

System Fare Index



Average Fare Index Summary

		→						
		Jun-2024	Sep-2024	Dec-2024	Mar-2025	Jun-2025	Sep-2025	Dec-2025
System	Cap	100.83	101.91	102.59	103.20	104.04	105.17	105.89
	Actual	100.08	101.35	102.47	103.10	104.22	105.41	105.51

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

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

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

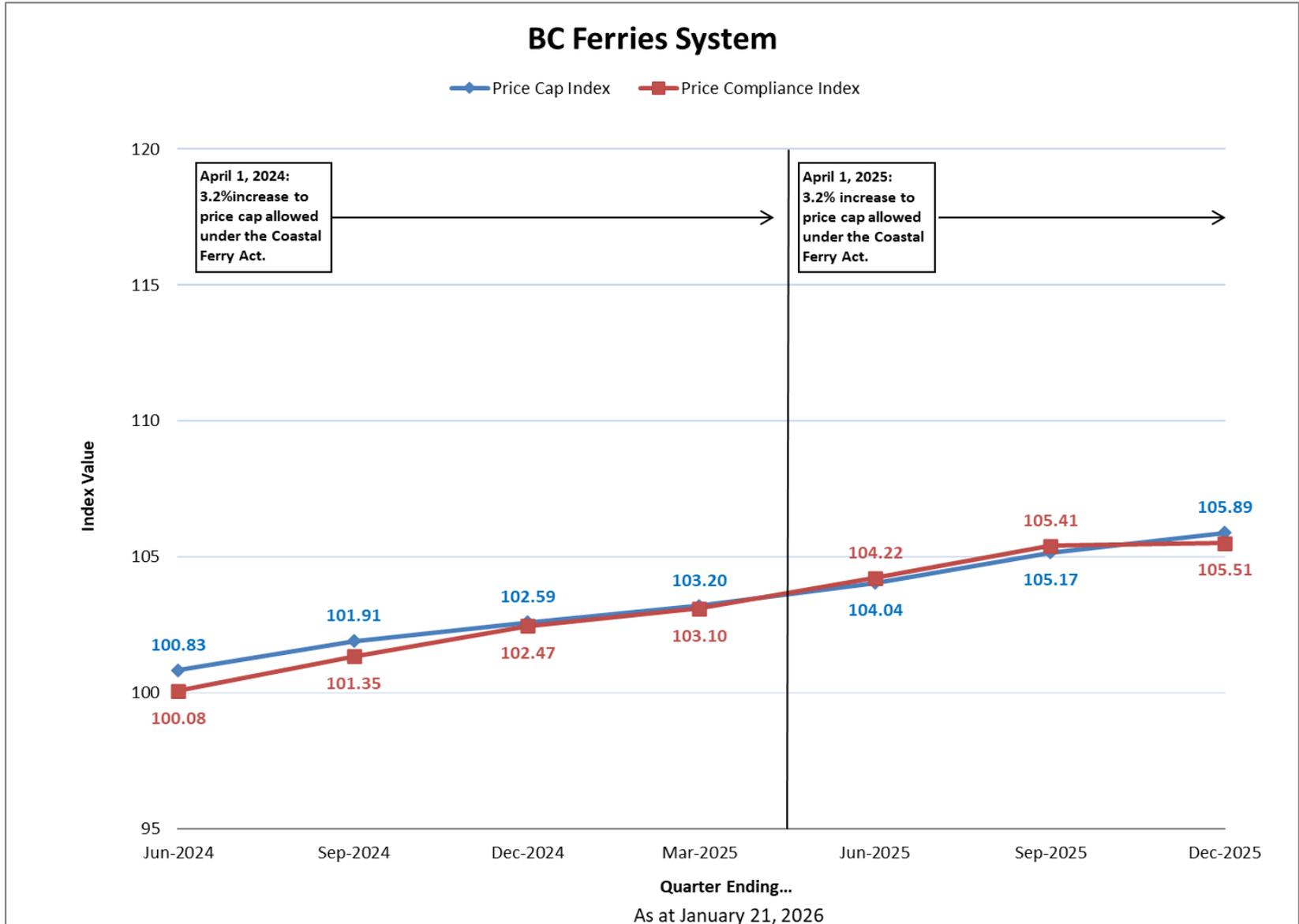
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

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

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

As at January 21, 2026.

System Fare Index



Route Group Fare Indices



Average Fare Index Summary

PT6 →

Route Group	Jun-2024	Sep-2024	Dec-2024	Mar-2025	Jun-2025	Sep-2025	Dec-2025
New Majors							
Cap	100.84	101.89	102.59	103.20	104.04	105.16	105.89
Actual	101.56	102.87	104.07	104.69	105.81	107.00	106.93
Northern							
Cap	100.76	102.38	102.80	103.20	103.99	105.64	106.10
Actual	77.78	78.24	78.74	79.08	80.35	82.53	83.02
Minors							
Cap	100.82	101.90	102.58	103.20	104.05	105.16	105.87
Actual	97.30	98.47	99.33	100.12	101.22	102.36	103.21

-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.

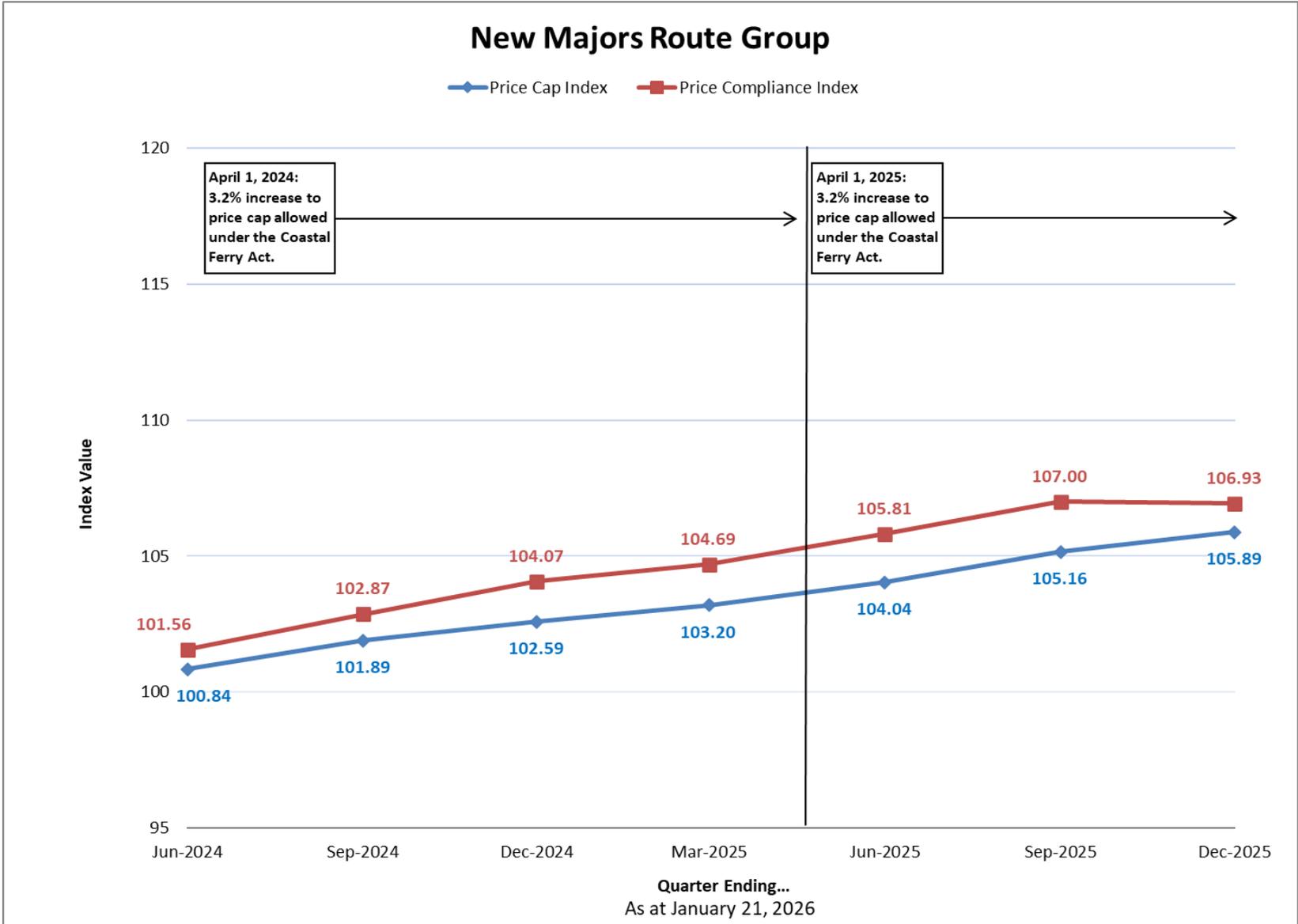
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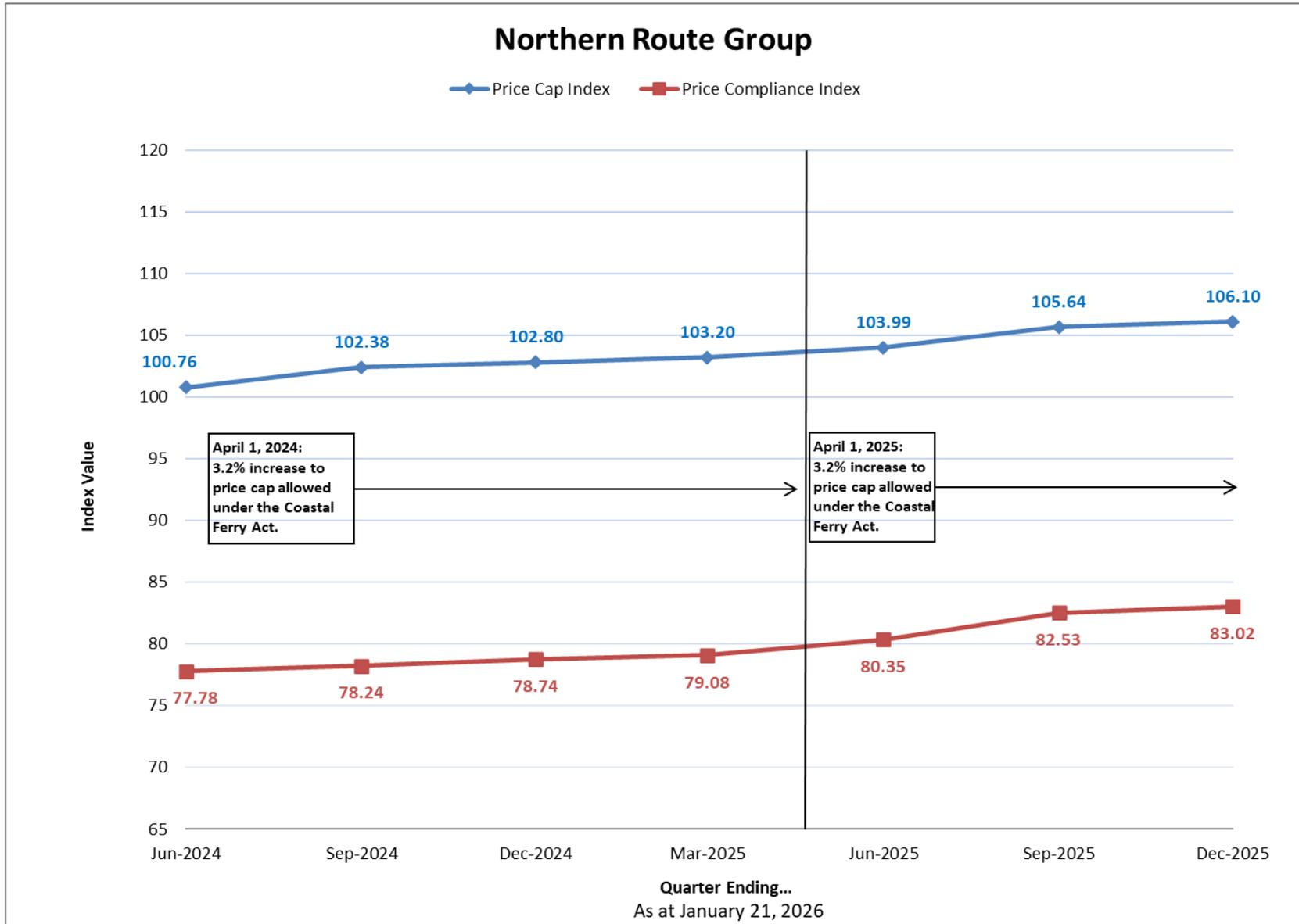
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As at January 21, 2026.

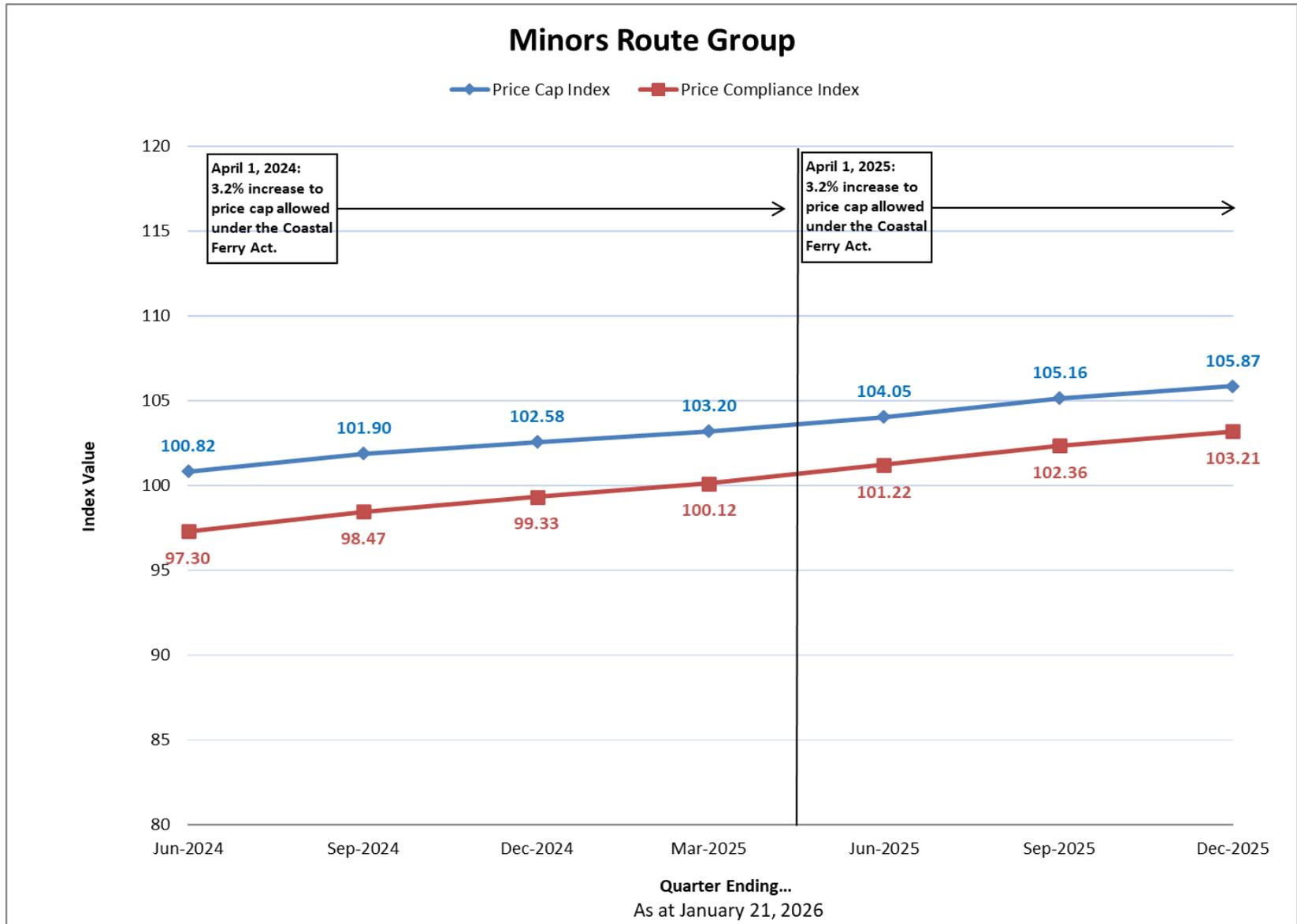
New Majors Route Group



Northern Route Group



Minors Route Group





Operations Reports

Quarter Ended December 31, 2025



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

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

Section 1: Operations Summary

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

Section 2: Performance Against CFSC Minimums

This report includes the following:

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

Section 3: Performance Against Scheduled Sailings

This report includes the following:

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

Section 4: On-time Performance and Overloads

This report includes the following:

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

Section 5: Financials

This report includes the following:

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

Section 6: Notes and Glossary

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

In Q3 of Fiscal 2026, BC Ferries delivered strong operational performance across the system while continuing to manage sustained demand, aging assets, and ongoing capacity constraints. The company delivered 22,243 round trips during the quarter, exceeding both daily and annual Coastal Ferry Services Contract (CFSC) minimum service requirements.

Service reliability improved compared to the same period last year. Scheduled sailing cancellations declined to 0.9% (down from 2.6% in Q3 FY25), with the majority classified as allowable under the CFSC. System-wide on-time performance increased to approximately 90%, reflecting improved operational execution during the reporting period.

Demand remained high across both major and minor routes, with passenger volumes and vehicle traffic increasing year over year. While CFSC obligations were consistently met, pressure from ongoing demand growth, aging vessels, and terminal constraints continued to affect system resilience in certain corridors.

Vehicle and passenger tariff revenues increased year over year, driven by sustained travel demand and higher utilization across the network.

The following report provides detailed operational and financial results by service group, including CFSC compliance, cancellation trends, on-time performance, overloads, and related performance metrics for the quarter.



Section 1

Operations Summary



Section 1A - Quarter Ended December 31, 2025



Q3 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	3,072.0	1,957,576	1,459,077	74.5%	1,427,183	74.5%	31,894	\$99,435,244	\$96,769,026	\$2,666,218
01 Tsawwassen - Swartz Bay	965.0	660,716	582,530	88.2%	556,998	88.4%	25,532	\$46,968,240	\$43,974,888	\$2,993,352
02 Horseshoe Bay - Nanaimo	678.5	419,716	268,911	64.1%	282,111	66.3%	-13,200	\$19,553,577	\$21,206,399	(\$1,652,822)
03 Horseshoe Bay - Langdale	740.5	456,824	316,898	69.4%	314,863	68.5%	2,035	\$9,139,943	\$8,931,340	\$208,603
30 Nanaimo - Tsawwassen	688.0	420,320	290,738	69.2%	273,211	68.5%	17,528	\$23,773,484	\$22,656,399	\$1,117,085
☐ Minors	19,100.5	1,963,626	1,040,286	53.0%	1,008,659	50.6%	31,627	\$15,886,665	\$14,591,267	\$1,295,398
04 Swartz Bay - Fulford Harbour	720.0	131,040	91,899	70.1%	87,283	66.8%	4,617	\$1,246,721	\$1,127,337	\$119,384
05 Swartz Bay - Southern Gulf Islands	866.0	219,828	79,904	36.3%	81,031	35.3%	-1,128	\$1,135,547	\$1,069,263	\$66,284
06 Crofton - Vesuvius	1,191.0	150,066	83,911	55.9%	76,973	51.5%	6,939	\$1,150,989	\$993,805	\$157,184
07 Earls Cove - Saltery Bay	721.0	161,504	50,618	31.3%	48,515	30.0%	2,103	\$1,290,238	\$1,176,168	\$114,070
08 Horseshoe Bay - Snug Cove	1,390.5	241,947	145,039	59.9%	144,339	50.9%	700	\$1,805,617	\$1,709,621	\$95,996
09 Tsawwassen - Southern Gulf Islands	213.0	69,828	48,858	70.0%	48,519	70.6%	339	\$2,341,701	\$2,178,491	\$163,210
12 Brentwood Bay - Mill Bay	804.0	30,552	25,532	83.6%	24,265	80.2%	1,268	\$329,722	\$309,642	\$20,080
13 Langdale - Gambier Island - Keats Landing	1,352.0							(\$513)	(\$310)	(\$203)
17 Little River - Powell River	364.0	100,464	55,121	54.9%	52,069	53.9%	3,052	\$2,459,184	\$2,227,299	\$231,885
18 Powell River - Blubber Bay	732.0	68,808	30,623	44.5%	29,754	44.8%	869	\$290,063	\$263,161	\$26,902
19 Nanaimo Harbour - Gabriola	2,079.0	195,426	120,255	61.5%	119,892	61.9%	364	\$1,126,274	\$1,083,731	\$42,543
20 Chemainus - Thetis - Penelakut	932.0	48,464	26,761	55.2%	27,267	56.4%	-506	\$231,651	\$228,229	\$3,422
21 Buckley Bay - Denman West	1,501.0	134,861	74,377	55.2%	72,518	53.7%	1,859	\$585,018	\$535,895	\$49,123
22 Denman East - Hornby Island	1,089.0	53,719	27,672	51.5%	26,674	50.7%	998	\$221,646	\$208,486	\$13,160
23 Campbell River - Quathiaski Cove	2,528.5	237,679	123,203	51.8%	114,262	50.0%	8,941	\$1,033,816	\$908,380	\$125,436
24 Heriot Bay - Whaletown	527.0	27,404	17,179	62.7%	16,107	60.3%	1,073	\$189,969	\$164,679	\$25,290
25 Port McNeill - Alert Bay - Sointula	984.0	56,628	26,666	47.1%	25,620	45.2%	1,047	\$327,958	\$279,834	\$48,124
26 Skidegate - Alliford Bay	1,106.5	35,408	12,671	35.8%	13,576	38.5%	-906	\$121,064	\$127,556	(\$6,492)
☐ North	71.0	14,090	9,223	65.5%	9,364	66.1%	-141	\$1,845,756	\$1,784,669	\$61,087
10 Port Hardy - Prince Rupert	20.0	4,600	3,554	77.3%	3,565	81.6%	-11	\$875,559	\$829,032	\$46,527
11 Prince Rupert - Skidegate	37.0	8,510	5,293	62.2%	5,514	62.3%	-221	\$920,248	\$921,967	(\$1,719)
28 Port Hardy - Central Coast	14.0	980	377	38.4%	285	30.2%	92	\$49,949	\$33,670	\$16,279
Total	22,243.5	3,935,292	2,508,585	63.7%	2,445,205	62.3%	63,380	\$117,167,665	\$113,144,962	\$4,022,703

Obligation Deferred (Settled)

(\$1,267,905)

\$0

Total Vehicle Fare Revenue

\$115,899,760

\$113,144,962

Section 1A - Quarter Ended December 31, 2025



Q3 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	Q3 FY25	FY26
Major	3,046,742	2,987,879	58,863	\$43,732,706	\$42,063,925	\$1,668,781	77.8%	80.5%	88.6%
01 Tsawwassen - Swartz Bay	1,369,630	1,335,122	34,508	\$23,315,594	\$22,154,665	\$1,160,929	76.1%	79.9%	87.4%
02 Horseshoe Bay - Nanaimo	617,341	632,821	-15,480	\$9,975,397	\$10,171,189	(\$195,792)	80.2%	86.7%	95.3%
03 Horseshoe Bay - Langdale	608,508	598,936	9,572	\$3,383,207	\$3,154,924	\$228,283	72.7%	75.7%	86.2%
30 Nanaimo - Tsawwassen	451,263	421,000	30,263	\$7,058,508	\$6,583,147	\$475,361	83.2%	80.2%	86.4%
Minor	1,814,877	1,763,214	51,663	\$7,861,625	\$7,261,606	\$600,019	89.1%	88.3%	89.9%
04 Swartz Bay - Fulford Harbour	147,583	141,700	5,883	\$666,093	\$606,982	\$59,111	92.0%	91.0%	88.3%
05 Swartz Bay - Southern Gulf Islands	118,242	118,815	-573	\$495,662	\$472,879	\$22,783	71.7%	69.9%	74.4%
06 Crofton - Vesuvius	131,776	124,027	7,749	\$495,671	\$441,083	\$54,588	89.8%	86.7%	73.6%
07 Earls Cove - Saltery Bay	75,270	72,976	2,294	\$441,704	\$411,053	\$30,651	89.2%	92.4%	96.9%
08 Horseshoe Bay - Snug Cove	292,062	287,380	4,682	\$993,351	\$915,398	\$77,953	81.1%	83.5%	90.4%
09 Tsawwassen - Southern Gulf Islands	102,854	102,109	745	\$1,208,549	\$1,153,213	\$55,336	76.1%	74.5%	72.8%
12 Brentwood Bay - Mill Bay	45,772	42,504	3,268	\$221,171	\$200,538	\$20,633	71.6%	98.5%	93.1%
13 Langdale - Gambier Island - Keats Landing	10,961	10,739	222	\$44,077	\$38,807	\$5,270	99.6%	99.9%	99.4%
17 Little River - Powell River	104,140	100,472	3,668	\$1,140,279	\$1,034,343	\$105,936	89.2%	94.3%	94.2%
18 Powell River - Blubber Bay	44,652	43,811	841	\$133,897	\$126,741	\$7,156	93.5%	94.4%	98.2%
19 Nanaimo Harbour - Gabriola	216,415	208,099	8,316	\$604,111	\$557,416	\$46,695	89.9%	85.4%	90.1%
20 Chemainus - Thetis - Penelakut	61,645	63,319	-1,674	\$145,447	\$142,450	\$2,997	79.5%	81.6%	96.3%
21 Buckley Bay - Denman West	115,477	112,059	3,418	\$281,125	\$264,962	\$16,163	98.7%	98.3%	98.8%
22 Denman East - Hornby Island	40,782	39,111	1,671	\$113,761	\$101,990	\$11,771	93.0%	92.5%	95.1%
23 Campbell River - Quathiaski Cove	210,578	199,133	11,445	\$539,607	\$476,520	\$63,087	96.2%	97.6%	97.5%
24 Heriot Bay - Whaletown	23,792	23,032	760	\$87,449	\$76,742	\$10,707	86.8%	88.9%	83.6%
25 Port McNeill - Alert Bay - Sointula	52,780	52,052	728	\$189,153	\$177,664	\$11,489	94.5%	63.8%	66.0%
26 Skidegate - Alliford Bay	20,096	21,876	-1,780	\$60,518	\$62,825	(\$2,307)	99.3%	97.4%	98.0%
North	16,177	16,714	-537	\$909,361	\$870,033	\$39,328	92.2%	90.3%	87.8%
10 Port Hardy - Prince Rupert	7,245	7,519	-274	\$593,493	\$566,059	\$27,434	92.2%	94.2%	90.6%
11 Prince Rupert - Skidegate	8,198	8,680	-482	\$283,327	\$283,396	(\$69)	93.2%	96.1%	93.2%
28 Port Hardy - Central Coast	734	515	219	\$32,541	\$20,578	\$11,963	90.9%	81.8%	81.3%
Total	4,877,796	4,767,807	109,989	\$52,503,692	\$50,195,564	\$2,308,128	87.7%	87.3%	89.7%

Obligation Deferred (Settled)

(\$617,324)

\$0

Total Passenger Fare Revenue

\$51,886,368

\$50,195,564

Total Vehicle & Passenger Fare Revenue per Financial Statements

\$167,786,128

\$163,340,526



Section 2

Performance Against CFSC
Minimums



Section 2A - Quarter Ended December 31, 2025



Q3 Actual Round Trips

22.2K

FY25: 21.9K

Q3 Cancelled Round Trips

191.0

FY25: 582.5

Q3 Scheduled Round Trips

22.4K

FY25: 22.5K

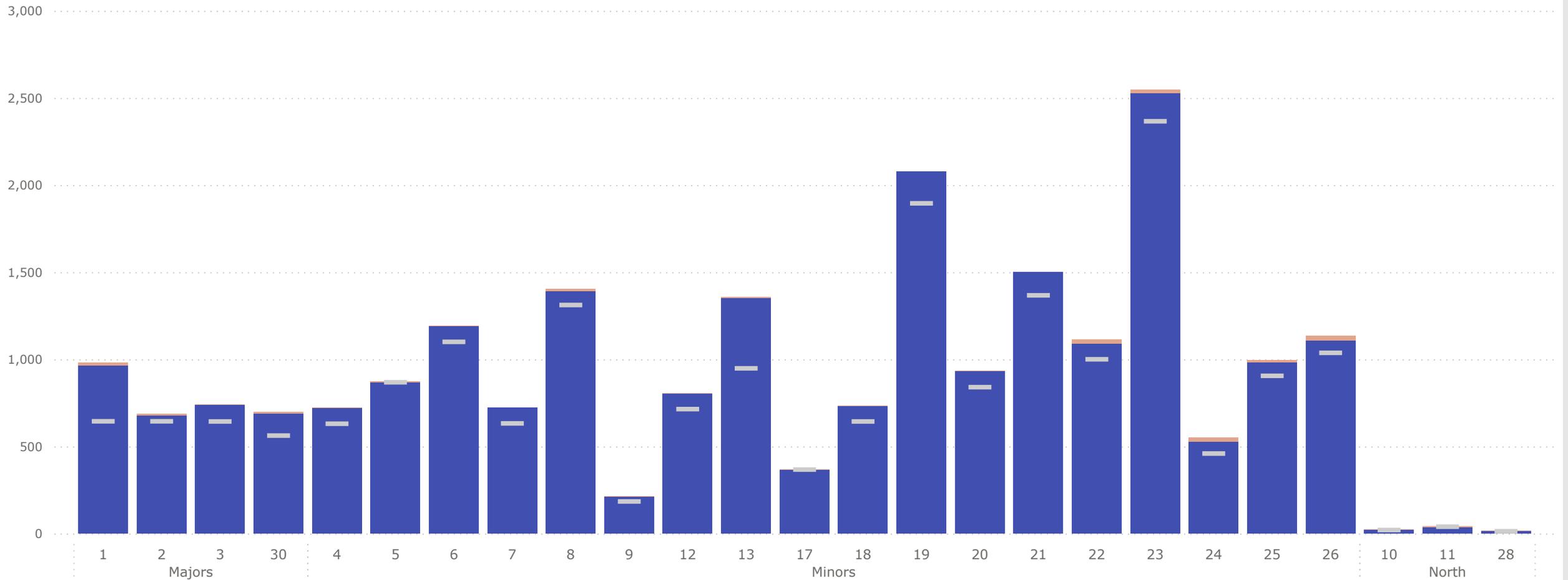
Q3 Scheduled Round Trips Cancelled

0.9%

FY25: 2.6%

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

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



Section 2B - Quarter Ended December 31, 2025



Q3 Actual Round Trips

22.2K

FY25: 21.9K

Q3 Cancelled Round Trips

191.0

FY25: 582.5

Q3 Scheduled Round Trips

22.4K

FY25: 22.5K

Q3 Scheduled Round Trips Cancelled

0.9%

FY25: 2.6%

Q3 Cancellations of Minimum (Daily) Round Trips by Route

	Emergency	Safety	Terminal (Dock)	Allowable			Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)				Traffic	Other		
☐ Majors	0.0	0.0	0.0	0.0	0.0	2.0	9.0	11.0	0.0	0.0	0.0	0.0	11.0
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	2.0	4.0	6.0	0.0	0.0	0.0	0.0	6.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	4.0	4.0	0.0	0.0	0.0	0.0	4.0
☐ Minors	0.0	0.0	0.0	0.0	1.0	6.0	58.5	65.5	2.0	0.0	0.0	2.0	67.5
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	2.0	0.0	2.0	2.0	0.0	0.0	2.0	4.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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	3.0	0.0	3.0	0.0	0.0	0.0	0.0	3.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
12 Brentwood Bay - Mill 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
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	0.0	3.0	3.0	0.0	0.0	0.0	0.0	3.0
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	9.0	9.0	0.0	0.0	0.0	0.0	9.0
23 Campbell River - Quathiaski Cove	0.0	0.0	0.0	0.0	0.0	0.0	8.5	8.5	0.0	0.0	0.0	0.0	8.5
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	0.0	12.0	12.0	0.0	0.0	0.0	0.0	12.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	1.0	8.0	9.0	0.0	0.0	0.0	0.0	9.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	1.0	0.0	17.0	18.0	0.0	0.0	0.0	0.0	18.0
☐ 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	2.0	2.0	0.0	0.0	0.0	0.0	2.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0	1.0	8.0	69.5	78.5	2.0	0.0	0.0	2.0	80.5

Section 2C - Quarter Ended December 31, 2025



Q3 Actual Round Trips

22.2K

CFSC (Daily) Minimum: 19.8K

Q3 Actual Round Trips

22.2K

Estimated Proportion of (Annual) Minimums: 21.7K

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

Q3 Allowable Cancellations

	FY25			Q3			Q3 FY26
	Actual Round Trips	CFSC Min	CFSC Variance	Actual Round Trips	CFSC Min	CFSC Variance	
☐ Majors	3,005.5	2,493.0	512.5	3,072.0	2,493.0	579.0	11.0
01 Tsawwassen - Swartz Bay	910.0	644.0	266.0	965.0	644.0	321.0	1.0
02 Horseshoe Bay - Nanaimo	686.5	644.0	42.5	678.5	644.0	34.5	6.0
03 Horseshoe Bay - Langdale	744.0	643.0	101.0	740.5	643.0	97.5	0.0
30 Nanaimo - Tsawwassen	665.0	562.0	103.0	688.0	562.0	126.0	4.0
☐ Minors	18,855.0	17,270.0	1,585.0	19,100.5	17,266.5	1,834.0	65.5
04 Swartz Bay - Fulford Harbour	718.0	630.0	88.0	720.0	630.0	90.0	0.0
05 Swartz Bay - Southern Gulf Islands	861.0	868.0	-7.0	866.0	868.0	-2.0	2.0
06 Crofton - Vesuvius	1,186.0	1,100.0	86.0	1,191.0	1,100.0	91.0	0.0
07 Earls Cove - Saltery Bay	723.0	632.0	91.0	721.0	632.0	89.0	0.0
08 Horseshoe Bay - Snug Cove	1,398.0	1,311.0	87.0	1,390.5	1,311.5	79.0	3.0
09 Tsawwassen - Southern Gulf Islands	211.0	184.0	27.0	213.0	184.0	29.0	0.0
12 Brentwood Bay - Mill Bay	796.0	715.0	81.0	804.0	714.0	90.0	0.0
13 Langdale - Gambier Island - Keats Landing	1,335.0	950.0	385.0	1,352.0	948.0	404.0	1.0
17 Little River - Powell River	350.0	367.0	-17.0	364.0	367.0	-3.0	3.0
18 Powell River - Blubber Bay	706.0	643.0	63.0	732.0	643.0	89.0	0.0
19 Nanaimo Harbour - Gabriola	2,061.5	1,896.0	165.5	2,079.0	1,895.0	184.0	0.0
20 Chemainus - Thetis - Penelakut	927.0	840.0	87.0	932.0	840.0	92.0	0.0
21 Buckley Bay - Denman West	1,501.5	1,367.0	134.5	1,501.0	1,367.0	134.0	0.0
22 Denman East - Hornby Island	1,064.0	1,000.0	64.0	1,089.0	1,000.0	89.0	9.0
23 Campbell River - Quathiaski Cove	2,430.0	2,366.0	64.0	2,528.5	2,366.0	162.5	8.5
24 Heriot Bay - Whaletown	514.0	459.0	55.0	527.0	459.0	68.0	12.0
25 Port McNeill - Alert Bay - Sointula	971.0	905.0	66.0	984.0	905.0	79.0	9.0
26 Skidegate - Alliford Bay	1,102.0	1,037.0	65.0	1,106.5	1,037.0	69.5	18.0
☐ North	71.5	72.0	-0.5	71.0	72.0	-1.0	2.0
10 Port Hardy - Prince Rupert	19.5	19.5	0.0	20.0	20.0	0.0	0.0
11 Prince Rupert - Skidegate	38.5	39.5	-1.0	37.0	39.0	-2.0	2.0
28 Port Hardy - Central Coast	13.5	13.0	0.5	14.0	13.0	1.0	0.0
Total	21,932.0	19,835.0	2,097.0	22,243.5	19,831.5	2,412.0	78.5

Section 2D - Fiscal Year to Date December 31, 2025



YTD Actual Round Trips

69.6K

FY25: 69.2K

YTD Cancelled Round Trips

337.5

FY25: 966.5

YTD Scheduled Round Trips

70.0K

FY25: 70.1K

YTD Scheduled Round Trips Cancelled

0.5%

FY25: 1.4%

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	44.0	32.0	78.0	0.0	0.0	0.0	0.0	78.0
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	0.0	0.0	0.0	0.0	19.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	21.0	6.0	27.0	0.0	0.0	0.0	0.0	27.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	22.0	0.0	22.0	0.0	0.0	0.0	0.0	22.0
30 Nanaimo - Tsawwassen	0.0	0.0	2.0	0.0	0.0	0.0	8.0	10.0	0.0	0.0	0.0	0.0	10.0
☐ Minors	9.0	21.0	4.0	1.0	7.5	60.0	103.5	206.0	28.0	2.0	6.5	36.5	242.5
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	1.0	3.0	1.0	5.0	0.0	0.0	0.0	0.0	5.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	3.0	0.0	3.0	4.0	0.0	0.0	4.0	7.0
06 Crofton - Vesuvius	2.0	0.0	0.0	0.0	1.0	10.0	0.0	13.0	2.0	0.0	0.0	2.0	15.0
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	2.0	4.0	1.0	0.5	12.5	0.0	20.5	6.5	2.0	2.5	11.0	31.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	0.0	2.0	3.0
12 Brentwood Bay - Mill Bay	0.0	2.0	0.0	0.0	0.0	2.0	0.0	4.0	5.0	0.0	0.0	5.0	9.0
13 Langdale - Gambier Island - Keats Landing	0.0	1.0	0.0	0.0	0.0	0.0	5.0	6.0	0.0	0.0	0.0	0.0	6.0
17 Little River - Powell River	1.0	0.0	0.0	0.0	0.0	0.0	3.0	4.0	1.0	0.0	0.0	1.0	5.0
18 Powell River - Blubber Bay	1.0	2.0	0.0	0.0	0.0	0.0	1.0	4.0	0.0	0.0	0.0	0.0	4.0
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	1.0	3.0	0.0	4.0	0.0	0.0	0.0	0.0	4.0
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	23.0	24.0	1.5	0.0	0.0	1.5	25.5
23 Campbell River - Quathiaski Cove	0.0	9.0	0.0	0.0	0.0	7.0	12.5	28.5	2.0	0.0	2.0	4.0	32.5
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	1.0	23.0	24.0	0.0	0.0	1.0	1.0	25.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	2.0	4.0	10.0	16.0	1.0	0.0	1.0	2.0	18.0
26 Skidegate - Alliford Bay	0.0	1.0	0.0	0.0	2.0	7.5	24.0	34.5	2.0	0.0	0.0	2.0	36.5
☐ North	0.0	0.0	0.0	0.0	1.0	1.5	14.0	16.5	0.5	0.0	0.0	0.5	17.0
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	3.0	3.0	0.0	0.0	0.0	0.0	3.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	1.5	6.5	8.0	0.5	0.0	0.0	0.5	8.5
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	1.0	0.0	4.5	5.5	0.0	0.0	0.0	0.0	5.5
Total	9.0	21.0	6.0	1.0	8.5	105.5	149.5	300.5	28.5	2.0	6.5	37.0	337.5

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



YTD Actual Round Trips

69.6K

CFSC (Annual) Minimum: 61.1K

YTD Actual Round Trips

69.6K

Estimated Proportion of (Annual) Minimums: 67.5K

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

	Actual Round Trips	Estimated Proportion of (Annual) Minimums	Variance	Allowable Round Trip Cancellations
☐ Majors	10,627.5	9,767.0	860.5	14.0
01 Tsawwassen - Swartz Bay	3,613.0	3,163.0	450.0	1.0
02 Horseshoe Bay - Nanaimo	2,176.5	2,070.0	106.5	6.0
03 Horseshoe Bay - Langdale	2,598.0	2,426.0	172.0	3.0
30 Nanaimo - Tsawwassen	2,240.0	2,108.0	132.0	4.0
☐ Minors	58,660.5	57,367.5	1,293.0	83.5
04 Swartz Bay - Fulford Harbour	2,297.0	2,302.0	-5.0	2.0
05 Swartz Bay - Southern Gulf Islands	2,679.0	2,622.0	57.0	2.0
06 Crofton - Vesuvius	3,556.0	3,571.0	-15.0	5.0
07 Earls Cove - Saltery Bay	2,178.0	2,182.0	-4.0	0.0
08 Horseshoe Bay - Snug Cove	4,168.5	4,199.0	-30.5	3.0
09 Tsawwassen - Southern Gulf Islands	871.0	804.0	67.0	0.0
12 Brentwood Bay - Mill Bay	2,418.0	2,427.0	-9.0	1.0
13 Langdale - Gambier Island - Keats Landing	4,096.0	3,047.0	1,049.0	1.0
17 Little River - Powell River	1,094.0	1,099.0	-5.0	4.0
18 Powell River - Blubber Bay	2,250.0	2,249.0	1.0	0.0
19 Nanaimo Harbour - Gabriola	6,233.0	6,236.5	-3.5	0.0
20 Chemainus - Thetis - Penelakut	2,785.0	2,788.0	-3.0	2.0
21 Buckley Bay - Denman West	5,062.0	4,832.0	230.0	0.0
22 Denman East - Hornby Island	3,323.0	3,302.0	21.0	9.0
23 Campbell River - Quathiaski Cove	7,616.5	7,648.0	-31.5	9.5
24 Heriot Bay - Whaletown	1,691.5	1,698.0	-6.5	12.0
25 Port McNeill - Alert Bay - Sointula	2,966.0	2,984.0	-18.0	11.0
26 Skidegate - Alliford Bay	3,376.0	3,377.0	-1.0	22.0
☐ North	325.5	334.5	-9.0	4.5
10 Port Hardy - Prince Rupert	94.0	94.0	0.0	0.0
11 Prince Rupert - Skidegate	163.5	164.5	-1.0	2.0
28 Port Hardy - Central Coast	68.0	76.0	-8.0	2.5
Total	69,613.5	67,469.0	2,144.5	102.0

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

	Cumulative Days When Round Trips Missed (Allowed 30 Days per Route)	Highest Consecutive Days When Round Trips Missed (Allowed 20 Days per Route)
☐ Majors		
01 Tsawwassen - Swartz Bay	1	1
02 Horseshoe Bay - Nanaimo	4	2
03 Horseshoe Bay - Langdale	3	2
30 Nanaimo - Tsawwassen	2	1
☐ Minors		
04 Swartz Bay - Fulford Harbour	1	1
05 Swartz Bay - Southern Gulf Islands	2	1
06 Crofton - Vesuvius	3	1
07 Earls Cove - Saltery Bay	0	0
08 Horseshoe Bay - Snug Cove	2	1
09 Tsawwassen - Southern Gulf Islands	0	0
12 Brentwood Bay - Mill Bay	1	1
13 Langdale - Gambier Island - Keats Landing	2	1
17 Little River - Powell River	4	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	6	1
23 Campbell River - Quathiaski Cove	3	1
24 Heriot Bay - Whaletown	6	1
25 Port McNeill - Alert Bay - Sointula	5	1
26 Skidegate - Alliford Bay	8	1
☐ North		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	1	1
28 Port Hardy - Central Coast	5	2

Section 2G - Quarter Ended December 31, 2025



Q3 Actual Round Trips

35.0

FY25: 42.0

YTD Actual Round Trips

106.5

FY25: 147.0

Q2 Alternative Service Round Trips by Route

YTD Round Trips

	Sailed Round Trips	Q3			FY26			Yes	
		FY25 AEQ Carried	Passengers	Sailed Round Trips	AEQ Carried	Passengers	FY25	FY26	
☐ Majors	7.5	0	205	0.0	0	0	7.5	25.5	
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	7.5	0	205	0.0	0	0	7.5	25.5	
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0	0.0	0.0	
☐ Minors	34.5	0	357	35.0	0	539	128.5	67.0	
04 Swartz Bay - Fulford Harbour	0.0	0	0	1.0	0	6	0.0	8.5	
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	0.0	0	0	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	9.0	0	125	34.0	0	533	35.5	39.0	
09 Tsawwassen - Southern Gulf Islands	0.0	0	1	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	20.5	0	173	0.0	0	0	65.0	0.0	
19 Nanaimo Harbour - Gabriola	0.0	0	0	0.0	0	0	12.0	0.0	
20 Chemainus - Thetis - Penelakut	0.0	0	0	0.0	0	0	5.0	6.0	
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	5.0	0	58	0.0	0	0	11.0	2.0	
26 Skidegate - Alliford Bay	0.0	0	0	0.0	0	0	0.0	6.0	
☐ North	0.0	5	10	0.0	0	0	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	0.0	5	10	0.0	0	0	11.0	14.0	
Total	42.0	5	572	35.0	0	539	147.0	106.5	



Section 3

Performance Against Scheduled
Sailings



Section 3A - Quarter Ended December 31, 2025



Q3 Scheduled Sailings

48.7K

FY25: 48.9K

Q3 Actual Sailings

48.3K

FY25: 47.7K

YTD Scheduled Sailings

151.5K

FY25: 151.8K

YTD Actual Sailings

150.7K

FY25: 149.7K

Q3 Scheduled & Actual Sailings by Route

YTD Totals

	Q3						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	6,290	6,011	-279	6,212	6,144	-68	21,495	21,003	21,411	21,255
01 Tsawwassen - Swartz Bay	1,995	1,820	-175	1,964	1,930	-34	7,364	7,000	7,264	7,226
02 Horseshoe Bay - Nanaimo	1,421	1,373	-48	1,373	1,357	-16	4,448	4,385	4,407	4,353
03 Horseshoe Bay - Langdale	1,510	1,488	-22	1,483	1,481	-2	5,211	5,180	5,240	5,196
30 Nanaimo - Tsawwassen	1,364	1,330	-34	1,392	1,376	-16	4,472	4,438	4,500	4,480
☐ Minors	42,331	41,360	-971	42,213	41,886	-327	129,275	127,727	129,006	128,447
04 Swartz Bay - Fulford Harbour	1,444	1,436	-8	1,444	1,440	-4	4,710	4,702	4,604	4,594
05 Swartz Bay - Southern Gulf Islands	3,104	3,032	-72	3,094	3,066	-28	9,212	9,102	9,177	9,125
06 Crofton - Vesuvius	2,384	2,372	-12	2,384	2,382	-2	7,142	7,120	7,142	7,112
07 Earls Cove - Saltery Bay	1,448	1,446	-2	1,442	1,442	0	4,364	4,360	4,358	4,356
08 Horseshoe Bay - Snug Cove	2,806	2,796	-10	2,809	2,781	-28	8,399	8,276	8,400	8,337
09 Tsawwassen - Southern Gulf Islands	1,469	1,435	-34	1,471	1,468	-3	4,942	4,908	4,995	4,980
12 Brentwood Bay - Mill Bay	1,612	1,592	-20	1,612	1,608	-4	4,854	4,812	4,854	4,836
13 Langdale - Gambier Island - Keats Landing	2,867	2,813	-54	2,845	2,820	-25	8,760	8,703	8,778	8,742
17 Little River - Powell River	734	700	-34	734	728	-6	2,198	2,160	2,198	2,188
18 Powell River - Blubber Bay	1,471	1,412	-59	1,470	1,464	-6	4,510	4,392	4,508	4,500
19 Nanaimo Harbour - Gabriola	4,164	4,123	-41	4,158	4,158	0	12,498	12,373	12,477	12,466
20 Chemainus - Thetis - Penelakut	2,884	2,848	-36	2,863	2,860	-3	8,584	8,535	8,563	8,553
21 Buckley Bay - Denman West	3,022	3,003	-19	3,002	3,002	0	10,242	10,156	10,142	10,124
22 Denman East - Hornby Island	2,262	2,128	-134	2,225	2,178	-47	6,757	6,585	6,697	6,646
23 Campbell River - Quathiaski Cove	5,104	4,860	-244	5,098	5,057	-41	15,302	14,983	15,298	15,233
24 Heriot Bay - Whaletown	1,102	1,028	-74	1,102	1,054	-48	3,428	3,334	3,433	3,383
25 Port McNeill - Alert Bay - Sointula	2,193	2,132	-61	2,191	2,165	-26	6,559	6,483	6,557	6,520
26 Skidegate - Alliford Bay	2,261	2,204	-57	2,269	2,213	-56	6,814	6,743	6,825	6,752
☐ North	298	279	-19	320	287	-33	1,042	1,007	1,095	1,042
10 Port Hardy - Prince Rupert	103	103	0	120	106	-14	419	417	434	420
11 Prince Rupert - Skidegate	84	77	-7	86	74	-12	345	333	344	327
28 Port Hardy - Central Coast	111	99	-12	114	107	-7	278	257	317	295
Total	48,919	47,650	-1,269	48,745	48,317	-428	151,812	149,737	151,512	150,744

Section 3B - Quarter Ended December 31, 2025



Q3 Actual Sailings

48.3K

FY25: 47.7K

Q3 Cancelled Sailings

428

FY25: 1,269

Q3 Scheduled Sailings

48.7K

FY25: 48.9K

Q3 Scheduled Sailings Cancelled

0.9%

FY25: 2.6%

Q3 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	6	62	0	0	68
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	0	34	0	0	34
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	4	12	0	0	16
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	2	0	0	0	2
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	0	16	0	0	16
☐ Minors	28	0	18	0	0	10	46	217	2	6	327
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	2	0	2	0	0	4
05 Swartz Bay - Southern Gulf Islands	15	0	0	0	0	0	11	0	2	0	28
06 Crofton - Vesuvius	2	0	0	0	0	0	0	0	0	0	2
07 Earls Cove - Saltery Bay	0	0	0	0	0	0	0	0	0	0	0
08 Horseshoe Bay - Snug Cove	2	0	4	0	0	1	21	0	0	0	28
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	0	3	0	0	3
12 Brentwood Bay - Mill Bay	0	0	0	0	0	0	4	0	0	0	4
13 Langdale - Gambier Island - Keats Landing	0	0	6	0	0	0	0	19	0	0	25
17 Little River - Powell River	0	0	0	0	0	0	0	6	0	0	6
18 Powell River - Blubber Bay	0	0	4	0	0	0	0	2	0	0	6
19 Nanaimo Harbour - Gabriola	0	0	0	0	0	0	0	0	0	0	0
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	3	0	0	0	0	3
21 Buckley Bay - Denman West	0	0	0	0	0	0	0	0	0	0	0
22 Denman East - Hornby Island	1	0	0	0	0	0	0	46	0	0	47
23 Campbell River - Quathiaski Cove	4	0	4	0	0	0	4	25	0	4	41
24 Heriot Bay - Whaletown	0	0	0	0	0	0	2	46	0	0	48
25 Port McNeill - Alert Bay - Sointula	0	0	0	0	0	0	4	20	0	2	26
26 Skidegate - Alliford Bay	4	0	0	0	0	4	0	48	0	0	56
☐ North	0	0	0	0	0	0	3	30	0	0	33
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	14	0	0	14
11 Prince Rupert - Skidegate	0	0	0	0	0	0	3	9	0	0	12
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	7	0	0	7
Total	28	0	18	0	0	10	55	309	2	6	428

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



YTD Actual Sailings

150.7K

FY25: 149.7K

YTD Cancelled Sailings

768

FY25: 2,075

YTD Scheduled Sailings

151.5K

FY25: 151.8K

YTD Scheduled Sailings Cancelled

0.5%

FY25: 1.4%

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	88	64	0	0	156
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	2	36	0	0	38
02 Horseshoe Bay - Nanaimo	0	0	0	0	0	0	42	12	0	0	54
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	44	0	0	0	44
30 Nanaimo - Tsawwassen	0	0	0	4	0	0	0	16	0	0	20
☐ Minors	74	18	48	10	2	16	127	224	25	15	559
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	2	6	2	0	0	10
05 Swartz Bay - Southern Gulf Islands	18	0	0	0	0	0	11	0	21	2	52
06 Crofton - Vesuvius	4	4	0	0	0	2	20	0	0	0	30
07 Earls Cove - Saltery Bay	0	2	0	0	0	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	13	1	4	8	2	1	25	0	4	5	63
09 Tsawwassen - Southern Gulf Islands	11	0	0	0	0	0	1	3	0	0	15
12 Brentwood Bay - Mill Bay	10	0	4	0	0	0	4	0	0	0	18
13 Langdale - Gambier Island - Keats Landing	0	0	8	2	0	0	0	26	0	0	36
17 Little River - Powell River	2	2	0	0	0	0	0	6	0	0	10
18 Powell River - Blubber Bay	0	2	4	0	0	0	0	2	0	0	8
19 Nanaimo Harbour - Gabriola	2	1	8	0	0	0	0	0	0	0	11
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	3	7	0	0	0	10
21 Buckley Bay - Denman West	0	4	0	0	0	0	14	0	0	0	18
22 Denman East - Hornby Island	3	2	0	0	0	0	0	46	0	0	51
23 Campbell River - Quathiaski Cove	4	0	18	0	0	0	14	25	0	4	65
24 Heriot Bay - Whaletown	0	0	0	0	0	0	2	46	0	2	50
25 Port McNeill - Alert Bay - Sointula	3	0	0	0	0	4	8	20	0	2	37
26 Skidegate - Alliford Bay	4	0	2	0	0	4	15	48	0	0	73
☐ North	1	0	0	0	0	8	3	41	0	0	53
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	14	0	0	14
11 Prince Rupert - Skidegate	1	0	0	0	0	0	3	13	0	0	17
28 Port Hardy - Central Coast	0	0	0	0	0	8	0	14	0	0	22
Total	75	18	48	14	2	24	218	329	25	15	768



Section 4

On Time Performance and
Overloads



Section 4A - Quarter Ended December 31, 2025



Q3 On Time Sailings

43.4K
FY25: 41.6K

Q3 Delayed Sailings

5.0K
FY25: 6.0K

Q3 Actual Sailings

48.3K
FY25: 47.7K

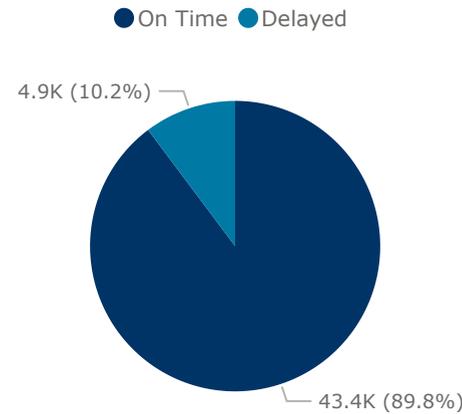
Q3 On Time Performance

89.7%
FY25: 87.3%

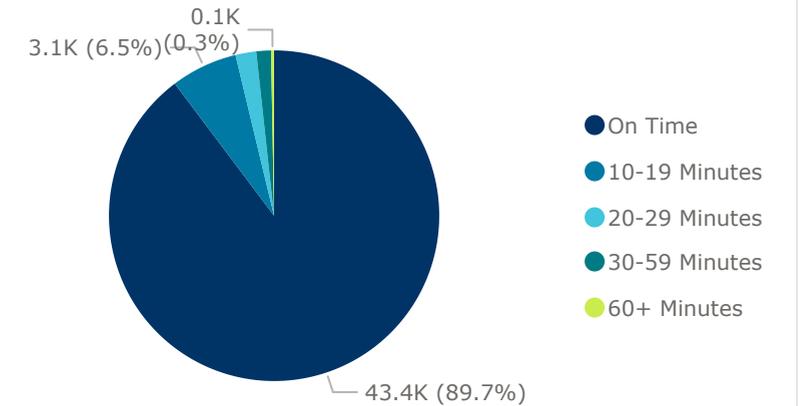
Q3 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Major	5,446	698	88.6%
01 Tsawwassen - Swartz Bay	1,687	243	87.4%
02 Horseshoe Bay - Nanaimo	1,293	64	95.3%
03 Horseshoe Bay - Langdale	1,277	204	86.2%
30 Nanaimo - Tsawwassen	1,189	187	86.4%
Minor	37,655	4,231	89.9%
04 Swartz Bay - Fulford Harbour	1,272	168	88.3%
05 Swartz Bay - Southern Gulf Islands	2,281	785	74.4%
06 Crofton - Vesuvius	1,754	628	73.6%
07 Earls Cove - Saltery Bay	1,398	44	96.9%
08 Horseshoe Bay - Snug Cove	2,514	267	90.4%
09 Tsawwassen - Southern Gulf Islands	1,069	399	72.8%
12 Brentwood Bay - Mill Bay	1,497	111	93.1%
13 Langdale - Gambier Island - Keats Landing	2,802	18	99.4%
17 Little River - Powell River	686	42	94.2%
18 Powell River - Blubber Bay	1,437	27	98.2%
19 Nanaimo Harbour - Gabriola	3,746	412	90.1%
20 Chemainus - Thetis - Penelakut	2,753	107	96.3%
21 Buckley Bay - Denman West	2,965	37	98.8%
22 Denman East - Hornby Island	2,072	106	95.1%
23 Campbell River - Quathiaski Cove	4,931	126	97.5%
24 Heriot Bay - Whaletown	881	173	83.6%
25 Port McNeill - Alert Bay - Sointula	1,428	737	66.0%
26 Skidegate - Alliford Bay	2,169	44	98.0%
North	252	35	87.8%
10 Port Hardy - Prince Rupert	96	10	90.6%
11 Prince Rupert - Skidegate	69	5	93.2%
28 Port Hardy - Central Coast	87	20	81.3%
Total	43,353	4,964	89.7%

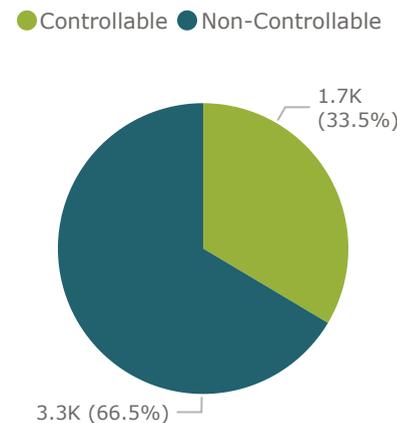
Q3 On Time Performance



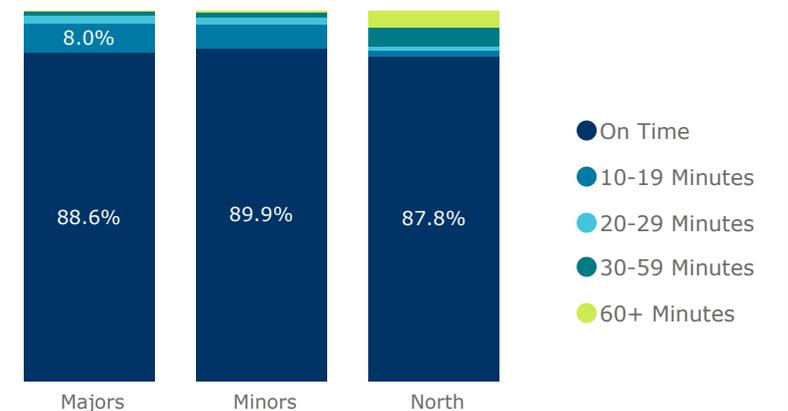
Q3 On Time Performance & Delay Duration



Q3 Delay Controllability



Q3 Duration of Delays by Route Grouping



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



YTD On Time Sailings

127.5K
FY25: 122.6K

YTD Delayed Sailings

23.3K
FY25: 27.2K

YTD Actual Sailings

150.7K
FY25: 149.7K

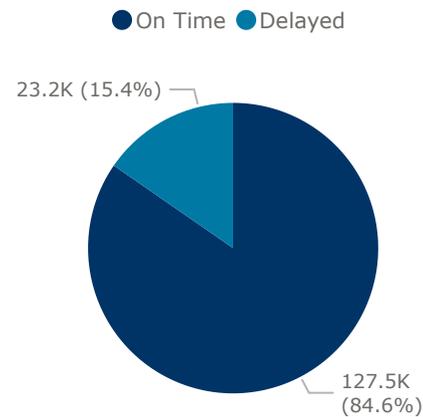
YTD On Time Performance

84.6%
FY25: 81.9%

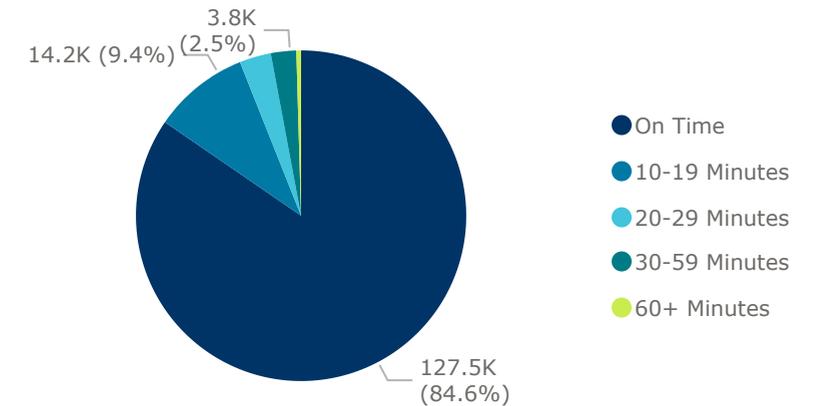
YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Major	16,777	4,478	78.9%
01 Tsawwassen - Swartz Bay	5,964	1,262	82.5%
02 Horseshoe Bay - Nanaimo	3,525	828	81.0%
03 Horseshoe Bay - Langdale	4,019	1,177	77.3%
30 Nanaimo - Tsawwassen	3,269	1,211	73.0%
Minor	109,920	18,527	85.6%
04 Swartz Bay - Fulford Harbour	3,852	742	83.8%
05 Swartz Bay - Southern Gulf Islands	5,803	3,322	63.6%
06 Crofton - Vesuvius	4,816	2,296	67.7%
07 Earls Cove - Saltery Bay	3,655	701	83.9%
08 Horseshoe Bay - Snug Cove	6,814	1,523	81.7%
09 Tsawwassen - Southern Gulf Islands	2,960	2,020	59.4%
12 Brentwood Bay - Mill Bay	4,087	749	84.5%
13 Langdale - Gambier Island - Keats Landing	8,627	115	98.7%
17 Little River - Powell River	2,031	157	92.8%
18 Powell River - Blubber Bay	4,389	111	97.5%
19 Nanaimo Harbour - Gabriola	10,364	2,102	83.1%
20 Chemainus - Thetis - Penelakut	8,030	523	93.9%
21 Buckley Bay - Denman West	9,902	222	97.8%
22 Denman East - Hornby Island	6,166	480	92.8%
23 Campbell River - Quathiaski Cove	14,278	955	93.7%
24 Heriot Bay - Whaletown	2,612	771	77.2%
25 Port McNeill - Alert Bay - Sointula	5,018	1,502	77.0%
26 Skidegate - Alliford Bay	6,516	236	96.5%
North	791	251	75.9%
10 Port Hardy - Prince Rupert	280	140	66.7%
11 Prince Rupert - Skidegate	293	34	89.6%
28 Port Hardy - Central Coast	218	77	73.9%
Total	127,488	23,256	84.6%

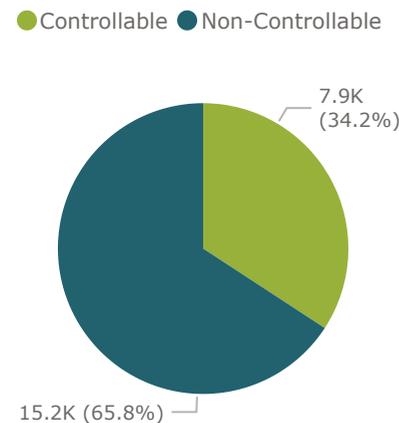
YTD On Time Performance



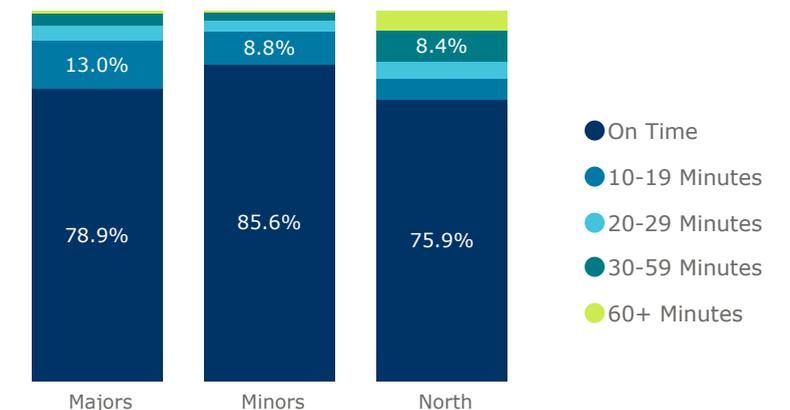
YTD On Time Performance & Delay Duration



YTD Delay Controllability



YTD Duration of Delays by Route Grouping



Section 4C - Quarter Ended December 31, 2025



Q3 Sailings with Overloads

5.4K

FY25: 5.4K

Q3 % of Overloaded Sailings

11.9%

FY25: 12.1%

YTD Sailings with Overloads

27.4K

FY25: 24.6K

YTD % of Overloaded Sailings

19.3%

FY25: 17.4%

Q3 Sailings with Overloads by Route

YTD Totals

	FY25		Q3		FY25		Yes	
	Overloaded Sailings	% of Sailings						
☐ Majors	1,828	30.4%	1,654	26.9%	9,082	43.2%	9,001	42.3%
01 Tsawwassen - Swartz Bay	963	52.9%	916	47.5%	3,779	54.0%	3,894	53.9%
02 Horseshoe Bay - Nanaimo	195	14.2%	75	5.5%	1,808	41.2%	1,565	36.0%
03 Horseshoe Bay - Langdale	412	27.7%	431	29.1%	1,718	33.2%	1,714	33.0%
30 Nanaimo - Tsawwassen	258	19.4%	232	16.9%	1,777	40.0%	1,828	40.8%
☐ Minors	3,577	9.3%	3,753	9.6%	15,489	13.0%	18,446	15.4%
04 Swartz Bay - Fulford Harbour	157	10.9%	211	14.7%	525	11.2%	737	16.0%
05 Swartz Bay - Southern Gulf Islands	259	8.5%	264	8.6%	832	9.1%	873	9.6%
06 Crofton - Vesuvius	122	5.1%	193	8.1%	585	8.2%	1,029	14.5%
07 Earls Cove - Saltery Bay	10	0.7%	4	0.3%	207	4.7%	251	5.8%
08 Horseshoe Bay - Snug Cove	460	16.5%	245	8.8%	1,281	15.5%	1,216	14.6%
09 Tsawwassen - Southern Gulf Islands	16	1.1%	15	1.0%	82	1.7%	64	1.3%
12 Brentwood Bay - Mill Bay	395	24.8%	479	29.8%	1,686	35.0%	2,287	47.3%
17 Little River - Powell River	23	3.3%	23	3.2%	182	8.4%	210	9.6%
18 Powell River - Blubber Bay	36	2.5%	31	2.1%	107	2.4%	97	2.2%
19 Nanaimo Harbour - Gabriola	784	19.0%	846	20.3%	2,731	22.1%	3,432	27.5%
20 Chemainus - Thetis - Penelakut	150	5.3%	159	5.6%	554	6.5%	728	8.5%
21 Buckley Bay - Denman West	283	9.4%	256	8.5%	2,146	21.1%	2,239	22.1%
22 Denman East - Hornby Island	144	6.8%	90	4.1%	398	6.0%	516	7.8%
23 Campbell River - Quathiaski Cove	449	9.2%	594	11.7%	2,826	18.9%	3,294	21.6%
24 Heriot Bay - Whaletown	108	10.5%	164	15.6%	806	24.2%	975	28.8%
25 Port McNeill - Alert Bay - Sointula	124	5.8%	117	5.4%	177	2.7%	160	2.5%
26 Skidegate - Alliford Bay	57	2.6%	62	2.8%	364	5.4%	338	5.0%
☐ North	0	0.0%	1	0.3%	2	0.2%	2	0.2%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	0	0.0%	1	1.4%	2	0.6%	2	0.6%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	5,405	12.1%	5,408	11.9%	24,573	17.4%	27,449	19.3%

○ ○ ○ ○

Section 5

Financials

 **BC Ferries**

○ ○ ○ ○



Section 5A - Quarter Ended December 31, 2025



Q3 Monthly Senior Passengers & Discount Amount

	Q3						Total	
	October		November		December		Passengers	Amount
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
▲ Majors	82,850	\$1,605,388	62,228	\$1,204,141	73,415	\$1,420,676	218,493	\$4,230,205
01 Tsawwassen - Swartz Bay	32,057	\$641,141	24,615	\$492,299	29,337	\$586,740	86,009	\$1,720,180
02 Horseshoe Bay - Nanaimo	20,960	\$419,200	15,298	\$305,940	17,901	\$358,020	54,159	\$1,083,160
03 Horseshoe Bay - Langdale	11,865	\$185,687	9,287	\$145,342	10,948	\$171,336	32,100	\$502,365
30 Nanaimo - Tsawwassen	17,968	\$359,360	13,028	\$260,560	15,229	\$304,580	46,225	\$924,500
▣ Minors	55,083	\$649,593	44,744	\$526,726	49,343	\$580,257	149,170	\$1,756,576
04 Swartz Bay - Fulford Harbour	3,512	\$43,022	2,926	\$35,844	3,228	\$39,543	9,666	\$118,409
05 Swartz Bay - Southern Gulf Islands	4,472	\$57,957	3,595	\$46,739	4,119	\$53,532	12,186	\$158,228
06 Crofton - Vesuvius	3,393	\$41,564	2,762	\$33,835	2,898	\$35,501	9,053	\$110,900
07 Earls Cove - Saltery Bay	1,746	\$26,888	1,192	\$18,357	1,283	\$19,758	4,221	\$65,003
08 Horseshoe Bay - Snug Cove	5,101	\$60,957	4,389	\$52,449	4,642	\$55,472	14,132	\$168,878
09 Tsawwassen - Southern Gulf Islands	5,399	\$76,092	4,035	\$57,743	4,501	\$64,674	13,935	\$198,509
12 Brentwood Bay - Mill Bay	3,712	\$28,954	2,843	\$22,175	3,902	\$30,436	10,457	\$81,565
13 Langdale - Gambier Island - Keats Landing	904	\$6,825	753	\$5,685	731	\$5,519	2,388	\$18,029
17 Little River - Powell River	4,299	\$66,420	3,321	\$51,309	3,873	\$59,838	11,493	\$177,567
18 Powell River - Blubber Bay	1,611	\$17,963	1,365	\$15,220	1,445	\$16,112	4,421	\$49,295
19 Nanaimo Harbour - Gabriola	6,752	\$75,285	5,765	\$64,280	6,351	\$70,814	18,868	\$210,379
20 Chemainus - Thetis - Penelakut	1,269	\$13,388	1,096	\$11,563	1,244	\$13,124	3,609	\$38,075
21 Buckley Bay - Denman West	4,093	\$41,503	3,219	\$32,673	3,416	\$34,672	10,728	\$108,848
22 Denman East - Hornby Island	1,231	\$12,495	857	\$8,699	814	\$8,262	2,902	\$29,456
23 Campbell River - Quathiaski Cove	5,394	\$54,749	4,694	\$47,644	4,888	\$49,613	14,976	\$152,006
24 Heriot Bay - Whaletown	532	\$6,357	454	\$5,425	494	\$5,903	1,480	\$17,685
25 Port McNeill - Alert Bay - Sointula	1,275	\$15,236	1,158	\$13,838	1,176	\$14,053	3,609	\$43,127
26 Skidegate - Alliford Bay	388	\$3,938	320	\$3,248	338	\$3,431	1,046	\$10,617
▣ North	668	\$21,091	531	\$13,842	543	\$14,881	1,742	\$49,814
10 Port Hardy - Prince Rupert	344	\$14,192	297	\$9,043	350	\$10,829	991	\$34,064
11 Prince Rupert - Skidegate	311	\$6,250	219	\$4,654	188	\$3,995	718	\$14,899
28 Port Hardy - Central Coast	13	\$649	15	\$145	5	\$57	33	\$851
Total	138,601	\$2,276,072	107,503	\$1,744,709	123,301	\$2,015,814	369,405	\$6,036,595

Q3 Financial Reconciliation

1. Ferry Transportation Fees

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

Ferry Transportation Fees paid by the Province for the Quarter

\$39,371,013

2. Calculation of amount payable by the Province

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

Ferry Transportation Fee allocated to Route 13

\$78,989.01

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

\$3,949.45

Q3 Fee Reduction Schedule

Calculation of Amount Payable to the Province

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

Beginning/carried forward accumulated balance for penalties (A)

\$85,000

	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	2.0	\$1,000	\$2,000
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	0.0	\$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)

\$87,000



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	Tariffs charged to customers on all routes were below price cap at December 31, 2025 and 2024. At December 31, 2025, \$1.9 million (Vehicles \$1.3 million and Passengers \$0.6 million) of the obligation was settled in the quarter.
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". On Sunday December 14, 2025 10 round trips were provided on Route 13 compared to the daily minimum of 12 due to a lack of requests for on-demand sailings.
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 -6.5 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

Q3 Fiscal 2026

Quarter ended December 31, 2025



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We continued to enhance our engagement with customers and the communities we serve through Q3 2026. Highlights include:

Ongoing Community Engagement Initiatives

We maintained our commitment to engage with communities served by our ferry network. Throughout Q3, we hosted events to support and raise awareness of major infrastructure projects at Horseshoe Bay terminal, as well as significant terminal projects in the Southern and Northern Gulf Islands.

Collaboration with Local Leaders and First Nations

We also strengthened relationships with local leaders, notably through participation in the Vancouver Island Economic Summit. With the appointment of a new Manager of Indigenous Relations, we renewed our outreach and connections with First Nations, demonstrating our commitment to meaningful partnership and dialogue.

Customer Satisfaction

The overall customer satisfaction score increased again in Q3, with overall scores rising across many routes. The Customer Service Centre saw a high satisfaction rate of 95% despite increased call volumes resulting in slower response times. These higher volumes were largely attributed to the travel changes at the Horseshoe Bay terminal and customers seeking vouchers for mechanical cancellations on Routes 2 and 3 in late September. The rate of first call resolutions improved as teams focus on educating customers about available self-serve options.

Addressing Customer Concerns

In Q3, the most common categories of customer concerns remained advance-booking challenges and fare- and fee-related issues. Notably, both areas experienced a decrease in the total percentage of complaints. We continue to enhance customer awareness in these areas by reinforcing communications and ensuring a broader understanding of both areas of concern.

Customer Service Centre

Key Performance Highlights and Metrics

Q3 Fiscal 2026
(OCT, NOV, DEC)

Key Performance Highlights

Comments Received: increased from 3,679 in Q3 F2025 to 5,110 in Q3 F2026. This 38.2% increase is primarily due to customers applying for refunds of their Assured Loading Tickets after they were discontinued for travel from Horseshoe Bay to Departure Bay as part of the alternative service plan that went live on October 15. As well, a significant number of customers whose bookings were cancelled due to mechanical issues on Routes 2 and 3 in late September reached out to request vouchers for future travel.

Abandon Rates: increased YoY in Q3, driven by a 18.7% increase in 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 for the year.

Call Satisfaction: increased YoY with fewer customer-impacting incidents.

First Call Resolution: increased YoY as we continue to focus on educating customers on self-serve options where possible.

Customer Service Centre Metrics	Q3 Fiscal 2025	Q3 Fiscal 2026	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	4.6	4.8	+0.2	-
Customer Service Centre (CSC) Satisfaction Customers satisfied with their CSC experience	93%	95%	+2% pt	93%+
Stale Response Resolution Customers who did not receive a response within target (7 days)	35%	54%	+54%	7 days or fewer
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	138	220	+59%	240 seconds or fewer
First Call Resolution % of callers whose issues are resolved on the first call	91%	92%	+1% pt	90%+
Call Abandon Rate Average % of calls that disconnect prior to being answered	6.7%	8.8%	+2.1% pt	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q3 Fiscal 2025	Q3 Fiscal 2026	YOY Change
Comments	3,697	5,110	+38.2%
Phone Calls	82,667	98,200	+18.8%
Social Media (inbound)	6,127	1,959	-68.0%
X	3,212	639	-80.1%
Facebook	1,134	798	-29.6%
Instagram	1,707	522	-69.4%
LinkedIn	74	0	-100%

Top Three Complaint Areas*	
Major routes (1, 2, 3, 30)	% of all complaints
Fares / Fare Errors	26%
Advance Bookings	21%
Customer Service	11%
Minor routes (All other routes)	% of all complaints
Sailings/Schedules	21%
Fares/Fare Errors	20%
Customer Service	13%

* Total complaints received: 2,105

Customer Satisfaction Tracking

Intercept Surveys (November Wave)

Q3 Fiscal 2026
(OCT, NOV, DEC)

The overall customer satisfaction* score from the November 2025 CST Survey increased by +0.05 to 4.14 from 4.09, which was mirrored by a rise in both customer satisfaction percentage and Net Promoter Score. Nearly all individual routes rose, with a very small decrease in Route 2 (-0.01) and no change in Route 3. Both Route 4 and 19 saw large increases (+0.15 each). Customers from Route 30 showed the highest satisfaction score (4.23) while Route 3 customers were the least satisfied (3.97).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q3 Fiscal 2025	Q3 Fiscal 2026	Change
Total Surveys Completed	7,822	9,137	+1,315
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	4.09	4.14	+0.05
Overall Customer Satisfaction Percentage	84%	86%	+2% pt
Net Promoter Score	5	6	+1

Customer Satisfaction Tracking (CST) Scores by Route			
Route	Q3 Fiscal 2025	Q3 Fiscal 2026	Change
Route 3	3.97	3.97	-
Route 30	4.18	4.23	+0.05
Route 2	4.16	4.15	-0.01
Route 1	4.07	4.16	+0.09
Route 5/5a/9	4.04	4.11	+0.07
Route 4	4.05	4.20	+0.15
Route 19	4.06	4.21	+0.15

Service Areas with the Largest Changes to CST Scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q3 Fiscal 2025	Q3 Fiscal 2026	Change		Q3 Fiscal 2025	Q3 Fiscal 2026	Change
Ability to connect with other sailings	3.21	3.47	+0.26	Parking options at the terminal	3.58	3.44	-0.14
Ferry running on time	3.92	4.05	+0.13	Ease of making reservation	4.20	4.12	-0.08
Pre-boarding passenger lounge at terminal	3.66	3.79	+0.13	Pet Area	3.19	3.11	-0.08

*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)

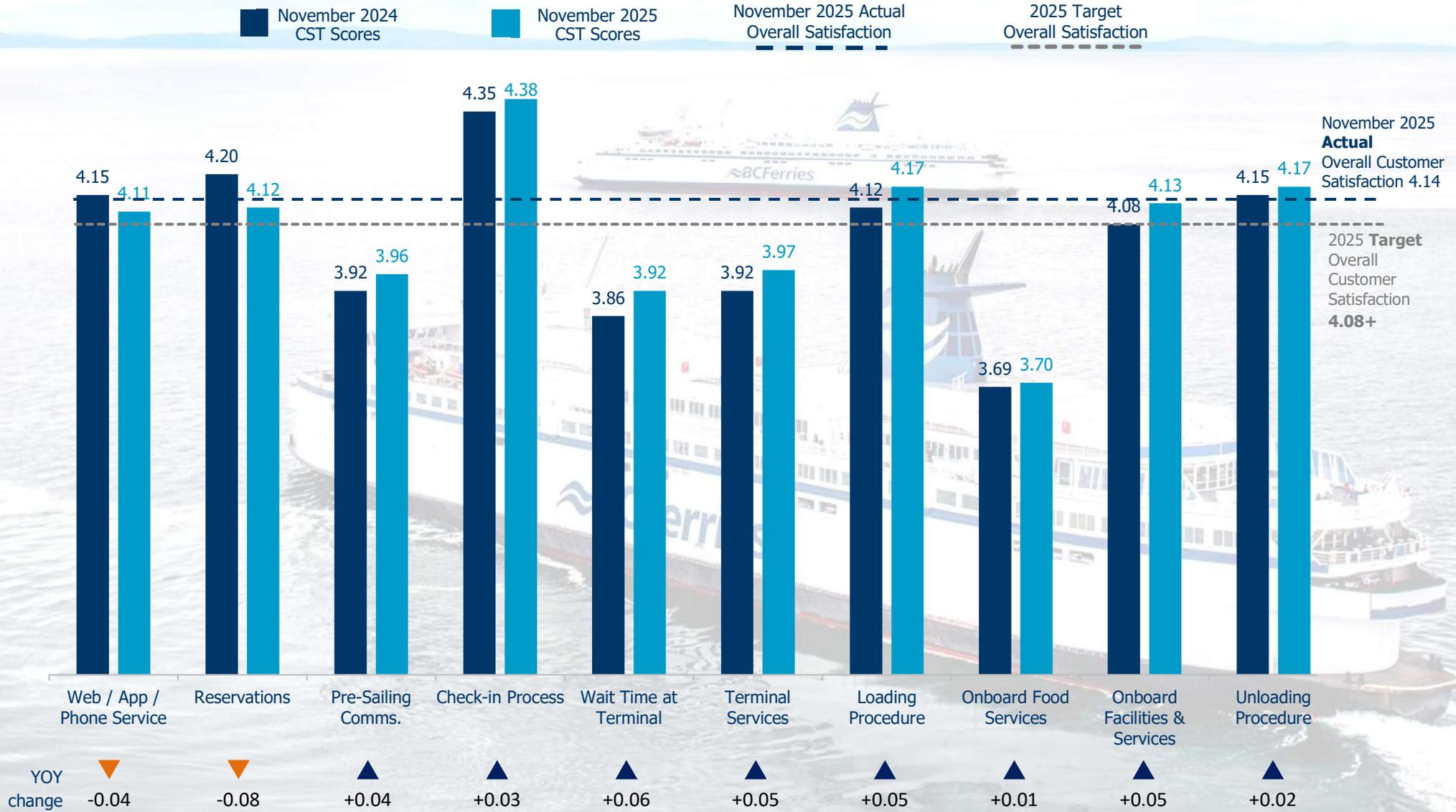
While ability to connect with other sailings (+0.26) and the pre-boarding passenger lounge (+0.13) show significant increase, their scores are still low and may affect the overall experience negatively.

Parking options (-0.14) only affect a portion of foot passengers (25% of all passengers), however the drop in score is significant. The decline is due to full lots, mostly at the major terminals.

Reservation (-0.08) score has gone down across all major routes where the reservation option is available. Although the score is moderately high, the decrease in score signals that fewer customers are able to plan their trip in advance.

Pet Area (-0.08) also affects only a portion of passengers who travel with their pets (10.6%), but this also has a lower score (3.11), indicating opportunities for improvement, which could affect the overall satisfaction score for these customers.

Passenger Satisfaction Throughout the BC Ferries Journey



The blue dashed line represents the "Overall Satisfaction Score" for November 2025 passengers. Looking at the whole journey, passenger "high points" include the check-in process (4.38), the loading procedure (4.17), and the unloading procedure (4.17). Passenger "low points" include onboard food services (3.70), the wait time at the terminal (3.92), pre-sailing communications (3.96), and terminal services (3.97). The 2025 pattern of results typically follows that of 2024, however, satisfaction with all areas except two (web/app/phone services and reservation) has increased since 2024.

Customer Satisfaction Tracking

Central and North Coast (Routes 10, 11)

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Comparisons shown below are year over year for the quarter.

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

Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q3 remained identical to the prior year. This may be due to increases in some areas being balanced with decreases in others.



Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q3 dropped somewhat for both Route 10 (-0.05) and Route 11 (-0.10).



Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q3 suggest that satisfaction has increased for passengers on Route 10 (+0.07) while decreasing for Route 11 (-0.02).



Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q3 suggest that passengers' ratings have increased on both Route 10 (+0.06) and Route 11 (+0.09).



Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q3 suggest that passengers' ratings have increased for both Route 10 (+0.21) and Route 11 (+0.20).



Customer Relations

Compliments

Q3 Fiscal 2026
(OCT, NOV, DEC)

Source	Q3 Fiscal 2025 Number of Compliments	Q3 Fiscal 2026 Number of Compliments	Change YoY
RTEK	172	148	▼ -24
CST	Not tracked in 2025	55	n/a

- RTEK compliments reflect exceptional experiences (reported by customers self-motivated to contact BC Ferries about it)
- CST survey feedback captures broader customer sentiment (positive comments given when asked for suggestions to improve services and facilities)
- Caution should be exercised when considering year-over-year change due the nature of the data (positive comments sometimes being incidental to the main comment) and due to the fact that the number of RTEK compliments will vary with passenger volumes, while the number of CST compliments will vary with the number of surveys completed (can change a lot from year to year).

Top Three Compliment Areas (CST Data)	
Major routes (1, 2, 3, 30)	% of all compliments
Staff Professionalism	22%
Overall, Positive Sentiment	22%
Pet Areas	9%
Minor routes (4, 5/9, 19)	% of all compliments
Pet Areas	2%
Information/Announcements	2%
Overall, On the Ship	2%

Top Three Compliment Areas (RTEK Data)	
All routes	% of all compliments
Satisfactory Customer Service	85%
Other Topics	3%
Loading/Directions	3%

Source	Comment
CST	Not this sailing but recently (Oct 24) went for an L run from Langdale to Nanaimo for my partner's grandpa's funeral. Just wanted to say thank you to all the staff that helped make that happen. Between the woman at the call center (I didn't get her name) and the toll booth people and the chief steward on the 7:05 to Departure Bay that day. It's people like you that make the commuting I have to do tolerable.
CST	I am so grateful for the services you provide. Thank you! You are doing exceptional and outstanding support for all travelers!
RTEK	The Queen of Oak Bay had a mechanical causing a 30-minute delay. When we arrived ticket sales were held. The staff working the ticket booth did an exceptional job promptly informing us all and invited us to stand under a heater while a decision was being made. They also did a great job dealing with a big backlog of people. The terminal staff also did a great job keeping us informed, via announcements, on the status of the delay. Tough situation, but the workers handled it very well.
RTEK	My husband and I recently travelled to Galiano Island from Swartz Bay and returned to Vancouver Island via Long Harbour and Vesuvius on Salt Spring. We were impressed with the scheduling and manoeuvring of cars and vehicles. We also climbed Galiano mountain and were entranced watching the ferries move around the islands and waterways with other boats in the mix. Just a good news note for you as there is a lot to your daily activities of getting goods and people around the waters of British Columbia. Thank you.
RTEK	Customer wrote to us with a compliment for an employee at Swartz Bay who went above and beyond to help capture a stray kitten who had been hiding in the engine compartment of the customers car. This occurred while they were waiting to travel to Tsawwassen on November 7.
RTEK	Staff at little River terminal and on Comox ferry and at Saltery Bay today allowed me to make it and many other passengers home safe from the 315 cancellation due to brief weather. The staff were polite in adverse conditions. The Steward's office on the West view bound ship managed to get us a delay on Saltery of 20 minutes. And even after a lower deck door didn't open on the Comox to Prince Rupert ship, the Saltery waited 20 minutes for weary travellers, and we were greeted with smiles and happy holidays. This route needs to be reviewed as I travel it often and commend staff for their good service.

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
1,277	1,264 ▼	5.3	5.2	-0.1

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	26% ▼ from 28%	Unhappy with revised/cancelled bookings	61	0.25
		Double-charged/overcharged	47	0.19
Fare/Fare Errors	23% ▼ from 26%	Refund request	59	0.24
		No-show fee charged in error	45	0.18
Customer Service	12% ▲ from 11%	Poor customer service (Check-in)	44	0.18
		Poor customer service (Terminal staff)	30	0.12

*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
Oct 1	Horseshoe Bay Open House – providing details on construction	111
Oct 14	Horseshoe Bay terminal pop-up undertaking outreach to Route 2 passengers	206
Oct 16	Horseshoe Bay Business Association meeting	20
Oct 22	Horseshoe Bay Project Feedback Group meeting	14
Oct 29 - 30	Vancouver Island Economic Summit	10
Nov 26	Route 2: NMV Pet and Play area engagement and questions about HSB booking requirement	87
Nov 28	Route 1: NMV Pet and Play area engagement	47
Nov - Dec	Project Page Engagement: NMV Pet and Play area	434 informed 646 aware ¹
Dec 11	Horseshoe Bay Project Feedback Group meeting	15
Oct - Dec	Project Page Engagement: Horseshoe Bay Terminal Infrastructure Project	766 informed 2,500 aware ¹

Coastal First Nations' Outreach and Relationship Building	
Squamish Nation	Meeting October 8 regarding participation in the Horseshoe Bay Project Feedback Group Meeting
Tsleil-Waututh Nation	Meeting November 7 regarding participation in the Horseshoe Bay Project Feedback Group Meeting
Tsawwassen First Nation	Continued engagement in respect of the Tsawwassen causeway and surrounding Tsawwassen lands and access management

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
324	434 ▲	2.9	3.8	+0.9

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Fares/Fare Errors	37% ▲ from 32%	No-show fee charged in error	75	0.66
		Travel Assistance Program (TAP) form issues	36	0.32
Advance Bookings	14% ▲ from 13%	Double-charged/overcharged	8	0.07
		Improve process for making booking changes	8	0.07
Customer Service	11% ◄ from 11%	Poor customer service (Check-in)	16	0.14
		Poor customer service (Terminal staff)	12	0.11

*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
Oct 9	Route 8 Vessel pop-up regarding pending changes at Horseshoe Bay		58
Oct 22	Horseshoe Bay Project Feedback Group meeting		14
Dec 11	Horseshoe Bay Project Feedback Group meeting		15
Oct - Dec	Project Page Engagement: Horseshoe Bay Terminal Infrastructure Project		766 informed 2,500 aware ¹

Coastal First Nations' Outreach and Relationship Building	
No activity to report this quarter	

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
198	226 ▲	2.5	2.7	+0.2

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Fares/Fare Errors	21% ▲ from 18%	Incorrect fare charged	17	0.21
		Double-charged/overcharged	6	0.07
Sailings/Schedules	18% ▲ from 17%	Frequency of sailing waits/delays	16	0.19
		Frustration with cancelled sailings	7	0.08
Customer Service	16% ▲ from 15%	Poor customer service (Check-in)	12	0.15
		Poor customer service (Terminal staff)	9	0.11

*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
Oct 4	Crisp Festival on Pender Island: table about Otter Bay Project	43+
Oct 9	Nanaimo Harbour Neighbourhood Chat (Virtual): Descanso Bay and Nanaimo Harbour Terminal Project	13
Nov 7	Community Leader Meeting (virtual): Crofton and Vesuvius Terminal Project	5
Nov 12	Community Leader Meeting (virtual): Descanso Bay and Nanaimo Harbour Terminal Project	5
Nov 14	Project Feedback Group Meeting (virtual): Otter Bay and Village Bay Terminal Projects	12
Nov 15	Open House on Gabriola: Descanso Bay and Nanaimo Harbour Terminal Project	35
Nov 25	Open House in Crofton: Crofton and Vesuvius Terminal Project	52
Dec 2	Open House on Salt Spring: Crofton and Vesuvius Terminal Project	11
Oct - Dec	Project Page Engagement: Otter Bay Terminal Project	179 informed 645 aware ¹
Oct - Dec	Project Page Engagement: Village Bay Terminal Project	119 informed 398 aware ¹
Oct - Dec	Project Page Engagement: Crofton and Vesuvius Terminal Project	23 engaged 117 informed 265 aware ¹

Continued on next page...

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Continued...

Coastal First Nations' Outreach and Relationship Building

Tsartlip First Nation	Continued to build our relationship
Halalt First Nation	Continued engagement in respect of the Crofton terminal lease amendment, proposed lay-by berth and life extension project
Malahat Nation	Continued to build our relationship and renewed ongoing services contract with the Nation
Stz'uminus First Nation	Continued engagement in respect of the Crofton terminal lease amendment, proposed lay-by berth and life extension project

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
151	127 ▼	3.5	2.9	-0.6

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings/Schedules	50% ▼ from 68%	Vessel substitution (larger ferry required) - Rte 25	42	0.95
		Frequency of sailing waits/delays	8	0.18
Loading/Directions	17% ▲ from 5%	Improve loading/traffic management procedures	5	0.11
		Vehicles packed too tightly on deck	4	0.09
Fares/Fare Errors	8% ▲ from 7%	Incorrect fare charged	6	0.14
		Travel Assistance Program (TAP) form issues	2	0.05

*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
Oct 24	Multi-jurisdictional meeting at the SRD office to discuss Quadra ferry traffic	4
Oct 24	Open House on Quadra: Heriot Bay and Whaletown Terminal Project	15
Oct 25	Open House on Cortes: Heriot Bay and Whaletown Terminal Project	72
Dec 3	Commercial Users Meeting (Virtual): Heriot Bay and Whaletown Terminal Projects	12
Oct - Dec	Project Page Engagement: Heriot Bay and Whaletown Terminal Project	399 informed 1,300 aware ¹

Coastal First Nations' Outreach and Relationship Building	
Kwakiutl First Nation	Engagement and Guardian Program monitoring for the Sointula terminal life extension project

¹'Aware' counts people who viewed a project page or related content. 'Informed' includes those who explored materials in more depth (e.g., documents, FAQs or tools). 'Engaged' refers to participants who actively contributed, such as completing a survey, attending an event or posting a comment.

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
44	52 ▲	11.4	14.3	+2.9

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	23% ▼ from 32%	Double-charged/overcharged	3	0.83
		Unhappy with revised/cancelled bookings	2	0.55
Fares/Fare Errors	19% ▲ from 14%	Travel Assistance Program (TAP) form issues	3	0.83
		No-show fee charged in error	2	0.55
Customer Service	15% ▼ from 16%	Poor customer service (Terminal staff)	3	0.83
		Poor customer service (Phone staff)	2	0.55

*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
No activity to report this quarter	

Coastal First Nations' Outreach and Relationship Building	
Kitasoo Xai'xais	Discussed operations in the North

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

Q3 Fiscal 2026
(OCT, NOV, DEC)

Vancouver Island - Mainland

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

Northern Gulf Islands

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

Southern Gulf Islands

Route	Terminals
Route 4	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)