



Route 19

Nanaimo Harbour – Gabriola Island

Annual Performance Monitor 2010 - 2025



Photo : BC Ferries

an **islandtransportation.org** *publication*

Route 19

Nanaimo – Gabriola Island

Annual Performance Monitor : 2010-2025

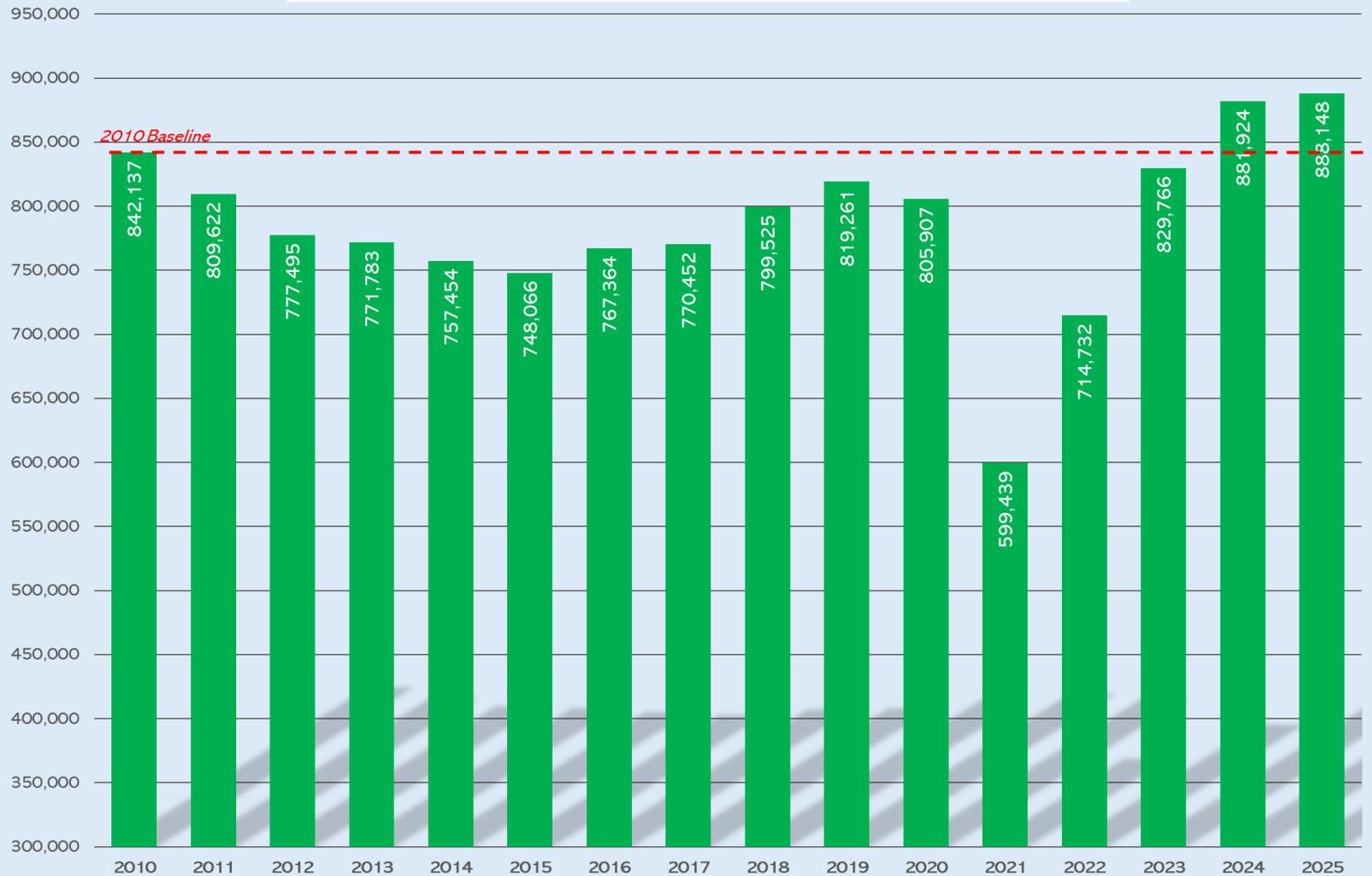
The following charts illustrate

- The progressive decline in ferry usage from 2010 onwards as fares rise above inflation, resulting in the service cuts imposed by government in 2014
- the recovery achieved with local intervention between 2015 and 2019
- the impact of the COVID pandemic on travel patterns during 2020 and 2021
- the pressure exerted on service quality by exceptional traffic growth in 2022
- improved service delivery with the introduction of the two-vessel service in 2023
- a gradual decline in service quality and customer satisfaction in 2024 as increasing traffic volumes start to put pressure on the two-vessel schedule

All annualised data refers to fiscal years (ending March 31), not calendar years

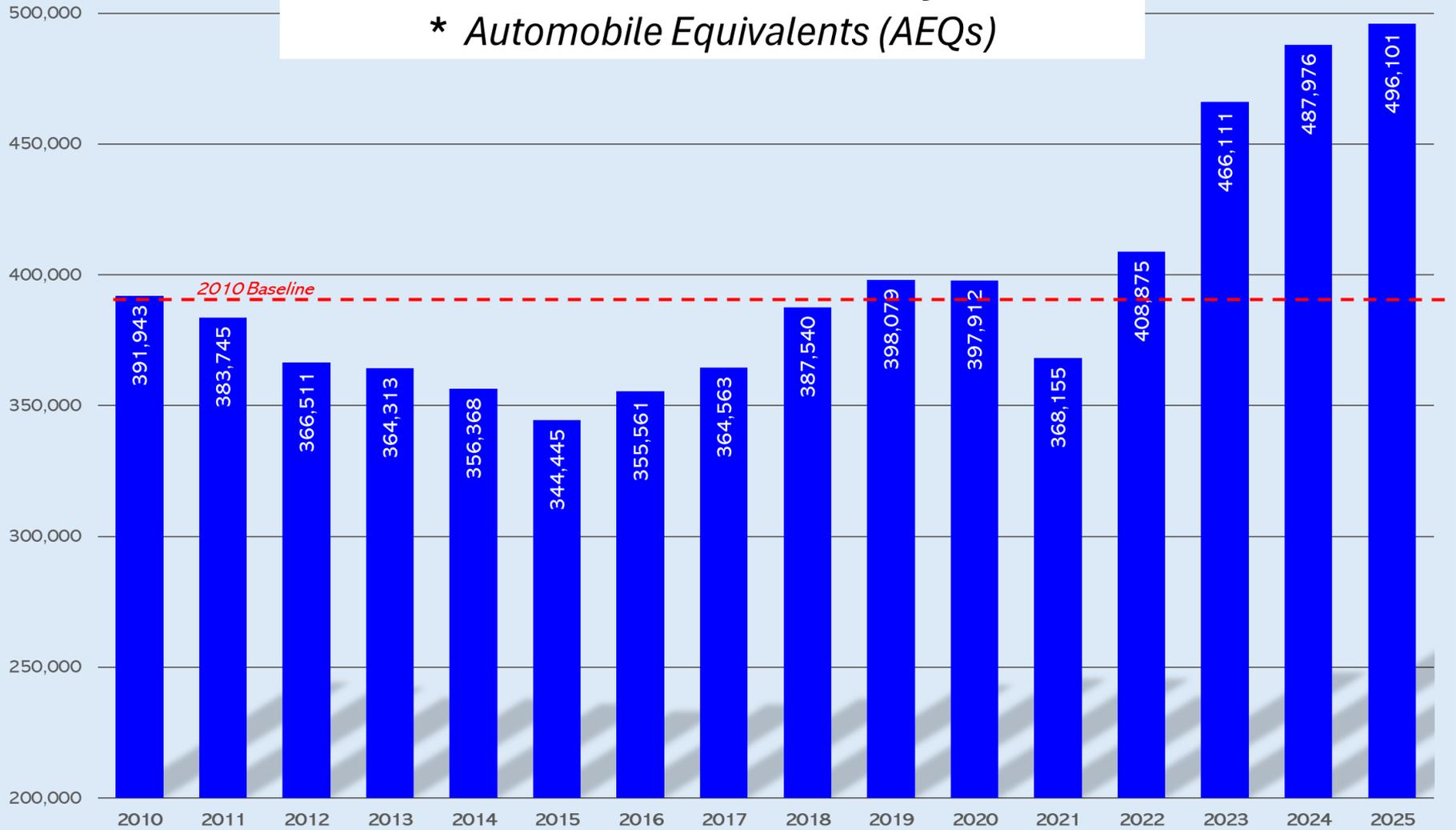
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Route 19 : Passengers carried annually since 2010

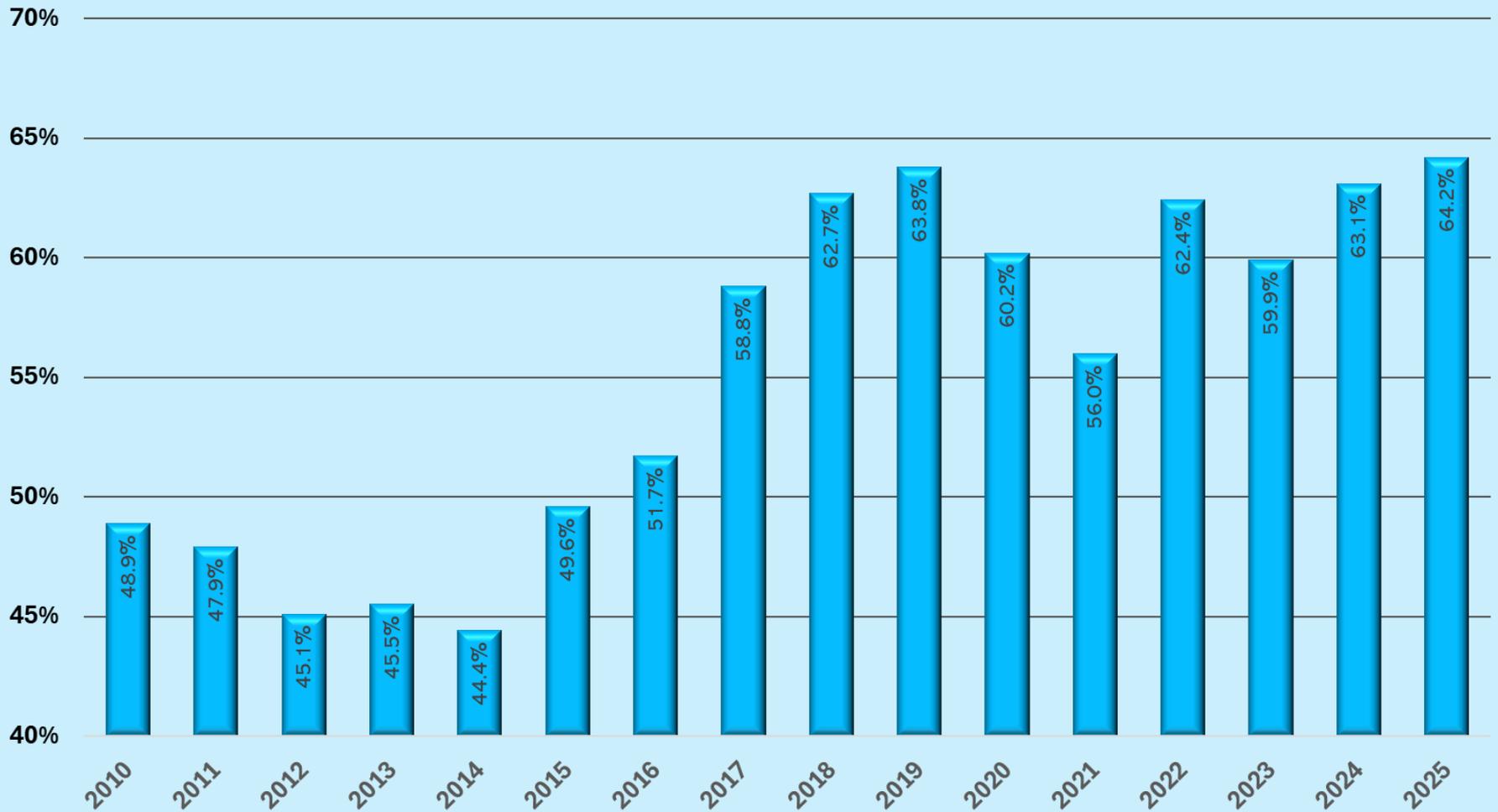


Route 19 : Vehicles* carried annually since 2010

* *Automobile Equivalents (AEQs)*



Vehicle Capacity Utilisation (percentage of deck space occupied)



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On-time performance and its impact on customer satisfaction

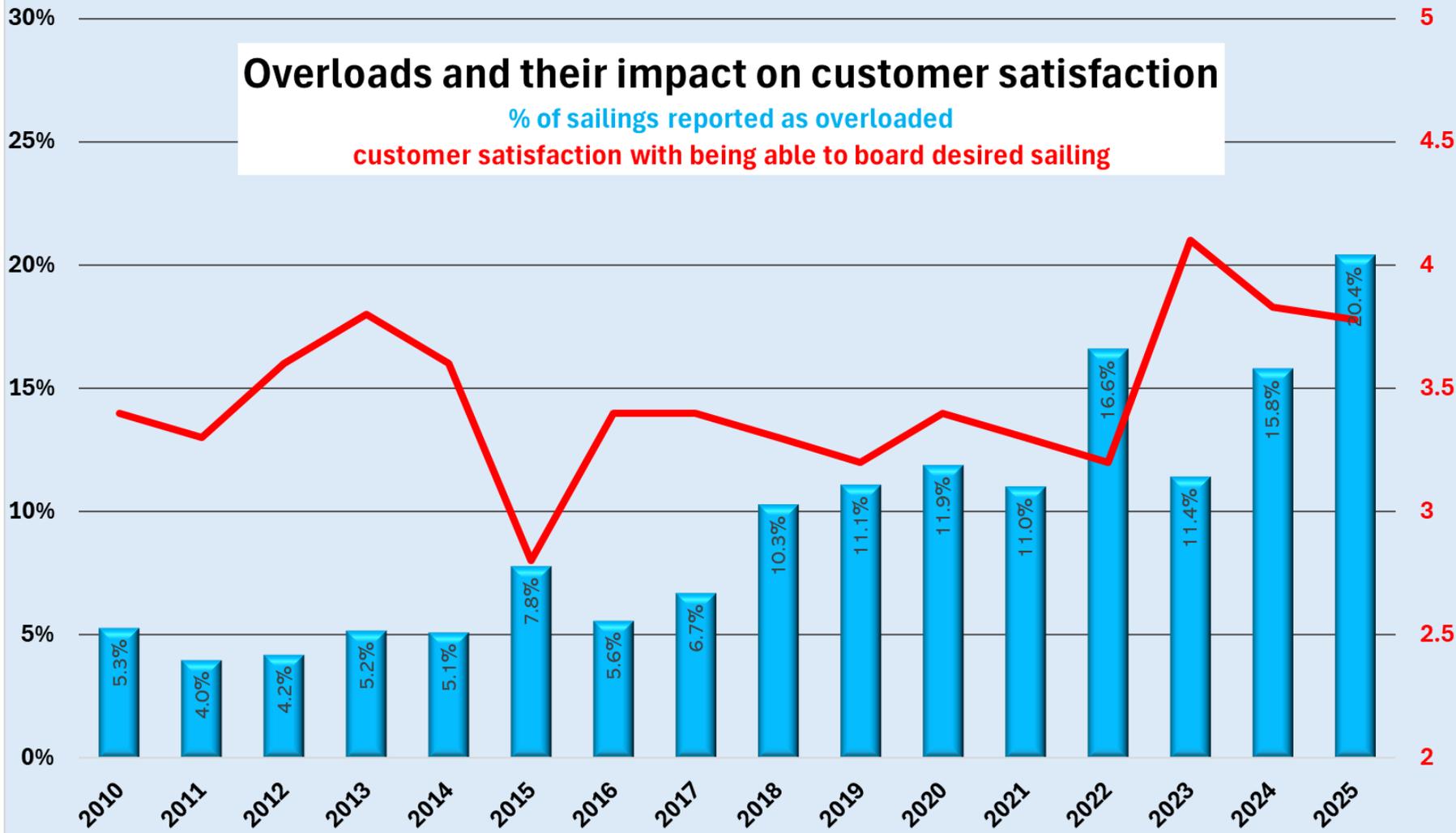
% of sailings departing more than 10 minutes late
customer satisfaction with punctuality



Overloads and their impact on customer satisfaction

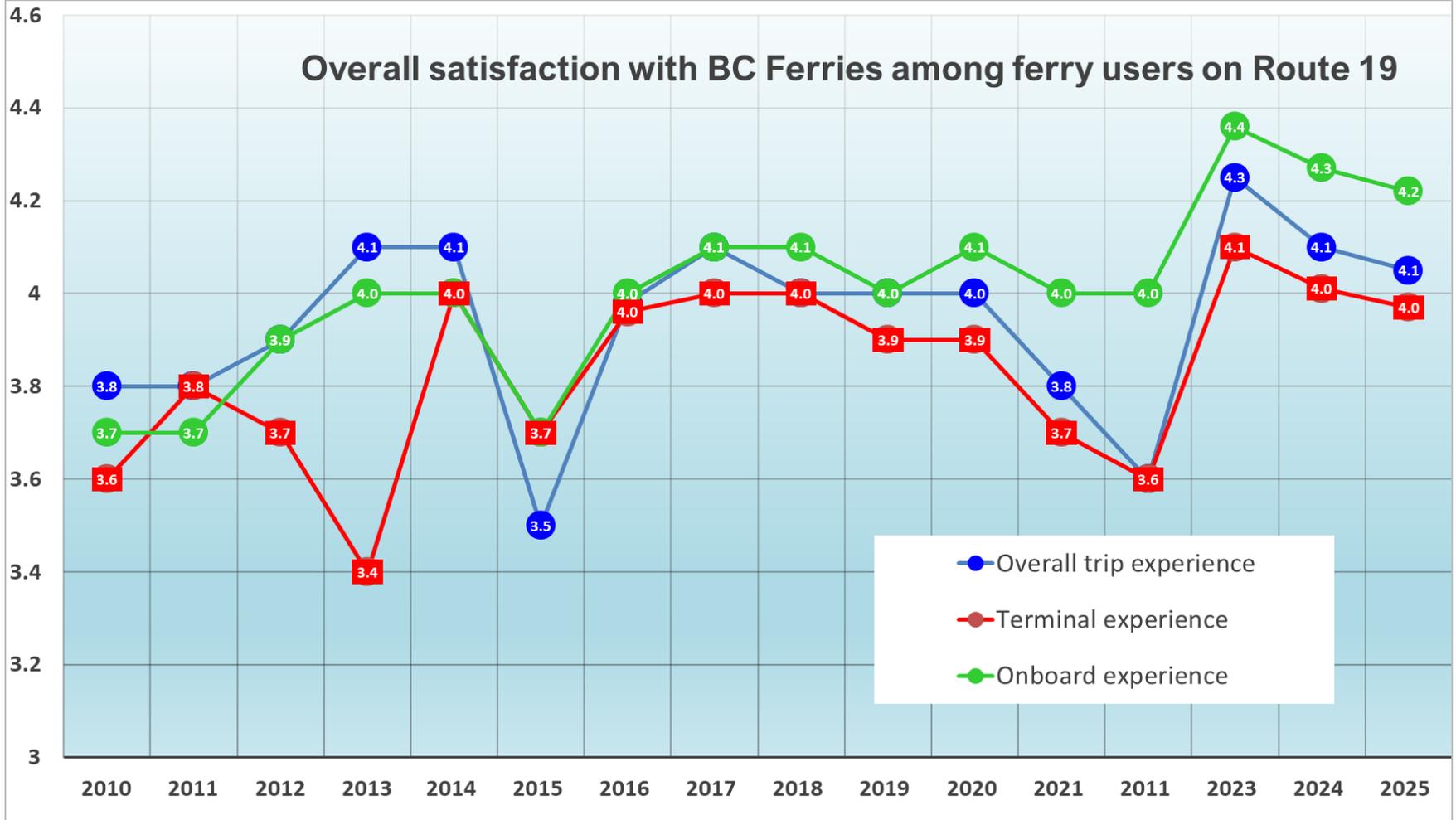
% of sailings reported as overloaded

customer satisfaction with being able to board desired sailing



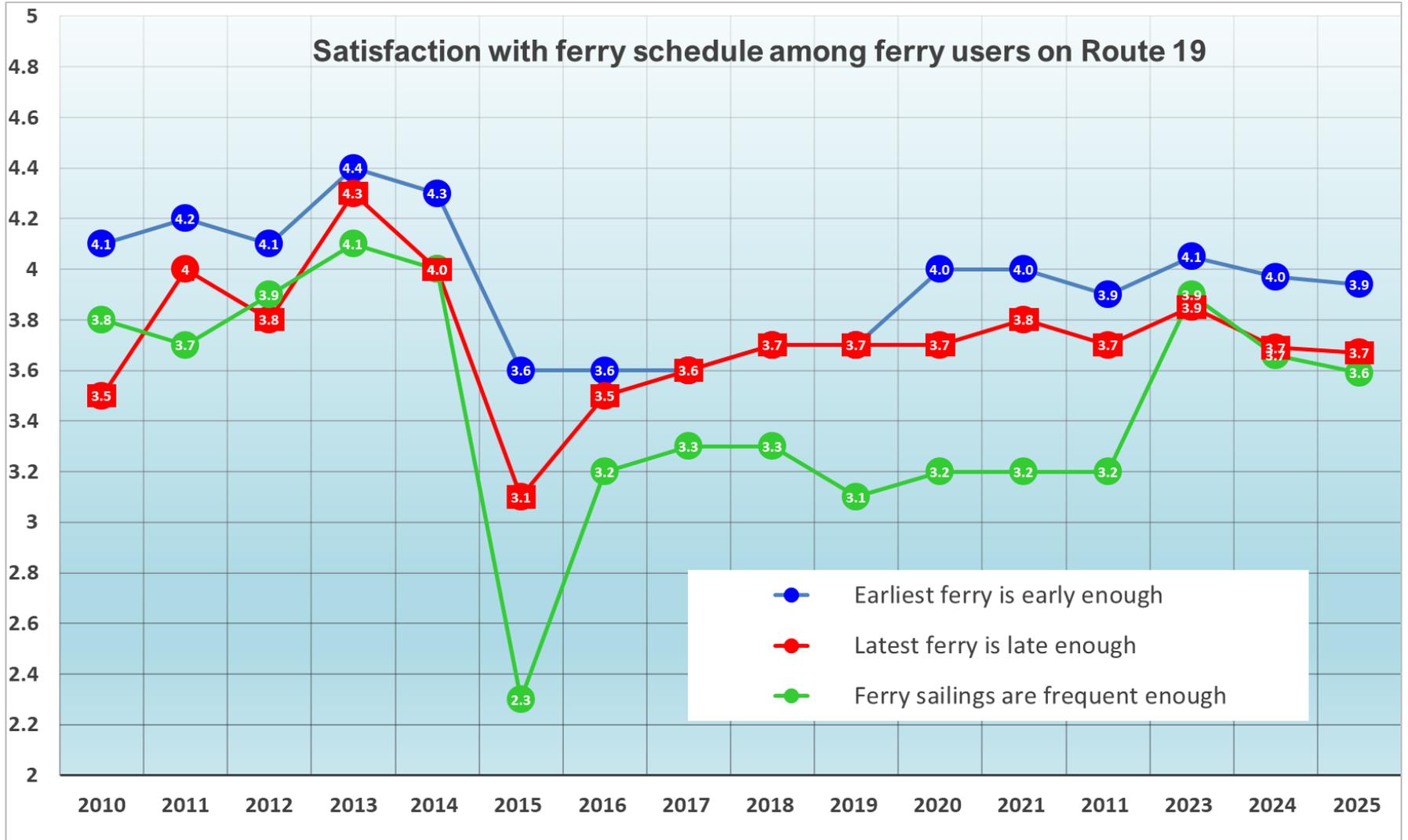
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Overall satisfaction with BC Ferries among ferry users on Route 19



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Satisfaction with ferry schedule among ferry users on Route 19



Ferry users' satisfaction with reliability of Route 19

