



Average Fare Index Summary

PT6 →

System		Mar-2024	Jun-2024	Sep-2024	Dec-2024	Mar-2025	Jun-2025	Sep-2025
Cap		100.00	100.83	101.91	102.59	103.20	104.04	105.17
Actual		99.69	100.08	101.35	102.47	103.10	104.22	105.41

- 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.

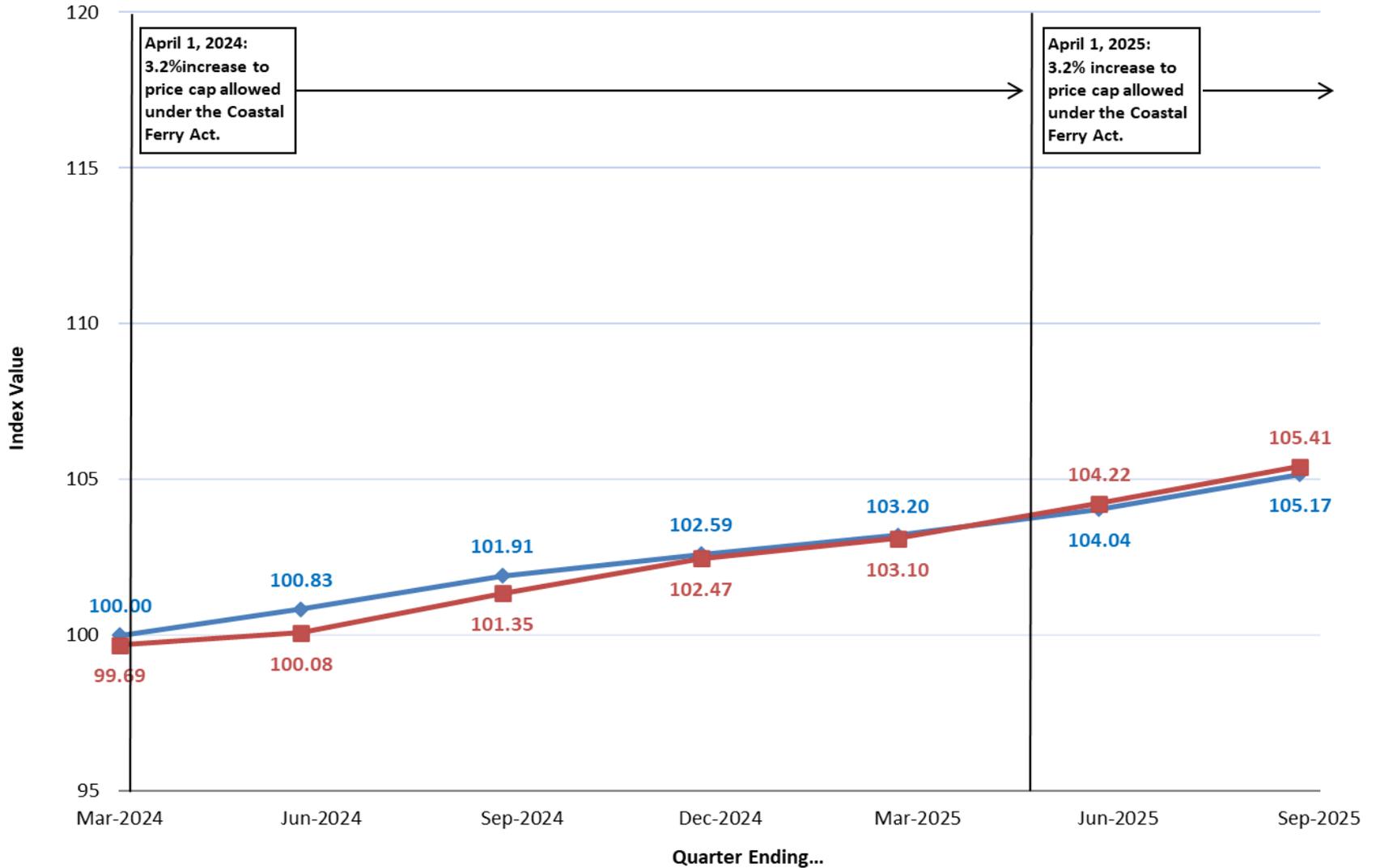
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

- 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

PT6 →

Route Group	Mar-2024	Jun-2024	Sep-2024	Dec-2024	Mar-2025	Jun-2025	Sep-2025
New Majors							
Cap	100.00	100.84	101.89	102.59	103.20	104.04	105.16
Actual	101.28	101.56	102.87	104.07	104.69	105.81	107.00
Northern							
Cap	100.00	100.76	102.38	102.80	103.20	103.99	105.64
Actual	77.44	77.78	78.24	78.74	79.08	80.35	82.53
Minors							
Cap	100.00	100.82	101.90	102.58	103.20	104.05	105.16
Actual	96.28	97.30	98.47	99.33	100.12	101.22	102.36

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

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

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

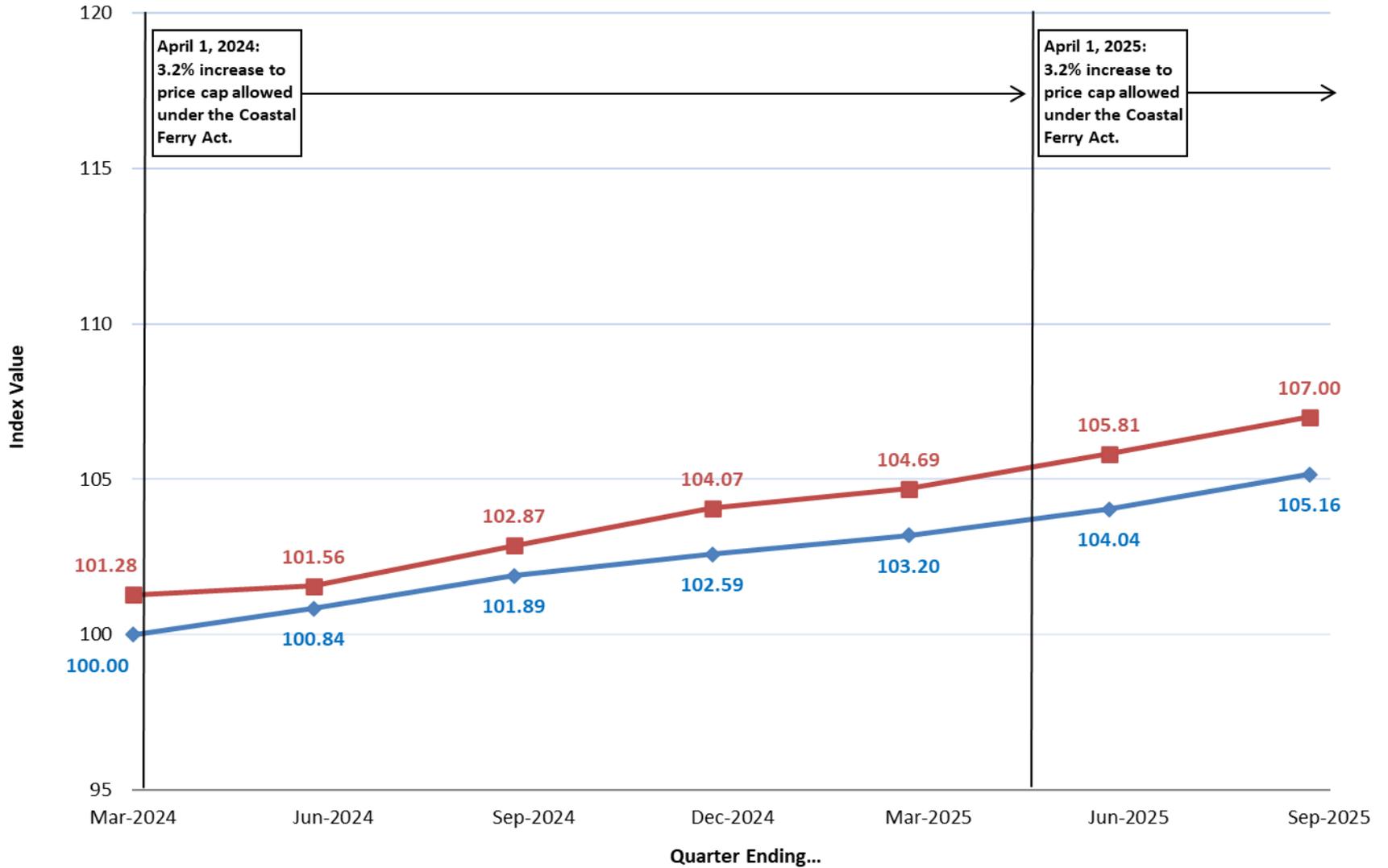
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

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

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

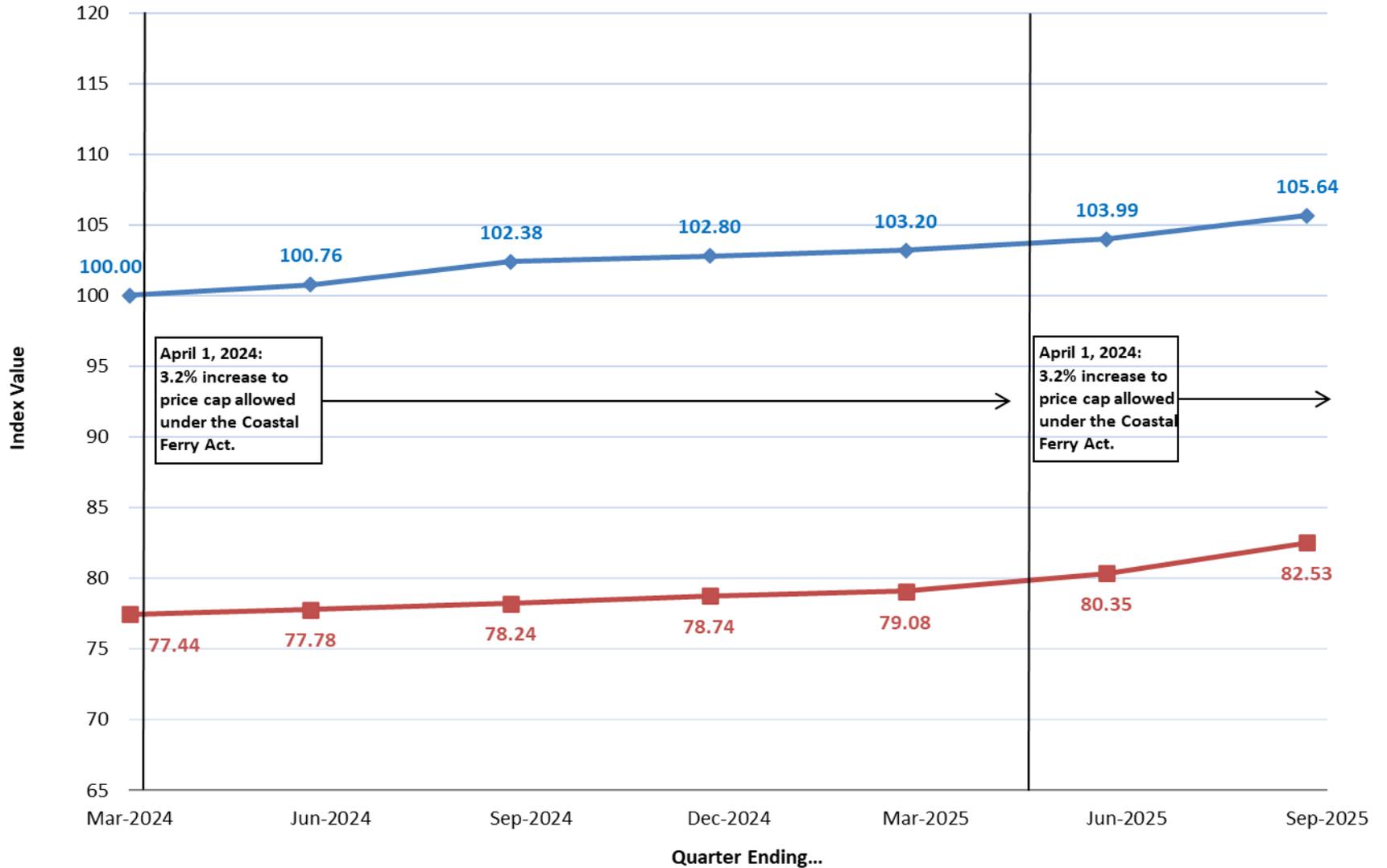
New Majors Route Group

Price Cap Index Price Compliance Index



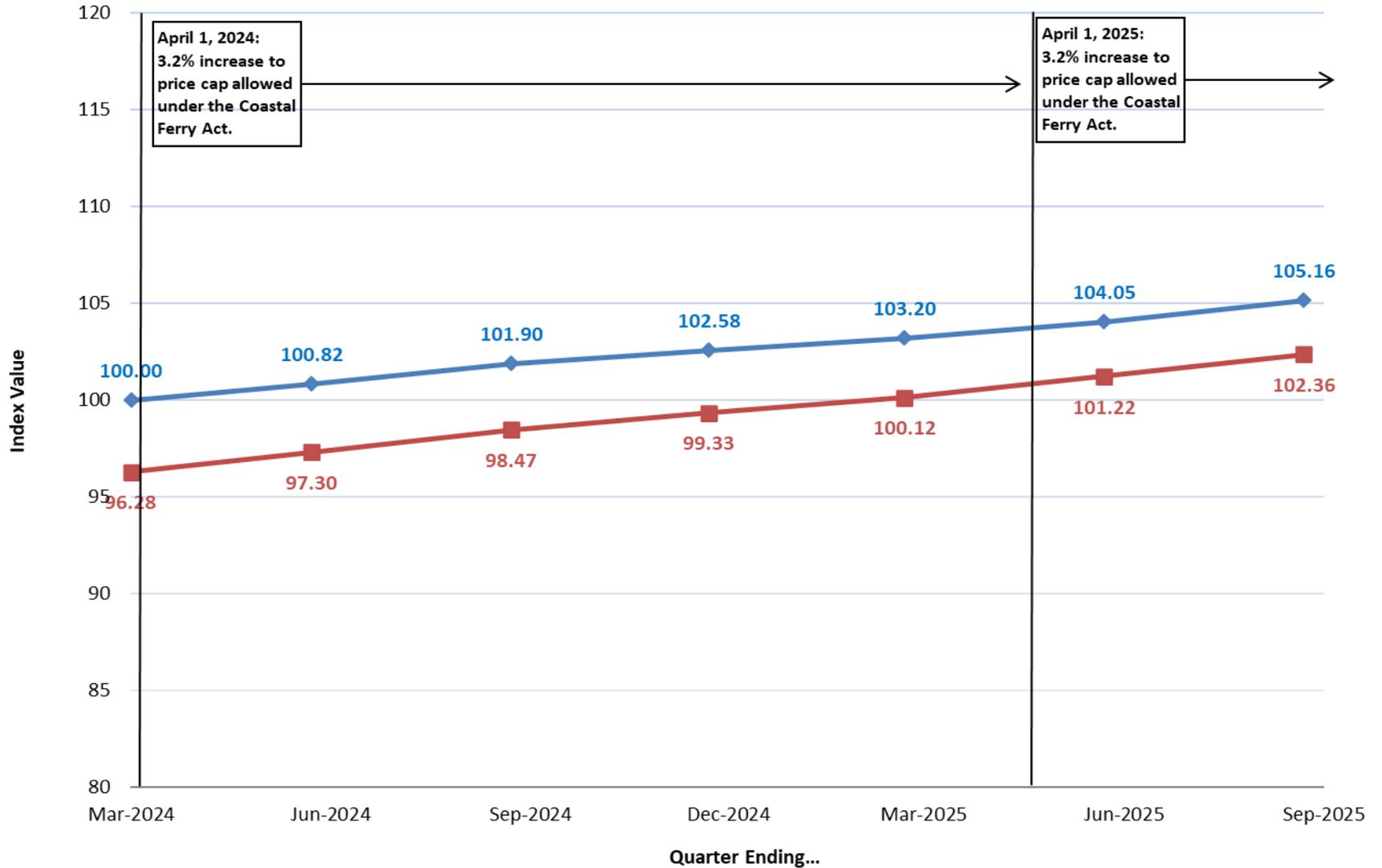
Northern Route Group

Price Cap Index Price Compliance Index



Minors Route Group

Price Cap Index Price Compliance Index





Operations Reports

Quarter Ended September 30, 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.bcferrries.com/in-the-community/resources>.

Section 1: Operations Summary

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

Section 2: Performance Against CFSC Minimums

This report includes the following:

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

Section 3: Performance Against Scheduled Sailings

This report includes the following:

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

Section 4: On-time Performance and Overloads

This report includes the following:

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

Section 5: Financials

This report includes the following:

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

Section 6: Notes and Glossary

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

In Q2 of Fiscal 2026, BC Ferries continued to deliver strong operational performance while managing record demand, aging vessels, and construction-related pressures across the system. The company delivered 24,496 round trips, exceeding the 21,456.5 round trips required under the Coastal Ferry Services Contract (CFSC), and enabled more customers and vehicles to travel than during the same period last year.

On-time performance improved to 80.8% (+3.9% compared with Q2 FY25) and the cancellation rate remained low at 0.35%, with the majority classified as allowable under the CFSC. When sailings were cancelled, the primary driver was vessel mechanical issues.

Despite meeting and exceeding contracted service levels, the pressure of sustained, year-round demand remained visible across the system. The percentage of sailings overloaded increased to 26.6%, including elevated overload levels on several major and inter-island routes. This reflects continued system constraints: aging vessels, limited terminal capacity, and unprecedented travel volumes.

Vehicle tariff revenue increased by \$8.7 million and passenger tariff revenue by \$3.1 million year-over-year, driven by both demand growth and the tariff adjustment approved by the BC Ferries Commission. However, demand growth continued to outpace available capacity across several service groups.

Taken together, these trends reinforce a system under pressure:

- BC Ferries is meeting, and often exceeding, its service obligations, maintaining connectivity for coastal communities.
- Record demand, terminal constraints, and aging assets continue to erode reliability and customer experience, underscoring the need for timely investment in fleet and terminal renewal.

The following report provides detailed performance results for each service group, including CFSC compliance, cancellation patterns, on-time performance, overload trends, financial performance, and customer-reported experience measures.

○ ○ ○ ○

Section 1

Operations Summary



○ ○ ○ ○



Section 1A - Quarter Ended September 30, 2025



Q2 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	4,080.5	2,552,194	2,137,890	83.8%	2,116,052	83.7%	21,838	\$151,632,428	\$144,973,389	\$6,659,039
01 Tsawwassen - Swartz Bay	1,421.0	915,500	843,663	92.2%	823,186	93.2%	20,478	\$68,175,575	\$63,951,595	\$4,223,980
02 Horseshoe Bay - Nanaimo	760.5	468,818	412,980	88.1%	417,165	88.6%	-4,185	\$32,995,760	\$32,067,704	\$928,056
03 Horseshoe Bay - Langdale	1,053.0	650,916	436,579	67.1%	433,294	66.2%	3,285	\$12,878,238	\$12,761,260	\$116,978
30 Nanaimo - Tsawwassen	846.0	516,960	444,669	86.0%	442,408	85.4%	2,261	\$37,582,855	\$36,192,830	\$1,390,025
☐ Minors	20,249.0	2,191,176	1,421,494	64.9%	1,388,259	63.1%	33,236	\$24,110,374	\$22,698,503	\$1,411,871
04 Swartz Bay - Fulford Harbour	856.0	155,792	111,926	71.8%	108,180	65.5%	3,746	\$1,584,822	\$1,439,727	\$145,095
05 Swartz Bay - Southern Gulf Islands	930.0	237,336	102,050	43.0%	101,419	42.8%	632	\$1,468,052	\$1,449,652	\$18,400
06 Crofton - Vesuvius	1,193.0	150,318	104,604	69.6%	95,814	63.8%	8,790	\$1,502,740	\$1,291,902	\$210,838
07 Earls Cove - Saltery Bay	736.0	164,864	89,889	54.5%	88,530	53.8%	1,359	\$2,297,612	\$2,160,156	\$137,456
08 Horseshoe Bay - Snug Cove	1,392.0	242,208	171,692	70.9%	171,314	71.2%	378	\$2,253,023	\$2,150,199	\$102,824
09 Tsawwassen - Southern Gulf Islands	394.0	129,306	94,258	72.9%	93,477	71.0%	782	\$5,030,929	\$4,834,655	\$196,274
12 Brentwood Bay - Mill Bay	811.0	30,818	30,754	99.8%	30,506	98.6%	248	\$319,389	\$409,437	(\$90,048)
13 Langdale - Gambier Island - Keats Landing	1,372.0							(\$625)	(\$745)	\$120
17 Little River - Powell River	367.0	101,292	74,728	73.8%	72,472	71.7%	2,257	\$3,451,141	\$3,184,827	\$266,314
18 Powell River - Blubber Bay	781.0	73,414	36,073	49.1%	36,117	49.2%	-44	\$348,544	\$323,600	\$24,944
19 Nanaimo Harbour - Gabriola	2,088.0	196,272	143,500	73.1%	138,368	71.1%	5,132	\$1,440,289	\$1,313,798	\$126,491
20 Chemainus - Thetis - Penelakut	930.0	48,386	29,673	61.3%	29,885	61.7%	-212	\$268,518	\$256,768	\$11,750
21 Buckley Bay - Denman West	1,963.0	159,390	117,807	73.9%	115,546	71.8%	2,261	\$1,007,761	\$960,101	\$47,660
22 Denman East - Hornby Island	1,134.0	99,792	65,370	65.5%	64,297	64.2%	1,073	\$592,039	\$562,301	\$29,738
23 Campbell River - Quathiaski Cove	2,554.0	240,076	162,058	67.5%	156,771	65.3%	5,287	\$1,522,987	\$1,417,681	\$105,306
24 Heriot Bay - Whaletown	605.0	31,460	26,511	84.3%	26,373	83.7%	138	\$314,613	\$290,094	\$24,519
25 Port McNeill - Alert Bay - Sointula	998.0	93,812	40,635	43.3%	39,627	42.5%	1,008	\$504,975	\$456,820	\$48,155
26 Skidegate - Alliford Bay	1,145.0	36,640	19,971	54.5%	19,568	53.5%	404	\$203,565	\$197,530	\$6,035
☐ North	166.5	26,999	23,796	88.1%	22,509	82.1%	1,287	\$6,255,274	\$5,636,033	\$619,241
10 Port Hardy - Prince Rupert	46.0	10,496	9,395	89.5%	8,812	84.0%	583	\$3,415,561	\$3,023,867	\$391,694
11 Prince Rupert - Skidegate	76.5	13,423	12,251	91.3%	11,756	85.7%	495	\$2,180,612	\$2,010,073	\$170,539
28 Port Hardy - Central Coast	44.0	3,080	2,151	69.8%	1,941	60.3%	210	\$659,101	\$602,093	\$57,008
Total	24,496.0	4,770,369	3,583,180	75.1%	3,526,819	74.2%	56,361	\$181,998,076	\$173,307,925	\$8,690,151

Obligation Deferred (Settled)

\$301,884

\$0

Total Vehicle Fare Revenue

\$182,299,960

\$173,307,925

Section 1A - Quarter Ended September 30, 2025



Q2 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	Q2 FY25	FY26
☐ Majors	5,115,727	5,092,003	23,724	\$73,813,061	\$71,666,872	\$2,146,189	63.8%	68.2%	78.2%
01 Tsawwassen - Swartz Bay	2,267,103	2,246,227	20,876	\$38,062,730	\$36,731,816	\$1,330,914	71.3%	74.0%	79.4%
02 Horseshoe Bay - Nanaimo	1,045,687	1,051,710	-6,023	\$17,146,117	\$16,726,072	\$420,045	63.2%	56.3%	76.9%
03 Horseshoe Bay - Langdale	956,536	941,862	14,674	\$5,300,617	\$4,990,656	\$309,961	58.9%	80.2%	84.3%
30 Nanaimo - Tsawwassen	846,401	852,204	-5,803	\$13,303,597	\$13,218,328	\$85,269	57.5%	54.8%	69.8%
☐ Minors	2,871,341	2,802,201	69,140	\$14,005,522	\$13,327,603	\$677,919	78.4%	78.4%	81.3%
04 Swartz Bay - Fulford Harbour	205,283	202,064	3,219	\$969,465	\$909,915	\$59,550	79.4%	75.2%	77.6%
05 Swartz Bay - Southern Gulf Islands	173,793	169,962	3,831	\$758,951	\$730,841	\$28,110	66.4%	56.2%	53.4%
06 Crofton - Vesuvius	179,842	167,672	12,170	\$748,096	\$665,785	\$82,311	84.2%	75.8%	64.2%
07 Earls Cove - Saltery Bay	163,294	161,242	2,052	\$1,009,282	\$955,727	\$53,555	74.5%	77.9%	76.8%
08 Horseshoe Bay - Snug Cove	440,693	426,313	14,380	\$1,770,055	\$1,636,045	\$134,010	55.1%	49.4%	77.8%
09 Tsawwassen - Southern Gulf Islands	245,390	244,816	574	\$2,858,762	\$2,794,411	\$64,351	66.5%	52.7%	48.2%
12 Brentwood Bay - Mill Bay	65,025	63,040	1,985	\$261,005	\$326,198	(\$65,193)	51.0%	90.2%	73.2%
13 Langdale - Gambier Island - Keats Landing	17,167	17,079	88	\$70,890	\$71,606	(\$716)	99.5%	98.7%	97.5%
17 Little River - Powell River	150,038	146,918	3,120	\$1,651,343	\$1,558,040	\$93,303	71.3%	82.8%	90.6%
18 Powell River - Blubber Bay	57,657	58,563	-906	\$182,997	\$180,386	\$2,611	83.2%	90.4%	96.8%
19 Nanaimo Harbour - Gabriola	280,435	265,697	14,738	\$902,254	\$815,186	\$87,068	78.1%	71.6%	77.9%
20 Chemainus - Thetis - Penelakut	72,703	70,175	2,528	\$178,991	\$168,484	\$10,507	71.0%	68.6%	94.1%
21 Buckley Bay - Denman West	218,977	217,265	1,712	\$654,706	\$626,267	\$28,439	97.5%	98.3%	97.1%
22 Denman East - Hornby Island	129,580	128,454	1,126	\$438,127	\$418,416	\$19,711	88.8%	94.6%	89.3%
23 Campbell River - Quathiaski Cove	304,181	297,520	6,661	\$909,971	\$860,480	\$49,491	82.7%	89.0%	88.9%
24 Heriot Bay - Whaletown	44,312	45,988	-1,676	\$181,559	\$173,229	\$8,330	48.7%	69.6%	61.5%
25 Port McNeill - Alert Bay - Sointula	86,210	82,874	3,336	\$337,861	\$319,710	\$18,151	73.0%	62.5%	79.1%
26 Skidegate - Alliford Bay	36,761	36,559	202	\$121,207	\$116,877	\$4,330	97.0%	96.1%	96.2%
☐ North	49,423	48,257	1,166	\$4,731,815	\$4,431,121	\$300,694	82.6%	82.8%	73.6%
10 Port Hardy - Prince Rupert	20,629	19,956	673	\$3,165,884	\$2,897,155	\$268,729	79.5%	71.2%	55.4%
11 Prince Rupert - Skidegate	24,343	23,768	575	\$947,583	\$890,421	\$57,162	87.7%	94.9%	92.8%
28 Port Hardy - Central Coast	4,451	4,533	-82	\$618,348	\$643,545	(\$25,197)	80.9%	85.0%	76.5%
Total	8,036,491	7,942,461	94,030	\$92,550,398	\$89,425,596	\$3,124,802	76.3%	76.9%	80.8%

Obligation Deferred (Settled)

\$186,286

\$0

Total Passenger Fare Revenue

\$92,736,684

\$89,425,596

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

\$275,036,644

\$262,733,521



Section 2

Performance Against CFSC
Minimums



Section 2A - Quarter Ended September 30, 2025



Q2 Actual Round Trips

24.5K

FY25: 24.5K

Q2 Cancelled Round Trips

85.0

FY25: 187.0

Q2 Scheduled Round Trips

24.6K

FY25: 24.7K

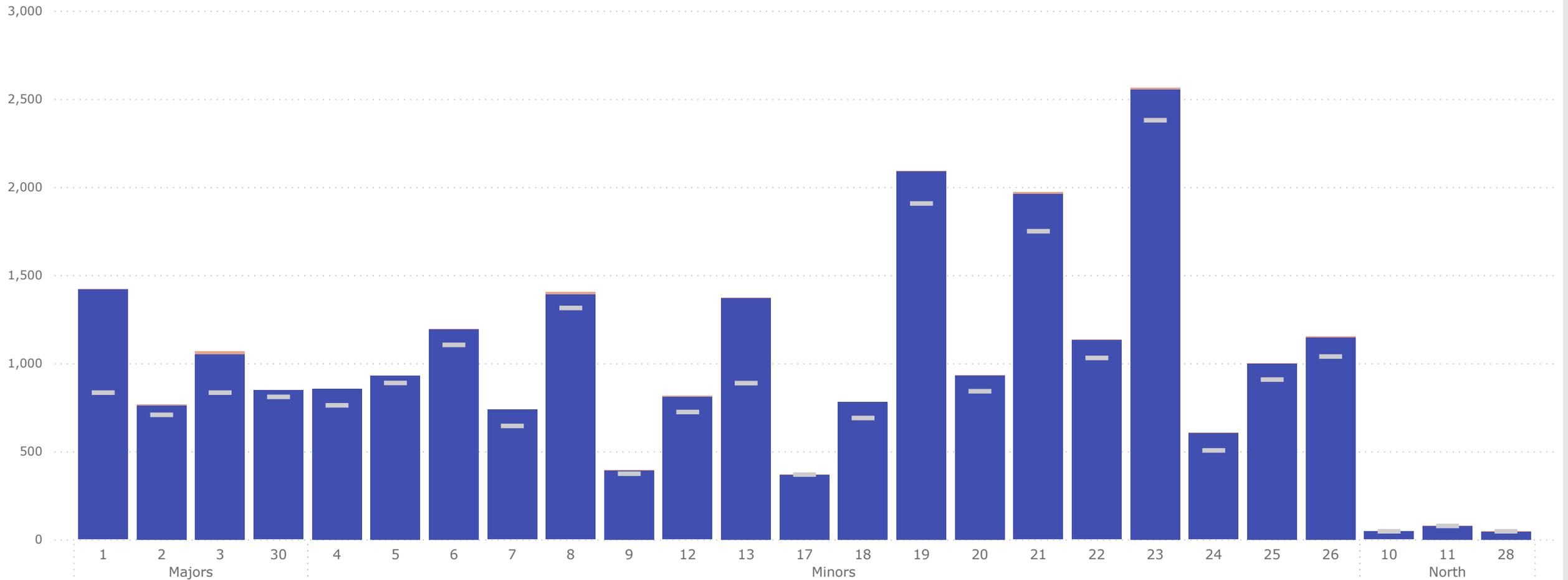
Q2 Scheduled Round Trips Cancelled

0.3%

FY25: 0.8%

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

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



Section 2B - Quarter Ended September 30, 2025



Q2 Actual Round Trips

24.5K

FY25: 24.5K

Q2 Cancelled Round Trips

85.0

FY25: 187.0

Q2 Scheduled Round Trips

24.6K

FY25: 24.7K

Q2 Scheduled Round Trips Cancelled

0.3%

FY25: 0.8%

Q2 Cancellations of Minimum (Daily) Round Trips by Route

	Emergency	Safety	Terminal (Dock)	Allowable			Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)				Traffic	Other		
Major	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
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	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Minor	0.0	0.0	0.0	0.0	0.0	6.0	0.0	6.0	5.0	0.0	0.0	5.0	11.0
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
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	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	1.0	0.0	0.0	1.0	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	2.0	0.0	2.0	0.0	0.0	0.0	0.0	2.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
23 Campbell River - Quathiaski Cove	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	4.0	0.0	4.0	0.0	0.0	0.0	0.0	4.0
North	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
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	0.0	2.0
Total	0.0	0.0	0.0	0.0	0.0	8.0	2.0	10.0	5.0	0.0	0.0	5.0	15.0

Section 2C - Quarter Ended September 30, 2025



Q2 Actual Round Trips

24.5K

CFSC (Daily) Minimum: 21.5K

Q2 Actual Round Trips

24.5K

Estimated Proportion of (Annual) Minimums: 23.7K

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

Q2 Allowable Cancellations

	Q2						Q2 FY26
	Actual Round Trips	FY25 CFSC Min	CFSC Variance	Actual Round Trips	FY26 CFSC Min	CFSC Variance	
☐ Majors	4,027.5	3,192.0	835.5	4,080.5	3,182.0	898.5	2.0
01 Tsawwassen - Swartz Bay	1,357.0	836.0	521.0	1,421.0	833.0	588.0	0.0
02 Horseshoe Bay - Nanaimo	764.0	708.0	56.0	760.5	707.0	53.5	0.0
03 Horseshoe Bay - Langdale	1,058.5	836.0	222.5	1,053.0	833.0	220.0	2.0
30 Nanaimo - Tsawwassen	848.0	812.0	36.0	846.0	809.0	37.0	0.0
☐ Minors	20,313.5	18,121.0	2,192.5	20,249.0	18,106.0	2,143.0	6.0
04 Swartz Bay - Fulford Harbour	907.0	763.0	144.0	856.0	761.0	95.0	0.0
05 Swartz Bay - Southern Gulf Islands	929.0	887.0	42.0	930.0	888.0	42.0	0.0
06 Crofton - Vesuvius	1,192.0	1,104.0	88.0	1,193.0	1,104.0	89.0	0.0
07 Earls Cove - Saltery Bay	735.0	644.0	91.0	736.0	644.0	92.0	0.0
08 Horseshoe Bay - Snug Cove	1,383.5	1,312.5	71.0	1,392.0	1,313.5	78.5	0.0
09 Tsawwassen - Southern Gulf Islands	397.0	375.0	22.0	394.0	373.0	21.0	0.0
12 Brentwood Bay - Mill Bay	814.0	723.0	91.0	811.0	723.0	88.0	0.0
13 Langdale - Gambier Island - Keats Landing	1,384.0	890.0	494.0	1,372.0	887.0	485.0	0.0
17 Little River - Powell River	366.0	368.0	-2.0	367.0	368.0	-1.0	0.0
18 Powell River - Blubber Bay	781.0	690.0	91.0	781.0	689.0	92.0	0.0
19 Nanaimo Harbour - Gabriola	2,070.0	1,906.5	163.5	2,088.0	1,906.5	181.5	0.0
20 Chemainus - Thetis - Penelakut	932.0	841.0	91.0	930.0	841.0	89.0	2.0
21 Buckley Bay - Denman West	1,988.0	1,757.0	231.0	1,963.0	1,749.0	214.0	0.0
22 Denman East - Hornby Island	1,138.0	1,030.0	108.0	1,134.0	1,030.0	104.0	0.0
23 Campbell River - Quathiaski Cove	2,555.0	2,379.0	176.0	2,554.0	2,379.0	175.0	0.0
24 Heriot Bay - Whaletown	606.0	506.0	100.0	605.0	505.0	100.0	0.0
25 Port McNeill - Alert Bay - Sointula	992.0	907.0	85.0	998.0	907.0	91.0	0.0
26 Skidegate - Alliford Bay	1,144.0	1,038.0	106.0	1,145.0	1,038.0	107.0	4.0
☐ North	170.0	169.0	1.0	166.5	168.5	-2.0	2.0
10 Port Hardy - Prince Rupert	46.0	46.0	0.0	46.0	46.0	0.0	0.0
11 Prince Rupert - Skidegate	78.0	77.0	1.0	76.5	76.5	0.0	0.0
28 Port Hardy - Central Coast	46.0	46.0	0.0	44.0	46.0	-2.0	2.0
Total	24,511.0	21,482.0	3,029.0	24,496.0	21,456.5	3,039.5	10.0

Section 2D - Fiscal Year to Date September 30, 2025



YTD Actual Round Trips

47.4K

FY25: 47.2K

YTD Cancelled Round Trips

146.5

FY25: 384.0

YTD Scheduled Round Trips

47.5K

FY25: 47.6K

YTD Scheduled Round Trips Cancelled

0.3%

FY25: 0.8%

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		
Major	0.0	0.0	2.0	0.0	0.0	41.0	1.0	44.0	0.0	0.0	0.0	0.0	44.0
01 Tsawwassen - Swartz Bay	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
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	19.0	0.0	19.0	0.0	0.0	0.0	0.0	19.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	21.0	0.0	21.0	0.0	0.0	0.0	0.0	21.0
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
Minor	9.0	15.0	4.0	1.0	3.0	39.5	0.0	71.5	18.5	2.0	3.5	24.0	95.5
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	2.0	0.0	0.0	0.0	1.0	10.0	0.0	13.0	1.0	0.0	0.0	1.0	14.0
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	0.5	0.0	4.0	1.0	0.0	2.0	0.0	7.5	5.5	2.0	2.5	10.0	17.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	2.0	2.0
12 Brentwood Bay - Mill Bay	0.0	2.0	0.0	0.0	0.0	0.0	0.0	2.0	5.0	0.0	0.0	5.0	7.0
13 Langdale - Gambier Island - Keats Landing	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
17 Little River - Powell River	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	1.0	2.0
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	4.0	0.0	0.0	0.0	0.0	0.0	4.5	1.0	0.0	0.0	1.0	5.5
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	2.0	0.0	0.0	0.0	0.0	7.0	0.0	9.0	0.0	0.0	0.0	0.0	9.0
22 Denman East - Hornby Island	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	1.0	2.0
23 Campbell River - Quathiaski Cove	0.0	7.0	0.0	0.0	0.0	5.0	0.0	12.0	0.0	0.0	0.0	0.0	12.0
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	1.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	2.0	2.0	0.0	4.0	1.0	0.0	0.0	1.0	5.0
26 Skidegate - Alliford Bay	0.0	1.0	0.0	0.0	0.0	7.5	0.0	8.5	0.0	0.0	0.0	0.0	8.5
North	0.0	0.0	0.0	0.0	1.0	0.0	5.5	6.5	0.5	0.0	0.0	0.5	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	0.0	2.0	2.0	0.5	0.0	0.0	0.5	2.5
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	1.0	0.0	3.5	4.5	0.0	0.0	0.0	0.0	4.5
Total	9.0	15.0	6.0	1.0	4.0	80.5	6.5	122.0	19.0	2.0	3.5	24.5	146.5

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



YTD Actual Round Trips

47.4K

CFSC (Annual) Minimum: 41.3K

YTD Actual Round Trips

47.4K

Estimated Proportion of (Annual) Minimums: 45.7K

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	7,555.5	6,926.0	629.5	3.0
01 Tsawwassen - Swartz Bay	2,648.0	2,315.0	333.0	0.0
02 Horseshoe Bay - Nanaimo	1,498.0	1,402.0	96.0	0.0
03 Horseshoe Bay - Langdale	1,857.5	1,725.0	132.5	3.0
30 Nanaimo - Tsawwassen	1,552.0	1,484.0	68.0	0.0
☐ Minors	39,560.0	38,534.0	1,026.0	18.0
04 Swartz Bay - Fulford Harbour	1,577.0	1,580.0	-3.0	2.0
05 Swartz Bay - Southern Gulf Islands	1,813.0	1,754.0	59.0	0.0
06 Crofton - Vesuvius	2,365.0	2,379.0	-14.0	5.0
07 Earls Cove - Saltery Bay	1,457.0	1,458.0	-1.0	0.0
08 Horseshoe Bay - Snug Cove	2,778.0	2,795.5	-17.5	0.0
09 Tsawwassen - Southern Gulf Islands	658.0	617.0	41.0	0.0
12 Brentwood Bay - Mill Bay	1,614.0	1,621.0	-7.0	1.0
13 Langdale - Gambier Island - Keats Landing	2,744.0	2,007.0	737.0	0.0
17 Little River - Powell River	730.0	732.0	-2.0	1.0
18 Powell River - Blubber Bay	1,518.0	1,514.0	4.0	0.0
19 Nanaimo Harbour - Gabriola	4,154.0	4,157.5	-3.5	0.0
20 Chemainus - Thetis - Penelakut	1,853.0	1,856.0	-3.0	2.0
21 Buckley Bay - Denman West	3,561.0	3,373.0	188.0	0.0
22 Denman East - Hornby Island	2,234.0	2,210.0	24.0	0.0
23 Campbell River - Quathiaski Cove	5,088.0	5,098.0	-10.0	1.0
24 Heriot Bay - Whaletown	1,164.5	1,147.0	17.5	0.0
25 Port McNeill - Alert Bay - Sointula	1,982.0	1,987.0	-5.0	2.0
26 Skidegate - Alliford Bay	2,269.5	2,248.0	21.5	4.0
☐ North	254.5	262.5	-8.0	2.5
10 Port Hardy - Prince Rupert	74.0	74.0	0.0	0.0
11 Prince Rupert - Skidegate	126.5	125.5	1.0	0.0
28 Port Hardy - Central Coast	54.0	63.0	-9.0	2.5
Total	47,370.0	45,722.5	1,647.5	23.5

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	3	2
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	1	1
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	2	1
<input type="checkbox"/> North		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	0	0
28 Port Hardy - Central Coast	5	2

Section 2G - Quarter Ended September 30, 2025



Q2 Actual Round Trips

33.0

FY25: 13.0

YTD Actual Round Trips

71.5

FY25: 105.0

Q2 Alternative Service Round Trips by Route

YTD Round Trips

	FY25			Q2			FY26		YTD Round Trips	
	Sailed Round Trips	AEQ Carried	Passengers	Sailed Round Trips	AEQ Carried	Passengers	FY25	FY26	FY25	FY26
☐ Majors	0.0	0	0	17.0	0	632	0.0	25.5	0.0	25.5
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	17.0	0	632	0.0	25.5	0.0	25.5
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0	0.0	0.0	0.0	0.0
☐ Minors	13.0	0	214	16.0	0	227	94.0	32.0	94.0	32.0
04 Swartz Bay - Fulford Harbour	0.0	0	0	0.0	0	0	0.0	7.5	0.0	7.5
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0	0.0	0.0
06 Crofton - Vesuvius	0.0	0	0	0.0	0	0	0.0	5.5	0.0	5.5
07 Earls Cove - Saltery Bay	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	4.0	0	28	26.5	5.0	0.0	5.0
09 Tsawwassen - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0	0.0	0.0
12 Brentwood Bay - Mill Bay	0.0	0	0	0.0	0	0	0.0	0.0	0.0	0.0
13 Langdale - Gambier Island - Keats Landing	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
18 Powell River - Blubber Bay	0.0	0	0	0.0	0	0	44.5	0.0	0.0	0.0
19 Nanaimo Harbour - Gabriola	6.0	0	105	0.0	0	0	12.0	0.0	0.0	0.0
20 Chemainus - Thetis - Penelakut	1.0	0	9	6.0	0	130	5.0	6.0	0.0	6.0
21 Buckley Bay - Denman West	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
23 Campbell River - Quathiaski Cove	0.0	0	0	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	0.0	0.0
25 Port McNeill - Alert Bay - Sointula	6.0	0	100	0.0	0	0	6.0	2.0	0.0	2.0
26 Skidegate - Alliford Bay	0.0	0	0	6.0	0	69	0.0	6.0	0.0	6.0
☐ North	0.0	116	122	0.0	0	0	11.0	14.0	11.0	14.0
10 Port Hardy - Prince Rupert	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
28 Port Hardy - Central Coast	0.0	116	122	0.0	0	0	11.0	14.0	0.0	14.0
Total	13.0	116	336	33.0	0	859	105.0	71.5	105.0	71.5



Section 3

Performance Against Scheduled
Sailings



Section 3A - Quarter Ended September 30, 2025



Q2 Scheduled Sailings

53.1K

FY25: 53.3K

Q2 Actual Sailings

52.9K

FY25: 52.9K

YTD Scheduled Sailings

102.8K

FY25: 102.9K

YTD Actual Sailings

102.4K

FY25: 102.1K

Q2 Scheduled & Actual Sailings by Route

YTD Totals

	Q2						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	8,232	8,055	-177	8,207	8,161	-46	15,205	14,992	15,199	15,111
01 Tsawwassen - Swartz Bay	2,884	2,714	-170	2,844	2,842	-2	5,369	5,180	5,300	5,296
02 Horseshoe Bay - Nanaimo	1,531	1,528	-3	1,535	1,521	-14	3,027	3,012	3,034	2,996
03 Horseshoe Bay - Langdale	2,121	2,117	-4	2,136	2,106	-30	3,701	3,692	3,757	3,715
30 Nanaimo - Tsawwassen	1,696	1,696	0	1,692	1,692	0	3,108	3,108	3,108	3,104
☐ Minors	44,556	44,345	-211	44,382	44,252	-130	86,944	86,367	86,793	86,561
04 Swartz Bay - Fulford Harbour	1,814	1,814	0	1,712	1,712	0	3,266	3,266	3,160	3,154
05 Swartz Bay - Southern Gulf Islands	3,039	3,019	-20	3,028	3,019	-9	6,108	6,070	6,083	6,059
06 Crofton - Vesuvius	2,392	2,384	-8	2,392	2,386	-6	4,758	4,748	4,758	4,730
07 Earls Cove - Saltery Bay	1,472	1,470	-2	1,472	1,472	0	2,916	2,914	2,916	2,914
08 Horseshoe Bay - Snug Cove	2,809	2,767	-42	2,811	2,784	-27	5,593	5,480	5,591	5,556
09 Tsawwassen - Southern Gulf Islands	1,954	1,954	0	1,947	1,943	-4	3,473	3,473	3,524	3,512
12 Brentwood Bay - Mill Bay	1,630	1,628	-2	1,630	1,622	-8	3,242	3,220	3,242	3,228
13 Langdale - Gambier Island - Keats Landing	2,974	2,971	-3	2,996	2,989	-7	5,893	5,890	5,933	5,922
17 Little River - Powell River	736	732	-4	736	734	-2	1,464	1,460	1,464	1,460
18 Powell River - Blubber Bay	1,564	1,562	-2	1,562	1,562	0	3,039	2,980	3,038	3,036
19 Nanaimo Harbour - Gabriola	4,196	4,140	-56	4,183	4,176	-7	8,334	8,250	8,319	8,308
20 Chemainus - Thetis - Penelakut	2,865	2,862	-3	2,866	2,859	-7	5,700	5,687	5,700	5,693
21 Buckley Bay - Denman West	3,990	3,976	-14	3,942	3,926	-16	7,220	7,153	7,140	7,122
22 Denman East - Hornby Island	2,276	2,276	0	2,270	2,268	-2	4,495	4,457	4,472	4,468
23 Campbell River - Quathiaski Cove	5,130	5,110	-20	5,126	5,108	-18	10,198	10,123	10,200	10,176
24 Heriot Bay - Whaletown	1,218	1,212	-6	1,212	1,210	-2	2,326	2,306	2,331	2,329
25 Port McNeill - Alert Bay - Sointula	2,195	2,180	-15	2,195	2,192	-3	4,366	4,351	4,366	4,355
26 Skidegate - Alliford Bay	2,302	2,288	-14	2,302	2,290	-12	4,553	4,539	4,556	4,539
☐ North	468	460	-8	485	473	-12	744	728	775	755
10 Port Hardy - Prince Rupert	186	184	-2	184	184	0	316	314	314	314
11 Prince Rupert - Skidegate	159	156	-3	158	153	-5	261	256	258	253
28 Port Hardy - Central Coast	123	120	-3	143	136	-7	167	158	203	188
Total	53,256	52,860	-396	53,074	52,886	-188	102,893	102,087	102,767	102,427

Section 3B - Quarter Ended September 30, 2025



Q2 Actual Sailings

52.9K

FY25: 52.9K

Q2 Cancelled Sailings

188

FY25: 396

Q2 Scheduled Sailings

53.1K

FY25: 53.3K

Q2 Scheduled Sailings Cancelled

0.4%

FY25: 0.7%

Q2 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	0	0	0	0	0	0	44	2	0	0	46
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	0	2	0	0	2
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	14	0	0	0	14
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	30	0	0	0	30
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	0	0	0	0	0
☐ Minors	26	9	22	10	0	0	40	3	11	9	130
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	0	0	0	0	0
05 Swartz Bay - Southern Gulf Islands	0	0	0	0	0	0	0	0	7	2	9
06 Crofton - Vesuvius	2	2	0	0	0	0	2	0	0	0	6
07 Earls Cove - Saltery Bay	0	0	0	0	0	0	0	0	0	0	0
08 Horseshoe Bay - Snug Cove	7	1	0	8	0	0	2	0	4	5	27
09 Tsawwassen - Southern Gulf Islands	3	0	0	0	0	0	1	0	0	0	4
12 Brentwood Bay - Mill Bay	8	0	0	0	0	0	0	0	0	0	8
13 Langdale - Gambier Island - Keats Landing	0	0	2	2	0	0	0	3	0	0	7
17 Little River - Powell River	2	0	0	0	0	0	0	0	0	0	2
18 Powell River - Blubber Bay	0	0	0	0	0	0	0	0	0	0	0
19 Nanaimo Harbour - Gabriola	1	0	6	0	0	0	0	0	0	0	7
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	0	7	0	0	0	7
21 Buckley Bay - Denman West	0	4	0	0	0	0	12	0	0	0	16
22 Denman East - Hornby Island	0	2	0	0	0	0	0	0	0	0	2
23 Campbell River - Quathiaski Cove	0	0	14	0	0	0	4	0	0	0	18
24 Heriot Bay - Whaletown	0	0	0	0	0	0	0	0	0	2	2
25 Port McNeill - Alert Bay - Sointula	3	0	0	0	0	0	0	0	0	0	3
26 Skidegate - Alliford Bay	0	0	0	0	0	0	12	0	0	0	12
☐ North	1	0	0	0	0	0	0	11	0	0	12
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	0	0	0	0
11 Prince Rupert - Skidegate	1	0	0	0	0	0	0	4	0	0	5
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	7	0	0	7
Total	27	9	22	10	0	0	84	16	11	9	188

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



YTD Actual Sailings

102.4K

FY25: 102.1K

YTD Cancelled Sailings

340

FY25: 806

YTD Scheduled Sailings

102.8K

FY25: 102.9K

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	82	2	0	0	88
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	2	2	0	0	4
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	38	0	0	0	38
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	42	0	0	0	42
30 Nanaimo - Tsawwassen	0	0	0	4	0	0	0	0	0	0	4
☐ Minors	46	18	30	10	2	6	81	7	23	9	232
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	19	2	24
06 Crofton - Vesuvius	2	4	0	0	0	2	20	0	0	0	28
07 Earls Cove - Saltery Bay	0	2	0	0	0	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	11	1	0	8	2	0	4	0	4	5	35
09 Tsawwassen - Southern Gulf Islands	11	0	0	0	0	0	1	0	0	0	12
12 Brentwood Bay - Mill Bay	10	0	4	0	0	0	0	0	0	0	14
13 Langdale - Gambier Island - Keats Landing	0	0	2	2	0	0	0	7	0	0	11
17 Little River - Powell River	2	2	0	0	0	0	0	0	0	0	4
18 Powell River - Blubber Bay	0	2	0	0	0	0	0	0	0	0	2
19 Nanaimo Harbour - Gabriola	2	1	8	0	0	0	0	0	0	0	11
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	0	7	0	0	0	7
21 Buckley Bay - Denman West	0	4	0	0	0	0	14	0	0	0	18
22 Denman East - Hornby Island	2	2	0	0	0	0	0	0	0	0	4
23 Campbell River - Quathiaski Cove	0	0	14	0	0	0	10	0	0	0	24
24 Heriot Bay - Whaletown	0	0	0	0	0	0	0	0	0	2	2
25 Port McNeill - Alert Bay - Sointula	3	0	0	0	0	4	4	0	0	0	11
26 Skidegate - Alliford Bay	0	0	2	0	0	0	15	0	0	0	17
☐ North	1	0	0	0	0	8	0	11	0	0	20
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	0	0	0	0
11 Prince Rupert - Skidegate	1	0	0	0	0	0	0	4	0	0	5
28 Port Hardy - Central Coast	0	0	0	0	0	8	0	7	0	0	15
Total	47	18	30	14	2	14	163	20	23	9	340



Section 4

On Time Performance and
Overloads



Section 4A - Quarter Ended September 30, 2025



Q2 On Time Sailings

42.7K

FY25: 40.6K

Q2 Delayed Sailings

10.2K

FY25: 12.2K

Q2 Actual Sailings

52.9K

FY25: 52.9K

Q2 On Time Performance

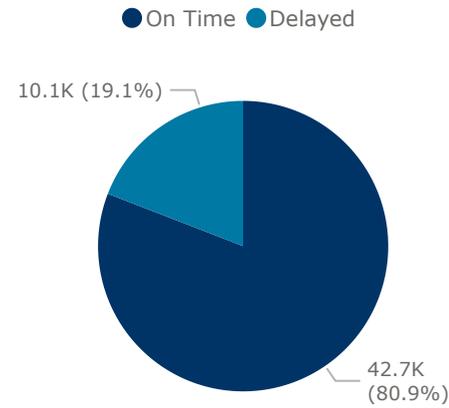
80.8%

FY25: 76.9%

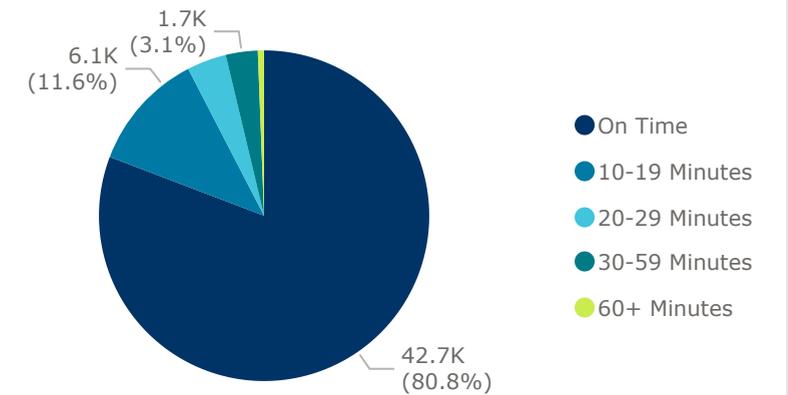
Q2 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Major	6,383	1,778	78.2%
01 Tsawwassen - Swartz Bay	2,256	586	79.4%
02 Horseshoe Bay - Nanaimo	1,170	351	76.9%
03 Horseshoe Bay - Langdale	1,776	330	84.3%
30 Nanaimo - Tsawwassen	1,181	511	69.8%
Minor	35,991	8,261	81.3%
04 Swartz Bay - Fulford Harbour	1,329	383	77.6%
05 Swartz Bay - Southern Gulf Islands	1,612	1,407	53.4%
06 Crofton - Vesuvius	1,532	854	64.2%
07 Earls Cove - Saltery Bay	1,131	341	76.8%
08 Horseshoe Bay - Snug Cove	2,166	618	77.8%
09 Tsawwassen - Southern Gulf Islands	937	1,006	48.2%
12 Brentwood Bay - Mill Bay	1,187	435	73.2%
13 Langdale - Gambier Island - Keats Landing	2,915	74	97.5%
17 Little River - Powell River	665	69	90.6%
18 Powell River - Blubber Bay	1,512	50	96.8%
19 Nanaimo Harbour - Gabriola	3,255	921	77.9%
20 Chemainus - Thetis - Penelakut	2,691	168	94.1%
21 Buckley Bay - Denman West	3,813	113	97.1%
22 Denman East - Hornby Island	2,025	243	89.3%
23 Campbell River - Quathiaski Cove	4,540	568	88.9%
24 Heriot Bay - Whaletown	744	466	61.5%
25 Port McNeill - Alert Bay - Sointula	1,734	458	79.1%
26 Skidegate - Alliford Bay	2,203	87	96.2%
North	348	125	73.6%
10 Port Hardy - Prince Rupert	102	82	55.4%
11 Prince Rupert - Skidegate	142	11	92.8%
28 Port Hardy - Central Coast	104	32	76.5%
Total	42,722	10,164	80.8%

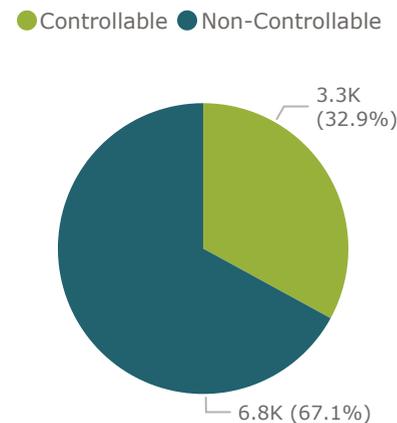
Q2 On Time Performance



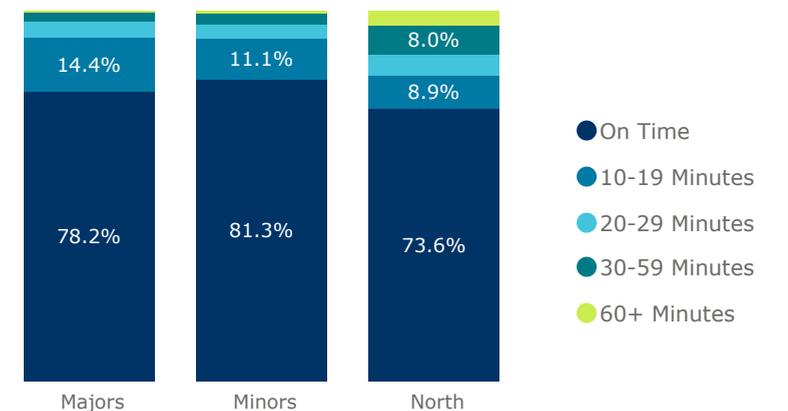
Q2 On Time Performance & Delay Duration



Q2 Delay Controllability



Q2 Duration of Delays by Route Grouping



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



YTD On Time Sailings

84.1K

FY25: 81.0K

YTD Delayed Sailings

18.3K

FY25: 21.1K

YTD Actual Sailings

102.4K

FY25: 102.1K

YTD On Time Performance

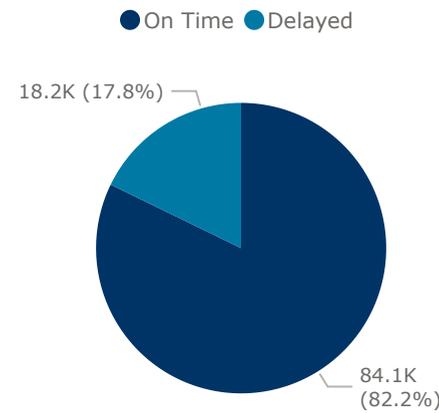
82.1%

FY25: 79.3%

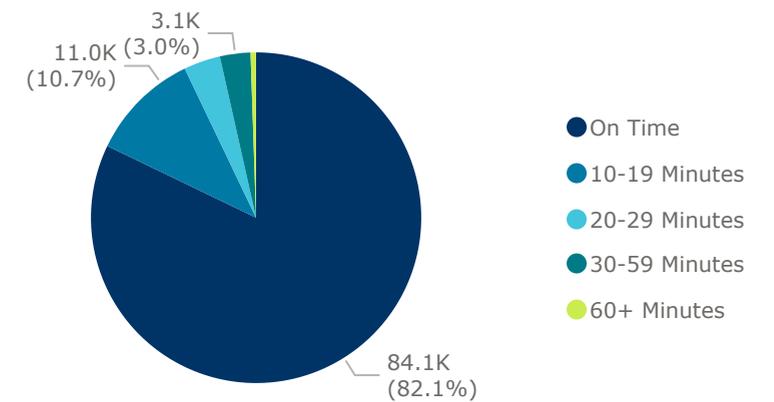
YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Majors	11,331	3,780	75.0%
01 Tsawwassen - Swartz Bay	4,277	1,019	80.8%
02 Horseshoe Bay - Nanaimo	2,232	764	74.5%
03 Horseshoe Bay - Langdale	2,742	973	73.8%
30 Nanaimo - Tsawwassen	2,080	1,024	67.0%
Minors	72,265	14,296	83.5%
04 Swartz Bay - Fulford Harbour	2,580	574	81.8%
05 Swartz Bay - Southern Gulf Islands	3,522	2,537	58.1%
06 Crofton - Vesuvius	3,062	1,668	64.7%
07 Earls Cove - Saltery Bay	2,257	657	77.5%
08 Horseshoe Bay - Snug Cove	4,300	1,256	77.4%
09 Tsawwassen - Southern Gulf Islands	1,891	1,621	53.8%
12 Brentwood Bay - Mill Bay	2,590	638	80.2%
13 Langdale - Gambier Island - Keats Landing	5,825	97	98.4%
17 Little River - Powell River	1,345	115	92.1%
18 Powell River - Blubber Bay	2,952	84	97.2%
19 Nanaimo Harbour - Gabriola	6,618	1,690	79.7%
20 Chemainus - Thetis - Penelakut	5,277	416	92.7%
21 Buckley Bay - Denman West	6,937	185	97.4%
22 Denman East - Hornby Island	4,094	374	91.6%
23 Campbell River - Quathiaski Cove	9,347	829	91.9%
24 Heriot Bay - Whaletown	1,731	598	74.3%
25 Port McNeill - Alert Bay - Sointula	3,590	765	82.4%
26 Skidegate - Alliford Bay	4,347	192	95.8%
North	539	216	71.4%
10 Port Hardy - Prince Rupert	184	130	58.6%
11 Prince Rupert - Skidegate	224	29	88.5%
28 Port Hardy - Central Coast	131	57	69.7%
Total	84,135	18,292	82.1%

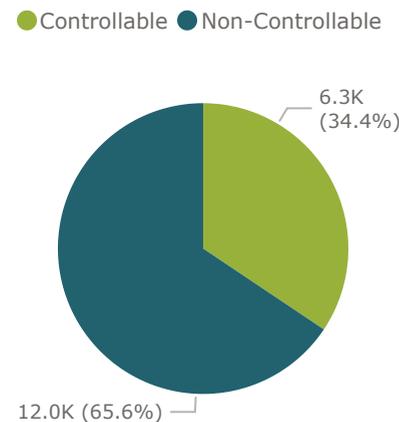
YTD On Time Performance



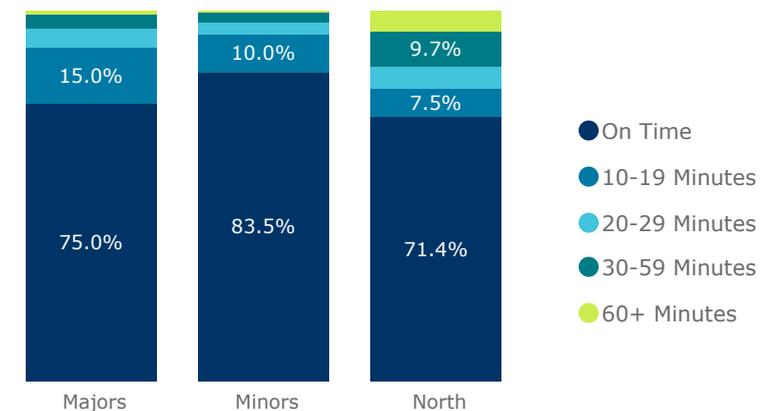
YTD On Time Performance & Delay Duration



YTD Delay Controllability



YTD Duration of Delays by Route Grouping



Section 4C - Quarter Ended September 30, 2025



Q2 Sailings with Overloads

13.3K

FY25: 12.1K

Q2 % of Overloaded Sailings

26.6%

FY25: 24.3%

YTD Sailings with Overloads

22.0K

FY25: 19.2K

YTD % of Overloaded Sailings

22.8%

FY25: 19.9%

Q2 Sailings with Overloads by Route

YTD Totals

	Q2				YTD Totals			
	FY25		FY26		FY25		FY26	
	Overloaded Sailings	% of Sailings						
Major	4,492	55.8%	4,463	54.7%	7,254	48.4%	7,347	48.6%
01 Tsawwassen - Swartz Bay	1,788	65.9%	1,844	64.9%	2,816	54.4%	2,978	56.2%
02 Horseshoe Bay - Nanaimo	1,043	68.3%	941	61.9%	1,613	53.6%	1,490	49.7%
03 Horseshoe Bay - Langdale	667	31.5%	652	31.0%	1,306	35.4%	1,283	34.5%
30 Nanaimo - Tsawwassen	994	58.6%	1,026	60.6%	1,519	48.9%	1,596	51.4%
Minor	7,618	18.4%	8,834	21.4%	11,912	14.8%	14,693	18.2%
04 Swartz Bay - Fulford Harbour	166	9.2%	250	14.6%	368	11.3%	526	16.7%
05 Swartz Bay - Southern Gulf Islands	282	9.3%	307	10.2%	573	9.4%	609	10.1%
06 Crofton - Vesuvius	317	13.3%	528	22.1%	463	9.8%	836	17.7%
07 Earls Cove - Saltery Bay	174	11.8%	211	14.3%	197	6.8%	247	8.5%
08 Horseshoe Bay - Snug Cove	497	18.0%	575	20.7%	821	15.0%	971	17.5%
09 Tsawwassen - Southern Gulf Islands	43	2.2%	31	1.6%	66	1.9%	49	1.4%
12 Brentwood Bay - Mill Bay	975	59.9%	1,028	63.4%	1,291	40.1%	1,808	56.0%
17 Little River - Powell River	112	15.3%	138	18.8%	159	10.9%	187	12.8%
18 Powell River - Blubber Bay	32	2.0%	37	2.4%	71	2.4%	66	2.2%
19 Nanaimo Harbour - Gabriola	1,124	27.1%	1,392	33.3%	1,947	23.6%	2,586	31.1%
20 Chemainus - Thetis - Penelakut	215	7.5%	277	9.7%	404	7.1%	569	10.0%
21 Buckley Bay - Denman West	1,316	33.1%	1,349	34.4%	1,863	26.0%	1,983	27.8%
22 Denman East - Hornby Island	209	9.2%	374	16.5%	254	5.7%	426	9.5%
23 Campbell River - Quathiaski Cove	1,485	29.1%	1,639	32.1%	2,377	23.5%	2,700	26.5%
24 Heriot Bay - Whaletown	440	36.3%	516	42.6%	698	30.3%	811	34.8%
25 Port McNeill - Alert Bay - Sointula	32	1.5%	25	1.1%	53	1.2%	43	1.0%
26 Skidegate - Alliford Bay	199	8.7%	157	6.9%	307	6.8%	276	6.1%
North	2	0.4%	0	0.0%	2	0.3%	1	0.1%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	2	1.3%	0	0.0%	2	0.8%	1	0.4%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	12,112	24.3%	13,297	26.6%	19,168	19.9%	22,041	22.8%

○ ○ ○ ○

Section 5

Financials

 **BC Ferries**

○ ○ ○ ○



Section 5A - Quarter Ended September 30, 2025



Q2 Monthly Senior Passengers & Discount Amount

	July		August		Q2 September		Total	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
▣ Majors	113,424	\$2,194,448	99,831	\$1,932,151	98,788	\$1,918,580	312,043	\$6,045,179
01 Tsawwassen - Swartz Bay	45,090	\$901,799	40,649	\$812,939	39,061	\$781,221	124,800	\$2,495,959
02 Horseshoe Bay - Nanaimo	26,565	\$531,300	22,340	\$446,800	25,226	\$504,520	74,131	\$1,482,620
03 Horseshoe Bay - Langdale	17,015	\$266,269	14,811	\$231,792	13,145	\$205,719	44,971	\$703,780
30 Nanaimo - Tsawwassen	24,754	\$495,080	22,031	\$440,620	21,356	\$427,120	68,141	\$1,362,820
▣ Minors	75,829	\$904,913	63,624	\$762,491	60,919	\$721,385	200,372	\$2,388,789
04 Swartz Bay - Fulford Harbour	4,024	\$49,294	3,381	\$41,417	3,655	\$44,774	11,060	\$135,485
05 Swartz Bay - Southern Gulf Islands	5,336	\$68,920	4,322	\$55,727	4,234	\$54,896	13,892	\$179,543
06 Crofton - Vesuvius	4,064	\$49,784	3,193	\$39,114	3,480	\$42,630	10,737	\$131,528
07 Earls Cove - Saltery Bay	2,637	\$40,610	2,397	\$36,914	2,343	\$36,082	7,377	\$113,606
08 Horseshoe Bay - Snug Cove	7,344	\$87,761	5,892	\$70,409	5,581	\$66,693	18,817	\$224,863
09 Tsawwassen - Southern Gulf Islands	10,268	\$150,123	9,588	\$138,376	6,520	\$91,166	26,376	\$379,665
12 Brentwood Bay - Mill Bay	5,143	\$40,115	4,272	\$33,322	4,210	\$32,838	13,625	\$106,275
13 Langdale - Gambier Island - Keats Landing	1,330	\$10,042	1,061	\$8,011	1,082	\$8,169	3,473	\$26,222
17 Little River - Powell River	5,754	\$88,899	5,084	\$78,526	5,405	\$83,507	16,243	\$250,932
18 Powell River - Blubber Bay	1,933	\$21,553	1,616	\$18,018	1,608	\$17,929	5,157	\$57,500
19 Nanaimo Harbour - Gabriola	7,948	\$88,620	6,572	\$73,278	6,647	\$74,114	21,167	\$236,012
20 Chemainus - Thetis - Penelakut	1,640	\$17,302	1,412	\$14,897	1,253	\$13,219	4,305	\$45,418
21 Buckley Bay - Denman West	5,591	\$56,749	4,512	\$45,797	4,566	\$46,345	14,669	\$148,891
22 Denman East - Hornby Island	2,193	\$22,259	1,714	\$17,397	1,215	\$12,332	5,122	\$51,988
23 Campbell River - Quathiaski Cove	7,139	\$72,461	5,811	\$58,982	6,219	\$63,123	19,169	\$194,566
24 Heriot Bay - Whaletown	793	\$9,476	601	\$7,182	669	\$7,995	2,063	\$24,653
25 Port McNeill - Alert Bay - Sointula	2,012	\$24,043	1,575	\$18,821	1,621	\$19,371	5,208	\$62,235
26 Skidegate - Alliford Bay	680	\$6,902	621	\$6,303	611	\$6,202	1,912	\$19,407
▣ North	1,957	\$78,648	1,845	\$73,162	1,837	\$77,183	5,639	\$228,993
10 Port Hardy - Prince Rupert	911	\$54,791	807	\$48,726	888	\$53,973	2,606	\$157,490
11 Prince Rupert - Skidegate	975	\$16,725	956	\$16,268	876	\$15,265	2,807	\$48,258
28 Port Hardy - Central Coast	71	\$7,132	82	\$8,168	73	\$7,945	226	\$23,245
Total	191,210	\$3,178,009	165,300	\$2,767,804	161,544	\$2,717,148	518,054	\$8,662,961

Q2 Financial Reconciliation

1. Ferry Transportation Fees

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

Ferry Transportation Fees paid by the Province for the Quarter

\$44,292,387

2. Calculation of amount payable by the Province

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

Ferry Transportation Fee allocated to Route 13

\$88,862.64

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

\$4,443.13

Q2 Fee Reduction Schedule

Calculation of Amount Payable to the Province

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

Beginning/carried forward accumulated balance for penalties (A)

\$80,000

	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	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	1.0	\$1,000	\$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	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)

\$85,000



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 September 30, 2025, tariffs charged to customers on the routes were over price cap by \$1.9 million (Vehicles \$1.3 million and Passengers \$0.6 million) with \$0.5 million (Vehicles \$0.3 million and Passengers \$0.2 million) of the obligation deferred in the quarter. At September 30, 2024, the 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

Q2 Fiscal 2026

Quarter ended September 30, 2025



	Page
Executive Summary	2
Customer Service Centre	
Key Performance Highlights & Metrics	3
Customer Satisfaction Tracking	
Intercept Surveys (Routes 1, 2, 3, 4, 5, 5a, 9, 19, 30)	4
Passenger Satisfaction throughout the BC Ferries Journey	5
North Coast Routes 10, 11	6
Customer Relations & Engagement	
Customer Relations: Compliments	7
All Routes	8
Vancouver Island - Mainland Routes (1, 2, 30)	9
Sunshine Coast Routes (3, 7, 8, 13, 17, 18)	10
Southern Gulf Island Routes (4, 5, 6, 9, 12, 19, 20)	11
Northern Gulf Islands Routes (21, 22, 23, 24, 25)	12
Central and North Coast Routes (10, 11, 26, 28 and 28a)	13
Appendices	
Appendix A - Definition of Terms	14
Appendix B - Routes and Terminals by Region	15

Q2 Fiscal 2026 Summary

This quarter, BC Ferries continued to strengthen how we engage with, hear from, and respond to customers and communities.

Q2 represented months 3-5 of the new Let's Connect framework, with steady activity as major terminal projects progressed across the system, including at Horseshoe Bay and terminals in the Southern and Northern Gulf Islands. Engagement also continued through discussions with several First Nations and participation in a UBCM conference session with local leaders.

Customer satisfaction remained above target, with improved scores in nearly all areas compared with Q2 last year. Only web/app/phone service (-0.07%) and reservations (-1.7%) saw slight declines, while pre-sailing communications showed the strongest improvement (+1.8%).

Customer Service Centre contacts decreased by 7.3% year-over-year, driven by fewer mechanical issues and service disruptions compared with the same period last year. In Q2 of the previous fiscal year, the Queen of New Westminster's mechanical failure led to multiple cancellations on Route 1, significantly increasing customer contacts at the time. Fewer disruptions in Q2 F2026 led to fewer comments overall.

Concerns about sailing waits and delays also declined, including a 10-point decrease on the Sunshine Coast (11%, 37 comments) and a 3-point decrease across the Southern Gulf Islands (17%, 48 comments).

The largest overall categories of customer concerns continue to be fare- and fee-related issues and advance-booking challenges, which are now appearing in equal measure across major routes. While these themes surface consistently in route-level feedback, they also represent the two most significant complaint groupings overall. Work continues to improve clarity, transparency, and customer understanding in both areas.

We will continue building on this progress through Q3 as major projects advance and customer expectations remain high.

Customer Service Centre

Key Performance Highlights & Metrics

Q2 Fiscal 2026
(JUL, AUG, SEP)

Key Performance Highlights

Comments Received: Comments decreased from 5,958 in Q2 F2025 to 5,525 in Q2 F2026. This 7.3% decrease reflects significantly fewer sailing cancellations when compared with the same time last year. In Q2 F2025, the Queen of New Westminster experienced a major mechanical issue when it lost a propellor, causing multiple sailing cancellations and schedule changes on Route 1. Additional Major route cancellations in July F2025 also contributed to increased customer feedback during that time. Fewer customer disruptions in Q2 F2026 resulted in a reduction in customer comments received.

Abandon Rates: Increased in Q2 YoY with a 9% increase in summer call volumes. As we make efforts to operate more efficiently, we have seen an 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 increased YoY as we continue to focus on educating customers on self-serve options where possible.

Customer Service Centre Metrics	Q2 Fiscal 2025	Q2 Fiscal 2026	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	5.0	4.8	-0.2	-
Customer Service Centre (CSC) Satisfaction Customers satisfied with their CSC experience	94%	94%	+0%	93%+
Stale Response Resolution Customers who did not receive a response within target (14 days)	28%	63%	+125%	14 days or less
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	75	139	+85.3%	240 seconds or less
First Call Resolution % of callers whose issues are resolved on the first call	91%	92%	+1%	90%+
Call Abandon Rate Avg. % of calls that disconnect prior to being answered	3.5%	5.6%	+2.1%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q2 Fiscal 2025	Q2 Fiscal 2026	YOY Change
Comments	5,958	5,525	-7.3%
Phone Calls	144,842	158,300	+9.3%
Social Media (inbound)	7,565	11,385	+50.5%
X	3,159	4,614	+46.1%
Facebook	1,573	3,622	+130.3%
Instagram	2,754	2,970	+7.8%
LinkedIn	79	179	+126.6%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Advance Bookings	24%
Fares / Fare Errors	24%
Customer Service	12%
Minor routes (All other routes)	% of all complaints
Fares / Fare Errors	20%
Sailings / Schedules	15%
Customer Service	12%

Customer Satisfaction Tracking

Intercept Surveys (August Wave)

Q2 Fiscal 2026
(JUL, AUG, SEP)

The overall customer satisfaction* score increased (0.4%) compared to the Q2 Fiscal 2025 score. Analysis by route shows that passengers on Route 4 (Fulford Harbour – Swartz Bay) are the most satisfied with their overall experience (4.22) while passengers travelling on Routes 19 (Nanaimo Harbour – Descanso Bay) and 5/5a/9 (Swartz Bay – Southern Gulf Islands / Tsawwassen – Southern Gulf Islands) are the least satisfied (both at 3.99).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q2 Fiscal 2025	Q2 Fiscal 2026	Change
Total Surveys Completed	9,958	7,453	-2,505
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	4.09	4.13	+0.4%
Overall Customer Satisfaction Percentage	83%	85%	+2%
Net Promoter Score	10	12	+2

Customer Satisfaction Tracking (CST) scores by route			
Route	Q2 Fiscal 2025	Q2 Fiscal 2026	Change
Route 3	4.20	4.21	+0.01
Route 30	4.10	4.14	+0.04
Route 2	4.03	4.11	+0.08
Route 1	4.09	4.15	+0.06
Route 5/5a/9	4.04	3.99	-0.05
Route 4	4.14	4.22	+0.08
Route 19	4.00	3.99	-0.01

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q2 Fiscal 2025	Q2 Fiscal 2026	Change		Q2 Fiscal 2025	Q2 Fiscal 2026	Change
Wait time at Terminal	3.78	3.84	+0.06	Paid lounges onboard **	3.94	3.73	-0.21
Self-serve Kiosk (ticket purchase)	4.22	4.28	+0.06	Parking options at the terminal	3.67	3.56	-0.11
Staff customer service (food services)	4.22	4.26	+0.04	Play area for children	3.53	3.44	-0.09

Source: August 2025 CST Survey

Source: August 2025 CST Survey

*Overall Customer Satisfaction Question

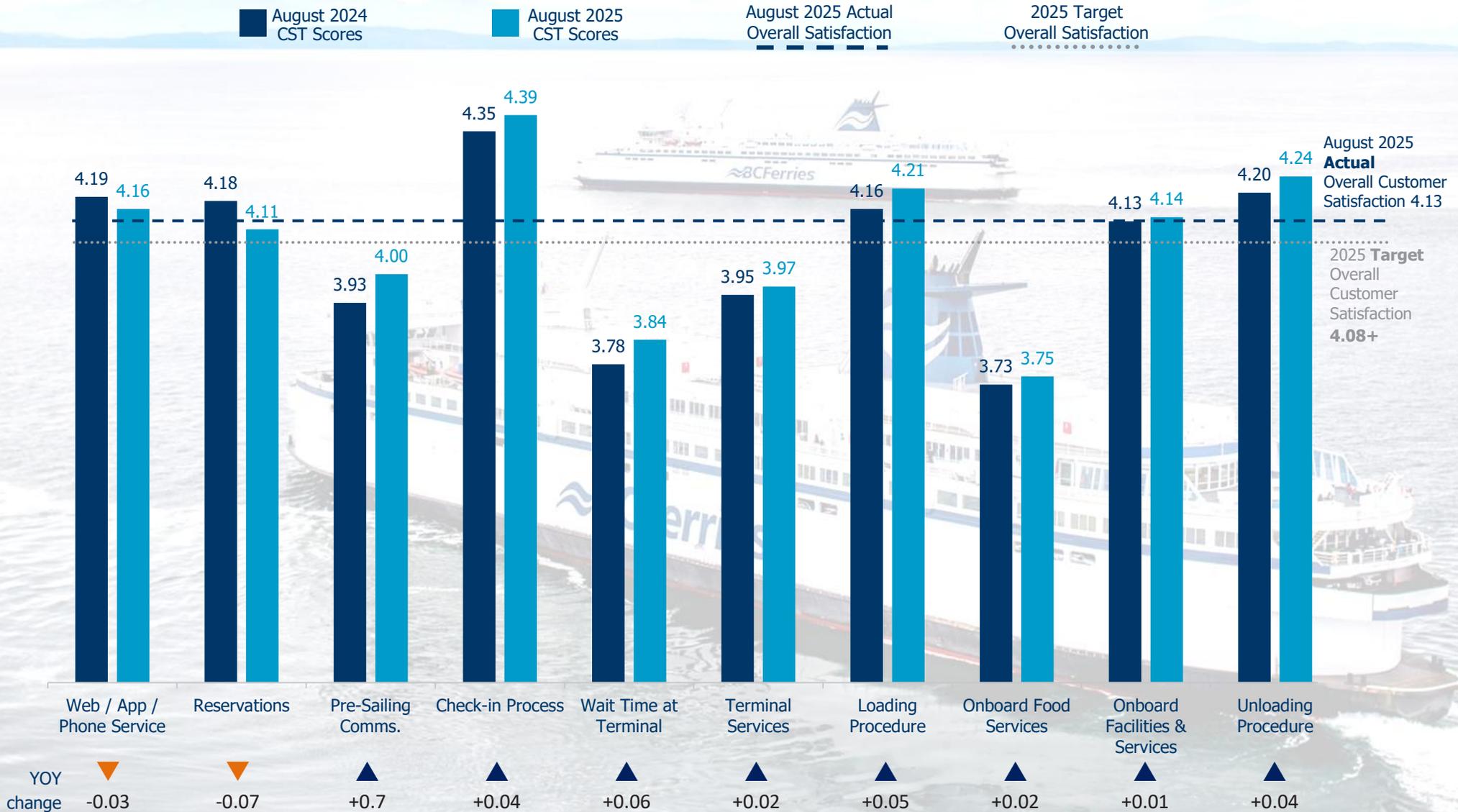
How satisfied, or dissatisfied, were you, overall, with your recent experience travelling with BC Ferries?
(1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neither Satisfied nor Dissatisfied, 4 - Satisfied, 5 - Very Satisfied)

** Paid Lounges onboard - in 2024 (Q2 Fiscal 2025) this only asked about Seawest Lounge. In 2025 BC Ferries opened a second paid lounge (Seascapes Lounge) and the 2025 score is for both Seawest and Seascapes lounges. As such, the drop in the score may not necessarily indicate a drop in the Seawest lounge score between 2024 and 2025.

Paid lounges drop -0.21 Paid Lounge scores appear to be declining mainly due to noise, disruptive behaviour, and unpaid entry in the Seawest Lounge when the desk is unstaffed. Seascapes has generated minimal feedback.

Parking options -0.11 Parking scores have declined due to frequent reports of full lots at major terminals, especially Horseshoe Bay and Tsawwassen. Customers are frustrated with high parking rates and limited time options that don't meet their needs. Many are particularly upset that short-term parking is more expensive.

Passenger Satisfaction throughout the BC Ferries Journey



The blue dashed line represents the "Overall Satisfaction Score" for August 2025 passengers. Looking at the whole journey, passenger "high points" include the check-in process (4.39), the unloading procedure (4.24), and the loading procedure (4.21). Passenger "low points" include onboard food services (3.75), the wait time at the terminal (3.84), terminal services (3.97) and pre-sailing communications (4.00). The 2024 pattern of results typically follows that of 2024, however, satisfaction with most of areas has increased since 2024, with the exception of Web / App / Phone Services and Reservations.

Customer Satisfaction Tracking

Central and North Coast (Routes 10 and 11)

Q2 Fiscal 2026
(JUL, AUG, SEP)

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

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

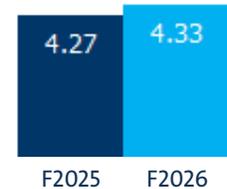
Scores range from 1 to 5. 1 = Very dissatisfied, 5 = Very satisfied.

Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q2 suggest that satisfaction has increased for passengers on both Route 10 (+0.03) and Route 11 (+0.06).



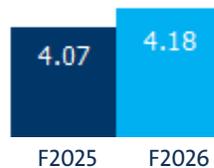
Route 10



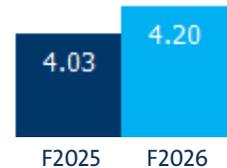
Route 11

Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q2 suggests that passengers' terminal satisfaction ratings have increased on both Route 10 (+0.11) and Route 11 (+0.17).



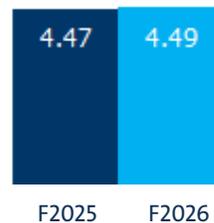
Route 10



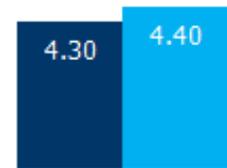
Route 11

Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q2 suggest that satisfaction has increased for passengers on both Route 10 (+0.02) and Route 11 (+0.10).



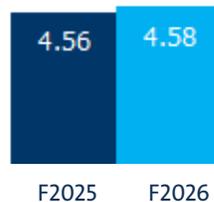
Route 10



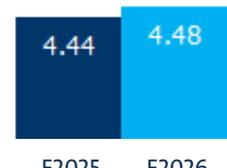
Route 11

Safety of Ferry Operations

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



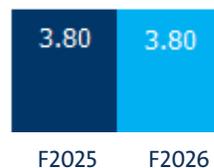
Route 10



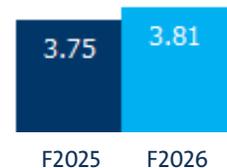
Route 11

Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q2 suggest that passengers' ratings have stayed the same on Route 10 (no change) and increased on Route 11 (+0.06).



Route 10



Route 11

Customer Relations

Compliments

COMPLIMENT	Q2 Fiscal 2026 Number of Compliments	Q2 Fiscal 2025 Per 10,000 passengers	Q2 Fiscal 2026 Per 10,000 passengers	Change YoY (Per 10,000 passengers)
RTEK	249	0.38	0.31	▼ -0.7 / -18%
CST	316	Not Tracked in 2025	424	Not Tracked in 2025

- RTEK compliments reflect exceptional experiences (reported by customers self-motivated to contact BC Ferries about it), while the CST survey feedback captures broader customer sentiment (when asked for suggestions to improve services and facilities). Given the differences, the number of compliments per 10,000 passengers will differ for each source, as may the direction of the year-over-year (YoY) change.

TOP THREE COMPLIMENT AREAS (CST Data)		RTEK/ CST	COMMENT
Major routes (1, 2, 3, 30)	% of all compliments		
Overall positive	28%	CST	[We are] looking forward to some renovations at the Horseshoe Bay terminal. Since we travel with a pet, more walking area would be good to [spend] time before sailing.
Sailings / schedules	10%	CST	BC Ferries staff do a great job. It's always a pleasure to travel through such a scenic area with you.
BC Ferries staff	10%	CST	Staff member in the gift shop was very helpful with the TransLink pass purchase.
Minor routes (all other routes)	% of all compliments	RTEK	Customer [a frequent traveler between Brentwood and Mil Bay] commend[s] employee for their exceptional service.
Overall postivity	13%	RTEK	Huge thank you to Chief Steward...and crew on the Salish Raven...We took our dog to [an] animal hospital to say goodbye...I asked [staff member] if we could be assured the open deck so as not to leave our dog alone. She arranged everything...contacting the captain and the terminal [and even gave me her text # to keep her informed of our arrival]. On the day...the booth was aware of our situation and ushered us to the appropriate area. When the boat arrived, the crew put us on the open deck as promised. [Staff member] even had some dog treats! She and the crew made this difficult day a bit easier...Please recognize...their heartfelt efforts.
BC Ferries staff	9%		
Sailings / schedules	3%		

KEY PERFORMANCE HIGHLIGHTS

- Customer feedback** highlights satisfaction across all routes in three key areas: 1) The overall travel experience, from booking to disembarking and everything in between, 2) The reliability and availability of sailings, which provides customers with confidence and options in planning their travel, and 3) The professionalism of BC Ferries employees, who deliver safe, dependable, and customer-focused service, even during challenging circumstances.

Q2 represented a busy period of connection and engagement for BC Ferries, particularly as part of capital projects that impact communities, including the Horseshoe Bay Terminal Infrastructure Project, and other terminal construction at Otter Bay, Village Bay, Nanaimo Harbour, Descanso Bay, Heriot Bay and Whaletown. Guided by the Let's Connect engagement framework, BC Ferries engaged with approximately 1,600 people over these three months through:

- 20 meetings (virtual and in-person)
- 3 vessel pop-up events
- 2 community open houses
- 2 business walkabouts
- 1 terminal pop-up event
- 1 online survey
- 1 in-person workshop
- 1 community event
- 1 terminal site tour

Community Engagement Events and Activities		# people
Sep 25	BC Ferries workshop at Union of BC Municipalities convention	75
Various dates	CEO check-ins with MLAs	5

Customer Relations & Engagement

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

Q2 Fiscal 2026
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
2,364	2,127 ▼	5.7	5.1	-0.6

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	26% ▼ from 32%	Double-charged / overcharged	110	0.26
		Check-in time	61	0.15
Fare / Fare Errors	20% ▼ from 21%	Incorrect fare charged	74	0.18
		Fare refund not yet received	66	0.16
Customer Service	13% ▲ from 11%	Poor customer service (Check-in)	95	0.23
		Poor customer service (Terminal staff)	61	0.15

*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			# people
Sep 22	Meeting with Lands End Residents Association about New Major Vessel design and operational feedback		5
Sep 9	Site tour with Horseshoe Bay Project Feedback Group		8
Aug 29	Tent and table next to Horseshoe Bay vehicle staging lanes to share information and answer questions		159
Aug 20	Horseshoe Bay business walkabout in the village		12
Aug 18	Meeting with Horseshoe Bay terminal business neighbours		1
Aug 8	Engagement with customers onboard Rt 2 (Horseshoe Bay-Departure Bay)		202
Aug 7	Briefing with local and regional governments, MLAs, Islands Trust, and interest holders on Rt 2, 3, and 8 about the Horseshoe Bay terminal program		22

Coastal First Nation's Outreach and Relationship Building	
Tsawwassen First Nation	Continued engagement in respect of the Tsawwassen terminal causeway and access management and maintenance
Tsleil-Waututh Nation	Continued engagement in respect of the Horseshoe Bay Program
Musqueam Indian Band	Continued engagement in respect of the Horseshoe Bay Program
Squamish Nation	Continued engagement in respect of the Horseshoe Bay Program

Customer Relations & Engagement

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

Q2 Fiscal 2026
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
682	763 ▲	3.9	4.3	+0.4

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Fares / Fare Errors	35% ▲ from 29%	No-show fee charged in error	120	0.67
		Incorrect fare charged	44	0.25
Advance Bookings	14% ▲ from 12%	Double-charged / overcharged	15	0.08
		Change / cancellation policy	12	0.07
Sailings / Schedules	11% ▼ from 21%	Sailing waits / delays (frequency of delays and waits)	21	0.12
		Add more sailings	16	0.09

*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			# people
Sept 26	BC Ferries' executive representation met with Route 3 MLA and community leaders at UBCM		9
Sep 25	Engagement with customers onboard Rt 3 (Horseshoe Bay-Langdale)		21
Sep 9	Site tour with Horseshoe Bay Project Feedback Group		8
Sep 9	Presentation and discussion with the Sunshine Coast Tourism Board		14
Aug 29	Tent and table at Horseshoe Bay vehicle staging lanes to share information and answer questions		159
Aug 15	Tent and table at Blackberry Festival (Powell River) to engage with community		334
Aug 12	Meeting with Sunshine Coast Tourism about Rt 3 summer service		1
Aug 12	Engagement with customers onboard Rt 3 (Horseshoe Bay-Langdale)		32
Aug 7	Briefing with local and regional governments, MLAs, Islands Trust, and interest holders on Rt 2, 3, and 8 about the Horseshoe Bay terminal program		22

Coastal First Nation's Outreach and Relationship Building	
NA	NA

Customer Relations & Engagement

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

Q2 Fiscal 2026
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
416	408 ▼	3.5	3.3	-0.2

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings / Schedules	17% ▼ from 20%	Sailing waits / delays (frequency of delays and waits)	42	0.34
		Unable to make connections	6	0.05
Fares / Fare Errors	16% ▲ from 15%	Incorrect fare charged	18	0.15
		Experience Card™ issue	11	0.09
Customer Service	13% ▲ from 11%	Poor customer service (Terminal staff)	17	0.14
		Poor customer service (Check-in)	10	0.08

*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			# people
Sep 28	Village Bay terminal project community open house on Mayne Island		38
Sep 16	Otter Bay terminal project community open house on Pender Island		49
Sep 3	Meeting with the Otter Bay/Village Bay terminal projects Project Feedback Group		10
Aug 12	Virtual meeting with Nanaimo Harbour terminal neighbours about construction		19
July 22	Meeting with Otter Bay commercial users about terminal project		1
July 17	Survey completed with customers of Rt 19 (Nanaimo Harbour-Descanso Bay) about terminal projects		567

Coastal First Nation's Outreach and Relationship Building	
Tsartlip First Nation	Met with the Nation to continue to work on the workplan and budget.
Malahat Nation	Continued engagement in respect of services and contracting opportunities between Malahat Nation and BC Ferries
Lyackson First Nation	Continued engagement in respect of the Village Bay and Vesuvius Bay terminal life extension project
Halalt First Nation	Continued engagement in respect of the upcoming Crofton terminal life extension and lay-by-berth project

Customer Relations & Engagement

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

Q2 Fiscal 2026
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
133	89 ▼	1.7	1.1	-0.6

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings / Schedules	29% ▲ from 20%	Sailing waits / delays (frequency of delays and waits)	8	0.10
		Add more sailings	4	0.05
Loading / Directions	17% ▼ from 22%	Improve loading / unloading procedure	4	0.05
		Increase traffic management at / outside the terminal	3	0.04
Fares / Fare Errors	17% ▼ from 21%	Double-charged / overcharged	6	0.08
		Incorrect fare charged	5	0.06

*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		# people
Sep 15	Heriot Bay-Whaletown terminal project engagement with commercial users	20

Coastal First Nation's Outreach and Relationship Building	
Snuneymuxw First Nation	Continued engagement in respect of the Nanaimo Harbour and Descanso Bay terminal life extension project
Kwakiutl Band Council	Continued engagement in respect of the Sointula terminal life extension project

Customer Relations & Engagement

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

Q2 Fiscal 2026
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
105	106 ▲	12.4	12.3	-0.1

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	23% ▼ from 24%	Waitlist policy	10	1.16
		Improve email communications	3	0.35
Fares / Fare Errors	20% ▼ from 25%	Unauthorized charge	6	0.70
		No-show fee charged in error	5	0.58
Customer Service	13% ▲ from 9%	Poor customer service (Phone)	6	0.70
		Poor customer service (Onboard staff)	3	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		# people
NA	NA	

Coastal First Nation's Outreach and Relationship Building

Kitasoo Xais'xais First Nation The Nation requested to meet to discuss concerns they had with BC Ferries (schedules, availability, ect;)

First Call Resolution (FCR)	Percentage of callers whose issues are resolved on the first call
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.
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.
YoY	Year over Year

Appendix B

Routes and Terminals by Region

Q2 Fiscal 2026
(JUL, AUG, SEP)

Vancouver Island - Mainland

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

Northern Gulf Islands

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

Southern Gulf Islands

Route	Terminals
Route 4	Fulford Harbour - Swartz Bay
Route 5	Swartz Bay - Southern Gulf Islands
Route 6	Vesuvius Bay - Crofton
Route 9	Tsawwassen - Southern Gulf Islands
Route 12	Brentwood Bay - Mill Bay
Route 19	Nanaimo Harbour - Gabriola 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)