237.0	-49.0	33.0
25 Port McNeill - Alert Bay - Sointula	3,926.0	3,959.0	-33.0	17.0
26 Skidegate - Alliford Bay	4,466.5	4,482.0	-15.5	19.0
☐ North	398.5	406.5	-8.0	4.5
10 Port Hardy - Prince Rupert	114.0	113.5	0.5	0.0
11 Prince Rupert - Skidegate	204.0	204.0	0.0	2.0
28 Port Hardy - Central Coast	80.5	89.0	-8.5	2.5
Total	90,685.0	88,584.0	2,101.0	540.0

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

	Cumulative Days When Round Trips Missed (Allowed 30 Days per Route)	Highest Consecutive Days When Round Trips Missed (Allowed 20 Days per Route)
☐ Majors		
01 Tsawwassen - Swartz Bay	7	2
02 Horseshoe Bay - Nanaimo	12	2
03 Horseshoe Bay - Langdale	2	1
30 Nanaimo - Tsawwassen	7	2
☐ Minors		
04 Swartz Bay - Fulford Harbour	1	1
05 Swartz Bay - Southern Gulf Islands	6	2
06 Crofton - Vesuvius	3	1
07 Earls Cove - Saltery Bay	0	0
08 Horseshoe Bay - Snug Cove	8	3
09 Tsawwassen - Southern Gulf Islands	4	1
12 Brentwood Bay - Mill Bay	0	0
13 Langdale - Gambier Island - Keats Landing	2	1
17 Little River - Powell River	11	2
18 Powell River - Blubber Bay	11	3
19 Nanaimo Harbour - Gabriola	6	2
20 Chemainus - Thetis - Penelakut	4	1
21 Buckley Bay - Denman West	6	2
22 Denman East - Hornby Island	20	3
23 Campbell River - Quathiaski Cove	19	2
24 Heriot Bay - Whaletown	16	2
25 Port McNeill - Alert Bay - Sointula	7	2
26 Skidegate - Alliford Bay	7	1
☐ North		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	4	2
28 Port Hardy - Central Coast	17	8

Section 2G - Quarter Ended March 31, 2025



Q4 Actual Round Trips

146.5

FY24: 196.5

YTD Actual Round Trips

293.5

FY24: 329.0

Q4 Alternative Service Round Trips by Route

YTD Round Trips

	FY24			Q4			FY25		FY24	FY25
	Sailed Round Trips	AEQ Carried	Passengers	Sailed Round Trips	AEQ Carried	Passengers	AEQ Carried	Passengers		
☐ Majors	0.0	0	0	11.5	0	264	4.0	19.0		
01 Tsawwassen - Swartz Bay	0.0	0	0	0.0	0	0	0.0	0.0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.0	0	0	0.0	0	0	0.0	0.0	0.0	0.0
03 Horseshoe Bay - Langdale	0.0	0	0	11.5	0	264	4.0	19.0		
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0	0.0	0.0	0.0	0.0
☐ Minors	190.5	-1	5,657	129.0	0	1,723	300.5	257.5		
04 Swartz Bay - Fulford Harbour	2.0	-1	26	0.0	0	0	10.5	0.0		
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0		
06 Crofton - Vesuvius	6.0	0	47	0.0	0	0	49.5	0.0		
07 Earls Cove - Saltery Bay	0.0	0	0	0.0	0	0	0.0	0.0		
08 Horseshoe Bay - Snug Cove	167.5	0	5,495	119.5	0	1,641	213.5	155.0		
09 Tsawwassen - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0		
12 Brentwood Bay - Mill Bay	0.0	0	0	0.0	0	0	0.0	0.0		
13 Langdale - Gambier Island - Keats Landing	0.0	0	0	0.0	0	0	0.0	0.0		
17 Little River - Powell River	0.0	0	0	0.0	0	0	0.0	0.0		
18 Powell River - Blubber Bay	0.0	0	0	0.0	0	0	1.0	65.0		
19 Nanaimo Harbour - Gabriola	7.0	0	23	0.0	0	0	7.0	12.0		
20 Chemainus - Thetis - Penelakut	8.0	0	66	8.0	0	69	17.0	13.0		
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 - Quathiasi 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	11.0		
26 Skidegate - Alliford Bay	0.0	0	0	1.5	0	13	2.0	1.5		
☐ North	6.0	69	114	6.0	18	84	24.5	17.0		
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	6.0	69	114	6.0	18	84	24.5	17.0		
Total	196.5	68	5,771	146.5	18	2,071	329.0	293.5		



Section 3

Performance Against Scheduled
Sailings



Section 3A - Quarter Ended March 31, 2025



Q4 Scheduled Sailings

47.5K

FY24: 47.4K

Q4 Actual Sailings

46.7K

FY24: 46.9K

YTD Scheduled Sailings

199.3K

FY24: 198.0K

YTD Actual Sailings

196.5K

FY24: 195.7K

Q4 Scheduled & Actual Sailings by Route

YTD Totals

	Q4						YTD Totals			
	Scheduled Sailings	FY24 Actual Sailings	Variance	Scheduled Sailings	FY25 Actual Sailings	Variance	Scheduled Sailings	FY24 Actual Sailings	Scheduled Sailings	FY25 Actual Sailings
☐ Majors	5,878	5,796	-82	5,970	5,699	-271	26,520	26,134	27,465	26,702
01 Tsawwassen - Swartz Bay	1,740	1,704	-36	1,884	1,658	-226	8,674	8,454	9,248	8,658
02 Horseshoe Bay - Nanaimo	1,314	1,305	-9	1,308	1,291	-17	5,656	5,631	5,756	5,676
03 Horseshoe Bay - Langdale	1,477	1,454	-23	1,450	1,428	-22	6,403	6,350	6,661	6,608
30 Nanaimo - Tsawwassen	1,347	1,333	-14	1,328	1,322	-6	5,787	5,699	5,800	5,760
☐ Minors	41,274	40,909	-365	41,223	40,765	-458	170,301	168,447	170,498	168,492
04 Swartz Bay - Fulford Harbour	1,428	1,426	-2	1,412	1,410	-2	6,125	6,095	6,122	6,112
05 Swartz Bay - Southern Gulf Islands	3,056	3,012	-44	3,026	3,006	-20	12,221	12,118	12,238	12,108
06 Crofton - Vesuvius	2,359	2,348	-11	2,332	2,321	-11	9,503	9,404	9,474	9,441
07 Earls Cove - Saltery Bay	1,428	1,426	-2	1,412	1,410	-2	5,789	5,764	5,776	5,770
08 Horseshoe Bay - Snug Cove	2,463	2,438	-25	2,758	2,639	-119	10,853	10,758	11,157	10,915
09 Tsawwassen - Southern Gulf Islands	1,387	1,366	-21	1,347	1,331	-16	6,318	6,251	6,289	6,239
12 Brentwood Bay - Mill Bay	1,594	1,568	-26	1,576	1,558	-18	6,446	6,284	6,430	6,370
13 Langdale - Gambier Island - Keats Landing	2,735	2,731	-4	2,793	2,782	-11	11,404	11,389	11,553	11,485
17 Little River - Powell River	726	710	-16	718	718	0	2,924	2,868	2,916	2,878
18 Powell River - Blubber Bay	1,454	1,452	-2	1,440	1,437	-3	5,954	5,906	5,950	5,829
19 Nanaimo Harbour - Gabriola	4,100	4,082	-18	4,066	4,057	-9	16,575	16,443	16,564	16,430
20 Chemainus - Thetis - Penelakut	2,837	2,814	-23	2,803	2,784	-19	11,348	11,258	11,387	11,319
21 Buckley Bay - Denman West	2,934	2,922	-12	2,888	2,881	-7	13,185	13,102	13,130	13,037
22 Denman East - Hornby Island	2,216	2,184	-32	2,219	2,176	-43	8,967	8,841	8,976	8,761
23 Campbell River - Quathiaski Cove	5,052	4,967	-85	4,992	4,880	-112	20,360	19,912	20,294	19,863
24 Heriot Bay - Whaletown	1,090	1,082	-8	1,080	1,042	-38	4,503	4,424	4,508	4,376
25 Port McNeill - Alert Bay - Sointula	2,167	2,155	-12	2,143	2,143	0	8,733	8,687	8,702	8,626
26 Skidegate - Alliford Bay	2,248	2,226	-22	2,218	2,190	-28	9,093	8,943	9,032	8,933
☐ North	244	227	-17	269	264	-5	1,221	1,150	1,311	1,271
10 Port Hardy - Prince Rupert	114	111	-3	110	110	0	545	526	529	527
11 Prince Rupert - Skidegate	81	76	-5	80	75	-5	424	395	425	408
28 Port Hardy - Central Coast	49	40	-9	79	79	0	252	229	357	336
Total	47,396	46,932	-464	47,462	46,728	-734	198,042	195,731	199,274	196,465

Section 3B - Quarter Ended March 31, 2025



Q4 Actual Sailings

46.7K

FY24: 46.9K

Q4 Cancelled Sailings

734

FY24: 464

Q4 Scheduled Sailings

47.5K

FY24: 47.4K

Q4 Scheduled Sailings Cancelled

1.5%

FY24: 1.0%

Q4 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	0	2	0	0	0	0	252	17	0	0	271
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	220	6	0	0	226
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	14	3	0	0	17
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	18	4	0	0	22
30 Nanaimo - Tsawwassen	0	2	0	0	0	0	0	4	0	0	6
☐ Minors	27	4	18	122	19	1	59	184	18	6	458
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	0	2	0	0	2
05 Swartz Bay - Southern Gulf Islands	0	0	0	0	0	0	0	4	16	0	20
06 Crofton - Vesuvius	0	0	2	0	7	0	0	0	0	2	11
07 Earls Cove - Saltery Bay	0	0	2	0	0	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	2	0	2	112	3	0	0	0	0	0	119
09 Tsawwassen - Southern Gulf Islands	8	0	0	0	0	0	8	0	0	0	16
12 Brentwood Bay - Mill Bay	8	0	0	10	0	0	0	0	0	0	18
13 Langdale - Gambier Island - Keats Landing	0	0	0	0	0	0	0	11	0	0	11
17 Little River - Powell River	0	0	0	0	0	0	0	0	0	0	0
18 Powell River - Blubber Bay	0	1	0	0	0	0	0	2	0	0	3
19 Nanaimo Harbour - Gabriola	3	0	0	0	6	0	0	0	0	0	9
20 Chemainus - Thetis - Penelakut	0	3	0	0	0	0	13	3	0	0	19
21 Buckley Bay - Denman West	2	0	0	0	0	1	4	0	0	0	7
22 Denman East - Hornby Island	0	0	0	0	3	0	0	40	0	0	43
23 Campbell River - Quathiaski Cove	0	0	12	0	0	0	24	76	0	0	112
24 Heriot Bay - Whaletown	4	0	0	0	0	0	6	28	0	0	38
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	4	18	2	4	28
☐ North	0	0	0	0	0	0	2	3	0	0	5
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	2	3	0	0	5
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	0	0	0	0
Total	27	6	18	122	19	1	313	204	18	6	734

Section 3C - Fiscal Year to Date Ended March 31, 2025



YTD Actual Sailings

196.5K

FY24: 195.7K

YTD Cancelled Sailings

2,809

FY24: 2,311

YTD Scheduled Sailings

199.3K

FY24: 198.0K

YTD Scheduled Sailings Cancelled

1.4%

FY24: 1.2%

YTD Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	0	7	0	0	0	0	595	149	2	10	763
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	535	52	2	1	590
02 Horseshoe Bay - Nanaimo	0	4	0	0	0	0	30	39	0	7	80
03 Horseshoe Bay - Langdale	0	1	0	0	0	0	30	20	0	2	53
30 Nanaimo - Tsawwassen	0	2	0	0	0	0	0	38	0	0	40
☐ Minors	189	24	27	206	55	3	365	1,005	88	44	2,006
04 Swartz Bay - Fulford Harbour	0	0	0	0	2	0	0	8	0	0	10
05 Swartz Bay - Southern Gulf Islands	10	0	0	0	0	0	30	37	50	3	130
06 Crofton - Vesuvius	6	0	2	0	7	0	6	8	0	4	33
07 Earls Cove - Saltery Bay	2	0	2	0	2	0	0	0	0	0	6
08 Horseshoe Bay - Snug Cove	21	0	4	160	3	0	4	0	32	18	242
09 Tsawwassen - Southern Gulf Islands	8	0	0	0	0	0	8	34	0	0	50
12 Brentwood Bay - Mill Bay	42	0	0	10	0	0	2	4	0	2	60
13 Langdale - Gambier Island - Keats Landing	0	0	1	0	0	0	2	64	0	1	68
17 Little River - Powell River	0	0	0	0	0	0	2	36	0	0	38
18 Powell River - Blubber Bay	2	3	0	0	0	0	70	46	0	0	121
19 Nanaimo Harbour - Gabriola	16	4	2	17	34	0	47	10	4	0	134
20 Chemainus - Thetis - Penelakut	4	3	0	19	0	0	22	20	0	0	68
21 Buckley Bay - Denman West	2	2	0	0	4	1	72	10	0	2	93
22 Denman East - Hornby Island	2	0	0	0	3	0	50	160	0	0	215
23 Campbell River - Quathiaski Cove	10	8	16	0	0	0	32	363	0	2	431
24 Heriot Bay - Whaletown	18	4	0	0	0	0	12	98	0	0	132
25 Port McNeill - Alert Bay - Sointula	18	0	0	0	0	0	0	55	0	3	76
26 Skidegate - Alliford Bay	28	0	0	0	0	2	6	52	2	9	99
☐ North	0	0	0	0	0	0	13	27	0	0	40
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	2	0	0	2
11 Prince Rupert - Skidegate	0	0	0	0	0	0	3	14	0	0	17
28 Port Hardy - Central Coast	0	0	0	0	0	0	10	11	0	0	21
Total	189	31	27	206	55	3	973	1,181	90	54	2,809



Section 4

On Time Performance and
Overloads



Section 4A - Quarter Ended March 31, 2025



Q4 On Time Sailings

42.4K
FY24: 41.6K

Q4 Delayed Sailings

4.3K
FY24: 5.3K

Q4 Actual Sailings

46.7K
FY24: 46.9K

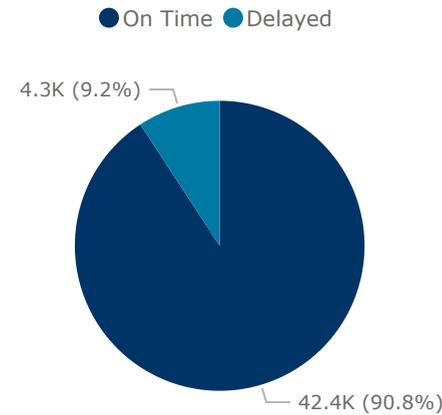
Q4 On Time Performance

90.7%
FY24: 88.7%

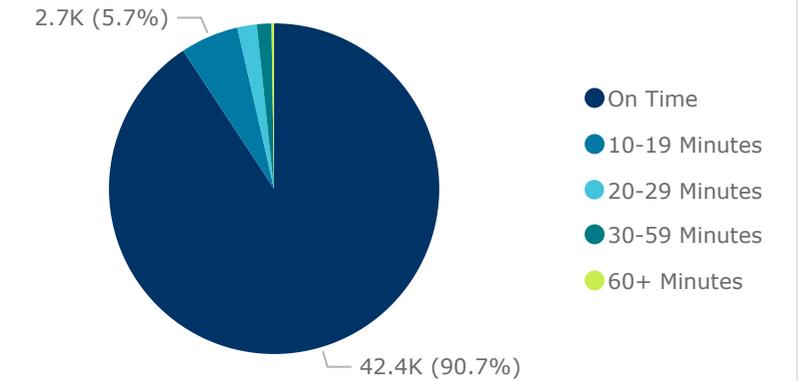
Q4 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Major	4,300	1,399	75.5%
01 Tsawwassen - Swartz Bay	1,134	524	68.4%
02 Horseshoe Bay - Nanaimo	1,042	249	80.7%
03 Horseshoe Bay - Langdale	1,044	384	73.1%
30 Nanaimo - Tsawwassen	1,080	242	81.7%
Minor	37,894	2,871	93.0%
04 Swartz Bay - Fulford Harbour	1,349	61	95.7%
05 Swartz Bay - Southern Gulf Islands	2,367	639	78.7%
06 Crofton - Vesuvius	2,107	214	90.8%
07 Earls Cove - Saltery Bay	1,294	116	91.8%
08 Horseshoe Bay - Snug Cove	2,178	461	82.5%
09 Tsawwassen - Southern Gulf Islands	1,045	286	78.5%
12 Brentwood Bay - Mill Bay	1,511	47	97.0%
13 Langdale - Gambier Island - Keats Landing	2,779	3	99.9%
17 Little River - Powell River	691	27	96.2%
18 Powell River - Blubber Bay	1,416	21	98.5%
19 Nanaimo Harbour - Gabriola	3,732	325	92.0%
20 Chemainus - Thetis - Penelakut	2,605	179	93.6%
21 Buckley Bay - Denman West	2,833	48	98.3%
22 Denman East - Hornby Island	2,043	133	93.9%
23 Campbell River - Quathiaski Cove	4,828	52	98.9%
24 Heriot Bay - Whaletown	961	81	92.2%
25 Port McNeill - Alert Bay - Sointula	2,006	137	93.6%
26 Skidegate - Alliford Bay	2,149	41	98.1%
North	195	69	73.9%
10 Port Hardy - Prince Rupert	85	25	77.3%
11 Prince Rupert - Skidegate	65	10	86.7%
28 Port Hardy - Central Coast	45	34	57.0%
Total	42,389	4,339	90.7%

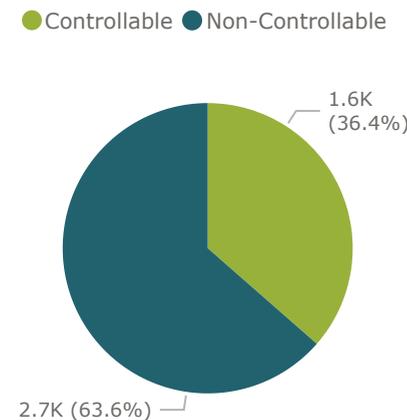
Q4 On Time Performance



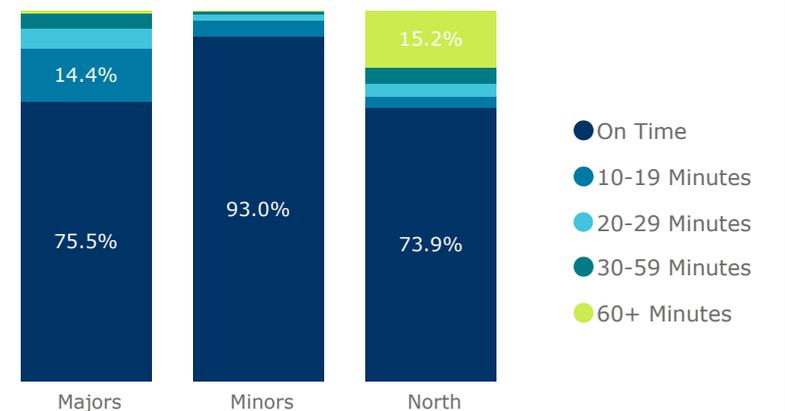
Q4 On Time Performance & Delay Duration



Q4 Delay Controllability



Q4 Duration of Delays by Route Grouping



Section 4B - Fiscal Year to Date Ended March 31, 2025



YTD On Time Sailings

165.0K

FY24: 162.9K

YTD Delayed Sailings

31.5K

FY24: 32.8K

YTD Actual Sailings

196.5K

FY24: 195.7K

YTD On Time Performance

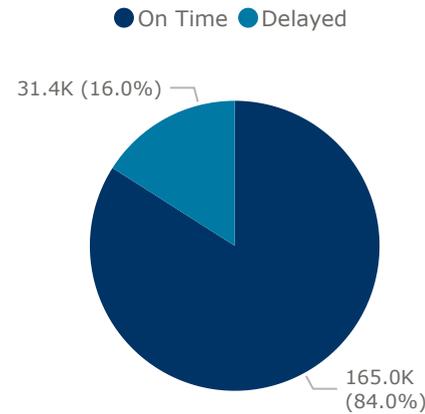
84.0%

FY24: 83.2%

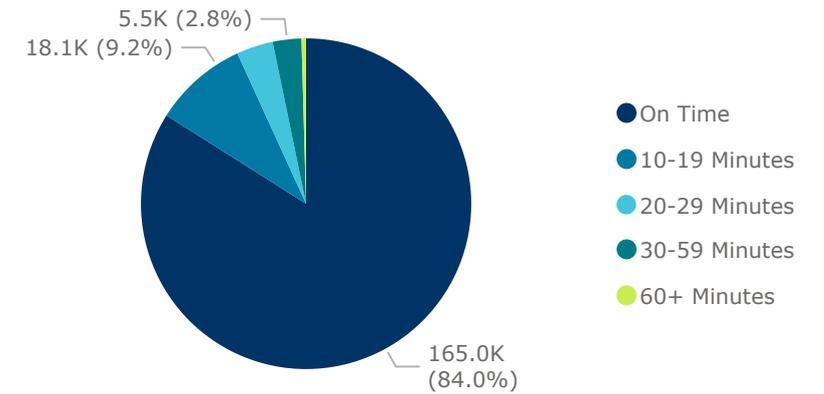
YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Major	19,336	7,366	72.4%
01 Tsawwassen - Swartz Bay	6,722	1,936	77.6%
02 Horseshoe Bay - Nanaimo	3,987	1,689	70.2%
03 Horseshoe Bay - Langdale	4,770	1,838	72.2%
30 Nanaimo - Tsawwassen	3,857	1,903	67.0%
Minor	144,598	23,894	85.8%
04 Swartz Bay - Fulford Harbour	5,355	757	87.6%
05 Swartz Bay - Southern Gulf Islands	8,155	3,953	67.4%
06 Crofton - Vesuvius	7,951	1,490	84.2%
07 Earls Cove - Saltery Bay	5,038	732	87.3%
08 Horseshoe Bay - Snug Cove	7,506	3,409	68.8%
09 Tsawwassen - Southern Gulf Islands	4,143	2,096	66.4%
12 Brentwood Bay - Mill Bay	5,979	391	93.9%
13 Langdale - Gambier Island - Keats Landing	11,423	62	99.5%
17 Little River - Powell River	2,565	313	89.1%
18 Powell River - Blubber Bay	5,489	340	94.2%
19 Nanaimo Harbour - Gabriola	13,600	2,830	82.8%
20 Chemainus - Thetis - Penelakut	9,194	2,125	81.2%
21 Buckley Bay - Denman West	12,772	265	98.0%
22 Denman East - Hornby Island	8,226	535	93.9%
23 Campbell River - Quathiaski Cove	18,436	1,427	92.8%
24 Heriot Bay - Whaletown	3,613	763	82.6%
25 Port McNeill - Alert Bay - Sointula	6,463	2,163	74.9%
26 Skidegate - Alliford Bay	8,690	243	97.3%
North	1,023	248	80.5%
10 Port Hardy - Prince Rupert	400	127	75.9%
11 Prince Rupert - Skidegate	367	41	90.0%
28 Port Hardy - Central Coast	256	80	76.2%
Total	164,957	31,508	84.0%

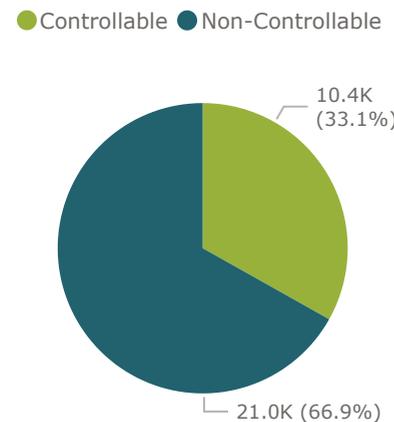
YTD On Time Performance



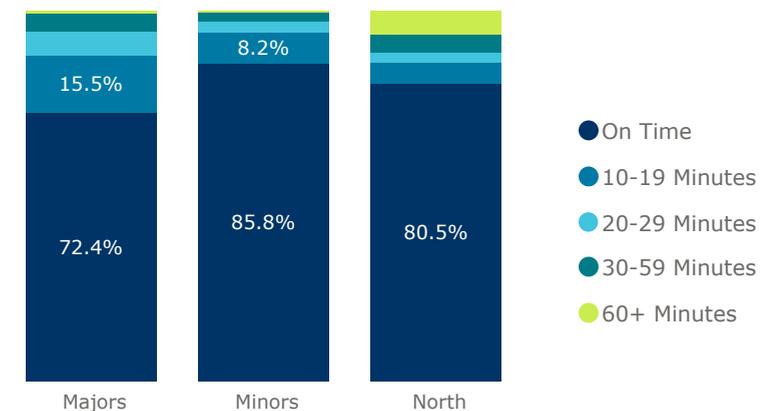
YTD On Time Performance & Delay Duration



YTD Delay Controllability



YTD Duration of Delays by Route Grouping



Section 4C - Quarter Ended March 31, 2025



Q4 Sailings with Overloads

4.1K

FY24: 3.6K

Q4 % of Overloaded Sailings

9.4%

FY24: 8.3%

YTD Sailings with Overloads

28.7K

FY24: 25.7K

YTD % of Overloaded Sailings

15.5%

FY24: 14.0%

Q4 Sailings with Overloads by Route

YTD Totals

	Q4				YTD Totals			
	FY24		FY25		FY24		FY25	
	Overloaded Sailings	% of Sailings						
☐ Majors	1,625	28.0%	1,750	30.7%	10,451	40.0%	10,832	40.6%
01 Tsawwassen - Swartz Bay	1,001	58.7%	1,004	60.6%	4,940	58.4%	4,783	55.2%
02 Horseshoe Bay - Nanaimo	172	13.2%	162	12.5%	1,892	33.6%	1,970	34.7%
03 Horseshoe Bay - Langdale	246	16.9%	302	21.1%	1,761	27.7%	2,020	30.6%
30 Nanaimo - Tsawwassen	206	15.5%	282	21.3%	1,858	32.6%	2,059	35.7%
☐ Minors	2,023	5.3%	2,370	6.2%	15,274	9.7%	17,859	11.4%
04 Swartz Bay - Fulford Harbour	62	4.3%	76	5.4%	591	9.7%	601	9.8%
05 Swartz Bay - Southern Gulf Islands	250	8.3%	239	8.0%	1,052	8.7%	1,071	8.8%
06 Crofton - Vesuvius	42	1.8%	53	2.3%	462	4.9%	638	6.8%
07 Earls Cove - Saltery Bay	5	0.4%	8	0.6%	177	3.1%	215	3.7%
08 Horseshoe Bay - Snug Cove	157	6.4%	118	4.5%	1,239	11.5%	1,399	12.8%
09 Tsawwassen - Southern Gulf Islands	19	1.4%	7	0.5%	130	2.1%	89	1.4%
12 Brentwood Bay - Mill Bay	245	15.6%	250	16.0%	2,263	36.0%	1,936	30.4%
17 Little River - Powell River	7	1.0%	10	1.4%	147	5.1%	192	6.7%
18 Powell River - Blubber Bay	24	1.7%	17	1.2%	111	1.9%	124	2.1%
19 Nanaimo Harbour - Gabriola	406	9.9%	624	15.4%	2,593	15.8%	3,355	20.4%
20 Chemainus - Thetis - Penelakut	115	4.1%	160	5.7%	629	5.6%	714	6.3%
21 Buckley Bay - Denman West	194	6.6%	181	6.3%	1,877	14.3%	2,327	17.8%
22 Denman East - Hornby Island	35	1.6%	125	5.7%	238	2.7%	523	6.0%
23 Campbell River - Quathiaski Cove	345	6.9%	372	7.6%	2,664	13.4%	3,198	16.1%
24 Heriot Bay - Whaletown	72	6.7%	77	7.4%	669	15.1%	883	20.2%
25 Port McNeill - Alert Bay - Sointula	5	0.2%	1	0.0%	41	0.5%	178	2.1%
26 Skidegate - Alliford Bay	40	1.8%	52	2.4%	391	4.4%	416	4.7%
☐ North	1	0.4%	2	0.8%	1	0.1%	4	0.3%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	1	1.3%	2	2.7%	1	0.3%	4	1.0%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	3,649	8.3%	4,122	9.4%	25,726	14.0%	28,695	15.5%



Section 5

Financials



Section 5A - Quarter Ended March 31, 2025



Q4 Monthly Senior Passengers & Discount Amount

	January		February		March		Total	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
☐ Majors	55,189	\$1,020,216	44,769	\$828,839	68,780	\$1,273,254	168,738	\$3,122,309
01 Tsawwassen - Swartz Bay	22,004	\$420,275	17,213	\$328,769	27,205	\$519,615	66,422	\$1,268,659
02 Horseshoe Bay - Nanaimo	14,105	\$269,376	12,221	\$233,391	18,211	\$347,724	44,537	\$850,491
03 Horseshoe Bay - Langdale	8,573	\$129,881	6,638	\$100,566	10,212	\$154,712	25,423	\$385,159
30 Nanaimo - Tsawwassen	10,507	\$200,684	8,697	\$166,113	13,152	\$251,203	32,356	\$618,000
☐ Minors	42,716	\$482,237	33,061	\$374,029	48,208	\$546,920	123,985	\$1,403,186
04 Swartz Bay - Fulford Harbour	2,763	\$32,742	2,158	\$25,572	3,088	\$36,593	8,009	\$94,907
05 Swartz Bay - Southern Gulf Islands	3,503	\$44,042	2,781	\$35,028	4,077	\$51,253	10,361	\$130,323
06 Crofton - Vesuvius	2,532	\$30,004	1,750	\$20,738	2,735	\$32,410	7,017	\$83,152
07 Earls Cove - Saltery Bay	970	\$14,453	701	\$10,445	1,106	\$16,479	2,777	\$41,377
08 Horseshoe Bay - Snug Cove	4,075	\$47,270	2,712	\$31,459	4,452	\$51,643	11,239	\$130,372
09 Tsawwassen - Southern Gulf Islands	3,576	\$48,460	2,798	\$39,396	4,340	\$60,001	10,714	\$147,857
12 Brentwood Bay - Mill Bay	2,936	\$22,167	2,574	\$19,434	3,601	\$27,188	9,111	\$68,789
13 Langdale - Gambier Island - Keats Landing	785	\$5,731	558	\$4,073	788	\$5,752	2,131	\$15,556
17 Little River - Powell River	2,924	\$43,714	2,431	\$36,343	3,569	\$53,357	8,924	\$133,414
18 Powell River - Blubber Bay	1,303	\$14,072	975	\$10,530	1,336	\$14,429	3,614	\$39,031
19 Nanaimo Harbour - Gabriola	5,768	\$62,294	4,313	\$46,580	6,233	\$67,316	16,314	\$176,190
20 Chemainus - Thetis - Penelakut	1,065	\$10,863	794	\$8,099	1,181	\$12,046	3,040	\$31,008
21 Buckley Bay - Denman West	3,214	\$31,658	2,507	\$24,694	3,690	\$36,347	9,411	\$92,699
22 Denman East - Hornby Island	795	\$7,831	624	\$6,146	1,024	\$10,086	2,443	\$24,063
23 Campbell River - Quathiaski Cove	4,575	\$45,064	3,734	\$36,780	4,801	\$47,289	13,110	\$129,133
24 Heriot Bay - Whaletown	464	\$5,382	344	\$3,990	486	\$5,638	1,294	\$15,010
25 Port McNeill - Alert Bay - Sointula	1,160	\$13,456	1,056	\$12,250	1,336	\$15,498	3,552	\$41,204
26 Skidegate - Alliford Bay	308	\$3,034	251	\$2,472	365	\$3,595	924	\$9,101
☐ North	355	\$9,241	397	\$9,715	534	\$14,786	1,286	\$33,742
10 Port Hardy - Prince Rupert	211	\$6,268	215	\$6,015	263	\$9,576	689	\$21,859
11 Prince Rupert - Skidegate	141	\$2,905	173	\$3,564	264	\$5,128	578	\$11,597
28 Port Hardy - Central Coast	3	\$68	9	\$136	7	\$82	19	\$286
Total	98,260	\$1,511,694	78,227	\$1,212,583	117,522	\$1,834,960	294,009	\$4,559,237

Q4 Financial Reconciliation

1. Ferry Transportation Fees

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

Ferry Transportation Fees paid by the Province for the Quarter

\$39,371,011

2. Calculation of amount payable by the Province

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

Ferry Transportation Fee allocated to Route 13

\$78,989.01

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

\$3,949.45

Q4 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)

\$31,500

	Non-Allowable Cancelled Round Trips	Fee Reduction per Round Trip	Total Penalty
<input type="checkbox"/> Majors	0.0		
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"/> Minors	5.0		\$5,000
04 Swartz Bay - Fulford Harbour	0.0	\$1,000	
05 Swartz Bay - Southern Gulf Islands	0.0	\$1,000	
06 Crofton - Vesuvius	0.0	\$1,000	
07 Earls Cove - Saltery Bay	0.0	\$1,000	
08 Horseshoe Bay - Snug Cove	0.0	\$1,000	
09 Tsawwassen - Southern Gulf Islands	1.0	\$1,000	\$1,000
12 Brentwood Bay - Mill Bay	3.0	\$1,000	\$3,000
13 Langdale - Gambier Island - Keats Landing	0.0	\$100	
17 Little River - Powell River	0.0	\$1,000	
18 Powell River - Blubber Bay	0.0	\$1,000	
19 Nanaimo Harbour - Gabriola	0.0	\$1,000	
20 Chemainus - Thetis - Penelakut	0.0	\$1,000	
21 Buckley Bay - Denman West	0.0	\$1,000	
22 Denman East - Hornby Island	0.0	\$1,000	
23 Campbell River - Quathiaski Cove	0.0	\$1,000	
24 Heriot Bay - Whaletown	1.0	\$1,000	\$1,000
25 Port McNeill - Alert Bay - Sointula	0.0	\$1,000	
26 Skidegate - Alliford Bay	0.0	\$1,000	
<input type="checkbox"/> North	0.0		
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	
Total	5.0		\$5,000

Balance this period for Penalties (B)

\$5,000

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

\$0

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

\$36,500

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Section 6

Notes & Glossary

 **BC Ferries**

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Section 6A - Notes to Reports



Section	Route	Notes to Report
Applicable Sections	All Routes	All routes: Various totals might not be additive or may show small discrepancies as round trip counts are rounded to one decimal point, and AEQ and passenger counts are rounded to whole numbers.
Applicable Sections	All Routes	All routes: The CFSC was amended for PT6 (commencing FY2025) so that round trips provided by alternative service are no longer included for the purpose of meeting core service levels. For comparative purposes, the FY2024 numbers presented in this report are based on these new parameters, and may differ from the FY2024 numbers reported during the previous fiscal year. However, in this report, the respective FY2024 AEQs, passengers and round trips combined with the alternative service numbers (Section 2G) will reconcile to the equivalent numbers reported in the previous fiscal year. Similarly, capacity utilization and overload numbers presented in the FY2024 reports include alternative services but this report's numbers do not (Sections 1A, 4A and 4C.) Unless otherwise noted, any variances are immaterial.
Applicable Sections	All Routes	All routes: Deadhead sailings have been excluded from applicable sailing counts, on-time performance and capacity utilization as they are not customer-serving sailings.
Section 1A	All Routes	Tariffs charged to customers on all routes were below price cap at September 30, 2024 and 2023.
Section 1A	All Routes	All routes: "% Sailing within 10 Minutes" indicates percentages of sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 1A	13 Langdale - Gambier Island - Keats Landing	Revenue arises from bike traffic and freight.
Section 1A	13 Langdale - Gambier Island - Keats Landing	This is a passenger-only route and no vehicles are carried. Negative AEQ tariff revenue pertains to discounts provided for ferry travel on this route.
Section 1A, 2B, 3A, 3B and 3C	13 Langdale - Gambier Island - Keats Landing	Core service levels include some round trips that are deliverable only 'on demand.'
Section 2D	All Routes	All routes: Due to amendments to the CFSC for PT6, round trip cancellations for insufficient crew as of FY2025 generally are no longer counted as 'allowable' under the 'safety' category and are reported separately as 'not allowable' under the 'crew' category.
Section 2F	28 Port Hardy - Central Coast	The variance in Section 2C of -3 round trips is a reduction of three round trips for the Northern Sea Wolf's 2025 annual refit over a period commencing March 14, 2025, continuing past the March 31 fiscal year end, over 18 days reportable within Q4. Paragraph 2(c) of Schedule A of the CFSC indicates the core service level for the route includes an annual allowance for a temporary service disruption of up to 65 consecutive days for the purposes of carrying out surveys and refits. Alternative service was provided during this outage by water taxi and tug & barge, and has been included in Section 2G.
Section 3A and 3C	All Routes	All routes: the year-to-date sailing cancellation totals will show slight variances when reconciled to the sum of the quarters due to minor revisions to the number of cancellations on some routes. These differences are not material.
Section 4A and 4B	All Routes	All routes: On-time performance is based on sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 4C	All Routes	All routes: the overload reporting methodology for PT6 has been changed for increased accuracy. Previously, the overloads reported were based on manually reported (i.e., flagged) figures. The new methodology is drawn from the data itself. This will result in some variances with numbers reported in previous fiscal years.
Section 4C	13 Langdale - Gambier Island - Keats Landing	Route 13 is not included in this overloads report as this is a passenger-only route and no vehicles are carried.
Section 5B	All Routes	All routes: Ferry Transportation Fees paid do not include the notional amount for the Senior Discounts, as described in section 1(b) of Schedule B of the CFSC.

Section 6B - Glossary

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



Operations Reports

Fiscal Year Ended March 31, 2025



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:

- (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.
- (h) An overview of cancelled round trips under both daily and annual minimums, inclusive of the cancelled round trips under daily minimums reported in Q1 through Q4 and the newly reported cancelled round trips at fiscal year end.
- (i) A summary of cancelled CSFC round trips under daily minimums, 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;
- (j) A summary of cancelled CSFC round trips under annual minimums, 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; and
- (k) A summary noting the cumulative and consecutive number of days for which CFSC minimum round trips were missed;

Section 3: Performance Against Scheduled Sailings

This report includes the following:

- (d) A summary of the number of scheduled sailings and round trips by route in comparison to the number of actual sailings provided;

Section 5: Financials

This report includes the following:

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

Section 6: Notes and Glossary

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

In fiscal 2025, BC Ferries set passenger records for the third year in a row. We carried more than 22.7 million customers – almost 140,000 more than the previous year – on 196,465 sailings (+800). This year also marked the outcome of a years-long process for BC Ferries to build new major vessels, resulting in approval to move ahead with only four of the five ferries that were requested.

This decision by the independent BC Ferry Commission will have long-term implications for BC Ferries' ability to meet the expectations of our customers who continually highlight reliability and capacity challenges as the two main areas for improvements.

The issues that come with managing an aging fleet were evident this fiscal, with 297.5 round trips cancelled on the major routes due to mechanical problems, making up 79% of all cancellations on our busiest routes. Across the system, cancellations were up by approximately 18.2% compared to last year, with over a third (36%, 469) due to mechanical issues.

While there were many examples, most notable was the 60-year-old Queen of New Westminster that was out of service for almost 200 days following propeller issues that required a full rebuild.

Compounding the reliability challenges were the experiences related to growing customer demand. The amount of overloaded sailings grew across the system (15.5%, +1.5) and this was particularly evident on the major routes, with four-in-10 sailings (40.6%, +0.6) unable to accommodate all the customers looking to travel at that time.

More positively, the number of actual sailings increased (196.5k, +0.8k) and more of those sailings were on time (165.0K, +2.1k). Across the system, 84% (+0.8) were on time this past year.

BC Ferries will continue to advocate for long-term investments in the ferry system that are designed to ensure a reliable and affordable ferry service for British Columbians.

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Section 1

Operations Summary



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Section 1A - Fiscal Year Ended March 31, 2025



FY25 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
☐ Majors	13,351.0	8,379,722	6,534,734	78.0%	6,394,986	78.1%	139,748	\$434,985,450	\$406,871,024	\$28,114,426
01 Tsawwassen - Swartz Bay	4,329.0	2,849,604	2,553,445	89.6%	2,513,574	90.3%	39,871	\$196,132,438	\$183,480,644	\$12,651,794
02 Horseshoe Bay - Nanaimo	2,838.0	1,759,164	1,310,992	74.5%	1,294,784	74.1%	16,208	\$95,356,256	\$91,381,610	\$3,974,646
03 Horseshoe Bay - Langdale	3,304.0	2,044,958	1,388,514	67.9%	1,354,840	68.9%	33,673	\$39,689,845	\$35,923,855	\$3,765,990
30 Nanaimo - Tsawwassen	2,880.0	1,725,996	1,281,783	74.3%	1,231,787	72.6%	49,996	\$103,806,911	\$96,084,915	\$7,721,996
☐ Minors	76,935.5	8,172,649	4,489,510	54.9%	4,417,383	54.0%	72,127	\$67,837,419	\$63,576,123	\$4,261,296
04 Swartz Bay - Fulford Harbour	3,056.0	556,192	369,600	66.5%	364,754	65.8%	4,847	\$4,741,360	\$4,397,983	\$343,377
05 Swartz Bay - Southern Gulf Islands	3,516.0	904,844	349,202	38.6%	343,568	38.2%	5,634	\$4,747,826	\$4,506,324	\$241,502
06 Crofton - Vesuvius	4,720.5	594,783	326,480	54.9%	313,391	52.9%	13,089	\$4,271,335	\$4,009,925	\$261,410
07 Earls Cove - Saltery Bay	2,885.0	646,240	241,242	37.3%	238,381	36.9%	2,861	\$5,870,101	\$5,550,608	\$319,493
08 Horseshoe Bay - Snug Cove	5,457.5	989,880	603,673	61.0%	603,468	64.5%	205	\$7,301,791	\$7,005,811	\$295,980
09 Tsawwassen - Southern Gulf Islands	1,029.0	339,480	241,683	71.2%	243,049	71.8%	-1,366	\$11,793,581	\$11,062,330	\$731,251
12 Brentwood Bay - Mill Bay	3,185.0	123,010	105,639	85.9%	98,801	82.8%	6,838	\$1,362,613	\$1,252,160	\$110,453
13 Langdale - Gambier Island - Keats Landing	5,422.0							(\$1,465)	(\$1,775)	\$310
17 Little River - Powell River	1,439.0	397,164	232,614	58.6%	224,433	56.7%	8,182	\$9,936,691	\$8,965,573	\$971,118
18 Powell River - Blubber Bay	2,914.5	274,509	124,562	45.4%	122,332	44.1%	2,230	\$1,090,188	\$1,033,429	\$56,759
19 Nanaimo Harbour - Gabriola	8,215.0	772,210	496,101	64.2%	487,976	63.1%	8,125	\$4,549,992	\$4,282,147	\$267,845
20 Chemainus - Thetis - Penelakut	3,685.0	191,802	110,791	57.8%	104,545	55.7%	6,246	\$933,330	\$835,688	\$97,642
21 Buckley Bay - Denman West	6,518.5	564,883	344,513	61.0%	340,935	60.0%	3,579	\$2,689,573	\$2,570,862	\$118,711
22 Denman East - Hornby Island	4,380.5	292,909	156,687	53.5%	151,839	47.3%	4,848	\$1,298,378	\$1,218,435	\$79,943
23 Campbell River - Quathiaski Cove	9,931.5	933,561	520,703	55.8%	513,740	54.9%	6,963	\$4,398,059	\$4,165,104	\$232,955
24 Heriot Bay - Whaletown	2,188.0	113,776	78,803	69.3%	77,456	67.3%	1,347	\$850,843	\$770,043	\$80,800
25 Port McNeill - Alert Bay - Sointula	3,926.0	334,478	124,093	37.1%	126,320	34.0%	-2,228	\$1,395,909	\$1,376,674	\$19,235
26 Skidegate - Alliford Bay	4,466.5	142,928	63,128	44.2%	62,400	43.6%	729	\$607,314	\$574,802	\$32,512
☐ North	398.5	69,591	52,731	75.8%	51,691	75.4%	1,040	\$11,826,664	\$11,368,454	\$458,210
10 Port Hardy - Prince Rupert	114.0	24,932	20,252	81.2%	20,298	80.9%	-46	\$6,097,269	\$5,977,623	\$119,646
11 Prince Rupert - Skidegate	204.0	39,024	29,692	76.1%	28,906	75.6%	786	\$4,994,314	\$4,685,798	\$308,516
28 Port Hardy - Central Coast	80.5	5,635	2,788	49.5%	2,488	47.4%	300	\$735,081	\$705,033	\$30,048
Total	90,685.0	16,621,962	11,076,974	66.6%	10,864,059	66.1%	212,914	\$514,649,533	\$481,815,601	\$32,833,932

Obligation Deferred (Settled)

\$0

\$0

Total Vehicle Fare Revenue

\$514,649,533

\$481,815,601

Section 1A - Fiscal Year Ended March 31, 2025



FY25 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	FY24	FY25
☐ Majors	14,334,334	14,250,118	84,216	\$200,262,152	\$197,541,170	\$2,720,982	76.2%	70.9%	72.4%
01 Tsawwassen - Swartz Bay	6,402,824	6,355,282	47,542	\$104,700,729	\$102,640,600	\$2,060,129	80.5%	72.3%	77.6%
02 Horseshoe Bay - Nanaimo	3,040,891	3,105,386	-64,495	\$48,048,804	\$49,198,973	(\$1,150,169)	73.4%	72.3%	70.2%
03 Horseshoe Bay - Langdale	2,753,954	2,701,223	52,731	\$14,550,379	\$14,165,626	\$384,753	73.5%	66.8%	72.2%
30 Nanaimo - Tsawwassen	2,136,665	2,088,227	48,438	\$32,962,240	\$31,535,971	\$1,426,269	75.6%	72.0%	67.0%
☐ Minors	8,301,656	8,247,662	53,994	\$36,223,692	\$35,002,686	\$1,221,006	86.4%	85.2%	85.8%
04 Swartz Bay - Fulford Harbour	639,207	635,839	3,368	\$2,804,032	\$2,719,781	\$84,251	92.5%	88.4%	87.6%
05 Swartz Bay - Southern Gulf Islands	539,970	534,167	5,803	\$2,213,234	\$2,144,055	\$69,179	68.3%	69.0%	67.4%
06 Crofton - Vesuvius	542,686	522,077	20,609	\$2,014,319	\$1,888,738	\$125,581	86.7%	88.4%	84.2%
07 Earls Cove - Saltery Bay	393,650	391,899	1,751	\$2,265,521	\$2,165,605	\$99,916	80.4%	85.0%	87.3%
08 Horseshoe Bay - Snug Cove	1,316,520	1,309,857	6,663	\$4,571,244	\$4,365,022	\$206,222	75.3%	68.9%	68.8%
09 Tsawwassen - Southern Gulf Islands	569,558	580,821	-11,263	\$6,426,402	\$6,363,652	\$62,750	72.8%	69.6%	66.4%
12 Brentwood Bay - Mill Bay	199,114	189,334	9,780	\$950,164	\$866,005	\$84,159	85.9%	73.1%	93.9%
13 Langdale - Gambier Island - Keats Landing	50,628	51,799	-1,171	\$194,654	\$198,666	(\$4,012)	99.5%	99.8%	99.5%
17 Little River - Powell River	448,024	435,524	12,500	\$4,712,951	\$4,505,568	\$207,383	91.1%	84.1%	89.1%
18 Powell River - Blubber Bay	189,818	187,203	2,615	\$561,548	\$533,582	\$27,966	92.7%	90.5%	94.2%
19 Nanaimo Harbour - Gabriola	888,148	881,924	6,224	\$2,512,012	\$2,427,954	\$84,058	87.6%	86.1%	82.8%
20 Chemainus - Thetis - Penelakut	257,742	250,793	6,949	\$590,019	\$569,469	\$20,550	74.4%	72.2%	81.2%
21 Buckley Bay - Denman West	578,970	579,398	-428	\$1,517,553	\$1,489,839	\$27,714	97.2%	97.5%	98.0%
22 Denman East - Hornby Island	271,407	273,056	-1,649	\$818,179	\$810,328	\$7,851	96.2%	92.8%	93.9%
23 Campbell River - Quathiaski Cove	933,793	934,567	-774	\$2,425,095	\$2,361,041	\$64,054	90.4%	90.9%	92.8%
24 Heriot Bay - Whaletown	121,712	122,275	-563	\$434,057	\$412,291	\$21,766	78.1%	74.3%	82.6%
25 Port McNeill - Alert Bay - Sointula	251,321	255,388	-4,067	\$890,358	\$859,048	\$31,310	87.3%	87.2%	74.9%
26 Skidegate - Alliford Bay	109,388	111,741	-2,353	\$322,350	\$322,042	\$308	98.0%	98.1%	97.3%
☐ North	104,606	103,777	829	\$7,937,162	\$7,790,727	\$146,435	77.1%	84.9%	80.5%
10 Port Hardy - Prince Rupert	44,519	45,508	-989	\$5,263,490	\$5,263,031	\$459	73.7%	83.7%	75.9%
11 Prince Rupert - Skidegate	53,855	52,514	1,341	\$1,926,537	\$1,801,270	\$125,267	86.7%	88.6%	90.0%
28 Port Hardy - Central Coast	6,232	5,755	477	\$747,135	\$726,426	\$20,709	69.8%	81.2%	76.2%
Total	22,740,596	22,601,557	139,039	\$244,423,006	\$240,334,583	\$4,088,423	84.9%	83.2%	84.0%

Obligation Deferred (Settled)

\$0

\$0

Total Passenger Fare Revenue

\$244,423,006

\$240,334,583

Total Vehicle & Passenger Fare Revenue per Financial Statements

\$759,072,539

\$722,150,184



Section 2

Performance Against CFSC
Minimums



Section 2A - Fiscal Year Ended March 31, 2025



FY25 Scheduled Round Trips

92.0K

FY24: 91.5K

FY25 Actual Round Trips

90.7K

FY24: 90.5K

FY25 Cancelled Round Trips

1.3K

FY24: 1.1K

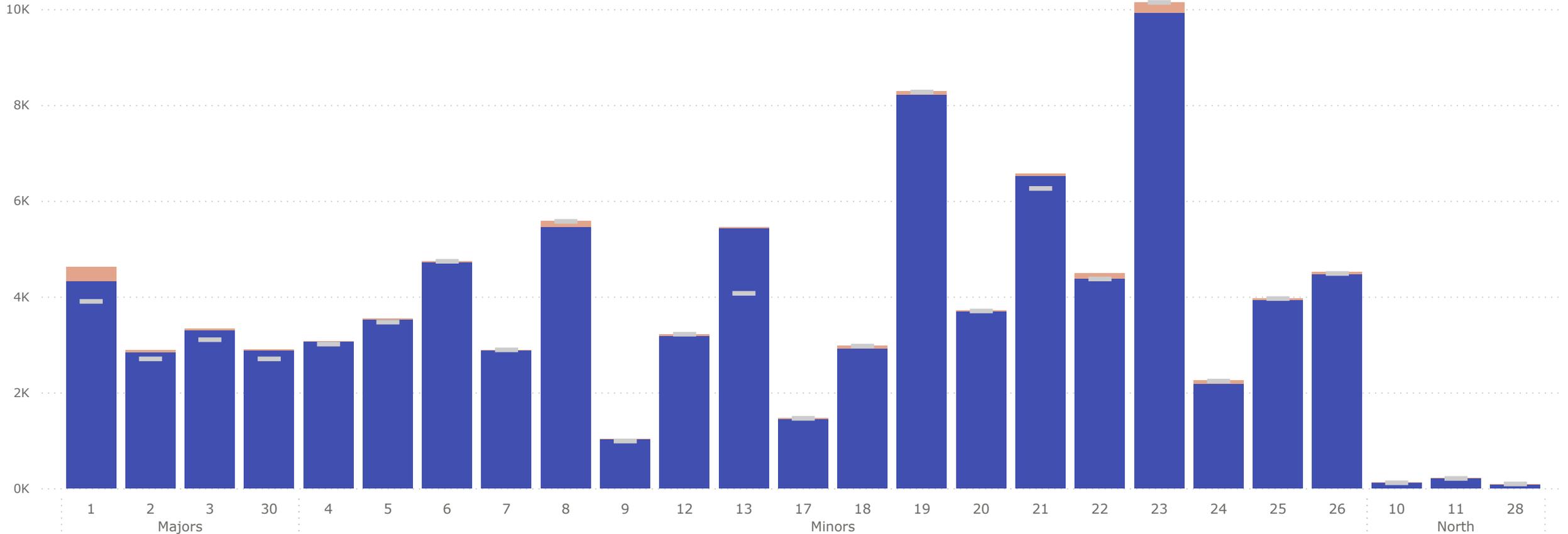
FY25 Scheduled Round Trips Cancelled

1.4%

FY24: 1.2%

FY25 Actual & Cancelled Round Trips versus Minimum (Annual) Core Service Levels

● Actual Round Trips ● Cancelled Round Trips — Total Q. Mins



Section 2B - Fiscal Year Ended March 31, 2025



FY25 Scheduled Round Trips

92.0K

FY24: 91.5K

FY25 Actual Round Trips

90.7K

FY24: 90.5K

FY25 Cancelled Round Trips

1.3K

FY24: 1.1K

FY25 Scheduled Round Trips Cancelled

1.4%

FY24: 1.2%

FY25 Cancellations of Minimum (Annual) Round Trips by Route

	Emergency	Safety	Terminal (Dock)	Allowable			Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)				Traffic	Other		
☐ Majors	0.5	0.0	0.0	0.0	0.0	10.0	37.0	47.5	0.0	0.0	0.0	0.0	47.5
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	2.0	10.0	12.0	0.0	0.0	0.0	0.0	12.0
02 Horseshoe Bay - Nanaimo	0.5	0.0	0.0	0.0	0.0	5.0	17.0	22.5	0.0	0.0	0.0	0.0	22.5
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	3.0	0.0	3.0	0.0	0.0	0.0	0.0	3.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	0.0	0.0	0.0	0.0	10.0
☐ Minors	7.0	13.0	91.0	23.0	0.0	123.5	399.5	657.0	57.5	16.0	4.5	78.0	735.0
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	0.0	2.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	3.0	8.0	11.0	0.0	0.0	0.0	0.0	11.0
06 Crofton - Vesuvius	0.0	1.0	0.0	3.5	0.0	3.0	4.0	11.5	3.0	0.0	2.0	5.0	16.5
07 Earls Cove - SALTERY Bay	0.0	1.0	0.0	1.0	0.0	0.0	0.0	2.0	1.0	0.0	0.0	1.0	3.0
08 Horseshoe Bay - Snug Cove	0.0	2.0	80.0	1.5	0.0	2.0	0.0	85.5	10.5	16.0	0.5	27.0	112.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	1.0	3.0	4.0	1.0	0.0	0.0	1.0	5.0
12 Brentwood Bay - Mill Bay	0.0	0.0	5.0	0.0	0.0	1.0	2.0	8.0	21.0	0.0	1.0	22.0	30.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	0.0	0.0	0.0	0.0	10.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	0.0	0.0	0.0	0.0	19.0
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	33.5	19.0	52.5	0.0	0.0	0.0	0.0	52.5
19 Nanaimo Harbour - Gabriola	2.0	1.0	5.0	17.0	0.0	23.5	5.0	53.5	2.0	0.0	0.0	2.0	55.5
20 Chemainus - Thetis - Penelakut	1.0	0.0	1.0	0.0	0.0	7.0	6.0	15.0	0.0	0.0	0.0	0.0	15.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	15.0	3.0	18.0	0.0	0.0	0.0	0.0	18.0
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	14.5	54.0	68.5	0.0	0.0	0.0	0.0	68.5
23 Campbell River - Quathiaski Cove	4.0	8.0	0.0	0.0	0.0	16.0	181.5	209.5	1.0	0.0	0.0	1.0	210.5
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	2.0	42.0	44.0	5.0	0.0	0.0	5.0	49.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	24.0	24.0	8.0	0.0	1.0	9.0	33.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	5.0	0.0	0.0	5.0	24.0
☐ North	0.0	0.0	0.0	0.0	0.0	3.5	3.5	7.0	0.0	0.0	0.0	0.0	7.0
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	0.0	0.0	0.0	2.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	2.5	2.5	5.0	0.0	0.0	0.0	0.0	5.0
Total	7.5	13.0	91.0	23.0	0.0	137.0	440.0	711.5	57.5	16.0	4.5	78.0	789.5

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Section 2D - Fiscal Year Ended March 31, 2025



FY25 Scheduled Round Trips

92.0K

FY24: 91.5K

FY25 Actual Round Trips

90.7K

FY24: 90.5K

FY25 Cancelled Round Trips

1.3K

FY24: 1.1K

FY25 Scheduled Round Trips Cancelled

1.4%

FY24: 1.2%

FY25 All Round Trip Cancellations by Route

	Emergency	Safety	Terminal (Dock)	Allowable			Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)				Traffic	Other		
☐ Majors	3.5	0.0	0.0	0.0	0.0	297.5	74.5	375.5	0.0	1.0	5.0	6.0	381.5
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	267.5	26.0	293.5	0.0	1.0	0.5	1.5	295.0
02 Horseshoe Bay - Nanaimo	2.0	0.0	0.0	0.0	0.0	15.0	19.5	36.5	0.0	0.0	3.5	3.5	40.0
03 Horseshoe Bay - Langdale	0.5	0.0	0.0	0.0	0.0	15.0	10.0	25.5	0.0	0.0	1.0	1.0	26.5
30 Nanaimo - Tsawwassen	1.0	0.0	0.0	0.0	0.0	0.0	19.0	20.0	0.0	0.0	0.0	0.0	20.0
☐ Minors	11.5	14.0	103.5	27.5	1.5	167.5	460.5	786.0	86.5	22.0	20.5	129.0	915.0
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	1.0	0.0	0.0	4.0	5.0	0.0	0.0	0.0	0.0	5.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	7.0	9.0	16.0	2.0	3.0	1.0	6.0	22.0
06 Crofton - Vesuvius	0.0	1.0	0.0	3.5	0.0	3.0	4.0	11.5	3.0	0.0	2.0	5.0	16.5
07 Earls Cove - Saltery Bay	0.0	1.0	0.0	1.0	0.0	0.0	0.0	2.0	1.0	0.0	0.0	1.0	3.0
08 Horseshoe Bay - Snug Cove	0.0	2.0	80.0	1.5	0.0	2.0	0.0	85.5	10.5	16.0	9.0	35.5	121.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	1.0	4.0	5.0	1.0	0.0	0.0	1.0	6.0
12 Brentwood Bay - Mill Bay	0.0	0.0	5.0	0.0	0.0	1.0	2.0	8.0	21.0	0.0	1.0	22.0	30.0
13 Langdale - Gambier Island - Keats Landing	0.0	1.0	0.0	0.0	0.0	1.0	20.0	22.0	0.0	0.0	0.0	0.0	22.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	0.0	0.0	0.0	0.0	19.0
18 Powell River - Blubber Bay	1.5	0.0	0.0	0.0	0.0	35.0	23.0	59.5	1.0	0.0	0.0	1.0	60.5
19 Nanaimo Harbour - Gabriola	2.0	1.0	8.5	17.0	0.0	23.5	5.0	57.0	8.0	2.0	0.0	10.0	67.0
20 Chemainus - Thetis - Penelakut	1.0	0.0	10.0	0.0	0.0	7.0	6.0	24.0	1.0	0.0	0.0	1.0	25.0
21 Buckley Bay - Denman West	1.0	0.0	0.0	2.0	0.5	36.0	5.0	44.5	1.0	0.0	1.0	2.0	46.5
22 Denman East - Hornby Island	0.0	0.0	0.0	1.5	0.0	25.0	80.0	106.5	1.0	0.0	0.0	1.0	107.5
23 Campbell River - Quathiaski Cove	4.0	8.0	0.0	0.0	0.0	16.0	181.5	209.5	5.0	0.0	1.0	6.0	215.5
24 Heriot Bay - Whaletown	2.0	0.0	0.0	0.0	0.0	6.0	49.0	57.0	9.0	0.0	0.0	9.0	66.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	24.0	24.0	8.0	0.0	1.0	9.0	33.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	1.0	3.0	26.0	30.0	14.0	1.0	4.5	19.5	49.5
☐ North	0.0	0.0	0.0	0.0	0.0	4.0	10.0	14.0	0.0	0.0	0.0	0.0	14.0
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.5	0.0	0.0	0.0	0.0	0.5
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	1.5	7.0	8.5	0.0	0.0	0.0	0.0	8.5
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	2.5	2.5	5.0	0.0	0.0	0.0	0.0	5.0
Total	15.0	14.0	103.5	27.5	1.5	469.0	545.0	1,175.5	86.5	23.0	25.5	135.0	1,310.5

Section 2E - Fiscal Year Ended March 31, 2025



FY25 Actual Round Trips

90.7K

Annual Minimums: 88.6K

FY25 Cancelled Core Service Round Trips

789.5

FY24: 343.5

FY25 Actual Round Trips & Variance Against Minimum (Annual) Core Service Levels by Route

	Actual Round Trips	Annual Minimums	Variance	Previously Reported (Q1 - Q4)		Attributed to Annual Minimums		Cancelled Core Service RT	Extra/Short Round Trips
				Allowable (Daily) Cancelled RT	Non-Allowable (Daily) Cancelled RT	Allowable (Annual) Cancelled RT	Non-Allowable (Annual) Cancelled RT		
☐ Majors	13,351.0	12,400.0	951.0	47.5	0.0	0.0	0.0	47.5	998.5
01 Tsawwassen - Swartz Bay	4,329.0	3,900.0	429.0	12.0	0.0	0.0	0.0	12.0	441.0
02 Horseshoe Bay - Nanaimo	2,838.0	2,700.0	138.0	22.5	0.0	0.0	0.0	22.5	160.5
03 Horseshoe Bay - Langdale	3,304.0	3,100.0	204.0	3.0	0.0	0.0	0.0	3.0	207.0
30 Nanaimo - Tsawwassen	2,880.0	2,700.0	180.0	10.0	0.0	0.0	0.0	10.0	190.0
☐ Minors	76,935.5	75,777.5	1,158.0	488.0	36.5	169.0	41.5	735.0	1,893.0
04 Swartz Bay - Fulford Harbour	3,056.0	3,008.0	48.0	2.0	0.0	0.0	0.0	2.0	50.0
05 Swartz Bay - Southern Gulf Islands	3,516.0	3,467.0	49.0	11.0	0.0	0.0	0.0	11.0	60.0
06 Crofton - Vesuvius	4,720.5	4,737.0	-16.5	3.5	0.0	8.0	5.0	16.5	0.0
07 Earls Cove - Saltery Bay	2,885.0	2,888.0	-3.0	0.0	0.0	2.0	1.0	3.0	0.0
08 Horseshoe Bay - Snug Cove	5,457.5	5,570.0	-112.5	64.5	4.5	21.0	22.5	112.5	0.0
09 Tsawwassen - Southern Gulf Islands	1,029.0	984.0	45.0	4.0	1.0	0.0	0.0	5.0	50.0
12 Brentwood Bay - Mill Bay	3,185.0	3,215.0	-30.0	0.0	14.0	8.0	8.0	30.0	0.0
13 Langdale - Gambier Island - Keats Landing	5,422.0	4,068.0	1,354.0	10.0	0.0	0.0	0.0	10.0	1,364.0
17 Little River - Powell River	1,439.0	1,458.0	-19.0	19.0	0.0	0.0	0.0	19.0	0.0
18 Powell River - Blubber Bay	2,914.5	2,967.0	-52.5	39.0	0.0	13.5	0.0	52.5	0.0
19 Nanaimo Harbour - Gabriola	8,215.0	8,270.5	-55.5	17.5	2.0	36.0	0.0	55.5	0.0
20 Chemainus - Thetis - Penelakut	3,685.0	3,700.0	-15.0	6.0	0.0	9.0	0.0	15.0	0.0
21 Buckley Bay - Denman West	6,518.5	6,257.0	261.5	18.0	0.0	0.0	0.0	18.0	279.5
22 Denman East - Hornby Island	4,380.5	4,368.0	12.5	68.5	0.0	0.0	0.0	68.5	81.0
23 Campbell River - Quathiaski Cove	9,931.5	10,142.0	-210.5	156.0	0.0	53.5	1.0	210.5	0.0
24 Heriot Bay - Whaletown	2,188.0	2,237.0	-49.0	33.0	5.0	11.0	0.0	49.0	0.0
25 Port McNeill - Alert Bay - Sointula	3,926.0	3,959.0	-33.0	17.0	5.0	7.0	4.0	33.0	0.0
26 Skidegate - Alliford Bay	4,466.5	4,482.0	-15.5	19.0	5.0	0.0	0.0	24.0	8.5
☐ North	398.5	406.5	-8.0	4.5	0.0	2.5	0.0	7.0	-1.0
10 Port Hardy - Prince Rupert	114.0	113.5	0.5	0.0	0.0	0.0	0.0	0.0	0.5
11 Prince Rupert - Skidegate	204.0	204.0	0.0	2.0	0.0	0.0	0.0	2.0	2.0
28 Port Hardy - Central Coast	80.5	89.0	-8.5	2.5	0.0	2.5	0.0	5.0	-3.5
Total	90,685.0	88,584.0	2,101.0	540.0	36.5	171.5	41.5	789.5	2,890.5

FY25 Performance Against Minimum (Annual) Core Service Levels for Days Missed

	Cumulative Days When Round Trips Missed (Allowed 30 Days per Route)	Highest Consecutive Days When Round Trips Missed (Allowed 20 Days per Route)
<input type="checkbox"/> Majors		
01 Tsawwassen - Swartz Bay	7	2
02 Horseshoe Bay - Nanaimo	13	2
03 Horseshoe Bay - Langdale	2	1
30 Nanaimo - Tsawwassen	7	2
<input type="checkbox"/> Minors		
04 Swartz Bay - Fulford Harbour	1	1
05 Swartz Bay - Southern Gulf Islands	6	2
06 Crofton - Vesuvius	8	1
07 Earls Cove - Saltery Bay	2	1
08 Horseshoe Bay - Snug Cove	16	3
09 Tsawwassen - Southern Gulf Islands	4	1
12 Brentwood Bay - Mill Bay	8	3
13 Langdale - Gambier Island - Keats Landing	2	1
17 Little River - Powell River	11	2
18 Powell River - Blubber Bay	11	3
19 Nanaimo Harbour - Gabriola	25	14
20 Chemainus - Thetis - Penelakut	9	2
21 Buckley Bay - Denman West	6	2
22 Denman East - Hornby Island	20	3
23 Campbell River - Quathiaski Cove	27	5
24 Heriot Bay - Whaletown	17	2
25 Port McNeill - Alert Bay - Sointula	7	2
26 Skidegate - Alliford Bay	7	1
<input type="checkbox"/> North		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	4	2
28 Port Hardy - Central Coast	17	8

Section 2G - Fiscal Year Ended March 31, 2025



FY25 Actual Round Trips

293.5

FY24: 329.0

FY25 AEQ Carried

244.5

FY24: 454.5

FY25 Passengers Carried

5,392

FY24: 8,405

FY25 Alternative Service Round Trips by Route

	Sailed Round Trips	FY24 AEQ Carried	Passengers	Sailed Round Trips	FY25 AEQ Carried	Passengers
<input type="checkbox"/> Majors	4.0	0	73	19.0	0	469
01 Tsawwassen - Swartz Bay	0.0	0	0	0.0	0	0
02 Horseshoe Bay - Nanaimo	0.0	0	0	0.0	0	0
03 Horseshoe Bay - Langdale	4.0	0	73	19.0	0	469
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0
<input type="checkbox"/> Minors	300.5	-1	7,749	257.5	0	4,601
04 Swartz Bay - Fulford Harbour	10.5	-1	268	0.0	0	0
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0
06 Crofton - Vesuvius	49.5	0	614	0.0	0	0
07 Earls Cove - Saltery Bay	0.0	0	0	0.0	0	0
08 Horseshoe Bay - Snug Cove	213.5	0	6,553	155.0	0	3,345
09 Tsawwassen - Southern Gulf Islands	0.0	0	0	0.0	0	1
12 Brentwood Bay - Mill Bay	0.0	0	0	0.0	0	0
13 Langdale - Gambier Island - Keats Landing	0.0	0	0	0.0	0	0
17 Little River - Powell River	0.0	0	0	0.0	0	0
18 Powell River - Blubber Bay	1.0	0	6	65.0	0	757
19 Nanaimo Harbour - Gabriola	7.0	0	23	12.0	0	194
20 Chemainus - Thetis - Penelakut	17.0	0	277	13.0	0	133
21 Buckley Bay - Denman West	0.0	0	0	0.0	0	0
22 Denman East - Hornby Island	0.0	0	0	0.0	0	0
23 Campbell River - Quathiaski Cove	0.0	0	0	0.0	0	0
24 Heriot Bay - Whaletown	0.0	0	0	0.0	0	0
25 Port McNeill - Alert Bay - Sointula	0.0	0	0	11.0	0	158
26 Skidegate - Alliford Bay	2.0	0	8	1.5	0	13
<input type="checkbox"/> North	24.5	456	583	17.0	245	322
10 Port Hardy - Prince Rupert	0.0	0	0	0.0	0	0
11 Prince Rupert - Skidegate	0.0	0	0	0.0	0	0
28 Port Hardy - Central Coast	24.5	456	583	17.0	245	322
Total	329.0	455	8,405	293.5	245	5,392



Section 3

Performance Against Scheduled
Sailings



Section 3A - Fiscal Year Ended March 31, 2025



FY25 Scheduled Sailing Count

199.3K

FY24: 198.0K

FY25 Actual Sailing Count

196.5K

FY24: 195.7K

FY25 Cancelled Sailing Count

2.8K

FY24: 2.3K

FY25 Scheduled & Actual Sailings by Route

	Scheduled Sailing Count	Actual Sailing Count	Variance
☐ Majors	27,465.0	26,702.0	-763
01 Tsawwassen - Swartz Bay	9,248.0	8,658.0	-590
02 Horseshoe Bay - Nanaimo	5,756.0	5,676.0	-80
03 Horseshoe Bay - Langdale	6,661.0	6,608.0	-53
30 Nanaimo - Tsawwassen	5,800.0	5,760.0	-40
☐ Minors	170,498.0	168,492.0	-2,006
04 Swartz Bay - Fulford Harbour	6,122.0	6,112.0	-10
05 Swartz Bay - Southern Gulf Islands	12,238.0	12,108.0	-130
06 Crofton - Vesuvius	9,474.0	9,441.0	-33
07 Earls Cove - SALTERY BAY	5,776.0	5,770.0	-6
08 Horseshoe Bay - Snug Cove	11,157.0	10,915.0	-242
09 Tsawwassen - Southern Gulf Islands	6,289.0	6,239.0	-50
12 Brentwood Bay - Mill Bay	6,430.0	6,370.0	-60
13 Langdale - Gambier Island - Keats Landing	11,553.0	11,485.0	-68
17 Little River - Powell River	2,916.0	2,878.0	-38
18 Powell River - Blubber Bay	5,950.0	5,829.0	-121
19 Nanaimo Harbour - Gabriola	16,564.0	16,430.0	-134
20 Chemainus - Thetis - Penelakut	11,387.0	11,319.0	-68
21 Buckley Bay - Denman West	13,130.0	13,037.0	-93
22 Denman East - Hornby Island	8,976.0	8,761.0	-215
23 Campbell River - Quathiaski Cove	20,294.0	19,863.0	-431
24 Heriot Bay - Whaletown	4,508.0	4,376.0	-132
25 Port McNeill - Alert Bay - Sointula	8,702.0	8,626.0	-76
26 Skidegate - Alliford Bay	9,032.0	8,933.0	-99
☐ North	1,311.0	1,271.0	-40
10 Port Hardy - Prince Rupert	529.0	527.0	-2
11 Prince Rupert - Skidegate	425.0	408.0	-17
28 Port Hardy - Central Coast	357.0	336.0	-21
Total	199,274.0	196,465.0	-2,809

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Section 3C - Fiscal Year Ended March 31, 2025



FY25 Scheduled Round Trips

92.0K
FY24: 91.5K

FY25 Actual Round Trips

90.7K
FY24: 90.5K

FY25 Cancelled Round Trips

1.3K
FY24: 1.1K

FY25 Scheduled Round Trips Cancelled

1.4%
FY24: 1.2%

FY25 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	0	7	0	0	0	0	595	149	2	10	763
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	535	52	2	1	590
02 Horseshoe Bay - Nanaimo	0	4	0	0	0	0	30	39	0	7	80
03 Horseshoe Bay - Langdale	0	1	0	0	0	0	30	20	0	2	53
30 Nanaimo - Tsawwassen	0	2	0	0	0	0	0	38	0	0	40
☐ Minors	189	24	27	206	55	3	365	1,005	88	44	2,006
04 Swartz Bay - Fulford Harbour	0	0	0	0	2	0	0	8	0	0	10
05 Swartz Bay - Southern Gulf Islands	10	0	0	0	0	0	30	37	50	3	130
06 Crofton - Vesuvius	6	0	2	0	7	0	6	8	0	4	33
07 Earls Cove - Saltery Bay	2	0	2	0	2	0	0	0	0	0	6
08 Horseshoe Bay - Snug Cove	21	0	4	160	3	0	4	0	32	18	242
09 Tsawwassen - Southern Gulf Islands	8	0	0	0	0	0	8	34	0	0	50
12 Brentwood Bay - Mill Bay	42	0	0	10	0	0	2	4	0	2	60
13 Langdale - Gambier Island - Keats Landing	0	0	1	0	0	0	2	64	0	1	68
17 Little River - Powell River	0	0	0	0	0	0	2	36	0	0	38
18 Powell River - Blubber Bay	2	3	0	0	0	0	70	46	0	0	121
19 Nanaimo Harbour - Gabriola	16	4	2	17	34	0	47	10	4	0	134
20 Chemainus - Thetis - Penelakut	4	3	0	19	0	0	22	20	0	0	68
21 Buckley Bay - Denman West	2	2	0	0	4	1	72	10	0	2	93
22 Denman East - Hornby Island	2	0	0	0	3	0	50	160	0	0	215
23 Campbell River - Quathiaski Cove	10	8	16	0	0	0	32	363	0	2	431
24 Heriot Bay - Whaletown	18	4	0	0	0	0	12	98	0	0	132
25 Port McNeill - Alert Bay - Sointula	18	0	0	0	0	0	0	55	0	3	76
26 Skidegate - Alliford Bay	28	0	0	0	0	2	6	52	2	9	99
☐ North	0	0	0	0	0	0	13	27	0	0	40
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	2	0	0	2
11 Prince Rupert - Skidegate	0	0	0	0	0	0	3	14	0	0	17
28 Port Hardy - Central Coast	0	0	0	0	0	0	10	11	0	0	21
Total	189	31	27	206	55	3	973	1,181	90	54	2,809



Section 4

On Time Performance and
Overloads



This reporting page has been left intentionally blank, due to the nature of the report not being relevant to Year End reporting.

Section 4B - Fiscal Year Ended March 31, 2025



FY25 Actual Sailings

196.5K

FY24: 195.7K

FY25 On Time Sailings

165.0K

FY24: 162.9K

FY25 Delayed Sailings

31.5K

FY24: 32.8K

FY25 On Time Performance

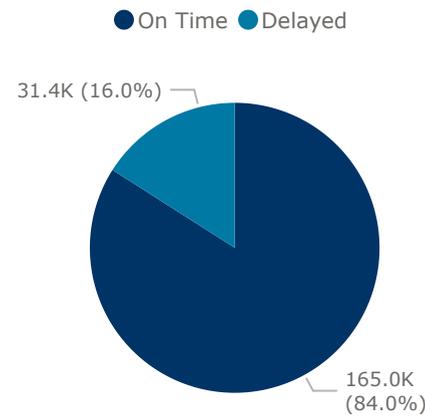
84.0%

FY24: 83.2%

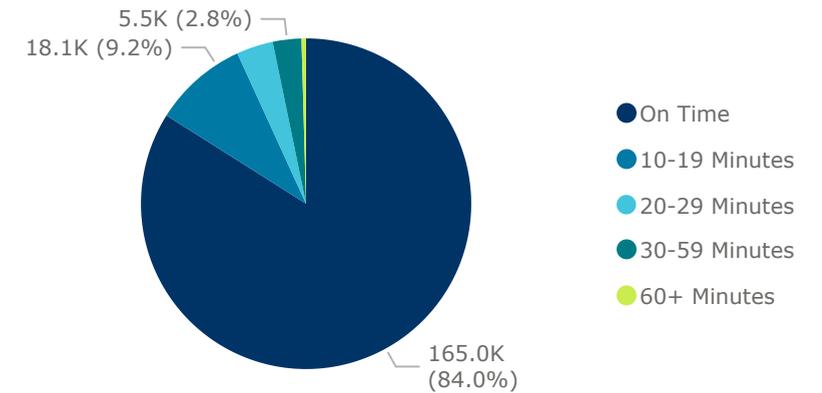
FY25 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Major	19,336	7,366	72.4%
01 Tsawwassen - Swartz Bay	6,722	1,936	77.6%
02 Horseshoe Bay - Nanaimo	3,987	1,689	70.2%
03 Horseshoe Bay - Langdale	4,770	1,838	72.2%
30 Nanaimo - Tsawwassen	3,857	1,903	67.0%
Minor	144,598	23,894	85.8%
04 Swartz Bay - Fulford Harbour	5,355	757	87.6%
05 Swartz Bay - Southern Gulf Islands	8,155	3,953	67.4%
06 Crofton - Vesuvius	7,951	1,490	84.2%
07 Earls Cove - Saltery Bay	5,038	732	87.3%
08 Horseshoe Bay - Snug Cove	7,506	3,409	68.8%
09 Tsawwassen - Southern Gulf Islands	4,143	2,096	66.4%
12 Brentwood Bay - Mill Bay	5,979	391	93.9%
13 Langdale - Gambier Island - Keats Landing	11,423	62	99.5%
17 Little River - Powell River	2,565	313	89.1%
18 Powell River - Blubber Bay	5,489	340	94.2%
19 Nanaimo Harbour - Gabriola	13,600	2,830	82.8%
20 Chemainus - Thetis - Penelakut	9,194	2,125	81.2%
21 Buckley Bay - Denman West	12,772	265	98.0%
22 Denman East - Hornby Island	8,226	535	93.9%
23 Campbell River - Quathiaski Cove	18,436	1,427	92.8%
24 Heriot Bay - Whaletown	3,613	763	82.6%
25 Port McNeill - Alert Bay - Sointula	6,463	2,163	74.9%
26 Skidegate - Alliford Bay	8,690	243	97.3%
North	1,023	248	80.5%
10 Port Hardy - Prince Rupert	400	127	75.9%
11 Prince Rupert - Skidegate	367	41	90.0%
28 Port Hardy - Central Coast	256	80	76.2%
Total	164,957	31,508	84.0%

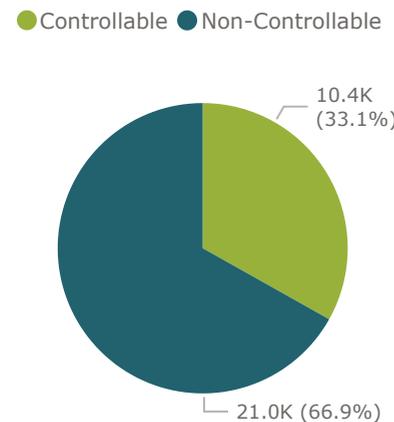
FY25 On Time Performance



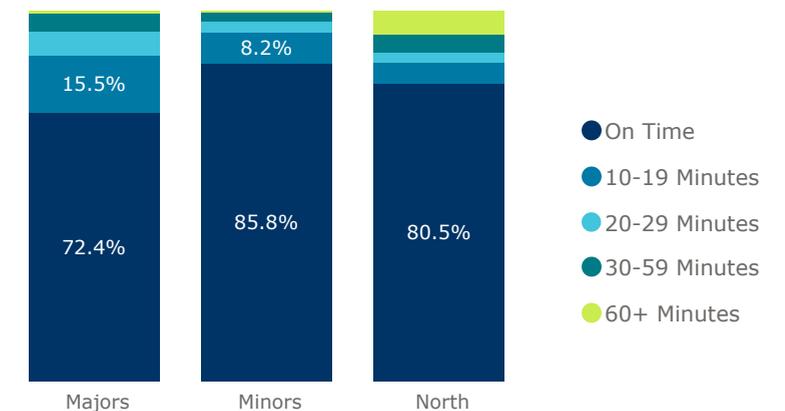
FY25 On Time Performance & Delay Duration



FY25 Delay Controllability



FY25 Duration of Delays by Route Grouping



FY25 Sailings with Overloads

28.7K

FY24: 25.7K

FY25 % of Overloaded Sailings

15.5%

FY24: 14.0%

FY25 Sailings with Overloads by Route

	FY24		FY25	
	Overloaded Sailings	% of Sailings	Overloaded Sailings	% of Sailings
☐ Majors	10,451	40.0%	10,832	40.6%
01 Tsawwassen - Swartz Bay	4,940	58.4%	4,783	55.2%
02 Horseshoe Bay - Nanaimo	1,892	33.6%	1,970	34.7%
03 Horseshoe Bay - Langdale	1,761	27.7%	2,020	30.6%
30 Nanaimo - Tsawwassen	1,858	32.6%	2,059	35.7%
☐ Minors	15,274	9.7%	17,859	11.4%
04 Swartz Bay - Fulford Harbour	591	9.7%	601	9.8%
05 Swartz Bay - Southern Gulf Islands	1,052	8.7%	1,071	8.8%
06 Crofton - Vesuvius	462	4.9%	638	6.8%
07 Earls Cove - Saltery Bay	177	3.1%	215	3.7%
08 Horseshoe Bay - Snug Cove	1,239	11.5%	1,399	12.8%
09 Tsawwassen - Southern Gulf Islands	130	2.1%	89	1.4%
12 Brentwood Bay - Mill Bay	2,263	36.0%	1,936	30.4%
17 Little River - Powell River	147	5.1%	192	6.7%
18 Powell River - Blubber Bay	111	1.9%	124	2.1%
19 Nanaimo Harbour - Gabriola	2,593	15.8%	3,355	20.4%
20 Chemainus - Thetis - Penelakut	629	5.6%	714	6.3%
21 Buckley Bay - Denman West	1,877	14.3%	2,327	17.8%
22 Denman East - Hornby Island	238	2.7%	523	6.0%
23 Campbell River - Quathiaski Cove	2,664	13.4%	3,198	16.1%
24 Heriot Bay - Whaletown	669	15.1%	883	20.2%
25 Port McNeill - Alert Bay - Sointula	41	0.5%	178	2.1%
26 Skidegate - Alliford Bay	391	4.4%	416	4.7%
☐ North	1	0.1%	4	0.3%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	1	0.3%	4	1.0%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%
Total	25,726	14.0%	28,695	15.5%

○ ○ ○ ○

Section 5

Financials

 **BC Ferries**

○ ○ ○ ○



Section 5A - Fiscal Year Ended March 31, 2025



FY25 Fiscal Year End Senior Passengers & Discount Amount

	Q1		Q2		Q3		Q4		FY25	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
☐ Majors	260,586	\$4,957,244	298,830	\$5,538,309	214,580	\$3,975,189	168,738	\$3,122,309	942,734	\$17,593,051
01 Tsawwassen - Swartz Bay	104,018	\$2,037,936	117,698	\$2,247,955	84,615	\$1,616,110	66,422	\$1,268,659	372,753	\$7,170,660
02 Horseshoe Bay - Nanaimo	69,042	\$1,353,080	73,893	\$1,410,980	56,305	\$1,075,391	44,537	\$850,491	243,777	\$4,689,942
03 Horseshoe Bay - Langdale	36,573	\$568,436	42,707	\$646,832	31,194	\$472,588	25,423	\$385,159	135,897	\$2,073,015
30 Nanaimo - Tsawwassen	50,953	\$997,791	64,532	\$1,232,542	42,466	\$811,100	32,356	\$618,000	190,307	\$3,659,433
☐ Minors	169,657	\$1,991,429	191,113	\$2,206,099	142,987	\$1,628,514	123,985	\$1,403,186	627,742	\$7,229,228
04 Swartz Bay - Fulford Harbour	10,713	\$130,296	10,915	\$129,343	9,256	\$109,684	8,009	\$94,907	38,893	\$464,230
05 Swartz Bay - Southern Gulf Islands	12,966	\$167,022	13,408	\$167,710	11,323	\$142,392	10,361	\$130,323	48,058	\$607,447
06 Crofton - Vesuvius	9,170	\$111,532	9,900	\$117,315	8,156	\$96,649	7,017	\$83,152	34,243	\$408,648
07 Earls Cove - Saltery Bay	5,368	\$81,991	7,027	\$104,703	4,045	\$60,270	2,777	\$41,377	19,217	\$288,341
08 Horseshoe Bay - Snug Cove	15,545	\$185,111	17,631	\$204,519	13,403	\$155,475	11,239	\$130,372	57,818	\$675,477
09 Tsawwassen - Southern Gulf Islands	17,904	\$255,428	25,343	\$352,380	13,517	\$185,820	10,714	\$147,857	67,478	\$941,485
12 Brentwood Bay - Mill Bay	11,709	\$90,852	12,723	\$96,059	10,159	\$76,700	9,111	\$68,789	43,702	\$332,400
13 Langdale - Gambier Island - Keats Landing	2,692	\$20,168	3,086	\$22,528	2,440	\$17,811	2,131	\$15,556	10,349	\$76,063
17 Little River - Powell River	12,923	\$198,168	14,970	\$223,802	10,955	\$163,776	8,924	\$133,414	47,772	\$719,160
18 Powell River - Blubber Bay	4,270	\$47,339	4,731	\$51,095	4,217	\$45,544	3,614	\$39,031	16,832	\$183,009
19 Nanaimo Harbour - Gabriola	19,968	\$221,413	20,671	\$223,247	18,613	\$201,020	16,314	\$176,190	75,566	\$821,870
20 Chemainus - Thetis - Penelakut	3,915	\$40,997	4,158	\$42,412	3,459	\$35,282	3,040	\$31,008	14,572	\$149,699
21 Buckley Bay - Denman West	12,798	\$129,255	14,172	\$139,594	10,359	\$102,026	9,411	\$92,699	46,740	\$463,574
22 Denman East - Hornby Island	3,861	\$38,962	4,864	\$47,910	2,684	\$26,438	2,443	\$24,063	13,852	\$137,373
23 Campbell River - Quathiaski Cove	18,052	\$182,532	18,549	\$182,708	14,387	\$141,712	13,110	\$129,133	64,098	\$636,085
24 Heriot Bay - Whaletown	2,008	\$23,924	2,091	\$24,255	1,441	\$16,716	1,294	\$15,010	6,834	\$79,905
25 Port McNeill - Alert Bay - Sointula	4,408	\$52,467	5,034	\$58,395	3,517	\$40,798	3,552	\$41,204	16,511	\$192,864
26 Skidegate - Alliford Bay	1,387	\$13,973	1,840	\$18,124	1,056	\$10,401	924	\$9,101	5,207	\$51,599
☐ North	3,303	\$118,924	5,036	\$198,131	1,751	\$47,240	1,286	\$33,742	11,376	\$398,037
10 Port Hardy - Prince Rupert	1,572	\$86,262	2,238	\$125,835	927	\$30,558	689	\$21,859	5,426	\$264,514
11 Prince Rupert - Skidegate	1,669	\$29,633	2,494	\$41,608	801	\$16,054	578	\$11,597	5,542	\$98,892
28 Port Hardy - Central Coast	62	\$3,029	304	\$30,688	23	\$628	19	\$286	408	\$34,631
Total	433,546	\$7,067,598	494,979	\$7,942,539	359,318	\$5,650,943	294,009	\$4,559,237	1,581,852	\$25,220,317

FY25 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 Year

\$164,045,882

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

\$329,120.88

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

\$16,456.04

FY25 Fee Reduction Schedule (Attributed to Annual Cancellations)

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 (previously reported in Q1 - Q4) (A)

\$36,500

	Non-Allowable Cancelled Round Trips	Fee Reduction per Round Trip	Annual Penalty
<input type="checkbox"/> Majors	0.0		
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"/> Minors	41.5		\$41,500
04 Swartz Bay - Fulford Harbour	0.0	\$1,000	
05 Swartz Bay - Southern Gulf Islands	0.0	\$1,000	
06 Crofton - Vesuvius	5.0	\$1,000	\$5,000
07 Earls Cove - Saltery Bay	1.0	\$1,000	\$1,000
08 Horseshoe Bay - Snug Cove	22.5	\$1,000	\$22,500
09 Tsawwassen - Southern Gulf Islands	0.0	\$1,000	
12 Brentwood Bay - Mill Bay	8.0	\$1,000	\$8,000
13 Langdale - Gambier Island - Keats Landing	0.0	\$100	
17 Little River - Powell River	0.0	\$1,000	
18 Powell River - Blubber Bay	0.0	\$1,000	
19 Nanaimo Harbour - Gabriola	0.0	\$1,000	
20 Chemainus - Thetis - Penelakut	0.0	\$1,000	
21 Buckley Bay - Denman West	0.0	\$1,000	
22 Denman East - Hornby Island	0.0	\$1,000	
23 Campbell River - Quathiaski Cove	1.0	\$1,000	\$1,000
24 Heriot Bay - Whaletown	0.0	\$1,000	
25 Port McNeill - Alert Bay - Sointula	4.0	\$1,000	\$4,000
26 Skidegate - Alliford Bay	0.0	\$1,000	
<input type="checkbox"/> North	0.0		
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	
Total	41.5		\$41,500

Additional penalties attributed to annual minimums (B)

\$41,500

Total Penalties

\$78,000

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

\$0

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

\$78,000



Section 6

Notes & Glossary



Section 6A - Notes to Reports



Section	Route	Notes to Report
Applicable Sections	All Routes	All routes: Various totals might not be additive or may show small discrepancies as round trip counts are rounded to one decimal point, and AEQ and passenger counts are rounded to whole numbers.
Applicable Sections	All Routes	All routes: The CFSC was amended for PT6 (commencing FY2025) so that round trips provided by alternative service are no longer included for the purpose of meeting core service levels. For comparative purposes, the FY2024 numbers presented in this report are based on these new parameters, and may differ from the FY2024 numbers reported during the previous fiscal year. However, in this report, the respective FY2024 AEQs, passengers and round trips combined with the alternative service numbers (Section 2G) will reconcile to the equivalent numbers reported in the previous fiscal year. Similarly, capacity utilization and overload numbers presented in the FY2024 reports include alternative services but this report's numbers do not (Sections 1A, 4A and 4C.) Unless otherwise noted, any variances are immaterial.
Applicable Sections	All Routes	All routes: Deadhead sailings have been excluded from applicable sailing counts, on-time performance and capacity utilization as they are not customer-serving sailings.
Section 1A	All Routes	Tariffs charged to customers on all routes were below price cap at September 30, 2024 and 2023.
Section 1A	All Routes	All routes: "% Sailing within 10 Minutes" indicates percentages of sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 1A	13 Langdale - Gambier Island - Keats Landing	Revenue arises from bike traffic and freight.
Section 1A	13 Langdale - Gambier Island - Keats Landing	This is a passenger-only route and no vehicles are carried. Negative AEQ tariff revenue pertains to discounts provided for ferry travel on this route.
Section 1A, 2B, 3A, 3B and 3C	13 Langdale - Gambier Island - Keats Landing	Core service levels include some round trips that are deliverable only 'on demand.'
Section 2D	All Routes	All routes: Due to amendments to the CFSC for PT6, round trip cancellations for insufficient crew as of FY2025 generally are no longer counted as 'allowable' under the 'safety' category and are reported separately as 'not allowable' under the 'crew' category.
Section 2F	28 Port Hardy - Central Coast	A reduction of seven round trips is attributed to Northern Sea Wolf's annual refits, which occurred in two periods within the fiscal year. The Northern Sea Wolf's 2024 refit resulted in a reduction of four round trips over 32 days from April 1, 2024, to May 3, 2024 reportable within Q1. The Northern Sea Wolf's 2025 refit, starting on March 14, 2025, and extending beyond the March 31 fiscal year-end, resulted in a reduction of three round trips over 18 days reportable within Q4. Paragraph 2(c) of Schedule A of the CFSC indicates the core service level for the route includes an annual allowance for a temporary service disruption of up to 65 consecutive days for the purposes of carrying out surveys and refits. Alternative service was provided during this outage by water taxi and tug & barge, and has been included in Section 2G.
Section 3A and 3C	All Routes	All routes: the year-to-date sailing cancellation totals will show slight variances when reconciled to the sum of the quarters due to minor revisions to the number of cancellations on some routes. These differences are not material.
Section 4A and 4B	All Routes	All routes: On-time performance is based on sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 4C	All Routes	All routes: the overload reporting methodology for PT6 has been changed for increased accuracy. Previously, the overloads reported were based on manually reported (i.e., flagged) figures. The new methodology is drawn from the data itself. This will result in some variances with numbers reported in previous fiscal years.
Section 4C	13 Langdale - Gambier Island - Keats Landing	Route 13 is not included in this overloads report as this is a passenger-only route and no vehicles are carried.
Section 5B	All Routes	All routes: Ferry Transportation Fees paid do not include the notional amount for the Senior Discounts, as described in section 1(b) of Schedule B of the CFSC.

Section 6B - Glossary

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

Feedback and Engagement Report

Q4 Fiscal 2025

Quarter ended March 31, 2025



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Feedback and Engagement Report

Executive Summary

Q4 Fiscal 2025
(JAN, FEB, MAR)

Customers Served				Sailings Delivered			
Customer Type	Q4 Fiscal 2024	Q4 Fiscal 2025	YOY Change	Service Delivery	Q4 Fiscal 2024	Q4 Fiscal 2025	YOY Change
Foot passengers	776,245	758,368	-2.3%	Total sailings scheduled	47,396	47,462	+0.1%
Vehicle passengers	3,479,341	3,427,959	-1.5%	Total sailings delivered	46,932	46,728	-0.4%
Total passengers*	4,255,586	4,186,327	-1.6%	Cancelled sailings	464	734	+58.2%
Total vehicles	1,913,972	1,916,979	+0.2%	% of sailings cancelled	1.0%	1.6%	+60.0%
				On-time performance <i>Target 88%+</i>	88.7%	90.7%	+2.3%

Q4 Fiscal 2025 Summary

This quarter, two significant areas stood out in customer feedback and public interest.

The first was the outcome of a years-long process for BC Ferries to move forward with building New Major Vessels, resulting in approval from the independent BC Ferries Commission for only four of the five ferries requested.

This decision will challenge BC Ferries' ability to meet future customer expectations. Over the past year, customers have expressed strong support for increasing capacity and improving reliability through multiple surveys and engagement opportunities. In one survey of 2,000 customers, 95% agreed with the plan to add an additional vessel to the fleet, highlighting the importance of moving forward with investments that improve the travel experience.

By the time the first New Major Vessel arrives in 2029, we believe demand will have outpaced capacity, increasing pressure on our aging fleet and amplifying service impacts as traffic continues to grow.

Fleet age was also a factor this quarter, contributing to several mechanical issues. In early January, the 44-year-old *Queen of Surrey* was out of service for multiple weeks due to a propulsion issue. Mechanical issues also created cascading delays for the refits of three other vessels, resulting in service impacts during the busy spring break period.

BC Ferries will continue to advocate for long-term investment in the ferry system to ensure a reliable and affordable service. This work will continue as part of upcoming performance term discussions with the Province and the Commission, with the next submission anticipated in late 2026 for the 2028–2032 term.

The second major theme this quarter was increased customer interest in how BC Ferries sources goods and services, particularly in the context of tariffs applied by the United States.

Customer comments on this topic rose 71% compared to the same quarter last year, with questions and complaints primarily focused on the use of American-produced goods or services. Currently, about 90% of our spending on materials, supplies and services supports Canadian businesses, including Canadian-based distributors of both domestic and international brands. More broadly, BC Ferries remains committed to meeting customer expectations by supporting local and Canadian suppliers, including a food and beverage program that prioritizes Canadian-sourced dairy, poultry, beef and all alcoholic beverages.

Also this quarter, more than 2,000 customer inquiries focused on our pilot project using Starlink satellite internet, currently being tested for crew use only on select northern vessels. The trial aims to enhance safety and operations by improving connectivity in remote areas where reliable communication is essential. While this pilot is underway, BC Ferries has launched a public request for proposals to identify a long-term satellite connectivity solution that supports modern vessel operations and evolving service needs. The process is open to both Canadian and international providers, and all submissions will be evaluated against published criteria.

Despite the mechanical challenges experienced in Q4, several areas of customer concern – outlined in regional detail below – showed positive trends and improvements year-over-year.

*Excludes alternative service (e.g. water taxis) delivered in Q4 Fiscal 2025.

Feedback and Engagement Report

Executive Summary

Q4 Fiscal 2025
(JAN, FEB, MAR)

Customer Service Centre - Key Performance Highlights

Comments Received increased from 3,972 in Q4 F2024 to 6,792 in Q4 F2025. This 71% increase was primarily driven by more than 2,000 comments related to the SpaceX Starlink pilot project, with many believing it was intended to provide passenger Wi-Fi on Major routes. In addition, service disruptions caused by mechanical issues, reduced deck space on alternate vessels, delayed vessel refits/drydock availability. The impact of these challenges during the busy spring break period all contributed to higher volumes of customer feedback.

Abandon Rates increased in Q4 due to a number of service issues impacting weather or mechanical events which lead to periods of increased call volume. In spite of these events, there is still a reduction in abandon rates YoY and in Average Speed of Answer YoY as a result of reduced employee attrition and successful hiring.

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

First Call Resolution has increased slightly in Q4 as we continue to focus on educating customers on self-serve options where possible.

Customer Service Centre Metrics	Q4 Fiscal 2024	Q4 Fiscal 2025	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	5.5	10.4	+4.9	-
Customer Service Centre (CSC) Satisfaction Customers satisfied with their CSC experience	92%	93%	+1%	93%+
Stale Response Resolution Customers who did not receive a response within target (7 days)	<1%	<1%	0%	7 days or less
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	49	90	+84%	240 seconds or less
First Call Resolution % of callers whose issues are resolved on the first call	90.8%	91.4%	+1%	90%+
Call Abandon Rate Avg. % of calls that disconnect prior to being answered	2.2%	4.0%	+82%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q4 Fiscal 2024	Q4 Fiscal 2025	YOY Change
Comments	3,972	6,792	+71%
Phone Calls	82,273	76,035	-8%
Social Media (inbound)	7,118	4,660	-35%
X	3,195	1,577	-51%
Facebook	2,180	1,460	-33%
Instagram	1,668	1,492	-11%
LinkedIn	75	131	+75%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Amenities	42%
Advanced bookings	16%
Fares/fare errors	14%
Minor routes (All other routes)	% of all complaints
Amenities	34%
Sailings/schedules	14%
Fares/fare errors	14%

Customer Satisfaction Tracking

Intercept Surveys

Q4 Fiscal 2025
(JAN, FEB, MAR)

Customer Satisfaction Tracking intercept surveys do not take place in Q4.

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q4 Fiscal 2024	Q4 Fiscal 2025	Change
Total Surveys Completed	0	0	n/a
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	-	-	n/a
Overall Customer Satisfaction Percentage	-	-	n/a
Net Promoter Score	-	-	n/a

Customer Satisfaction Tracking (CST) scores by route			
Route	Q4 Fiscal 2024	Q4 Fiscal 2025	Change
Route 3	-	-	n/a
Route 30	-	-	n/a
Route 2	-	-	n/a
Route 1	-	-	n/a
Route 5/5a/9	-	-	n/a
Route 4	-	-	n/a
Route 19	-	-	n/a

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)	Q2 Fiscal 2024	Q2 Fiscal 2025	Change	Service Areas (decreases)	Q4 Fiscal 2024	Q4 Fiscal 2025	Change
n/a	-	-	n/a	n/a	-	-	n/a
n/a	-	-	n/a	n/a	-	-	n/a
n/a	-	-	n/a	n/a	-	-	n/a

Source: n/a

Source: n/a

*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)

Q4 Fiscal 2025
(JAN, FEB, MAR)

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 Q4 suggest that satisfaction has increased for passengers on Route 10 (+0.16) but decreased on Route 11 (-0.09).



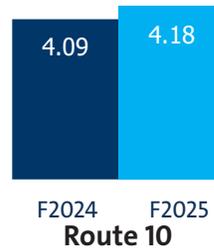
Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q4 suggests that passengers' terminal satisfaction ratings have decreased on both Route 10 (-0.03) and Route 11 (-0.11).



Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q4 suggest that satisfaction has increased for passengers on Route 10 (+0.09) and slightly increased on Route 11 (+0.02).



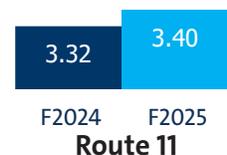
Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q4 suggest that passengers' rating of safety has increased on both Route 10 (+0.13) and Route 11 (+0.13).



Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q4 suggest that passengers' ratings have increased on both Route 10 (+0.09) and Route 11 (+0.08).



Feedback and Engagement Report

Press releases, media advisories, events

Q4 Fiscal 2025
(JAN, FEB, MAR)

Press Releases and Media Advisories Issued in Q4		
Date	Description	Link
January 17	<p>Make family memories for less with \$5 child fare</p> <p><i>“BC Ferries is gearing up for a busy travel period as families plan their getaways for the Family Day long weekend. To make travel more affordable, BC Ferries is offering a \$5 child fare for pre-booked reservations on four of its busiest routes: Tsawwassen – Swartz Bay, Tsawwassen – Duke Point, Horseshoe Bay – Departure Bay and Horseshoe Bay – Gibsons – Langdale.”</i></p>	Link
January 20	<p>Seascapes Lounge: A new dining experience on BC Ferries</p> <p><i>“Starting this summer, BC Ferries passengers can look forward to an enhanced travel experience with the launch of Seascapes, a new on-board lounge featuring a selection of food and beverage options in a quiet, more relaxed setting.”</i></p>	Link
February 4	<p>Let’s Connect: help shape the future of engagement with BC Ferries!</p> <p><i>“People in BC are invited to help shape how BC Ferries connects and engages with those it serves. With today’s launch of a new survey and the start of in-person community consultations, this initiative aims to design an inclusive engagement framework that reflects the diverse needs of coastal regions and ferry users throughout the province.”</i></p>	Link
February 19	<p>Essential infrastructure renewal program at Horseshoe Bay Terminal gets underway</p> <p><i>“As Horseshoe Bay terminal approaches its 65th anniversary, BC Ferries is undertaking a significant infrastructure renewal program to improve on-time performance, enhance the customer experience and ensure continued safe and reliable operations.”</i></p>	Link
February 21	<p>BC Ferries reinforces the need to build five New Major Vessels with supplemental filing</p> <p><i>“BC Ferries has submitted a supplemental application to the British Columbia Ferries Commissioner reaffirming that building five New Major Vessels (NMVs) remains the most cost-effective and responsible solution for customers and coastal communities amid rising global economic uncertainty.”</i></p>	Link
March 11	<p>Without reliable ferry service, our economy and quality of life suffer</p> <p><i>By Bruce Williams, CEO, Greater Victoria Chamber of Commerce, and Walt Judas, CEO, Tourism Industry Association of BC (TIABC)</i></p>	Link
March 13	<p>Queen of New Westminster returns to service as BC Ferries manages a complex refit season</p> <p><i>“After nearly 200 days out of service for extensive repairs and scheduled maintenance, the 60-year-old Queen of New Westminster will return to service on March 14, just in time for Spring Break.”</i></p>	Link
March 19	<p>BC Ferries expands discount fares; adjusts parking, food & fare pricing to support long-term sustainability</p> <p><i>“BC Ferries is expanding savings opportunities for passengers and adjusting fares, parking rates, and food pricing to better match demand and help cover rising operational costs.”</i></p>	Link

Feedback and Engagement Report

Press releases, media advisories, events

Q4 Fiscal 2025
(JAN, FEB, MAR)

Press Releases and Media Advisories Issued in Q4		
Date	Description	Link
March 26	<p>BC Ferries expands service to Departure Bay with new direct sailing from Tsawwassen</p> <p><i>“BC Ferries is making travel between Metro Vancouver and Vancouver Island easier and more convenient this summer with the launch of a direct daily sailing from Tsawwassen to Departure Bay. This provides those travelling to Nanaimo with more flexibility and supports BC Ferries’ commitment to improving operational efficiency.”</i></p>	Link
March 31	<p>New Major Vessels ruling risks more waiting, less sailing for ferry customers</p> <p><i>“The independent BC Ferry Commission has approved the procurement of four New Major Vessels (NMVs), marking a significant step forward in BC Ferries’ long-term fleet renewal plans. With today’s decision—which includes not approving a requested fifth vessel—the Commission has also highlighted significant challenges facing the ferry system, primarily the systemic funding gap, that will need to be addressed for customers and communities to benefit from the level of service they expect.”</i></p>	Link

Feedback and Engagement Report

Customer Experience Initiatives

Q4 Fiscal 2025
(JAN, FEB, MAR)

Accessibility	
Implementation	Next steps
<ul style="list-style-type: none"> Major terminal foot passenger maps updated and posted on 'Terminal Amenities' webpage. Highlights accessible and all gender washrooms (Horseshoe Bay to be completed after terminal upgrades). 	<ul style="list-style-type: none"> Updating printed Major terminal maps with 'You Are Here' locations to be printed and posted at Major terminals Designing washroom/ elevator out of service signs, to provide more direction to the nearest available washroom or elevator
Current Conditions Improvements	
Implementation	Next steps
<ul style="list-style-type: none"> Tsawwassen and Langdale cameras replaced Reviewed survey feedback from customers and crew Updated labels to address feedback. Review including Oversize % 2nd survey for public feedback updated to validate changes 	<ul style="list-style-type: none"> Upgrading cameras at minor terminals to improve views (Hornby) Upgrading cameras at major terminals (Horseshoe Bay) Implementing oversize % and information to beta experience Monitoring data to determine if Beta site continues or moves to main Current Conditions page
Terminal Experience	
Implementation	Next steps
<ul style="list-style-type: none"> Major Terminal Foot Passenger Maps updated and posted on Terminal Amenities webpage. Terminal Amenities Webpage Icons updated to consistent branding Summer Readiness sight visits (review CX Journey for gaps) 	<ul style="list-style-type: none"> HSB map to be completed after Terminal upgrades BCF Branded tear off coloring sheets to replace SeaForward activity books Finalize Major Terminal Summer Entertainment plan for long weekends
Onboard Experience	
Implementation	Next steps
<ul style="list-style-type: none"> Point of Interest – Shearwater and Bella Coola added Pet Experience: Outer deck Pet Area installed on Salish Raven during refit Northern Adventurer and Northern Expedition task analysis completed Hygiene Equity – we now provide free menstrual product in all public and employee women's and All Gender washrooms across the fleet 	<ul style="list-style-type: none"> Point of Interest complete and available on the Northern Seawolf vessel by Spring 2025 Outer Pet Area - Salish Eagle and Salish Heron – May 2025 Outer Pet area on two Northern vessels – Spring 2025 Indoor Pet area audit across all vessels – Summer 2025

Customer Relations (ResponseTek)

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

Q4 Fiscal 2025
(JAN, FEB, MAR)

Total complaints Q4 Fiscal 2024	Total complaints Q4 Fiscal 2025	Complaints per 10,000 passengers (Q4 Fiscal 2024)	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
1,362	1,955 ▲	6.5	9.5	+3.0

Q4 Summary

In early 2024, BC Ferries began a pilot project with Space X's Starlink to improve onboard connectivity for crew onboard select vessels in areas with poor or no cellular service, particularly on Northern routes.

We received over 2,000 comments from customers across most routes who misunderstood the pilot's purpose, believing it was for passenger Wi-Fi on Major routes. We are now evaluating a full range of affordable and reliable connectivity solutions, including Canadian providers, through an upcoming procurement process.

On February 1, Nanaimo Port Authority doubled their passenger fees from \$0.25 per adult (12 years and older) to \$0.50 and from \$0.15 per child (5-11 years old) to \$0.30. We began collecting the new fees on March 13, for all customers arriving at or departing from Duke Point and Departure Bay terminals.

On February 3, the *Coastal Inspiration* experienced a drive motor failure, resulting in four cancelled round trips on our Tsawwassen – Swartz Bay route. The *Salish Heron* provided two round trips to assist with traffic volumes. Ongoing issues led to the cancellation of all *Coastal Inspiration* sailings from February 3-10. The *Spirit of British Columbia* returned from refit one day early (February 6) and provided service along with the *Spirit of Vancouver Island* until February 11, when it was removed for annual refit. The *Coastal Inspiration* returned to service that same day. Customers affected during this period were contacted and either rebooked or issued a complimentary voucher for future travel.

On February 24, high winds led to the cancellation of the last sailings of the day on routes 1, 2 and 30.

Several unexpected maintenance and refit delays led to service challenges during Spring Break. The *Queen of New Westminster* returned March 14 after nearly 200 days out of service following a propellor failure. The *Queen of Oak Bay* was delayed from its initial February 23 return to March 27 due to shaft alignment issues. These delays postponed refit for the *Spirit of Vancouver Island*, shifting its drydock date to March 17 and return to service date to March 31. Consequently, refit for the *Queen of Surrey* was also delayed.

With the *Spirit of Vancouver Island* out of service March 23-30, the *Queen of New Westminster* covered 16 of 23 impacted round trips on the Tsawwassen – Swartz Bay route. However, some sailings operated with reduced capacity due to vessel size. A total of 1,772 bookings were moved to alternate sailings, and impacted customers were notified by phone and email.

Top three complaint areas			
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2025
Amenties	45% ▲ from 6%	U.S. owned amenities/services (Wi-Fi providers)	803
		U.S. owned amenities/services (Coffee brands)	29
		Washroom cleanliness concerns	5
Advanced Bookings	16% ▼ from 29%	Double-charged/overcharged	143
		Customers unhappy with revised/cancelled bookings	36
		Cancellation/change policies unclear/unfair	27
Fares and Fare Errors	11% ▼ from 24%	Fare refund not yet received	57
		Double-charged/overcharged	42
		Incorrect fare charged	26

*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)

Q4 Fiscal 2025
(JAN, FEB, MAR)

Total complaints Q4 Fiscal 2024	Total complaints Q4 Fiscal 2025	Complaints per 10,000 passengers (Q4 Fiscal 2024)	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
417	454 ▲	4.2	4.6	+0.4

Q4 Summary

On January 1, all sailings between Langdale and Horseshoe Bay were cancelled due to a propulsion system issue on the *Queen of Surrey*. Water taxi service was provided until the *Queen of Coquitlam* and *Queen of Cowichan* could assume service later that afternoon. Despite initial repair attempts, the *Queen of Surrey* was removed from service to undergo repairs in drydock. The vessel returned to service on February 7, with the *Queen of Cowichan* and *Queen of Coquitlam* providing service in the interim.

On February 2, the *Queen of Capilano* made contact with the Snug Cove dock during departure resulting in some damage to the marina dock and tied-up vessels near by. Although no significant vessel damage was initially reported, a pitch control issue later in the morning led to the cancellation of seven round trips. During this time, two 12-person water taxis provided temporary service. Sailings resumed in the evening, and we are working with affected dock and boat owners regarding any damage incurred.

High winds and heavy snow overnight on February 3 damaged the Snug Cove floating dock, discovered on the morning of February 4. The dock was misaligned and the starboard wingwall was displaced and damaged, resulting in all sailings cancelled from February 4-6. Service was maintained through a mix of complementary water taxis; two 12-person water taxis initially supplemented by two additional 12-person and one 38-person water taxi during peak periods. The *Queen of Capilano* resumed regular service the evening of February 6. Customers who used water taxi service were reimbursed for parking at Horseshoe Bay terminal.

Originally scheduled for February 24 – April 4, refit for the *Queen of Surrey* was rescheduled to March 27 – May 5 due to cascading impacts from other vessel delays, notably the *Queen of New Westminster* and the extended refit of the *Queen of Oak Bay*.

Langdale sailings continue to show a higher incidence of No-Show fees compared to other bookable routes. This is often due to customers not identifying themselves as having a reservation, and staff not redeeming reservations when there are no sailing waits. We review individual claims and refund fees when appropriate.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2025
Amenties	28% ▲ from 3%	U.S. owned amenities/services (Wi-Fi providers)	119
		U.S. owned amenities/services (Coffee brands)	4
Fares and Fare Errors	25% ▼ from 39%	No-show fee charged in error	55
		Incorrect fare charged	22
		Double-charged/overcharged	9
Sailings/ schedules	10% ▼ from 13%	Sailing waits/ delays (frequency of delays and waits)	12
		Cancelled sailings	11
		Dislikes current schedule	8
		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)

Q4 Fiscal 2025
(JAN, FEB, MAR)

Total complaints Q4 Fiscal 2024	Total complaints Q4 Fiscal 2025	Complaints per 10,000 passengers (Q4 Fiscal 2024)	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
228	226 ▼	3.2	3.2	0.0

Q4 Summary

In addition to comments about the Starlink pilot project, we received feedback regarding the sale of Starbucks coffee.

Approximately 90% of our spending on materials, supplies and services supports Canadian businesses, including Canadian-based distributors who supply both domestic and international brands. Canterbury Coffee, a Canadian company, is the fleet-wide standard across all vessels. On ships with a single food outlet, such as the Salish class, Canterbury is the only coffee served. Starbucks is offered only on larger vessels with multiple food outlets, providing customers with a choice. Our Starbucks coffee served on board is supplied through Nestlé and distributed by Sysco Canada, a national Canadian distributor.

We remain committed to supporting local and Canadian suppliers, with a food and beverage program that prioritizes Canadian-sourced dairy, poultry, beef, and all alcoholic beverages.

Customers continued to report frustration with delays across the Southern Gulf Islands. These routes face unique challenges due to the multi-stop nature of sailings, berth congestion during peak periods, and the need to wait for transfer traffic in some cases. Our schedules are designed to balance efficiency with service delivery, and every effort is made to ensure customers reach their destination as close to the scheduled time as possible.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2025
Amenties	31% ▲ from 4%	U.S. owned amenities/services (Wi-Fi providers)	61
		U.S. owned amenities/services (Coffee brands)	5
Sailings/ schedules	15% ◀▶ from 15%	Sailing waits/ delays (frequency of delays and waits)	14
		Unable to make connections	5
		Cancelled sailings	4
Fares and Fare Errors	15% ▼ from 22%	Incorrect fare charged	11
		Double-charged/overcharged	6
		Experience™ Card issue	4

*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)

Q4 Fiscal 2025
(JAN, FEB, MAR)

Total complaints Q4 Fiscal 2024	Total complaints Q4 Fiscal 2025	Complaints per 10,000 passengers (Q4 Fiscal 2024)	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
57	112 ▲	1.4	2.8	+1.4

Q4 Summary

While overall feedback levels in the Northern Gulf Islands region were low in Q4 Fiscal 2025, some customers expressed concern over recent changes to the public engagement process, particularly with the April 30 conclusion of the Ferry Advisory Committees (FACs). Several former FAC members contacted us through new roles within local community groups to share feedback and advocate for future service planning. A number of these inquiries focused on Route 21 and 22. We confirmed the long-term plan is for the *Quinitsa* to operate on Route 21 year-round beginning in 2027.

On December 16, 2024, one of the fire monitors on the *Baynes Sound Connector* went out of service. During high wind conditions, this reduced vehicle deck space by 2-13 AEO, depending on severity. The monitor was fully replaced February 4.

On February 12, the *Island K'ulut'a* experienced a loss of propulsion on the #1 thruster while operating on the Campbell River-Quadra Island route. Several sailings were cancelled in the afternoon. The *Island Nagalis* provided service during this time, and the *Island K'ulut'a* returned to service that evening.

Severe weather events in February and March resulted in the cancellation of more than 100 sailings across Routes 22, 23, and 24, with the most significant disruptions occurring on February 22 and March 19.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2025
Amenities	38% ▲ from 4%	U.S. owned amenities/services (Wi-Fi providers)	32
		Increase access to terminal washrooms	8
Sailings/ schedule	18% ▼ from 26%	Dislikes current schedule	5
		Unable to make connections	4
		Cancelled sailings	3
Fares and Fare Errors	11% ▼ from 21%	Incorrect fare charged	4
		Experience™ Card issue	4

*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)

Q4 Fiscal 2025
(JAN, FEB, MAR)

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

Total complaints Q4 Fiscal 2024	Total complaints Q4 Fiscal 2025	Complaints per 10,000 passengers (Q4 Fiscal 2024)	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
57	91 ▲	15.9	25.7	+9.8

Q4 Summary

Similar to other regions, we received customer feedback expressing concern about the use of Starlink.

On March 8, the *Northern Adventure* experienced a mechanical issue with the starboard engine en route to Port Hardy. The vessel completed its journey at reduced speed, and following investigation by on board engineers, sailings were cancelled for the remainder of the day, as well as March 9 and 10. These included sailings from Port Hardy – Prince Rupert and Prince Rupert – Skidegate round trip. Repairs were completed ahead of schedule, allowing the *Northern Adventure* to resume service the night of March 9 with a revised Port Hardy – Prince Rupert schedule. The vessel returned to its regular schedule on the evening of March 10, departing Prince Rupert-Skidegate.

Customers were reimbursed for hotel stays and other expenses directly related to the service disruption.

In March, both the elevator and stair lift on board the *Northern Adventure* went out of service while the vessel was operating on the Port Hardy – Prince Rupert and Prince Rupert – Skidegate (Haida Gwaii) routes. With the *Northern Expedition* in refit, the *Northern Adventure* provided service on both routes throughout March and April.

Despite multiple repair attempts, the elevator remained out of service into early May. The stair lift could not be repaired and procurement is underway for a full replacement. The elevator was successfully returned to service in early May, though access to Deck 7 remains unavailable. The availability of replacement parts remains a challenge due to the original manufacturer no longer being in business.

Customers with accessible needs were asked to contact BC Ferries to make individualized travel arrangements. Crew support was provided for customers able to navigate stairs with assistance. The elevator outage and available supports were communicated to booked customers directly and via Service Notices on the website.

While the *Northern Sea Wolf* was undergoing refit, alternate service operated from March 14 to May 16 between Bella Coola – Ocean Falls – Shearwater – Bella Bella. A tug and barge system, along with water taxi service, was used to maintain connectivity for communities. Reservations were required for this alternate service and customers were informed of the different departure and arrival times for the two vessels, due to different speeds.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2025
Amenities	35% ▲ from 4%	U.S. owned amenities/services (Wi-Fi providers)	30
Advanced bookings	16% ▼ from 30%	Improve email communications	4
		Double-charged/overcharged	3
Fares and Fare Errors	11% ▼ from 30%	Fare refund not yet received	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

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

FAC small group workshops are being held to inform the new model, in addition to local and provincial government briefings are ongoing.

External engagement started in early February through to mid-March, 2025. The new model was implemented starting May 1, 2025.

Retiring Ferry Advisory Committees

Brentwood Bay/Mill Bay

Bowen Island

Campbell River/ Quadra Island/ Cortes Island

Chemainus/ Thetis Island/ Penelakut Island

Denman/ Hornby

Gabriola Island

Langdale/ Gambier/ Keats

North and Central Coast

Northern Sunshine Coast

Salt Spring Island

Southern Gulf Islands

Southern Sunshine Coast

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

Our Commitment to Engagement with Coastal Communities

We believe that engagement with staff, interest holders, passengers, community members and government leaders, including First Nations, results in better decisions, and can create solutions to challenges we may not have otherwise considered.

We are committed to:



Involving

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



Listening

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



Responding

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

In Q4 Fiscal 2025, the following community engagements took place:

Date	Activity
January 6	Follow up discussion with Salt Spring Island FAC Chair on Let's Connect
January 8	Let's Connect: Shaping Future Engagement – FAC Session # 1
January 9	Let's Connect: Shaping Future Engagement – FAC Session # 2 and #3
January 13	Best Practice Research: Centre for Dialogu
January 15	Let's Connect: Shaping Future Engagement – Mayors Session # 1
January 15	Let's Connect: Shaping Future Engagement – Local community leaders Session #1
January 15	Let's Connect: Shaping Future Engagement – Local community leaders Session
January 29	Let's Connect: Shaping Future Engagement – Local community leaders Session #3
January 30	Let's Connect: Shaping Future Engagement – Mayors Session #2
January 30	Let's Connect: Shaping Future Engagement – Local community leaders Session #4
February 4 - March 14	Let's Connect: Shaping Future Engagement – In person pop-ups at terminals and on vessels: 24 terminal events and 60 sailings
March 3	Best Practice Research: Transportation Investment Corporation
March 4	Best Practice Research: Translink
March 10	Best Practice Research: Port Authority
March 11	Let's Connect: Shaping Future Engagement – Local community leaders session #5
March 12	Let's Connect: Shaping Future Engagement – Islands Trust Presentation and Workshop
March 19 - 26	Let's Connect: Shaping Future Engagement – Business Focus Group #1 - 6

In Q4 Fiscal 2025, discussions with communities included the following key themes:

NEW ENGAGEMENT FRAMEWORK PROCESS – LET'S CONNECT: SHAPING FUTURE ENGAGEMENT

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

In Q4, we conducted in-depth research and sought input from diverse groups to develop BC Ferries' new engagement framework. Our thorough and inclusive process ensured the new framework reflects the needs and priorities of communities, local governments, First Nations, BC Ferries staff, and other interest holders. Feedback gathered through this process was carefully considered alongside best practice research, internal assessment and available resources, to shape future BC Ferries engagements.

This included collaborating with outgoing FACs, community residents, ferry users, local governments and MLAs, First Nations, and other interested and impacted groups to create a more inclusive and responsive engagement model, which is took effect on May 1, 2025.

A detailed summary of the public feedback is available in the [engagement summary report](#).

In Q4 Fiscal 2025, the following community engagements took place:

Date	Activity
January 14	Descanso Bay – Nanaimo Harbour Terminal Project update (invitees included: Regional District, Islands Trust, MLA, School District, Fire Chief, Chamber of Commerce, Transit, FAC Chair)
January 22	Island Health – Interisland route connection for nurses and medical professionals
January 24	Descanso Bay – Nanaimo Harbour Terminal Project update with MLA Malcolmson
February 19	Tri-Islands community leaders - Vessel refit and schedule conversations
February 25	Crofton –Vesuvius Terminal Project update with Municipality of North Cowichan
March 14	Bowen Island Terminal Tour (invitees included Bowen Island Municipality members, FAC, Transportation, Tourism)

In Q4 Fiscal 2025, discussions with communities included the following key themes:

PROJECT PLANNING

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

Community Engagement Activities in Q4 Fiscal 2025 included:

Denman West Terminal - Berth 2 Life Extension Project	
Purpose	<ul style="list-style-type: none"> 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
Activity	<ul style="list-style-type: none"> Communication to neighbours through direct mail and posting Service Notices on bcferrys.com for travellers and community
Themes	<ul style="list-style-type: none"> Increase the vehicle load limit of Berth 2 (up to 63,500kg) to improve operational performance Possible noise disruptions during work No impact to service during work
Next Steps	<ul style="list-style-type: none"> Completion of work

Community Engagement Activities in Q4 Fiscal 2025 included:

Heriot Bay – Whaletown: Terminal Upgrades	
Purpose	<ul style="list-style-type: none"> Inform local neighbours of Heriot Bay, local community and government leaders on upcoming project work, including timelines, scope of project work, impact on service, and initial draft of alternate service plans
Activity	<ul style="list-style-type: none"> Conversations with neighbours of Heriot Bay Terminal, local government, Klahoose Nation, to discuss construction areas around the terminal and what to expect during work
Themes	<ul style="list-style-type: none"> Alternate service plan updates based on feedback received Timelines of project work Approval process
Next Steps	<ul style="list-style-type: none"> Continue conversations with the community, including neighbours at Heriot Bay Terminal, health services, Regional Districts and commercial users. Host in-person events to update information on project timelines, plans and alternate service during berth closure Provide an update on the project and the alternate service plans in broader community update through bcferriesprojects.ca/heriot-bay-whaletown-tp

Crofton Terminal Updates	
Purpose	<ul style="list-style-type: none"> Inform interest holders on updates to berth work plans and project progress
Activity	<ul style="list-style-type: none"> Meet with commercial users of the route to understand needs and possible impacts and mitigations for project planning Meet with local community leaders, businesses and interest holders to provide update on project timelines and scope
Themes	<ul style="list-style-type: none"> Timelines of project work Possible impacts and mitigation considerations Project scope
Next Steps	<ul style="list-style-type: none"> Provide updates to the interest and impacted groups as project scope and timelines are confirmed Begin broader conversations once project approvals have been obtained

Community Engagement Activities in Q4 Fiscal 2025 continued:

Swartz Bay Terminal	
Purpose	<ul style="list-style-type: none"> Inform travellers, neighbours and local community via monthly communication on updates of project work and timelines
Activity	<ul style="list-style-type: none"> Information shared via projects page, and through direct communication with Lands End Residents Association (LERA) Project page updates
Themes	<ul style="list-style-type: none"> Possible noise around terminal Completion of Swartz Bay Berth 5 work Lands End building work
Next Steps	<ul style="list-style-type: none"> Provide monthly updates on project page and to LERA as work progresses
Departure Bay Terminal	
Purpose	<ul style="list-style-type: none"> Inform neighbours via direct letter and broader ferry users via Service Notice of project work and timeline
Activity	<ul style="list-style-type: none"> Letters mailed to homes Service Notice posted
Themes	<ul style="list-style-type: none"> Possible noise around terminal Scope of work No impact to service
Next Steps	<ul style="list-style-type: none"> Provide updates via Service Notice
Mill Bay and Brentwood Bay Terminal	
Purpose	<ul style="list-style-type: none"> Inform neighbours via direct letter and broader ferry users via Service Notice of project work and timelines
Activity	<ul style="list-style-type: none"> Letters mailed to homes Service Notice posted Conversations with local Nation and Businesses
Themes	<ul style="list-style-type: none"> Possible noise around terminal Scope of work No impact to service
Next Steps	<ul style="list-style-type: none"> Provide updates via Service Notice and direct conversations

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

In Q4 Fiscal 2025, Indigenous Relations activities included engagement on the following projects and activities:

Project	Description
Crofton life extension repair and lay-by berth	<ul style="list-style-type: none"> Continued to update Halalt First Nation on decreased scope, geotechnical investigations and archaeological permitting
Departure Bay berths 1, 2 & 3	<ul style="list-style-type: none"> Intensive engagement with Snuneymuxw First Nation to explore project mitigations
Heriot Bay & Whaletown berth rebuilds	<ul style="list-style-type: none"> Continued engagement with Klahoose First Nation on supports for an alternate service plan for when berths are unavailable, including a site visit in May 2025
Horseshoe Bay	<ul style="list-style-type: none"> Continued outreach to Squamish Nation, Musqueam Nation, Tsleil-Waututh Nation, Snuneymuxw First Nation, and shíshálh Nation to begin engagement on a large upcoming program of construction
Mill Bay & Brentwood Bay life extension repairs	<ul style="list-style-type: none"> Continued engagement with Malahat Nation on upcoming repairs and archeological permitting, including notification for when contractors would be on site to begin work
Nanaimo Harbour & Gabriola Island life extension repairs	<ul style="list-style-type: none"> Continued engagement to encourage participation of Snuneymuxw First Nation and to seek to address the Nation's requests
Sointula trestle life extension and shoreline remediation	<ul style="list-style-type: none"> Outreach to Kwakiutl First Nation on project scope and the potential for cultural monitoring, including a site visit in scheduled for May 2025
Vesuvius life extension repair	<ul style="list-style-type: none"> Continued to engage with Quw'utsun Nation, as led by Lyackson First Nation, on decreased scope and archaeological and environmental concerns, including a site visit in December
Village Bay berth 1 repairs and shore stabilization	<ul style="list-style-type: none"> Updates to Lyackson First Nation on decreased scope and archaeological concerns and discussions with Tsartlip First Nation, with a focus on solutions to erosion concerns, including a site visit in December 2024
Swartz Bay berth 5 rock removal	<ul style="list-style-type: none"> Engagement with the WSÁNEĆ Nations on project scope and the potential for cultural monitoring

In Q4 Fiscal 2025, Indigenous relations outreach and relationship building activities included:

First Nation/ Tribe	Description
Malahat First Nation	• Protocol Agreement; community priorities Route 12
Tsartlip First Nation	• Protocol Agreement, community priorities Routes 1, 5,9,12
Tseycum First Nation	• Community priorities overview Routes 1, 5,9,
Penelakut First Nation	• Support emergency response, scheduling solutions Route 20
Snuneymuxw First Nation	• Protocol Agreement, community priorities, support vessel naming Routes 2, 30, 19
Tsawwassen First Nation	• Jointly developed Causeway Access Management Plan Route 1,9 30
Musqueam Nation	• Support new motor vessels (major routes)
Tsleil-Waututh Nation	• Support new motor vessels (major routes)
Shishalh Nation	• Language, culture permit process Route 7
We Wai Kai First Nation	• Support vessel naming Route 23
Wei Wai Kum First Nation	• Support vessel naming Route 23
Namgis First Nation	• Support vessel refit notifications, scheduling and capacity options and solutions Route 25
Heiltsuk Nation	• Scheduling, travel policy, support point of interest Route 28A
Nuxalk Nation	• Support point of interest Route 28, 28A
Kitasoo/Xai'xais Nation	• Scheduling, travel policy Route 28A
Skidegate Band	• Flag raising ceremony logistics Route11
Council of the Haida Nation	• Flag raising ceremony logistics Route 11

Appendix A

Definition of Terms

Q4 Fiscal 2025
(JAN, FEB, MAR)

Controllable Cancellations	Sailings cancelled due to controllable events such as loading procedure or fueling.
First Call Resolution (FCR)	The rate at which customers call back within the same day.
Fleet Reliability Index	Percentage of scheduled sailings that are not cancelled due to controllable events.
n	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.
Net Promoter Score (NPS)	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.
On-Time Performance	Percentage of scheduled sailings that depart or arrive within 10 minutes of the scheduled time, as applicable.
Stale Response Resolution	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.
Uncontrollable Cancellations	Scheduled sailings cancelled due to uncontrollable events such as inclement weather or medical emergencies.
YoY	Year over Year

Appendix B

Routes and Terminals by Region

Q4 Fiscal 2025
(JAN, FEB, MAR)

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	Salt Spring Island - Swartz Bay
Route 5	Swartz Bay - Southern Gulf Islands
Route 6	Salt Spring Island - Crofton
Route 9	Tsawwassen - Southern Gulf Islands
Route 12	Brentwood Bay - Mill Bay
Route 19	Nanaimo - Gabriola Island
Route 20	Chemainus - Thetis Island - Penelakut Island

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