



Average Fare Index Summary

		PT5	PT6					
		Mar-2024	Mar-2024	Jun-2024	Sep-2024	Dec-2024	Mar-2025	Jun-2025
System	Cap	109.52	100.00	100.83	101.91	102.59	103.20	104.04
	Actual	109.18	99.69	100.08	101.35	102.47	103.10	104.22

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

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

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

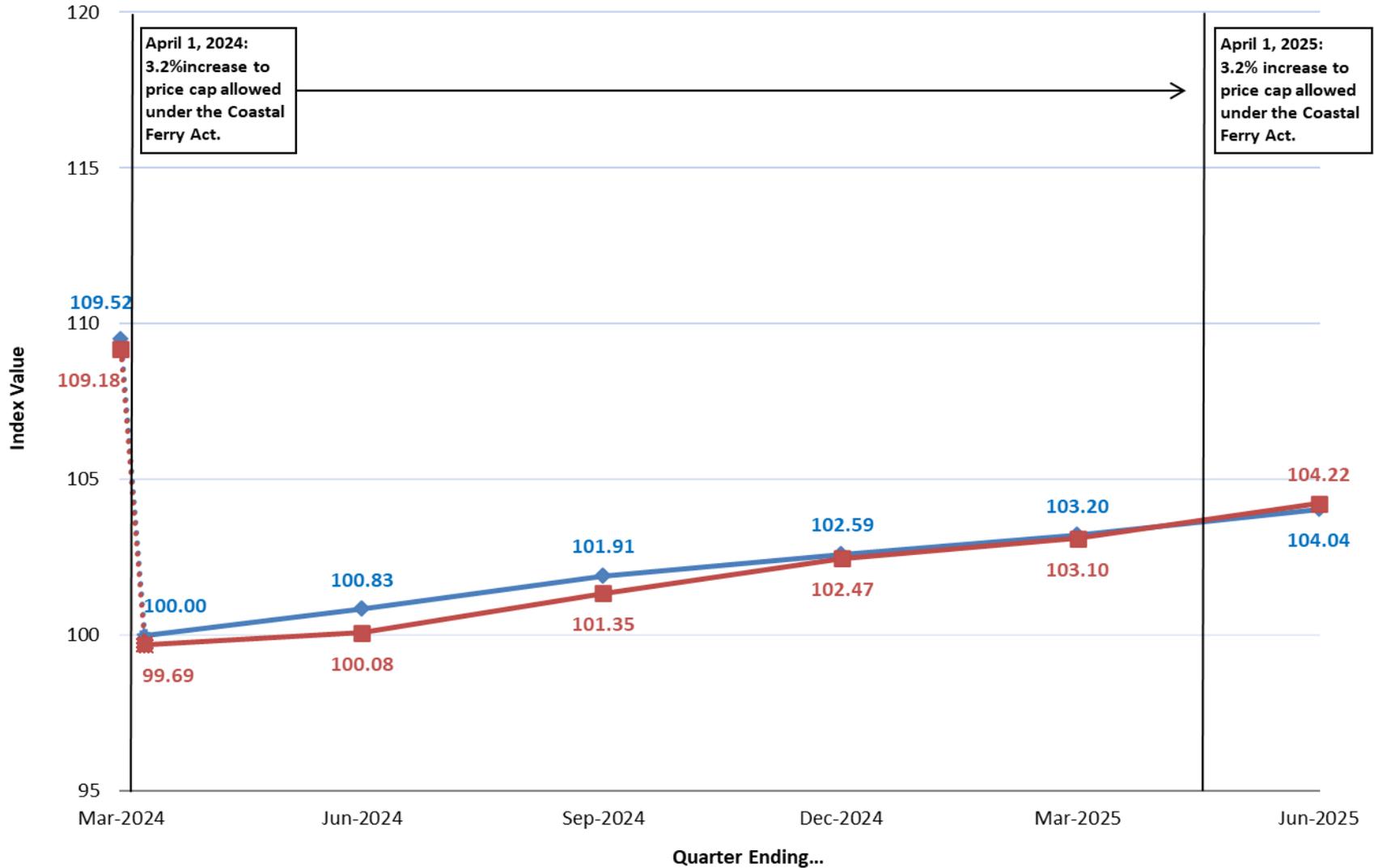
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

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

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

BC Ferries System

Price Cap Index Price Compliance Index



View By route Group

APPENDIX



Average Fare Index Summary

Route Group	PT5		PT6				
	Mar-2024	Mar-2024	Jun-2024	Sep-2024	Dec-2024	Mar-2025	Jun-2025
New Majors							
Cap	109.52	100.00	100.84	101.89	102.59	103.20	104.04
Actual	110.92	101.28	101.56	102.87	104.07	104.69	105.81
Northern							
Cap	109.52	100.00	100.76	102.38	102.80	103.20	103.99
Actual	84.82	77.44	77.78	78.24	78.74	79.08	80.35
Minors							
Cap	109.52	100.00	100.82	101.90	102.58	103.20	104.05
Actual	105.45	96.28	97.30	98.47	99.33	100.12	101.22

-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.

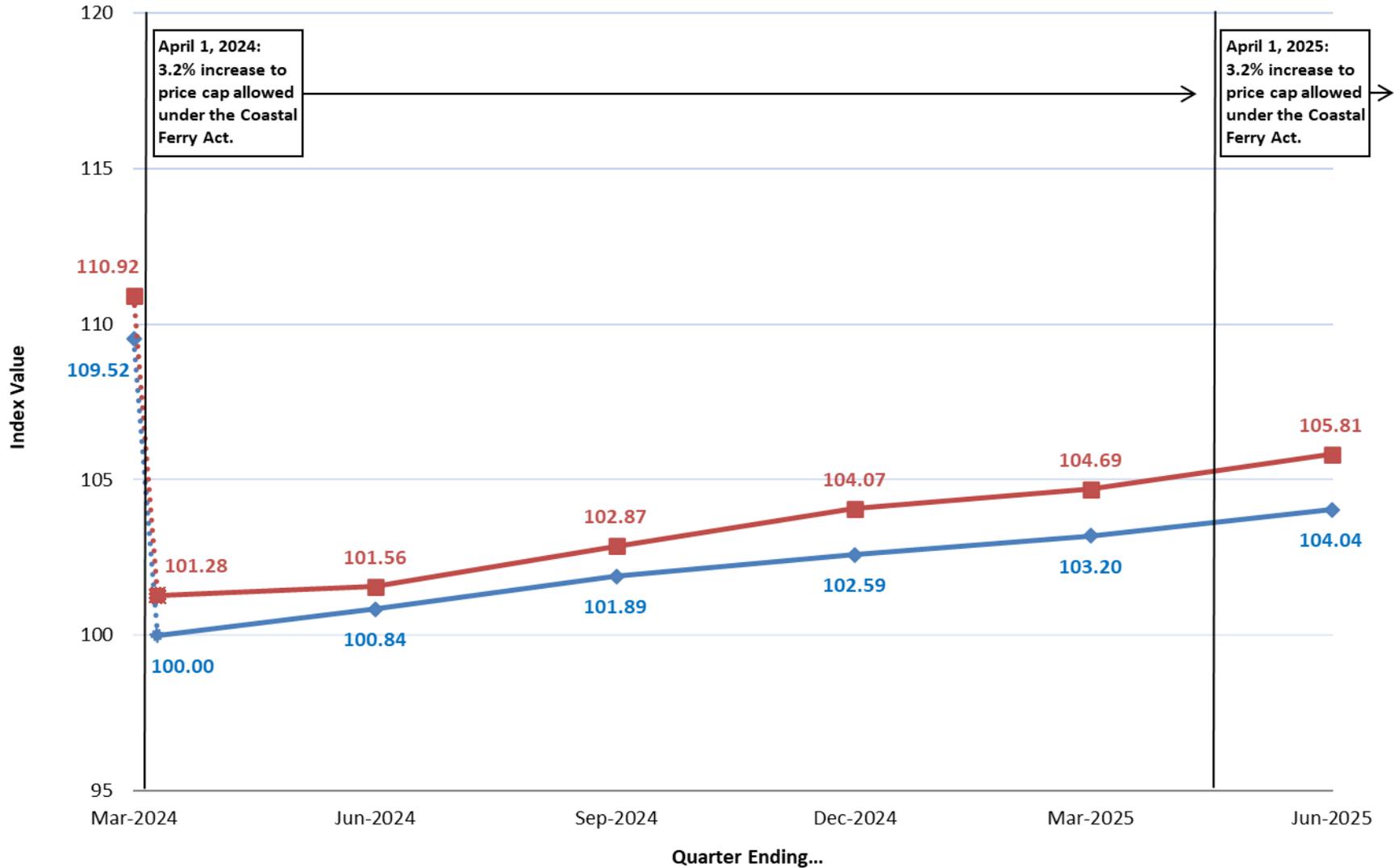
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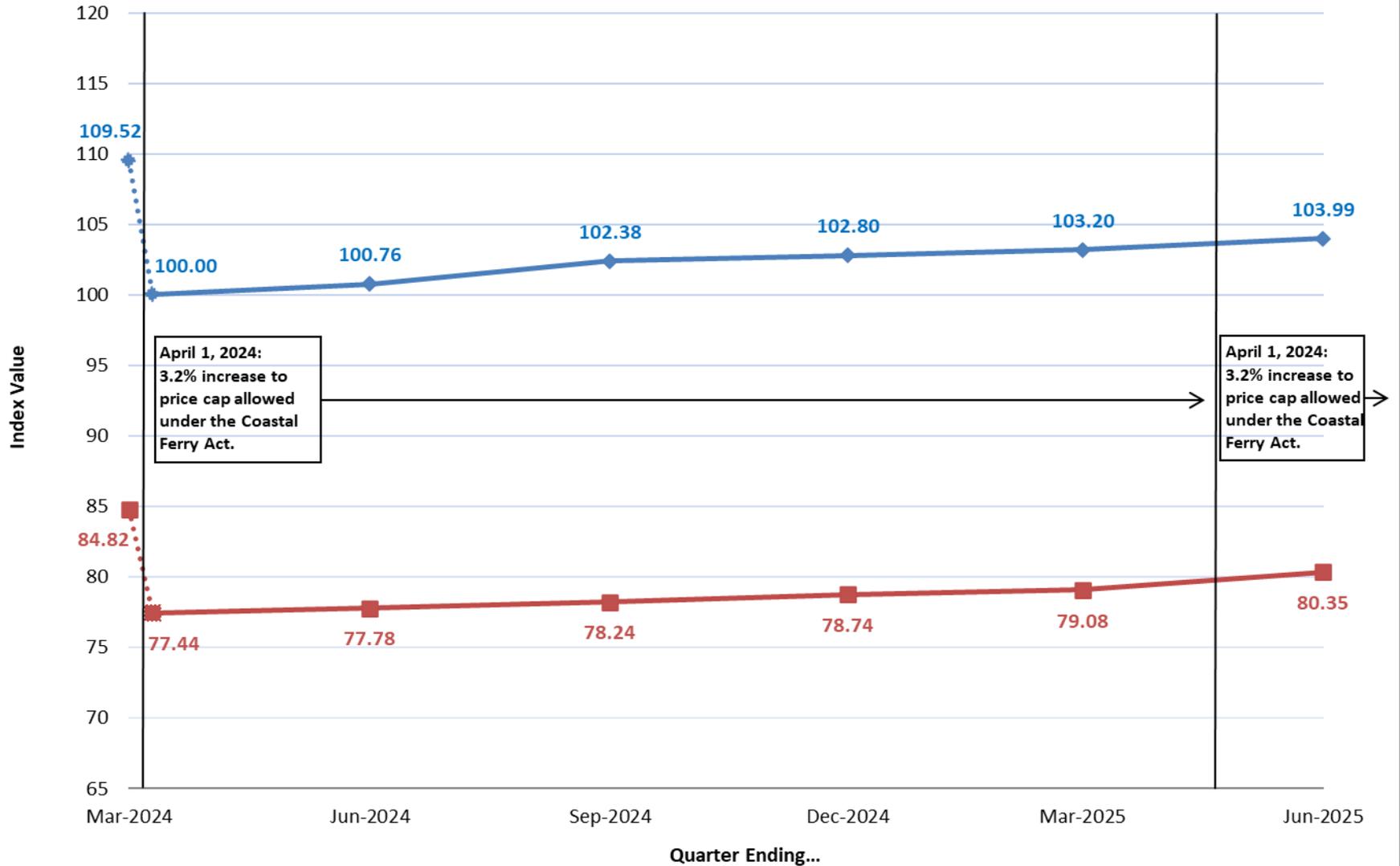
New Majors Route Group

Price Cap Index Price Compliance Index



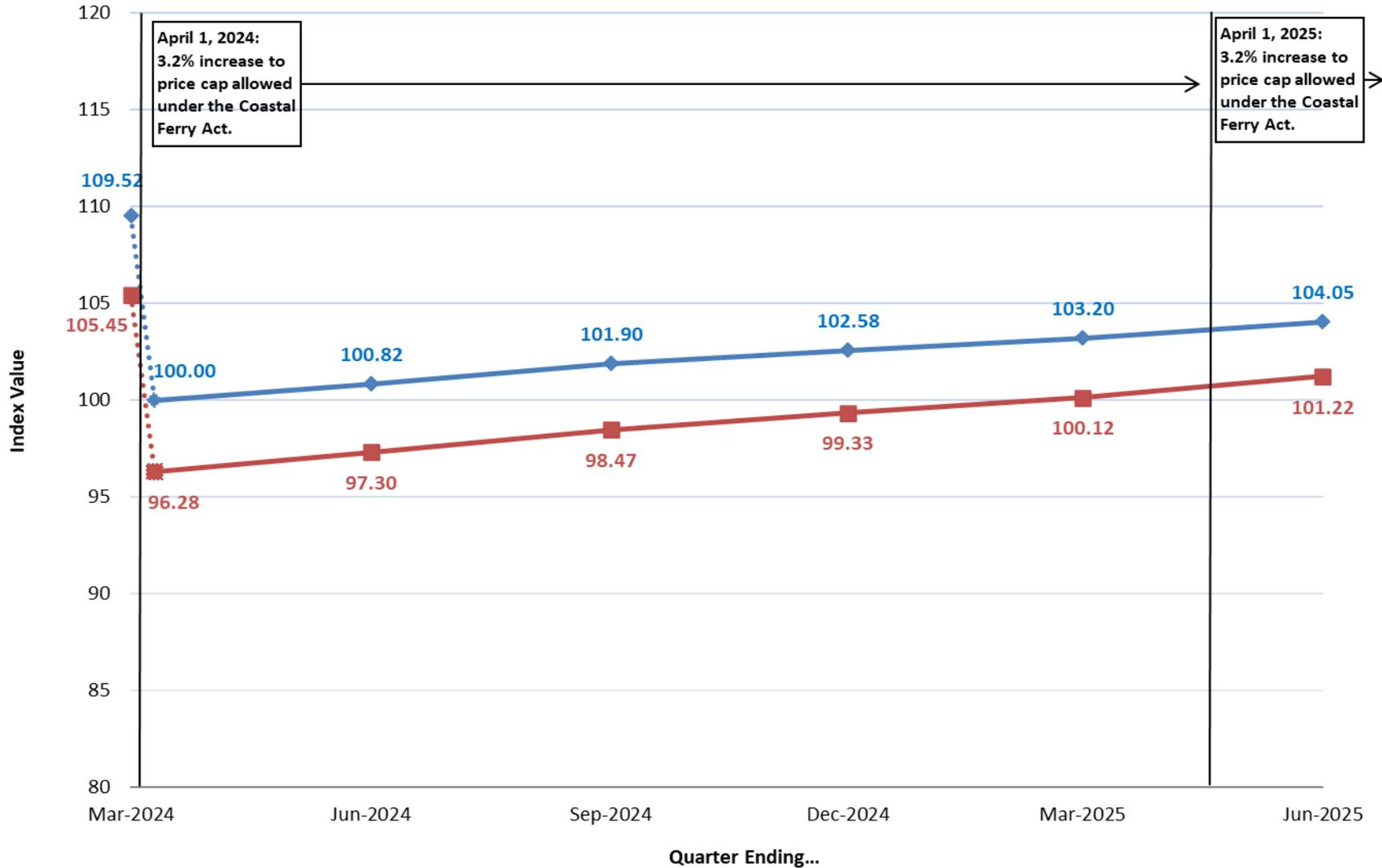
Northern Route Group

Price Cap Index Price Compliance Index



Minors Route Group

Price Cap Index Price Compliance Index





Operations Reports

Quarter Ended June 30, 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.)

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.bcferreries.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 Q1 of Fiscal 2026 (F26), BC Ferries delivered 300 more sailings than the same period last year. This enabled almost 95,000 more vehicle equivalents and approximately 226,000 more customers to travel compared with the first quarter in F25.

Along with this significant growth, on time performance improved (83.6%, +1.7%) and sailings were cancelled less frequently (0.3%, -0.5%). When sailings were cancelled (152), more than half the time it was because of vessel mechanical issues, including 38 sailings on major routes and 41 on minor routes. This is to be expected as the fleet ages, with more than 10 vessels now over 40 years old.

Despite all the additional customers that were able to be transported during this peak period, the frequency that people were left behind at the terminal also grew. Almost one-in-five sailings (18.8%) were overloaded, including more than 40% of major route sailings.

This increased demand combined with the growing number of customers who had to wait for a sailing continues to reflect BC Ferries' need to renew and grow its fleet with new, larger vessels.

Four New Major Vessels are currently being built and expected to arrive starting in 2029, but they won't enable the company to even keep pace with projected demand growth over the coming years.

BC Ferries continues to work on plans to propose additional new vessels to the independent BC Ferry Commission to attempt to keep pace with the expectations of the customers and communities we serve.

○ ○ ○ ○

Section 1

Operations Summary



○ ○ ○ ○



Section 1A - Quarter Ended June 30, 2025



Q1 Operations Summary Report

	Actual Round Trips	AEQ Capacity Provided	AEQ Carried (FY26)	Capacity Utilization (FY26)	AEQ Carried (FY25)	Capacity Utilization (FY25)	AEQ Growth	AEQ Tariff Revenue (FY26)	AEQ Tariff Revenue (FY25)	AEQ Tariff Revenue Growth
☐ Majors	3,475.0	2,183,593	1,759,865	80.6%	1,718,399	79.2%	41,465	\$120,159,789	\$112,038,093	\$8,121,696
01 Tsawwassen - Swartz Bay	1,227.0	806,676	710,000	88.0%	684,153	85.1%	25,847	\$55,912,861	\$51,778,466	\$4,134,395
02 Horseshoe Bay - Nanaimo	737.5	457,356	360,841	78.9%	363,744	79.1%	-2,903	\$26,667,904	\$25,082,224	\$1,585,680
03 Horseshoe Bay - Langdale	804.5	500,021	362,402	72.5%	354,878	73.0%	7,524	\$10,805,133	\$10,266,853	\$538,280
30 Nanaimo - Tsawwassen	706.0	419,540	326,622	77.9%	315,624	75.4%	10,998	\$26,773,891	\$24,910,550	\$1,863,341
☐ Minors	19,311.0	2,068,728	1,223,039	59.1%	1,170,835	57.3%	52,204	\$19,251,615	\$17,543,276	\$1,708,339
04 Swartz Bay - Fulford Harbour	721.0	131,222	100,217	76.4%	96,231	72.8%	3,987	\$1,393,483	\$1,196,938	\$196,545
05 Swartz Bay - Southern Gulf Islands	883.0	226,444	95,510	42.2%	93,060	41.6%	2,450	\$1,361,125	\$1,282,957	\$78,168
06 Crofton - Vesuvius	1,172.0	147,672	94,809	64.2%	85,098	57.1%	9,711	\$1,292,642	\$1,124,344	\$168,298
07 Earls Cove - Saltery Bay	721.0	161,504	65,304	40.4%	61,625	38.1%	3,679	\$1,627,672	\$1,477,281	\$150,391
08 Horseshoe Bay - Snug Cove	1,386.0	241,164	162,276	67.3%	157,505	66.7%	4,771	\$2,030,450	\$1,901,977	\$128,473
09 Tsawwassen - Southern Gulf Islands	264.0	85,560	62,727	73.3%	59,262	75.1%	3,465	\$3,305,923	\$3,004,747	\$301,176
12 Brentwood Bay - Mill Bay	803.0	30,514	28,517	93.5%	28,326	87.9%	191	\$357,329	\$356,424	\$905
13 Langdale - Gambier Island - Keats	1,372.0							(\$189)	(\$314)	\$125
17 Little River - Powell River	363.0	100,188	62,419	62.3%	59,678	59.4%	2,741	\$2,759,319	\$2,487,635	\$271,684
18 Powell River - Blubber Bay	737.0	69,278	31,790	45.9%	31,664	47.1%	126	\$289,478	\$275,409	\$14,069
19 Nanaimo Harbour - Gabriola	2,066.0	194,204	135,045	69.5%	127,234	65.9%	7,811	\$1,294,297	\$1,157,052	\$137,245
20 Chemainus - Thetis - Penelakut	923.0	47,996	29,262	61.0%	28,544	59.7%	718	\$264,191	\$238,857	\$25,334
21 Buckley Bay - Denman West	1,598.0	140,412	92,501	65.9%	89,428	63.9%	3,073	\$756,216	\$705,099	\$51,117
22 Denman East - Hornby Island	1,100.0	96,800	42,712	44.1%	40,777	45.6%	1,936	\$375,056	\$334,979	\$40,077
23 Campbell River - Quathiaski Cove	2,534.0	238,196	145,722	61.2%	140,576	59.7%	5,147	\$1,281,473	\$1,223,362	\$58,111
24 Heriot Bay - Whaletown	559.5	29,094	21,816	75.0%	21,447	75.4%	370	\$258,672	\$240,726	\$17,946
25 Port McNeill - Alert Bay - Sointula	984.0	92,496	34,489	37.3%	33,007	35.5%	1,483	\$426,097	\$372,271	\$53,826
26 Skidegate - Alliford Bay	1,124.5	35,984	17,926	49.8%	17,377	48.2%	549	\$178,381	\$163,532	\$14,849
☐ North	88.0	15,112	13,869	91.8%	12,776	84.2%	1,093	\$3,319,012	\$2,888,453	\$430,559
10 Port Hardy - Prince Rupert	28.0	5,712	5,423	94.9%	4,722	82.7%	701	\$1,781,193	\$1,509,709	\$271,484
11 Prince Rupert - Skidegate	50.0	8,700	7,971	91.6%	7,680	88.3%	291	\$1,415,204	\$1,296,646	\$118,558
28 Port Hardy - Central Coast	10.0	700	476	67.9%	374	48.6%	102	\$122,615	\$82,098	\$40,517
Total	22,874.0	4,267,433	2,996,772	70.2%	2,902,010	68.6%	94,762	\$142,730,416	\$132,469,822	\$10,260,594

Obligation Deferred (Settled)

\$966,021

\$0

Total Vehicle Fare Revenue

\$143,696,437

\$132,469,822

Section 1A - Quarter Ended June 30, 2025



Q1 Operations Summary Report

% Sailings Within 10 Minutes

	Passengers (FY26)	Passengers (FY25)	Passenger Growth	Passenger Tariff Revenue (FY26)	Passenger Tariff Revenue (FY25)	Passenger Tariff Revenue Growth	FY24	Q1 FY25	FY26
☐ Majors	3,785,181	3,665,327	119,854	\$53,451,065	\$50,946,491	\$2,504,574	69.7%	67.8%	71.2%
01 Tsawwassen - Swartz Bay	1,748,729	1,682,282	66,447	\$28,855,633	\$27,354,117	\$1,501,516	77.7%	86.2%	82.4%
02 Horseshoe Bay - Nanaimo	807,708	804,326	3,382	\$12,770,032	\$12,497,388	\$272,644	68.5%	60.2%	72.0%
03 Horseshoe Bay - Langdale	710,621	687,567	23,054	\$3,922,985	\$3,669,735	\$253,250	60.1%	57.3%	60.0%
30 Nanaimo - Tsawwassen	518,123	491,152	26,971	\$7,902,415	\$7,425,251	\$477,164	68.8%	55.3%	63.7%
☐ Minors	2,261,635	2,156,367	105,268	\$10,016,775	\$9,180,319	\$836,456	82.9%	84.3%	85.7%
04 Swartz Bay - Fulford Harbour	171,855	169,305	2,550	\$792,470	\$746,124	\$46,346	91.6%	91.9%	86.8%
05 Swartz Bay - Southern Gulf Islands	146,262	142,605	3,657	\$612,667	\$583,619	\$29,048	64.3%	64.6%	62.8%
06 Crofton - Vesuvius	157,032	142,036	14,996	\$595,006	\$521,971	\$73,035	87.5%	83.7%	65.3%
07 Earls Cove - Saltery Bay	102,545	96,109	6,436	\$588,885	\$531,681	\$57,204	86.3%	87.5%	78.1%
08 Horseshoe Bay - Snug Cove	374,200	349,338	24,862	\$1,364,006	\$1,195,460	\$168,546	59.5%	59.9%	77.0%
09 Tsawwassen - Southern Gulf Islands	147,296	138,494	8,802	\$1,714,486	\$1,551,741	\$162,745	64.5%	65.8%	60.8%
12 Brentwood Bay - Mill Bay	55,533	54,048	1,485	\$254,479	\$243,577	\$10,902	79.4%	89.9%	87.4%
13 Langdale - Gambier Island - Keats Landing	13,914	13,342	572	\$53,809	\$50,428	\$3,381	100.0%	99.4%	99.2%
17 Little River - Powell River	114,721	110,145	4,576	\$1,243,101	\$1,162,805	\$80,296	83.4%	83.5%	93.7%
18 Powell River - Blubber Bay	48,419	48,201	218	\$143,071	\$140,060	\$3,011	89.4%	93.7%	97.7%
19 Nanaimo Harbour - Gabriola	242,712	226,909	15,803	\$707,112	\$641,002	\$66,110	84.6%	82.4%	81.4%
20 Chemainus - Thetis - Penelakut	70,271	68,571	1,700	\$157,439	\$148,153	\$9,286	60.6%	81.4%	91.2%
21 Buckley Bay - Denman West	152,259	147,827	4,432	\$410,448	\$389,195	\$21,253	95.3%	96.9%	97.7%
22 Denman East - Hornby Island	71,219	67,619	3,600	\$226,820	\$204,012	\$22,808	92.8%	94.6%	94.0%
23 Campbell River - Quathiaski Cove	259,318	252,022	7,296	\$689,134	\$641,297	\$47,837	87.1%	86.1%	94.9%
24 Heriot Bay - Whaletown	32,151	32,020	131	\$122,429	\$114,743	\$7,686	78.3%	81.7%	88.2%
25 Port McNeill - Alert Bay - Sointula	70,885	66,880	4,005	\$249,844	\$226,993	\$22,851	88.3%	79.8%	85.8%
26 Skidegate - Alliford Bay	31,043	30,896	147	\$91,569	\$87,458	\$4,111	97.6%	97.6%	95.3%
☐ North	25,646	24,378	1,268	\$2,087,110	\$1,853,773	\$233,337	81.1%	72.8%	67.7%
10 Port Hardy - Prince Rupert	11,062	10,361	701	\$1,471,839	\$1,296,684	\$175,155	80.5%	66.9%	63.1%
11 Prince Rupert - Skidegate	13,613	13,152	461	\$516,703	\$484,358	\$32,345	84.8%	80.0%	82.0%
28 Port Hardy - Central Coast	971	865	106	\$98,568	\$72,731	\$25,837	70.8%	73.7%	51.9%
Total	6,072,462	5,846,072	226,390	\$65,554,950	\$61,980,583	\$3,574,367	81.1%	81.9%	83.6%

Obligation Deferred (Settled)

\$431,038

\$0

Total Passenger Fare Revenue

\$65,985,988

\$61,980,583

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

\$209,682,425

\$194,450,405



Section 2

Performance Against CFSC
Minimums



Section 2A - Quarter Ended June 30, 2025



Q1 Actual Round Trips

22.9K

FY25: 22.7K

Q1 Cancelled Round Trips

61.5

FY25: 197.0

Q1 Scheduled Round Trips

22.9K

FY25: 22.9K

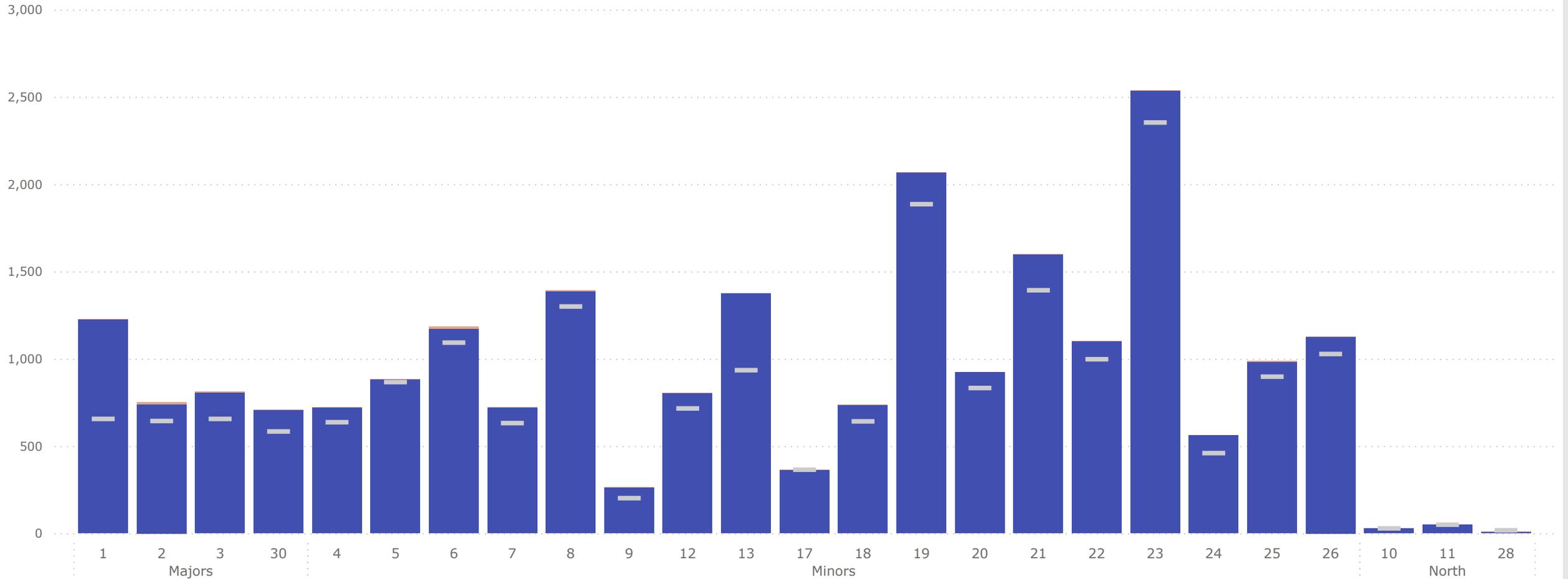
Q1 Scheduled Round Trips Cancelled

0.3%

FY25: 0.9%

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

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



Section 2B - Quarter Ended June 30, 2025



Q1 Actual Round Trips

22.9K

FY25: 22.7K

Q1 Cancelled Round Trips

61.5

FY25: 197.0

Q1 Scheduled Round Trips

22.9K

FY25: 22.9K

Q1 Scheduled Round Trips Cancelled

0.3%

FY25: 0.9%

Q1 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	1.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
☐ Minors	1.0	1.0	0.0	0.0	1.0	9.0	0.0	12.0	2.0	0.0	0.0	2.0	14.0
04 Swartz Bay - Fulford Harbour	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
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	1.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	5.0	0.0	5.0	0.0	0.0	0.0	0.0	5.0
07 Earls Cove - Saltery Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
08 Horseshoe Bay - Snug Cove	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	1.0
12 Brentwood Bay - Mill Bay	0.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
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	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
19 Nanaimo Harbour - Gabriola	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
23 Campbell River - Quathiaski Cove	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
24 Heriot Bay - Whaletown	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
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	1.0	1.0	0.0	2.0	0.0	0.0	0.0	0.0	2.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
☐ North	0.0	0.0	0.0	0.0	0.5	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.5
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.5	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.5
Total	1.0	1.0	0.0	0.0	1.5	10.0	0.0	13.5	2.0	0.0	0.0	2.0	15.5

Section 2C - Quarter Ended June 30, 2025



Q1 Actual Round Trips

22.9K

CFSC (Daily) Minimum: 19.9K

Q1 Actual Round Trips

22.9K

Estimated Proportion of (Annual) Minimums: 22.0K

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

Q1 Allowable Cancellations

	Q1						Q1 FY26
	Actual Round Trips	FY25 CFSC Min	CFSC Variance	Actual Round Trips	FY26 CFSC Min	CFSC Variance	
☐ Majors	3,468.5	2,526.0	942.5	3,475.0	2,536.0	939.0	1.0
01 Tsawwassen - Swartz Bay	1,233.0	652.0	581.0	1,227.0	655.0	572.0	0.0
02 Horseshoe Bay - Nanaimo	742.0	642.0	100.0	737.5	643.0	94.5	0.0
03 Horseshoe Bay - Langdale	787.5	652.0	135.5	804.5	655.0	149.5	1.0
30 Nanaimo - Tsawwassen	706.0	580.0	126.0	706.0	583.0	123.0	0.0
☐ Minors	19,177.5	17,208.0	1,969.5	19,311.0	17,221.0	2,090.0	12.0
04 Swartz Bay - Fulford Harbour	726.0	634.0	92.0	721.0	636.0	85.0	2.0
05 Swartz Bay - Southern Gulf Islands	881.0	866.0	15.0	883.0	866.0	17.0	0.0
06 Crofton - Vesuvius	1,182.0	1,092.0	90.0	1,172.0	1,092.0	80.0	5.0
07 Earls Cove - Saltery Bay	722.0	631.0	91.0	721.0	631.0	90.0	0.0
08 Horseshoe Bay - Snug Cove	1,356.5	1,299.0	57.5	1,386.0	1,299.0	87.0	0.0
09 Tsawwassen - Southern Gulf Islands	243.0	199.0	44.0	264.0	201.0	63.0	0.0
12 Brentwood Bay - Mill Bay	796.0	715.0	81.0	803.0	715.0	88.0	1.0
13 Langdale - Gambier Island - Keats Landing	1,377.0	935.0	442.0	1,372.0	934.0	438.0	0.0
17 Little River - Powell River	364.0	364.0	0.0	363.0	364.0	-1.0	1.0
18 Powell River - Blubber Bay	709.0	640.0	69.0	737.0	641.0	96.0	0.0
19 Nanaimo Harbour - Gabriola	2,055.0	1,885.0	170.0	2,066.0	1,885.0	181.0	0.0
20 Chemainus - Thetis - Penelakut	920.0	832.0	88.0	923.0	832.0	91.0	0.0
21 Buckley Bay - Denman West	1,588.5	1,384.0	204.5	1,598.0	1,392.0	206.0	0.0
22 Denman East - Hornby Island	1,090.5	997.0	93.5	1,100.0	997.0	103.0	0.0
23 Campbell River - Quathiaski Cove	2,506.5	2,353.0	153.5	2,534.0	2,353.0	181.0	1.0
24 Heriot Bay - Whaletown	547.0	458.0	89.0	559.5	459.0	100.5	0.0
25 Port McNeill - Alert Bay - Sointula	988.0	897.0	91.0	984.0	897.0	87.0	2.0
26 Skidegate - Alliford Bay	1,125.5	1,027.0	98.5	1,124.5	1,027.0	97.5	0.0
☐ North	89.0	93.5	-4.5	88.0	94.0	-6.0	0.5
10 Port Hardy - Prince Rupert	28.0	27.5	0.5	28.0	28.0	0.0	0.0
11 Prince Rupert - Skidegate	50.0	49.0	1.0	50.0	49.0	1.0	0.0
28 Port Hardy - Central Coast	11.0	17.0	-6.0	10.0	17.0	-7.0	0.5
Total	22,735.0	19,827.5	2,907.5	22,874.0	19,851.0	3,023.0	13.5

Section 2D - Fiscal Year to Date Ended June 30, 2025



YTD Actual Round Trips

22.9K

FY25: 22.7K

YTD Cancelled Round Trips

61.5

FY25: 197.0

YTD Scheduled Round Trips

22.9K

FY25: 22.9K

YTD Scheduled Round Trips Cancelled

0.3%

FY25: 0.9%

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	0.0	0.0	2.0	0.0	0.0	19.0	0.0	21.0	0.0	0.0	0.0	0.0	21.0
01 Tsawwassen - Swartz Bay	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
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	12.0	0.0	12.0	0.0	0.0	0.0	0.0	12.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	6.0	0.0	6.0	0.0	0.0	0.0	0.0	6.0
30 Nanaimo - Tsawwassen	0.0	0.0	2.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	2.0
☐ Minors	4.5	4.0	0.0	1.0	3.0	20.5	0.0	33.0	6.5	0.0	0.0	6.5	39.5
04 Swartz Bay - Fulford Harbour	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
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	1.0
06 Crofton - Vesuvius	1.0	0.0	0.0	0.0	1.0	9.0	0.0	11.0	0.0	0.0	0.0	0.0	11.0
07 Earls Cove - Saltery Bay	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
08 Horseshoe Bay - Snug Cove	0.0	0.0	0.0	1.0	0.0	1.0	0.0	2.0	2.0	0.0	0.0	2.0	4.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	1.0
12 Brentwood Bay - Mill Bay	0.0	2.0	0.0	0.0	0.0	0.0	0.0	2.0	1.0	0.0	0.0	1.0	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	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
18 Powell River - Blubber Bay	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
19 Nanaimo Harbour - Gabriola	0.5	1.0	0.0	0.0	0.0	0.0	0.0	1.5	0.5	0.0	0.0	0.5	2.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	1.0	0.0	0.0	1.0	1.0
23 Campbell River - Quathiaski Cove	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
24 Heriot Bay - Whaletown	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
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	2.0	2.0	0.0	4.0	0.0	0.0	0.0	0.0	4.0
26 Skidegate - Alliford Bay	0.0	1.0	0.0	0.0	0.0	1.5	0.0	2.5	0.0	0.0	0.0	0.0	2.5
☐ North	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
Total	4.5	4.0	2.0	1.0	4.0	39.5	0.0	55.0	6.5	0.0	0.0	6.5	61.5

Section 2E - Fiscal Year to Date Ended June 30, 2025



YTD Actual Round Trips

22.9K

CFSC (Annual) Minimum: 19.9K

YTD Actual Round Trips

22.9K

Estimated Proportion of (Annual) Minimums: 22.0K

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

	Actual Round Trips	Estimated Proportion of (Annual) Minimums	Variance	Allowable Round Trip Cancellations
☐ Majors	3,475.0	3,104.0	371.0	1.0
01 Tsawwassen - Swartz Bay	1,227.0	1,050.0	177.0	0.0
02 Horseshoe Bay - Nanaimo	737.5	677.0	60.5	0.0
03 Horseshoe Bay - Langdale	804.5	733.0	71.5	1.0
30 Nanaimo - Tsawwassen	706.0	644.0	62.0	0.0
☐ Minors	19,311.0	18,793.0	518.0	12.0
04 Swartz Bay - Fulford Harbour	721.0	724.0	-3.0	2.0
05 Swartz Bay - Southern Gulf Islands	883.0	866.0	17.0	0.0
06 Crofton - Vesuvius	1,172.0	1,183.0	-11.0	5.0
07 Earls Cove - Saltery Bay	721.0	722.0	-1.0	0.0
08 Horseshoe Bay - Snug Cove	1,386.0	1,390.0	-4.0	0.0
09 Tsawwassen - Southern Gulf Islands	264.0	224.0	40.0	0.0
12 Brentwood Bay - Mill Bay	803.0	806.0	-3.0	1.0
13 Langdale - Gambier Island - Keats Landing	1,372.0	1,025.0	347.0	0.0
17 Little River - Powell River	363.0	364.0	-1.0	1.0
18 Powell River - Blubber Bay	737.0	733.0	4.0	0.0
19 Nanaimo Harbour - Gabriola	2,066.0	2,067.0	-1.0	0.0
20 Chemainus - Thetis - Penelakut	923.0	923.0	0.0	0.0
21 Buckley Bay - Denman West	1,598.0	1,487.0	111.0	0.0
22 Denman East - Hornby Island	1,100.0	1,088.0	12.0	0.0
23 Campbell River - Quathiaski Cove	2,534.0	2,535.0	-1.0	1.0
24 Heriot Bay - Whaletown	559.5	550.0	9.5	0.0
25 Port McNeill - Alert Bay - Sointula	984.0	988.0	-4.0	2.0
26 Skidegate - Alliford Bay	1,124.5	1,118.0	6.5	0.0
☐ North	88.0	94.0	-6.0	0.5
10 Port Hardy - Prince Rupert	28.0	28.0	0.0	0.0
11 Prince Rupert - Skidegate	50.0	49.0	1.0	0.0
28 Port Hardy - Central Coast	10.0	17.0	-7.0	0.5
Total	22,874.0	21,991.0	883.0	13.5

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

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

Section 2G - Quarter Ended June 30, 2025



Q1 Actual Round Trips

38.5

FY25: 92.0

YTD Actual Round Trips

38.5

FY25: 92.0

Q1 Alternative Service Round Trips by Route

YTD Round Trips

	Q1			Q1			YTD Round Trips	
	Sailed Round Trips	FY25 AEQ Carried	Passengers	Sailed Round Trips	FY26 AEQ Carried	Passengers	FY25	FY26
☐ Majors	0.0	0	0	8.5	0	204	0.0	8.5
01 Tsawwassen - Swartz Bay	0.0	0	0	0.0	0	0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.0	0	0	0.0	0	0	0.0	0.0
03 Horseshoe Bay - Langdale	0.0	0	0	8.5	0	204	0.0	8.5
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0	0.0	0.0
☐ Minors	81.0	0	2,307	16.0	3	380	81.0	16.0
04 Swartz Bay - Fulford Harbour	0.0	0	0	7.5	0	173	0.0	7.5
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0
06 Crofton - Vesuvius	0.0	0	0	5.5	0	61	0.0	5.5
07 Earls Cove - Saltery Bay	0.0	0	0	0.0	0	0	0.0	0.0
08 Horseshoe Bay - Snug Cove	26.5	0	1,579	1.0	0	74	26.5	1.0
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	44.5	0	584	0.0	0	0	44.5	0.0
19 Nanaimo Harbour - Gabriola	6.0	0	89	0.0	0	0	6.0	0.0
20 Chemainus - Thetis - Penelakut	4.0	0	55	0.0	0	0	4.0	0.0
21 Buckley Bay - Denman West	0.0	0	0	0.0	0	0	0.0	0.0
22 Denman East - Hornby Island	0.0	0	0	0.0	0	0	0.0	0.0
23 Campbell River - Quathiaski Cove	0.0	0	0	0.0	0	0	0.0	0.0
24 Heriot Bay - Whaletown	0.0	0	0	0.0	0	0	0.0	0.0
25 Port McNeill - Alert Bay - Sointula	0.0	0	0	2.0	3	72	0.0	2.0
26 Skidegate - Alliford Bay	0.0	0	0	0.0	0	0	0.0	0.0
☐ North	11.0	107	106	14.0	127	176	11.0	14.0
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	11.0	107	106	14.0	127	176	11.0	14.0
Total	92.0	107	2,413	38.5	130	760	92.0	38.5

○ ○ ○ ○

Section 3

Performance Against Scheduled
Sailings

 **BC Ferries**

○ ○ ○ ○



Section 3A - Quarter Ended June 30, 2025



Q1 Scheduled Sailings

49.7K

FY25: 49.6K

Q1 Actual Sailings

49.5K

FY25: 49.2K

YTD Scheduled Sailings

49.7K

FY25: 49.6K

YTD Actual Sailings

49.5K

FY25: 49.2K

Q1 Scheduled & Actual Sailings by Route

YTD Totals

	Q1						YTD Totals			
	Scheduled Sailings	FY25 Actual Sailings	Variance	Scheduled Sailings	FY26 Actual Sailings	Variance	Scheduled Sailings	FY25 Actual Sailings	Scheduled Sailings	FY26 Actual Sailings
☐ Majors	6,973	6,937	-36	6,992	6,950	-42	6,973	6,937	6,992	6,950
01 Tsawwassen - Swartz Bay	2,485	2,466	-19	2,456	2,454	-2	2,485	2,466	2,456	2,454
02 Horseshoe Bay - Nanaimo	1,496	1,484	-12	1,499	1,475	-24	1,496	1,484	1,499	1,475
03 Horseshoe Bay - Langdale	1,580	1,575	-5	1,621	1,609	-12	1,580	1,575	1,621	1,609
30 Nanaimo - Tsawwassen	1,412	1,412	0	1,416	1,412	-4	1,412	1,412	1,416	1,412
☐ Minors	42,388	42,022	-366	42,411	42,309	-102	42,388	42,022	42,411	42,309
04 Swartz Bay - Fulford Harbour	1,452	1,452	0	1,448	1,442	-6	1,452	1,452	1,448	1,442
05 Swartz Bay - Southern Gulf Islands	3,069	3,051	-18	3,055	3,040	-15	3,069	3,051	3,055	3,040
06 Crofton - Vesuvius	2,366	2,364	-2	2,366	2,344	-22	2,366	2,364	2,366	2,344
07 Earls Cove - Saltery Bay	1,444	1,444	0	1,444	1,442	-2	1,444	1,444	1,444	1,442
08 Horseshoe Bay - Snug Cove	2,784	2,713	-71	2,780	2,772	-8	2,784	2,713	2,780	2,772
09 Tsawwassen - Southern Gulf Islands	1,519	1,519	0	1,577	1,569	-8	1,519	1,519	1,577	1,569
12 Brentwood Bay - Mill Bay	1,612	1,592	-20	1,612	1,606	-6	1,612	1,592	1,612	1,606
13 Langdale - Gambier Island - Keats Landing	2,919	2,919	0	2,937	2,933	-4	2,919	2,919	2,937	2,933
17 Little River - Powell River	728	728	0	728	726	-2	728	728	728	726
18 Powell River - Blubber Bay	1,475	1,418	-57	1,476	1,474	-2	1,475	1,418	1,476	1,474
19 Nanaimo Harbour - Gabriola	4,138	4,110	-28	4,136	4,132	-4	4,138	4,110	4,136	4,132
20 Chemainus - Thetis - Penelakut	2,835	2,825	-10	2,834	2,834	0	2,835	2,825	2,834	2,834
21 Buckley Bay - Denman West	3,230	3,177	-53	3,198	3,196	-2	3,230	3,177	3,198	3,196
22 Denman East - Hornby Island	2,219	2,181	-38	2,202	2,200	-2	2,219	2,181	2,202	2,200
23 Campbell River - Quathiaski Cove	5,068	5,013	-55	5,074	5,068	-6	5,068	5,013	5,074	5,068
24 Heriot Bay - Whaletown	1,108	1,094	-14	1,119	1,119	0	1,108	1,094	1,119	1,119
25 Port McNeill - Alert Bay - Sointula	2,171	2,171	0	2,171	2,163	-8	2,171	2,171	2,171	2,163
26 Skidegate - Alliford Bay	2,251	2,251	0	2,254	2,249	-5	2,251	2,251	2,254	2,249
☐ North	276	268	-8	290	282	-8	276	268	290	282
10 Port Hardy - Prince Rupert	130	130	0	130	130	0	130	130	130	130
11 Prince Rupert - Skidegate	102	100	-2	100	100	0	102	100	100	100
28 Port Hardy - Central Coast	44	38	-6	60	52	-8	44	38	60	52
Total	49,637	49,227	-410	49,693	49,541	-152	49,637	49,227	49,693	49,541

Section 3B - Quarter Ended June 30, 2025



Q1 Actual Sailings

49.5K

FY25: 49.2K

Q1 Cancelled Sailings

152

FY25: 410

Q1 Scheduled Sailings

49.7K

FY25: 49.6K

Q1 Scheduled Sailings Cancelled

0.3%

FY25: 0.8%

Q1 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	0	0	0	4	0	0	38	0	0	0	42
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	2	0	0	0	2
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	24	0	0	0	24
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	12	0	0	0	12
30 Nanaimo - Tsawwassen	0	0	0	4	0	0	0	0	0	0	4
☐ Minors	20	9	8	0	2	6	41	4	12	0	102
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	6	0	0	0	6
05 Swartz Bay - Southern Gulf Islands	3	0	0	0	0	0	0	0	12	0	15
06 Crofton - Vesuvius	0	2	0	0	0	2	18	0	0	0	22
07 Earls Cove - Saltery Bay	0	2	0	0	0	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	4	0	0	0	2	0	2	0	0	0	8
09 Tsawwassen - Southern Gulf Islands	8	0	0	0	0	0	0	0	0	0	8
12 Brentwood Bay - Mill Bay	2	0	4	0	0	0	0	0	0	0	6
13 Langdale - Gambier Island - Keats Landing	0	0	0	0	0	0	0	4	0	0	4
17 Little River - Powell River	0	2	0	0	0	0	0	0	0	0	2
18 Powell River - Blubber Bay	0	2	0	0	0	0	0	0	0	0	2
19 Nanaimo Harbour - Gabriola	1	1	2	0	0	0	0	0	0	0	4
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	0	0	0	0	0	0
21 Buckley Bay - Denman West	0	0	0	0	0	0	2	0	0	0	2
22 Denman East - Hornby Island	2	0	0	0	0	0	0	0	0	0	2
23 Campbell River - Quathiaski Cove	0	0	0	0	0	0	6	0	0	0	6
24 Heriot Bay - Whaletown	0	0	0	0	0	0	0	0	0	0	0
25 Port McNeill - Alert Bay - Sointula	0	0	0	0	0	4	4	0	0	0	8
26 Skidegate - Alliford Bay	0	0	2	0	0	0	3	0	0	0	5
☐ North	0	0	0	0	0	8	0	0	0	0	8
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	0	0	0	0
11 Prince Rupert - Skidegate	0	0	0	0	0	0	0	0	0	0	0
28 Port Hardy - Central Coast	0	0	0	0	0	8	0	0	0	0	8
Total	20	9	8	4	2	14	79	4	12	0	152

Section 3C - Fiscal Year to Date Ended June 30, 2025



YTD Actual Sailings

49.5K

FY25: 49.2K

YTD Cancelled Sailings

152

FY25: 410

YTD Scheduled Sailings

49.7K

FY25: 49.6K

YTD Scheduled Sailings Cancelled

0.3%

FY25: 0.8%

YTD Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	0	0	0	4	0	0	38	0	0	0	42
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	2	0	0	0	2
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	24	0	0	0	24
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	12	0	0	0	12
30 Nanaimo - Tsawwassen	0	0	0	4	0	0	0	0	0	0	4
☐ Minors	20	9	8	0	2	6	41	4	12	0	102
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	6	0	0	0	6
05 Swartz Bay - Southern Gulf Islands	3	0	0	0	0	0	0	0	12	0	15
06 Crofton - Vesuvius	0	2	0	0	0	2	18	0	0	0	22
07 Earls Cove - Saltery Bay	0	2	0	0	0	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	4	0	0	0	2	0	2	0	0	0	8
09 Tsawwassen - Southern Gulf Islands	8	0	0	0	0	0	0	0	0	0	8
12 Brentwood Bay - Mill Bay	2	0	4	0	0	0	0	0	0	0	6
13 Langdale - Gambier Island - Keats Landing	0	0	0	0	0	0	0	4	0	0	4
17 Little River - Powell River	0	2	0	0	0	0	0	0	0	0	2
18 Powell River - Blubber Bay	0	2	0	0	0	0	0	0	0	0	2
19 Nanaimo Harbour - Gabriola	1	1	2	0	0	0	0	0	0	0	4
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	0	0	0	0	0	0
21 Buckley Bay - Denman West	0	0	0	0	0	0	2	0	0	0	2
22 Denman East - Hornby Island	2	0	0	0	0	0	0	0	0	0	2
23 Campbell River - Quathiaski Cove	0	0	0	0	0	0	6	0	0	0	6
24 Heriot Bay - Whaletown	0	0	0	0	0	0	0	0	0	0	0
25 Port McNeill - Alert Bay - Sointula	0	0	0	0	0	4	4	0	0	0	8
26 Skidegate - Alliford Bay	0	0	2	0	0	0	3	0	0	0	5
☐ North	0	0	0	0	0	8	0	0	0	0	8
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	0	0	0	0
11 Prince Rupert - Skidegate	0	0	0	0	0	0	0	0	0	0	0
28 Port Hardy - Central Coast	0	0	0	0	0	8	0	0	0	0	8
Total	20	9	8	4	2	14	79	4	12	0	152



Section 4

On Time Performance and
Overloads



Section 4A - Quarter Ended June 30, 2025



Q1 On Time Sailings

41.4K

FY25: 40.3K

Q1 Delayed Sailings

8.1K

FY25: 8.9K

Q1 Actual Sailings

49.5K

FY25: 49.2K

Q1 On Time Performance

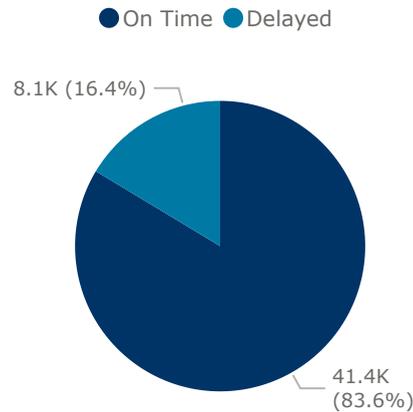
83.6%

FY25: 81.9%

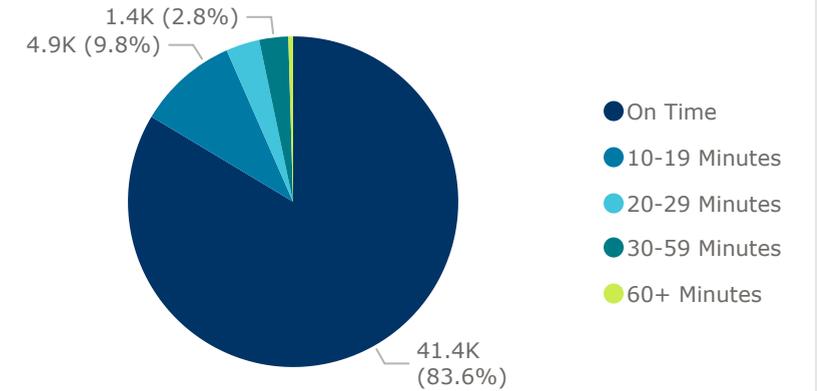
Q1 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Major	4,948	2,002	71.2%
01 Tsawwassen - Swartz Bay	2,021	433	82.4%
02 Horseshoe Bay - Nanaimo	1,062	413	72.0%
03 Horseshoe Bay - Langdale	966	643	60.0%
30 Nanaimo - Tsawwassen	899	513	63.7%
Minor	36,274	6,035	85.7%
04 Swartz Bay - Fulford Harbour	1,251	191	86.8%
05 Swartz Bay - Southern Gulf Islands	1,910	1,130	62.8%
06 Crofton - Vesuvius	1,530	814	65.3%
07 Earls Cove - Saltery Bay	1,126	316	78.1%
08 Horseshoe Bay - Snug Cove	2,134	638	77.0%
09 Tsawwassen - Southern Gulf Islands	954	615	60.8%
12 Brentwood Bay - Mill Bay	1,403	203	87.4%
13 Langdale - Gambier Island - Keats	2,910	23	99.2%
17 Little River - Powell River	680	46	93.7%
18 Powell River - Blubber Bay	1,440	34	97.7%
19 Nanaimo Harbour - Gabriola	3,363	769	81.4%
20 Chemainus - Thetis - Penelakut	2,586	248	91.2%
21 Buckley Bay - Denman West	3,124	72	97.7%
22 Denman East - Hornby Island	2,069	131	94.0%
23 Campbell River - Quathiaski Cove	4,807	261	94.9%
24 Heriot Bay - Whaletown	987	132	88.2%
25 Port McNeill - Alert Bay - Sointula	1,856	307	85.8%
26 Skidegate - Alliford Bay	2,144	105	95.3%
North	191	91	67.7%
10 Port Hardy - Prince Rupert	82	48	63.1%
11 Prince Rupert - Skidegate	82	18	82.0%
28 Port Hardy - Central Coast	27	25	51.9%
Total	41,413	8,128	83.6%

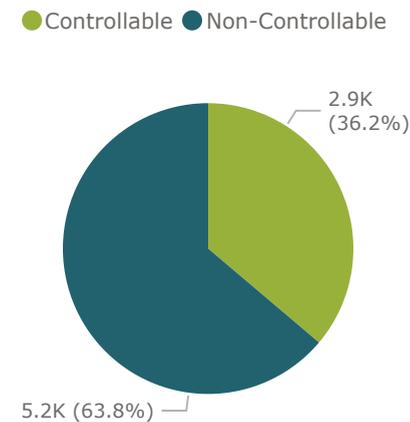
Q1 On Time Performance



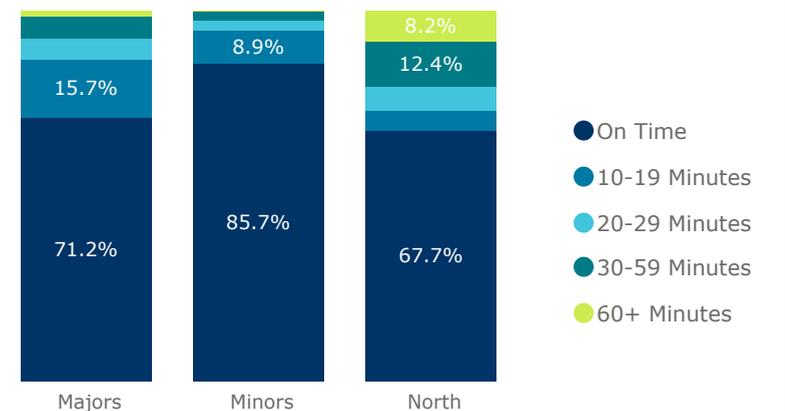
Q1 On Time Performance & Delay Duration



Q1 Delay Controllability



Q1 Duration of Delays by Route Grouping



Section 4B - Fiscal Year to Date Ended June 30, 2025



YTD On Time Sailings

41.4K

FY25: 40.3K

YTD Delayed Sailings

8.1K

FY25: 8.9K

YTD Actual Sailings

49.5K

FY25: 49.2K

YTD On Time Performance

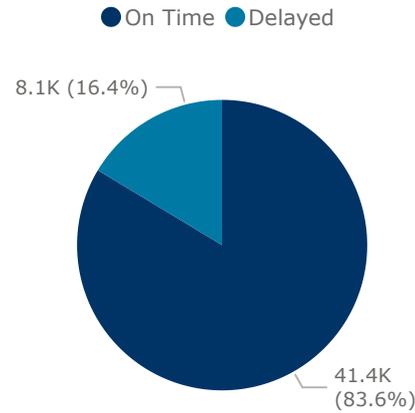
83.6%

FY25: 81.9%

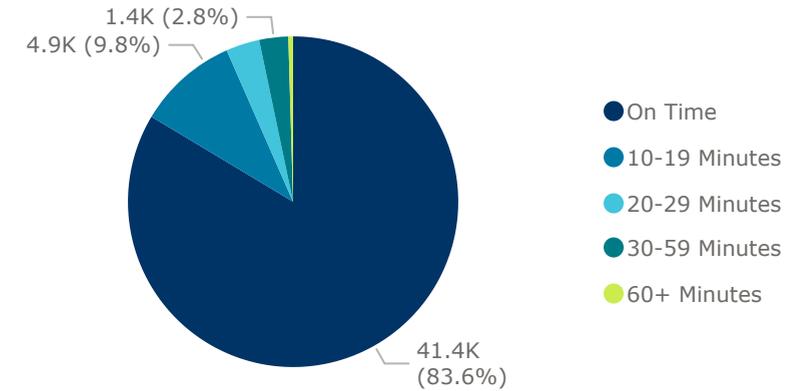
YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Majors	4,948	2,002	71.2%
01 Tsawwassen - Swartz Bay	2,021	433	82.4%
02 Horseshoe Bay - Nanaimo	1,062	413	72.0%
03 Horseshoe Bay - Langdale	966	643	60.0%
30 Nanaimo - Tsawwassen	899	513	63.7%
Minors	36,274	6,035	85.7%
04 Swartz Bay - Fulford Harbour	1,251	191	86.8%
05 Swartz Bay - Southern Gulf Islands	1,910	1,130	62.8%
06 Crofton - Vesuvius	1,530	814	65.3%
07 Earls Cove - Saltery Bay	1,126	316	78.1%
08 Horseshoe Bay - Snug Cove	2,134	638	77.0%
09 Tsawwassen - Southern Gulf Islands	954	615	60.8%
12 Brentwood Bay - Mill Bay	1,403	203	87.4%
13 Langdale - Gambier Island - Keats	2,910	23	99.2%
17 Little River - Powell River	680	46	93.7%
18 Powell River - Blubber Bay	1,440	34	97.7%
19 Nanaimo Harbour - Gabriola	3,363	769	81.4%
20 Chemainus - Thetis - Penelakut	2,586	248	91.2%
21 Buckley Bay - Denman West	3,124	72	97.7%
22 Denman East - Hornby Island	2,069	131	94.0%
23 Campbell River - Quathiaski Cove	4,807	261	94.9%
24 Heriot Bay - Whaletown	987	132	88.2%
25 Port McNeill - Alert Bay - Sointula	1,856	307	85.8%
26 Skidegate - Alliford Bay	2,144	105	95.3%
North	191	91	67.7%
10 Port Hardy - Prince Rupert	82	48	63.1%
11 Prince Rupert - Skidegate	82	18	82.0%
28 Port Hardy - Central Coast	27	25	51.9%
Total	41,413	8,128	83.6%

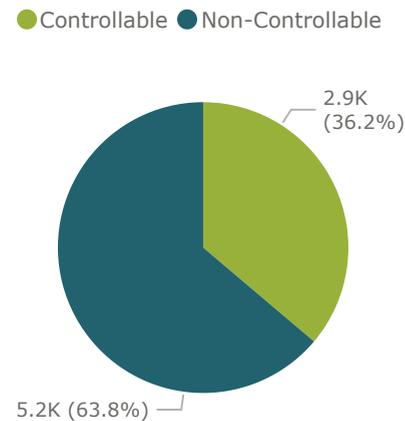
YTD On Time Performance



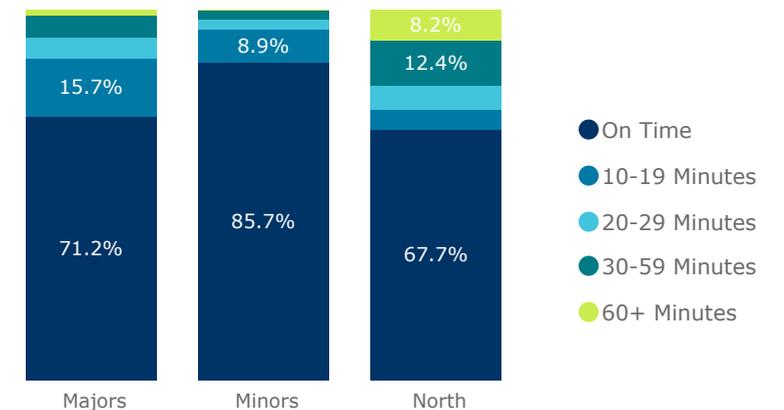
YTD On Time Performance & Delay Duration



YTD Delay Controllability



YTD Duration of Delays by Route Grouping



Section 4C - Quarter Ended June 30, 2025



Q1 Sailings with Overloads

8.7K

FY25: 7.1K

Q1 % of Overloaded Sailings

18.8%

FY25: 15.2%

YTD Sailings with Overloads

8.7K

FY25: 7.1K

YTD % of Overloaded Sailings

18.8%

FY25: 15.2%

Q1 Sailings with Overloads by Route

YTD Totals

	FY25		Q1		FY26		FY25		FY26	
	Overloaded Sailings	% of Sailings								
☐ Majors	2,762	39.8%	2,884	41.5%	2,762	39.8%	2,884	41.5%	2,762	41.5%
01 Tsawwassen - Swartz Bay	1,028	41.7%	1,134	46.2%	1,028	41.7%	1,134	46.2%	1,028	46.2%
02 Horseshoe Bay - Nanaimo	570	38.4%	549	37.2%	570	38.4%	549	37.2%	570	37.2%
03 Horseshoe Bay - Langdale	639	40.6%	631	39.2%	639	40.6%	631	39.2%	639	39.2%
30 Nanaimo - Tsawwassen	525	37.2%	570	40.4%	525	37.2%	570	40.4%	525	40.4%
☐ Minors	4,294	11.0%	5,859	14.9%	4,294	11.0%	5,859	14.9%	4,294	14.9%
04 Swartz Bay - Fulford Harbour	202	13.9%	276	19.1%	202	13.9%	276	19.1%	202	19.1%
05 Swartz Bay - Southern Gulf Islands	291	9.5%	302	9.9%	291	9.5%	302	9.9%	291	9.9%
06 Crofton - Vesuvius	146	6.2%	308	13.1%	146	6.2%	308	13.1%	146	13.1%
07 Earls Cove - Saltery Bay	23	1.6%	36	2.5%	23	1.6%	36	2.5%	23	2.5%
08 Horseshoe Bay - Snug Cove	324	11.9%	396	14.3%	324	11.9%	396	14.3%	324	14.3%
09 Tsawwassen - Southern Gulf Islands	23	1.5%	18	1.1%	23	1.5%	18	1.1%	23	1.1%
12 Brentwood Bay - Mill Bay	316	19.8%	780	48.6%	316	19.8%	780	48.6%	316	48.6%
17 Little River - Powell River	47	6.5%	49	6.7%	47	6.5%	49	6.7%	47	6.7%
18 Powell River - Blubber Bay	39	2.8%	29	2.0%	39	2.8%	29	2.0%	39	2.0%
19 Nanaimo Harbour - Gabriola	823	20.0%	1,194	28.9%	823	20.0%	1,194	28.9%	823	28.9%
20 Chemainus - Thetis - Penelakut	189	6.7%	292	10.3%	189	6.7%	292	10.3%	189	10.3%
21 Buckley Bay - Denman West	547	17.2%	634	19.8%	547	17.2%	634	19.8%	547	19.8%
22 Denman East - Hornby Island	45	2.1%	52	2.4%	45	2.1%	52	2.4%	45	2.4%
23 Campbell River - Quathiaski Cove	892	17.8%	1,061	20.9%	892	17.8%	1,061	20.9%	892	20.9%
24 Heriot Bay - Whaletown	258	23.6%	295	26.4%	258	23.6%	295	26.4%	258	26.4%
25 Port McNeill - Alert Bay - Sointula	21	1.0%	18	0.8%	21	1.0%	18	0.8%	21	0.8%
26 Skidegate - Alliford Bay	108	4.8%	119	5.3%	108	4.8%	119	5.3%	108	5.3%
☐ North	0	0.0%	1	0.4%	0	0.0%	1	0.4%	0	0.4%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	0	0.0%	1	1.0%	0	0.0%	1	1.0%	0	1.0%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	7,056	15.2%	8,744	18.8%	7,056	15.2%	8,744	18.8%	7,056	18.8%



Section 5

Financials



Section 5A - Quarter Ended June 30, 2025



Q1 Monthly Senior Passengers & Discount Amount

	April		May		Q1 June		Total	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
☐ Majors	82,977	\$1,606,603	88,086	\$1,707,168	101,024	\$1,958,537	272,087	\$5,272,308
01 Tsawwassen - Swartz Bay	33,067	\$661,340	35,452	\$709,041	39,959	\$799,179	108,478	\$2,169,560
02 Horseshoe Bay - Nanaimo	21,582	\$431,625	22,996	\$459,920	25,769	\$515,380	70,347	\$1,406,925
03 Horseshoe Bay - Langdale	12,166	\$190,398	12,541	\$196,267	14,237	\$222,798	38,944	\$609,463
30 Nanaimo - Tsawwassen	16,162	\$323,240	17,097	\$341,940	21,059	\$421,180	54,318	\$1,086,360
☐ Minors	56,717	\$666,275	57,691	\$679,335	64,869	\$773,005	179,277	\$2,118,615
04 Swartz Bay - Fulford Harbour	3,532	\$43,267	3,531	\$43,255	3,485	\$42,691	10,548	\$129,213
05 Swartz Bay - Southern Gulf Islands	4,501	\$58,218	4,705	\$60,789	4,891	\$63,321	14,097	\$182,328
06 Crofton - Vesuvius	3,250	\$39,813	3,409	\$41,760	3,350	\$41,038	10,009	\$122,611
07 Earls Cove - Saltery Bay	1,546	\$23,808	1,818	\$27,997	2,309	\$35,559	5,673	\$87,364
08 Horseshoe Bay - Snug Cove	5,321	\$63,586	5,337	\$63,777	6,073	\$72,572	16,731	\$199,935
09 Tsawwassen - Southern Gulf Islands	5,563	\$80,164	5,629	\$80,334	7,495	\$109,547	18,687	\$270,045
12 Brentwood Bay - Mill Bay	4,109	\$32,050	3,956	\$30,857	4,253	\$33,173	12,318	\$96,080
13 Langdale - Gambier Island - Keats Landing	1,025	\$7,739	1,025	\$7,739	1,047	\$7,905	3,097	\$23,383
17 Little River - Powell River	4,134	\$63,870	4,365	\$67,439	5,444	\$84,110	13,943	\$215,419
18 Powell River - Blubber Bay	1,542	\$17,193	1,556	\$17,349	1,599	\$17,829	4,697	\$52,371
19 Nanaimo Harbour - Gabriola	7,040	\$78,496	6,777	\$75,564	7,214	\$80,436	21,031	\$234,496
20 Chemainus - Thetis - Penelakut	1,292	\$13,631	1,330	\$14,032	1,511	\$15,941	4,133	\$43,604
21 Buckley Bay - Denman West	4,310	\$43,747	4,296	\$43,604	4,876	\$49,491	13,482	\$136,842
22 Denman East - Hornby Island	1,215	\$12,332	1,382	\$14,027	1,741	\$17,671	4,338	\$44,030
23 Campbell River - Quathiaski Cove	5,847	\$59,347	5,922	\$60,108	6,511	\$66,087	18,280	\$185,542
24 Heriot Bay - Whaletown	602	\$7,194	634	\$7,576	679	\$8,114	1,915	\$22,884
25 Port McNeill - Alert Bay - Sointula	1,476	\$17,638	1,464	\$17,495	1,806	\$21,582	4,746	\$56,715
26 Skidegate - Alliford Bay	412	\$4,182	555	\$5,633	585	\$5,938	1,552	\$15,753
☐ North	595	\$19,410	978	\$32,292	2,074	\$82,833	3,647	\$134,535
10 Port Hardy - Prince Rupert	275	\$13,270	439	\$22,333	1,039	\$61,452	1,753	\$97,055
11 Prince Rupert - Skidegate	316	\$6,098	532	\$9,554	978	\$16,916	1,826	\$32,568
28 Port Hardy - Central Coast	4	\$42	7	\$405	57	\$4,465	68	\$4,912
Total	140,289	\$2,292,288	146,755	\$2,418,795	167,967	\$2,814,375	455,011	\$7,525,458

Q1 Financial Reconciliation

1. Ferry Transportation Fees

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

Ferry Transportation Fees paid by the Province for the Quarter

\$41,011,471

2. Calculation of amount payable by the Province

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

Ferry Transportation Fee allocated to Route 13

\$82,280.22

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

\$4,114.01

Q1 Fee Reduction Schedule

Calculation of Amount Payable to the Province

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

Beginning/carried forward accumulated balance for penalties (A)

\$78,000

	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	2.0		\$2,000
04 Swartz Bay - Fulford Harbour	0.0	\$1,000	
05 Swartz Bay - Southern Gulf Islands	1.0	\$1,000	\$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	0.0	\$1,000	
13 Langdale - Gambier Island - Keats Landing	0.0	\$100	
17 Little River - Powell River	0.0	\$1,000	
18 Powell River - Blubber Bay	0.0	\$1,000	
19 Nanaimo Harbour - Gabriola	0.0	\$1,000	
20 Chemainus - Thetis - Penelakut	0.0	\$1,000	
21 Buckley Bay - Denman West	0.0	\$1,000	
22 Denman East - Hornby Island	0.0	\$1,000	
23 Campbell River - Quathiaski Cove	0.0	\$1,000	
24 Heriot Bay - Whaletown	0.0	\$1,000	
25 Port McNeill - Alert Bay - Sointula	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	2.0		\$2,000

Balance this period for Penalties (B)

\$2,000

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)

\$80,000



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. In this report, Section 2G reports on the AEQs, passengers and round trips explicitly attributed to alternative service. All other sections in this report do not include alternative service and report only on core service.
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	At June 30, 2025, tariffs charged to customer on all routes were over price cap by \$1.4 million (Vehicle \$1.0 million and Passengers \$0.4 million). At June 30, 2024, all routes were below price cap.
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 round trips for the Northern Sea Wolf's 2025 annual refit over a period commencing April 1, 2025 and concluding May 17, 2025, within Q1. This refit began in Q4 of FY2025 and continued into Q1 of FY2026 as part of the allowable 65-day refit window under Paragraph 2(c) of Schedule A of the CFSC. An additional 0.5 trip was cancelled on May 18, 2025 and is reportable under Schedule A 2(a)(ii). Paragraph 2(c) of Schedule A of the CFSC indicates the core service level for the route includes an allowance for a temporary service disruption of up to 65 consecutive days for the purposes of carrying out surveys and refits. Alternatives delivered during this outage by water taxi and tug & barge have 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

Q1 Fiscal 2026

Quarter ended June 30, 2025



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Q1 Fiscal 2026 Summary

Over the first quarter of fiscal 2026, BC Ferries made significant progress in three foundational areas for customers and the communities we serve.

The first was the launch of the new *Let's Connect* community engagement framework – a process that was informed by months of public and partner feedback and research, and one that now guides how the company will be able to incorporate a broad range of perspectives in a variety of decisions.

The second was announcing the planned shift to required advance bookings for the Horseshoe Bay to Departure Bay sailings starting this fall, as years-long construction work is set to begin at Horseshoe Bay that will reduce capacity by up to 25%. This marked the beginning of a broad engagement process with customers, the community and interest holders to understand how to make this change as easy as possible, and includes the launch of the first project feedback group under the *Let's Connect* model.

Finally, BC Ferries reached a historic milestone where, after months of an open, competitive procurement process, independent of political interference, and aligned with international best practice, we selected the shipyard that will build our four new major vessels. Through this process, BC Ferries adjusted qualifications specifically to enable Canadian shipyards to qualify but despite two Canadian shipyards then being prequalified, neither chose to formally submit a proposal. In fact, all the proposals received were from foreign countries and BC Ferries selected the one that delivered the most value for our customers, including saving up to \$1.2 billion compared with shipyards in Eastern European countries.

British Columbians desperately need safe, affordable, reliable new ships to keep them and our economy moving and the decisions we made this quarter have saved customers and British Columbians unaffordable, unnecessary fare increases.

Combined with improvements in customer call satisfaction and call resolution rates, and significant levels of engagement with interest holder and First Nations partners, FY2026 has begun with substantial progress in hearing from, listening to and pursuing changes that reflect the needs of our users.

Customer Service Centre

Key Performance Highlights & Metrics

Q1 Fiscal 2026
(APR, MAY, JUN)

Key Performance Highlights

Comments Received: Total comments increased by 11% in Q1 F2026, with complaints rising across all regions except the Northern Gulf Islands. Increases were seen across several categories, including On the Web, Reservations, Sailings, and General.

Three main issues contributed to this increase:

- The June 10 announcement that, after no Canadian shipyards submitted a proposal, BC Ferries had selected China Merchants Industry Weihai Shipyards (CMI Weihai) to build four new major vessels at a savings of up to \$1.2 billion compared with another foreign shipyard generated a rise in General category feedback. Customers expressed concerns related to environmental impact, human rights, and build quality;
- a Microsoft email delivery issue prevented some customers from receiving booking confirmation emails; and,
- a new credit card address verification feature, introduced to help prevent fraud, caused challenges for customers who entered incorrect billing information.

Abandon Rates: increased in Q1 with the shoulder season moving into summer increased call volumes. As we make efforts to operate more efficiently we have seen a slight increase in both abandon rates YoY and Average Speed of Answer YoY but both remain well within target.

Call Satisfaction: has increased YoY with less customer impacting incidents.

First Call Resolution: has decreased in Q1 as we continue to focus on educating customers on self-serve options where possible.

Customer Service Centre Metrics	Q1 Fiscal 2025	Q1 Fiscal 2026	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	5.0	5.3	+0.3	-
Customer Service Centre (CSC) Satisfaction Customers satisfied with their CSC experience	93%	94%	+1%	93%+
Stale Response Resolution Customers who did not receive a response within target (14 days)	0.2%	3.4%	+1600%	14 days or less
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	40	129	+223%	240 seconds or less
First Call Resolution % of callers whose issues are resolved on the first call	91.0%	81.0%	-10.0%	90%+
Call Abandon Rate Avg. % of calls that disconnect prior to being answered	2.0%	5.7%	+185%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q1 Fiscal 2025	Q1 Fiscal 2026	YOY Change
Comments	4,318	4,796	+11.1%
Phone Calls	43,199	123,121	+185.0%
Social Media (inbound)	8,654	10,348	+19.6%
X	4,345	6,063	+39.5%
Facebook	2,081	1,776	-14.7%
Instagram	2,202	2,360	+7.2%
LinkedIn	26	149	+473.1%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Advanced Bookings	27%
Fares/fare errors	20%
Website	10%
Minor routes (All other routes)	% of all complaints
Fares/fare errors	22%
Sailings/schedules	21%
Advanced Bookings	16%

Customer Satisfaction Tracking

Intercept Surveys

Q1 Fiscal 2026
(APR, MAY, JUN)

The overall customer satisfaction* score increased (+0.03) compared to the Q1 Fiscal 2025 score. Analysis by route shows that passengers on Route 1 (Swartz Bay - Tsawwassen) are the most satisfied with their overall experience (4.26) while passengers travelling on Route 2 (Departure Bay - Horseshoe Bay) are the least satisfied (4.03).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q1 Fiscal 2025	Q1 Fiscal 2026	Change
Total Surveys Completed	8,396	10,631	+2,235
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	4.13	4.16	+0.03
Overall Customer Satisfaction Percentage	84%	86%	+2%
Net Promoter Score	10	13	+3

Customer Satisfaction Tracking (CST) scores by route			
Route	Q1 Fiscal 2025	Q1 Fiscal 2026	Change
Route 3	3.74	4.05	+0.31
Route 19	4.09	4.13	+0.04
Route 5/5a/9	4.11	4.14	+0.03
Route 2	4.03	4.03	0.00
Route 4	4.19	4.18	-0.01
Route 30	4.20	4.18	-0.02
Route 1	4.30	4.26	-0.04

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q1 Fiscal 2025	Q1 Fiscal 2026	Change		Q1 Fiscal 2025	Q1 Fiscal 2026	Change
Play area for children	3.42	3.55	+0.13	Paid Lounges Onboard (2024 label: SeaWest Lounge)	3.91	3.70	-0.21
Ferry running on time	3.85	3.97	+0.12	Parking options at the terminal	3.75	3.62	-0.13
Ability to connect with other sailings	3.42	3.53	+0.11	Ease of using passenger drop-off / pick-up area	4.22	4.15	-0.07

Source: June 2025 CST Survey (R.A. Malatest & Associates).

Source: June 2025 CST Survey (R.A. Malatest & Associates).

*Overall Customer Satisfaction Question

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

Customer Satisfaction Tracking

Central and North Coast (Routes 10 and 11)

Q1 Fiscal 2026
(APR, MAY, JUN)

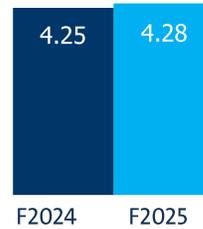
Customer Satisfaction Tracking data for the Central and North Coast is collected throughout the year via a post-travel survey that is emailed to customers travelling on these routes. This data collection method is used instead of onboard intercepts.

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

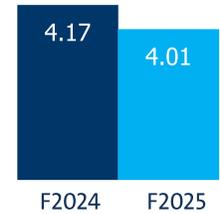
Scores range from 1 to 5. 1 = Very dissatisfied, 5 = Very satisfied.

Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q1 suggest that satisfaction has slightly increased for passengers on Route 10 (+0.03) but decreased on Route 11 (-0.16).



Route 10

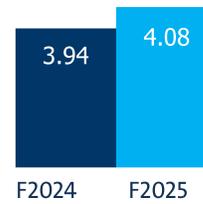


F2024 F2025

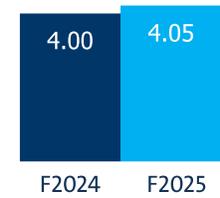
Route 11

Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q1 suggests that passengers' terminal satisfaction ratings have increased on both Route 10 (+0.14) and Route 11 (+0.05).



Route 10

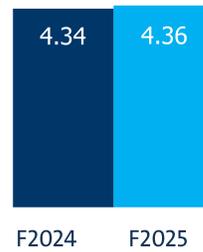


F2024 F2025

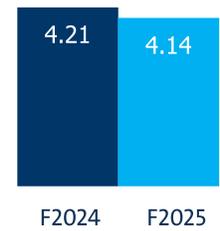
Route 11

Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q1 suggest that satisfaction has slightly increased for passengers on Route 10 (+0.02) but decreased on Route 11 (-0.07).



Route 10

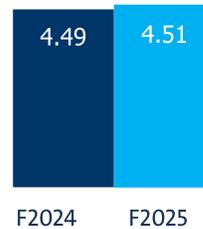


F2024 F2025

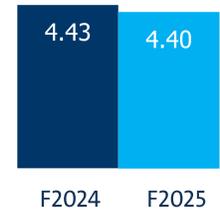
Route 11

Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q1 suggest that passengers' rating of safety has slightly increased on Route 10 (+0.02) but slightly decreased on Route 11 (-0.03).



Route 10

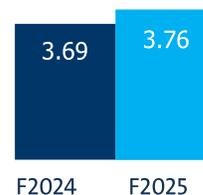


F2024 F2025

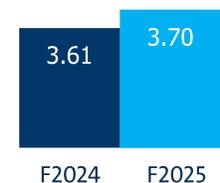
Route 11

Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q1 suggest that passengers' ratings have increased on both Route 10 (+0.07) and Route 11 (+0.09).



Route 10



F2024 F2025

Route 11

Customer Relations & Engagement

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

Q1 Fiscal 2026
(APR, MAY, JUN)

Customer Relations (ResponseTek)				
Total complaints Q1 Fiscal 2025	Total complaints Q1 Fiscal 2026	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (Q1 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
1,568	1,709 ▲	5.3	5.6	+0.3

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n*) Q1 Fiscal 2026	Number of complaints per 10,000 passengers
Advance bookings	30% ▲ from 27%	Double-charged/overcharged	188	0.61
		Increase flexibility regarding check-in time	44	0.14
Fares and Fare Errors	18% ▼ from 22%	Double-charged/overcharged	62	0.20
		Incorrect fare charge	52	0.17
BC Ferries Website	11% ▲ from 7%	Improve online booking flow/system	45	0.15
		Technical issues	30	0.10

*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.

Community Engagement Events and Activities	
Horseshoe Bay	Met with Green Party MLAs to discuss ferry concerns from their constituents
Horseshoe Bay, Departure Bay	Engaged with Route 2 passengers onboard about Horseshoe Bay customer survey
Swartz Bay	Attended Greater Victoria Chamber of Commerce business event

Coastal First Nation's Outreach and Relationship Building	
Tsawwassen First Nation	Met with Tsawwassen First Nation to discuss the current state of our relationship and how to continue to build on it
Malahat First Nation	Met with Malahat First Nation to discuss upcoming project work, current relationship and a workplan
Musqueam Nation	Meetings and continued engagement in respect of the upcoming Horseshoe Bay Terminal Renewal Program
Tsleil-Waututh Nation	Meetings and continued engagement in respect of the upcoming Horseshoe Bay Terminal Renewal Program
Squamish Nation	Meetings and continued engagement in respect of the upcoming Horseshoe Bay Terminal Renewal Program
Snuneymuxw First Nation	Continued engagement in respect of the upcoming Horseshoe Bay Terminal Renewal Program as well as ongoing Departure Bay terminal berth upgrades

Customer Relations & Engagement

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

Q1 Fiscal 2026
(APR, MAY, JUN)

Customer Relations (ResponseTek)				
Total complaints Q1 Fiscal 2025	Total complaints Q1 Fiscal 2026	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (Q1 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
582	701 ▲	4.5	5.1	+0.6

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n*) Q1 Fiscal 2026	Number of complaints per 10,000 passengers
Fares and Fare Errors	27% ▼ from 28%	No-show fee (charged in error)	82	0.60
		Travel assistance program (TAP) form issues	30	0.22
Sailings / Schedules	20% ▲ from 13%	Sailing waits/ delays (frequency of delays and waits)	55	0.40
		Dislikes current schedule	10	0.07
Advanced bookings	17% ◄ from 17%	Double-charged/overcharged	41	0.30
		Cancellation/change policies unclear/unfair	12	0.09

Community Engagement Events and Activities	
Horseshoe Bay, Langdale, Snug Cove	Met with Green Party MLAs to discuss ferry concerns from their constituents
Horseshoe Bay	Met with MLA Valeriotte about upcoming Horseshoe Bay Terminal renewal program
Horseshoe Bay, Langdale	Liaised with Mayor White of Gibsons about summer scheduling details
Snug Cove	Developed solutions with Bowen Island Municipality to address terminal concerns
Westview, Little River, Blubber Bay	Met with outgoing Ferry Advisory Committee members about the revised schedule for Routes 17 and 18
Westview, Little River	Attended PRISMA Sail to the Symphony event

Coastal First Nation's Outreach and Relationship Building	
Musqueam Nation	Meetings and continued engagement in respect of the upcoming Horseshoe Bay Terminal Renewal Program

Customer Relations & Engagement

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

Q1 Fiscal 2026
(APR, MAY, JUN)

Customer Relations (ResponseTek)				
Total complaints Q1 Fiscal 2025	Total complaints Q1 Fiscal 2026	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (Q1 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
291	302 ▲	3.1	3.0	-0.1

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n*) Q1 Fiscal 2026	Number of complaints per 10,000 passengers
Fares and Fare Errors	25% ▲ from 17%	Experience™ Card issue	17	0.17
		Incorrect fare charge	15	0.15
Sailings / Schedules	20% ▼ from 21%	Sailing waits/ delays (frequency of delays and waits)	17	0.17
		Dislike current schedule	11	0.11
Advanced bookings	13% ◀ from 13%	Unhappy with waitlist process/policies	12	0.12
		Double-charged/overcharged	10	0.10

*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.

Community Engagement Events and Activities	
Crofton, Vesuvius	Met with Municipality of North Cowichan and Salt Spring Island elected officials and others to discuss Crofton-Vesuvius project updates
Village Bay	Met with commercial users about upcoming terminal project
Descanso Bay	Met with Gabriola Island community leaders and held a public info session about the upcoming terminal project
Fulford Harbour, Vesuvius, Long Harbour	CEO attended ASK Salt Spring Island community forum as guest speaker

Coastal First Nation's Outreach and Relationship Building	
Tsartlip First Nation	Met with Tsartlip First Nation to develop a workplan
Tsawout First Nation	Met with Tsawout First Nations to discuss projects in their area, our current relationship and request for BC Ferries to comply with their Marine Use Law.
Halalt First Nation	Continued engagement in respect of the upcoming Crofton terminal life extension and lay-by-berth project

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Continued...

Snuneymuxw First Nation	Continued engagement in respect of the Nanaimo Harbour and Descanso Bay terminal life extension project
Malahat Nation	Continued engagement in respect of the Mill Bay and Brentwood Bay terminal life extension project
Lyackson First Nation	Continued engagement in respect of the Village Bay and Vesuvius Bay terminal life extension project
Penelakut Tribe	Continued engagement in respect of services and scheduling requests from the community

Customer Relations & Engagement

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

Q1 Fiscal 2026
(APR, MAY, JUN)

Customer Relations (ResponseTek)				
Total complaints Q1 Fiscal 2025	Total complaints Q1 Fiscal 2026	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (Q1 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
136	89 ▼	2.4	1.5	-0.9

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n*) Q1 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings / Schedules	34% ▲ from 32%	Unable to make connections	6	0.10
		Dislike current schedule	5	0.09
Fares and Fare Errors	15% ▼ from 18%	Incorrect fare charge	5	0.09
		Refund request	2	0.03
		Double-charged/overcharged	2	0.03
Loading / Directions	13% ▲ from 12%	Improve traffic management at/outside terminal	6	0.10

*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.

Community Engagement Events and Activities	
Heriot Bay, Whaletown	Met with terminal neighbours about upcoming construction
Quadra Island, Cortes Island	Held community engagement sessions about the Heriot Bay-Whaletown project

Coastal First Nation's Outreach and Relationship Building	
Klahoose First Nation	Continued engagement in respect of the Heriot Bay and Whaletown berth rebuilds
We Wai Kai First Nation	Continued engagement in respect of the Heriot Bay and Whaletown berth rebuilds
Wei Wai Kum First Nation	Continued engagement in respect of the Heriot Bay and Whaletown berth rebuilds
Kwakiutl First Nation	Continued engagement in respect of the Sointula terminal life extension

Customer Relations & Engagement

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

Q1 Fiscal 2026
(APR, MAY, JUN)

Customer Relations (ResponseTek)				
Total complaints Q1 Fiscal 2025	Total complaints Q1 Fiscal 2026	Complaints per 10,000 passengers (Q1 Fiscal 2025)	Complaints per 10,000 passengers (Q1 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
88	95 ▲	15.9	16.7	+0.8

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n*) Q1 Fiscal 2026	Number of complaints per 10,000 passengers
Advanced bookings	40% ▲ from 17%	Double-charged/overcharged	18	3.17
		Unhappy with waitlist process/policies	6	1.06
Fares and Fare Errors	12% ▼ from 23%	No-show fee (charged in error)	5	0.88
		Double-charged/overcharged	3	0.53
Amenities	12% ▲ from 10%	U.S. owned amenities/services (Coffee machines)	2	0.35
		Improve cabin services	2	0.35

*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.

Community Engagement Events and Activities

Port McNeill, Sointula, Alert Bay	Met with elected representatives and other community leaders about refit planning
Port Hardy	Presented to Port Hardy Council on development of the new engagement framework

Coastal First Nation's Outreach and Relationship Building

Heiltsuk First Nation	Met with Heiltsuk to discuss their concerns about the schedule
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Community Engagement Events and Activities

All Routes	Launched new BC Ferries engagement framework Let's Connect on May 1
All Routes	Briefed Minister, ministry staff, MLAs, and FACs on new engagement framework
All Routes	Held an embargoed briefing for elected officials and marine industry on New Major Vessels procurement
All Routes	CEO met with MP Gord Johns about federal investment for coastal communities
All Routes	Met with BC Cattlemen's Association about livestock policy

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

Q1 Fiscal 2026
(APR, MAY, JUN)

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

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

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

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

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)