



**Route 19**

**Nanaimo Harbour – Gabriola Island**

**Annual Performance Monitor 2010 - 2026**



*an* **islandtransportation.org** *publication*

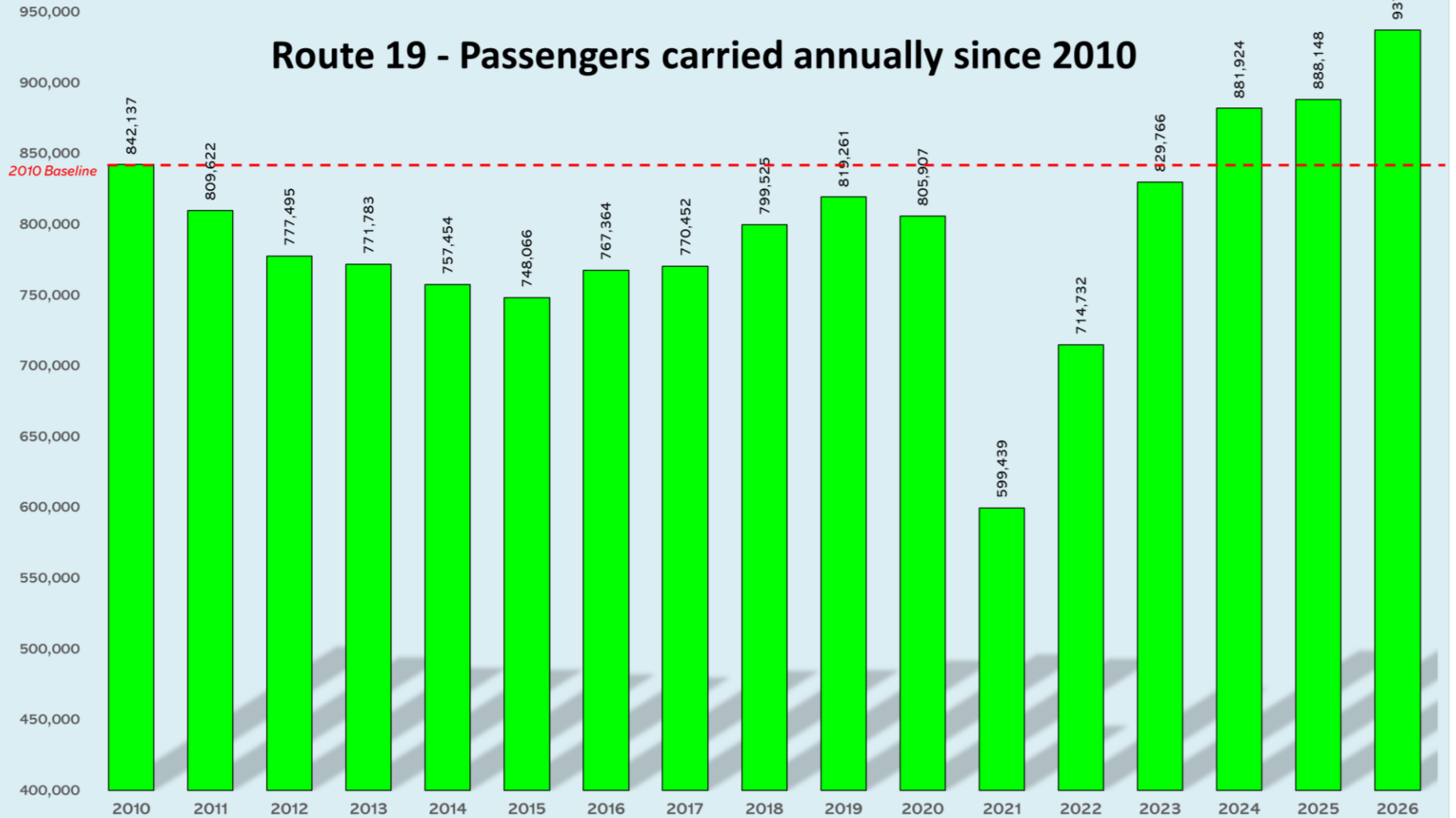
# Route 19 Nanaimo – Gabriola Island

## Annual Performance Monitor : 2010-2025

	Performance timeline
2010-15	Progressive decline in ferry usage due to above inflation fare increases
2014	Service cuts imposed by BC Government result in further traffic loss
2015-17	Traffic levels start to recover following interventions by Gabriola FAC
2018-19	Vehicle traffic up to 400,000 demonstrates need for more capacity
2020-21	COVID pandemic hits traffic levels – passenger volumes slow to recover
2022-23	Vehicle traffic rises rapidly, resulting in declining service quality
2023	Introduction of two-vessel service improves service performance
2024-25	Increasing traffic volumes & more overloads hit customer satisfaction
2025-26	Vehicle traffic hits all-time high at 512,000 (28% more than 2019) while passenger traffic hits record 937,000 (14% more than 2019)

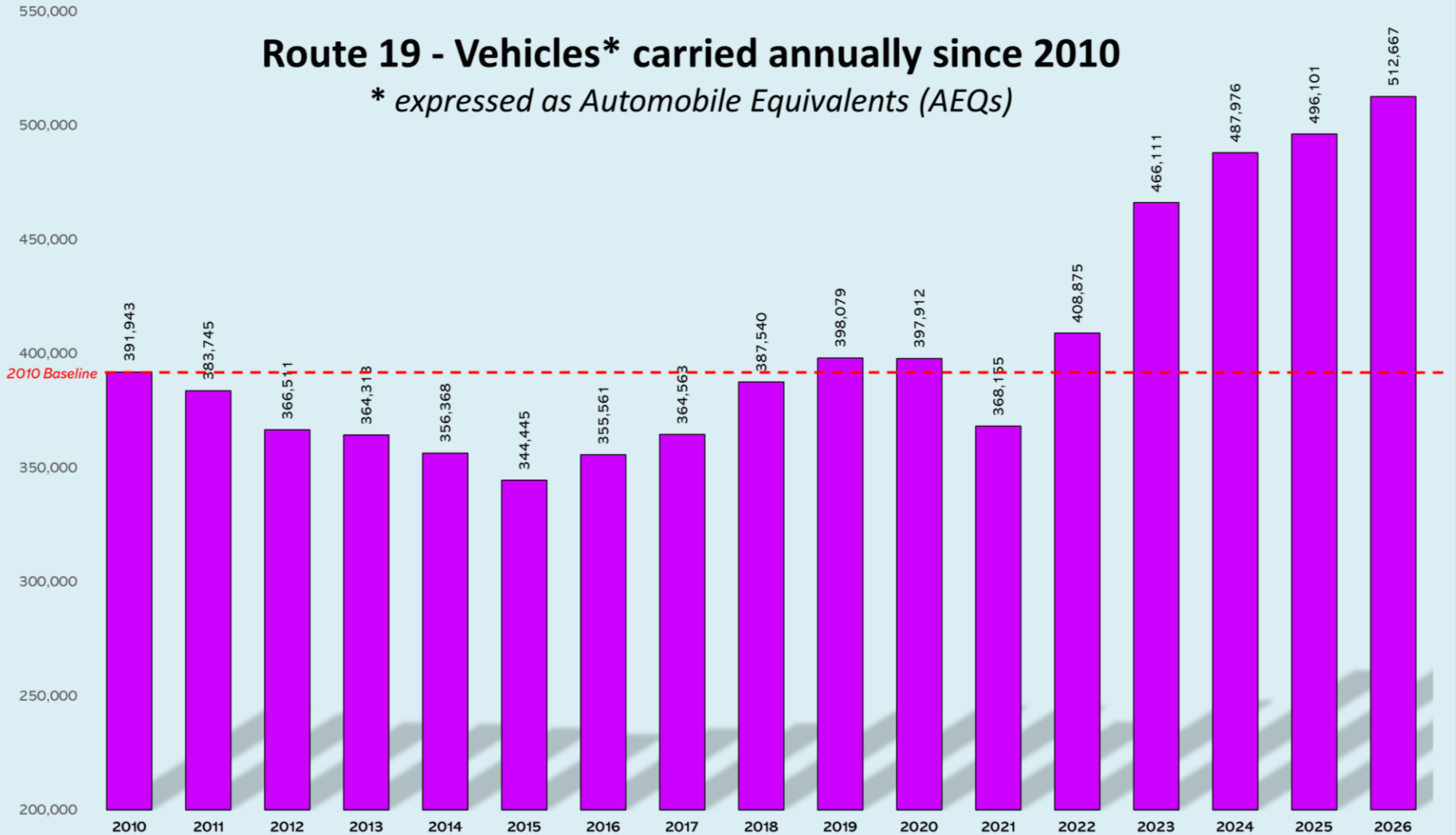
**All annualised data refers to fiscal years (ending March 31), not calendar years**

# Route 19 - Passengers carried annually since 2010

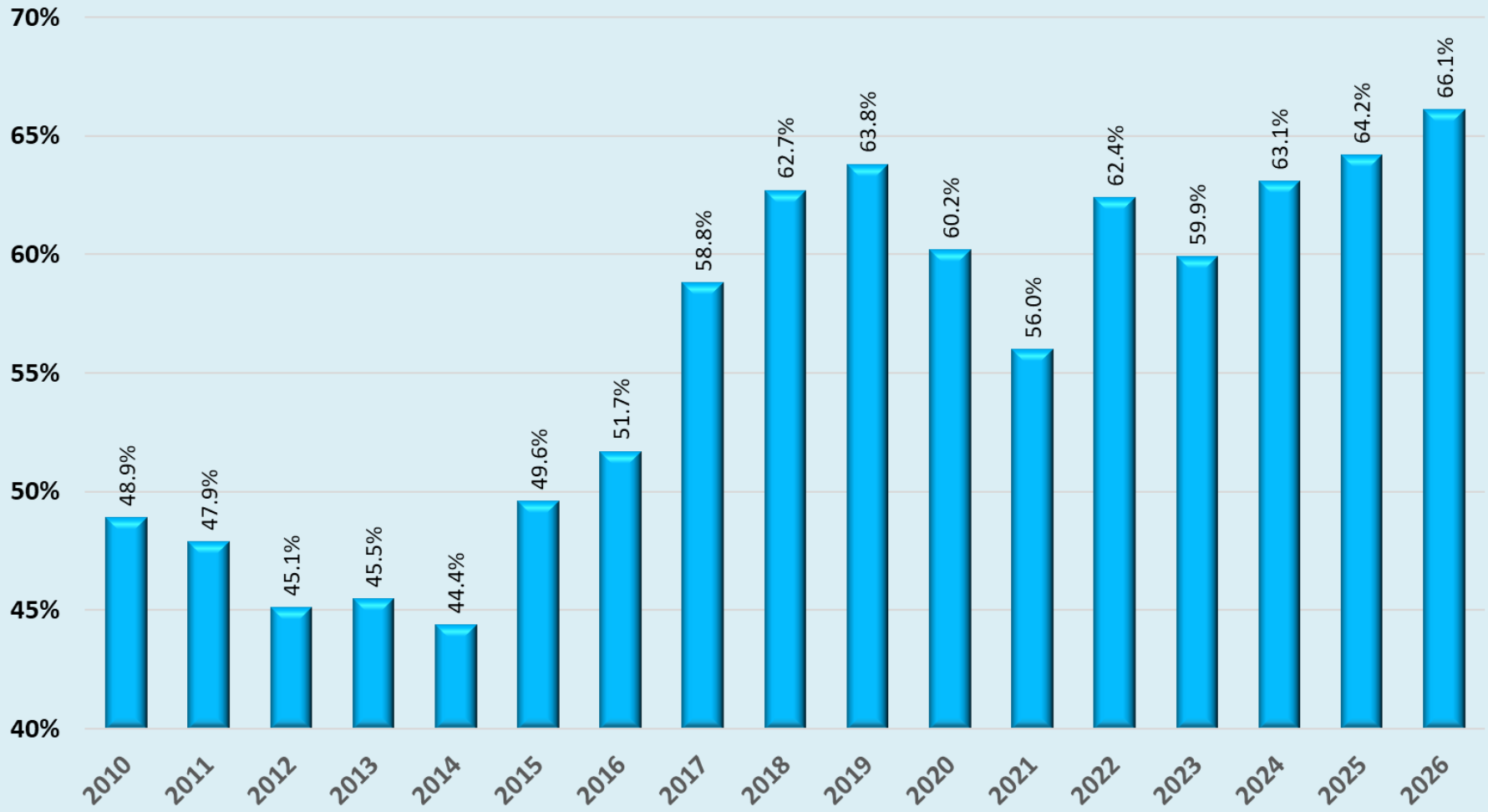


# Route 19 - Vehicles\* carried annually since 2010

\* expressed as Automobile Equivalents (AEQs)

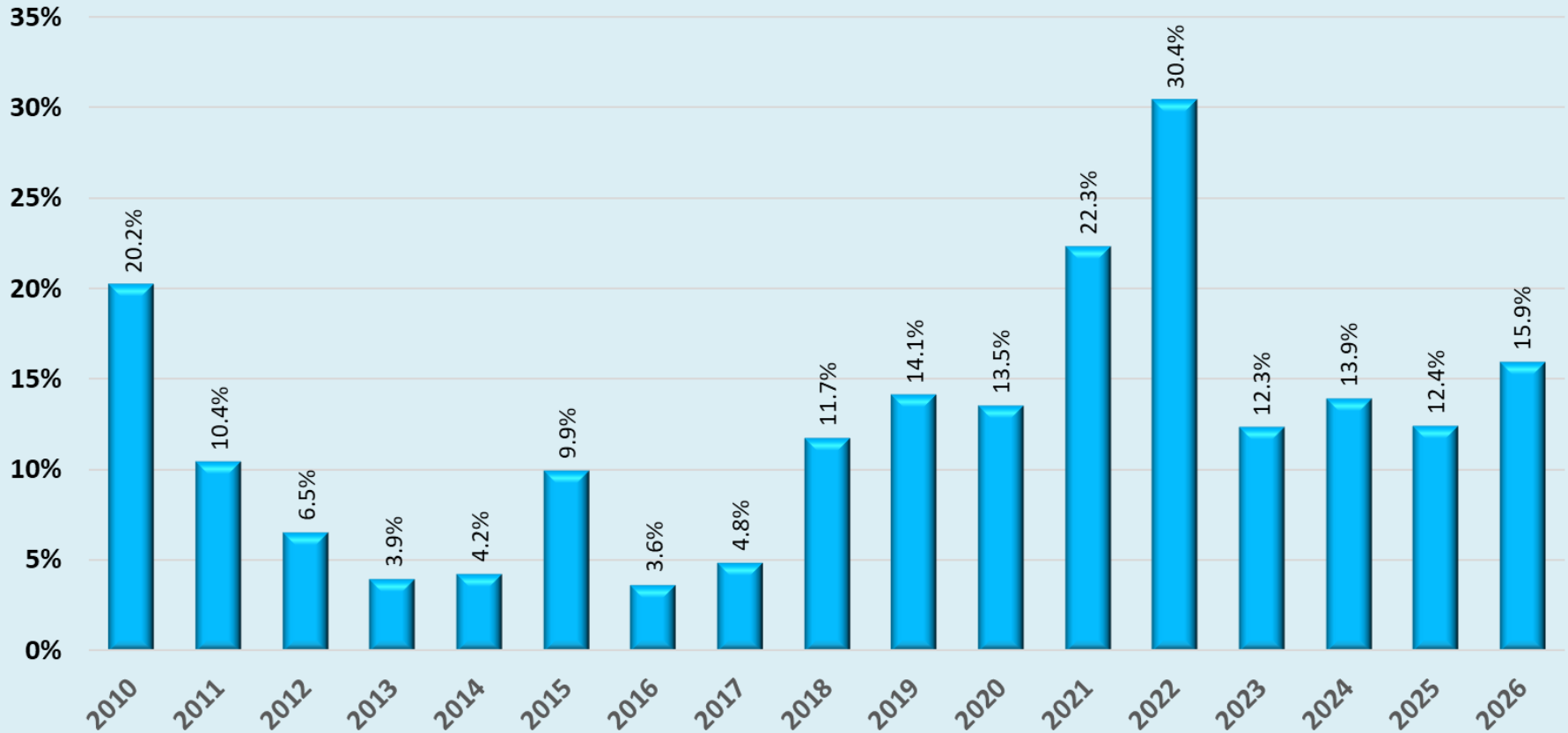


## Vehicle Capacity Utilisation (percentage of deck space occupied)



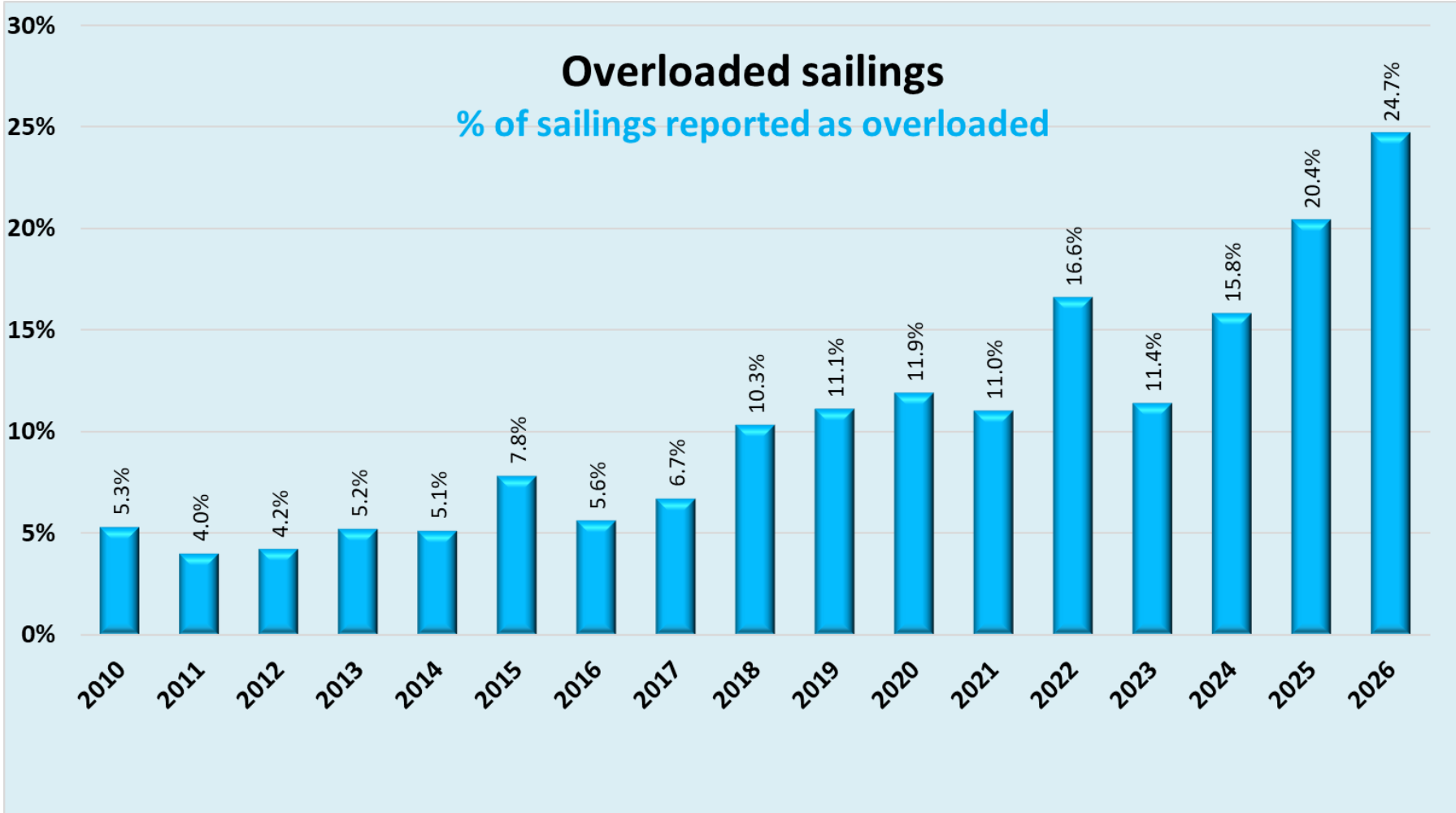
# On-time performance

% of sailings departing more than 10 minutes late

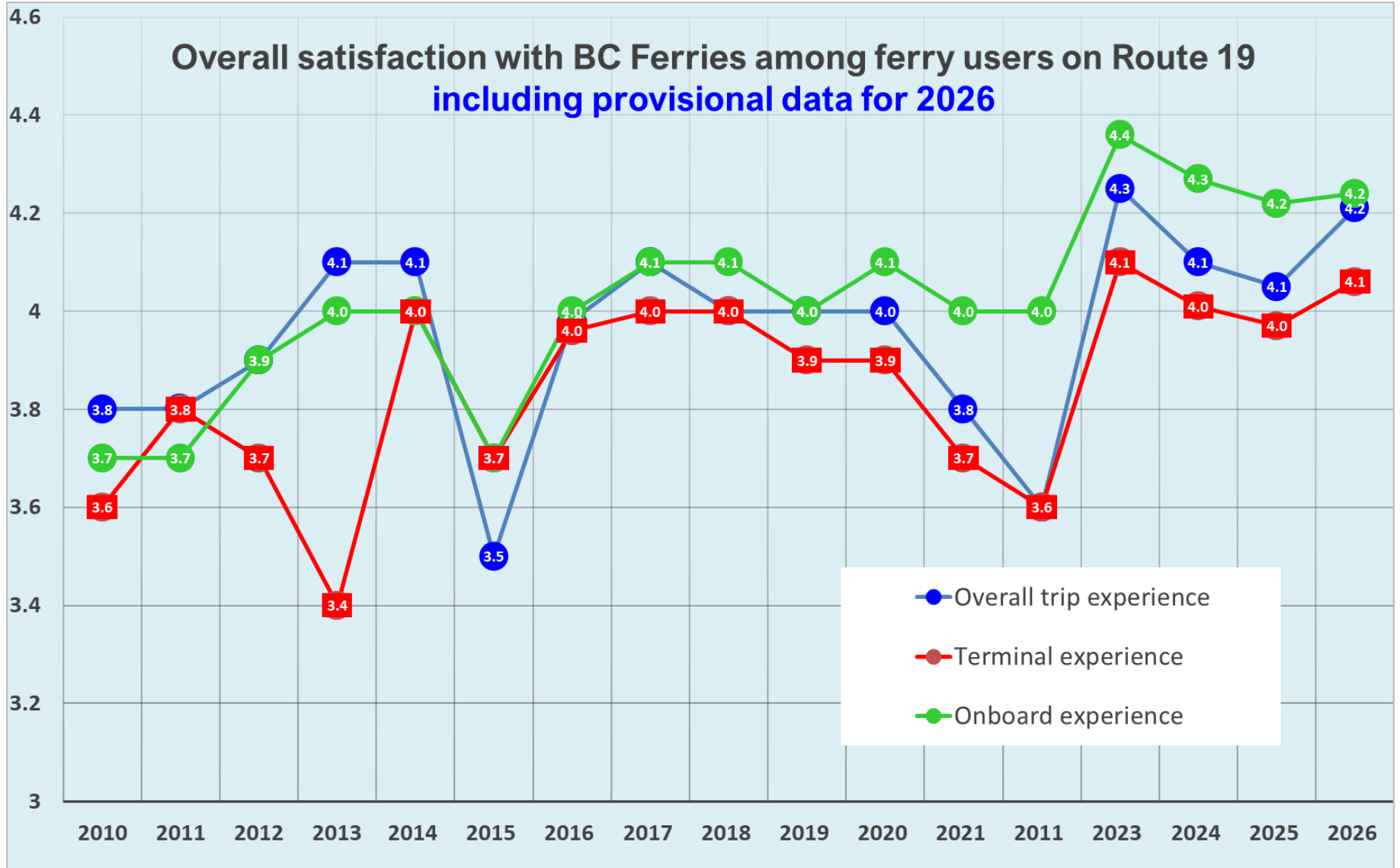


# Overloaded sailings

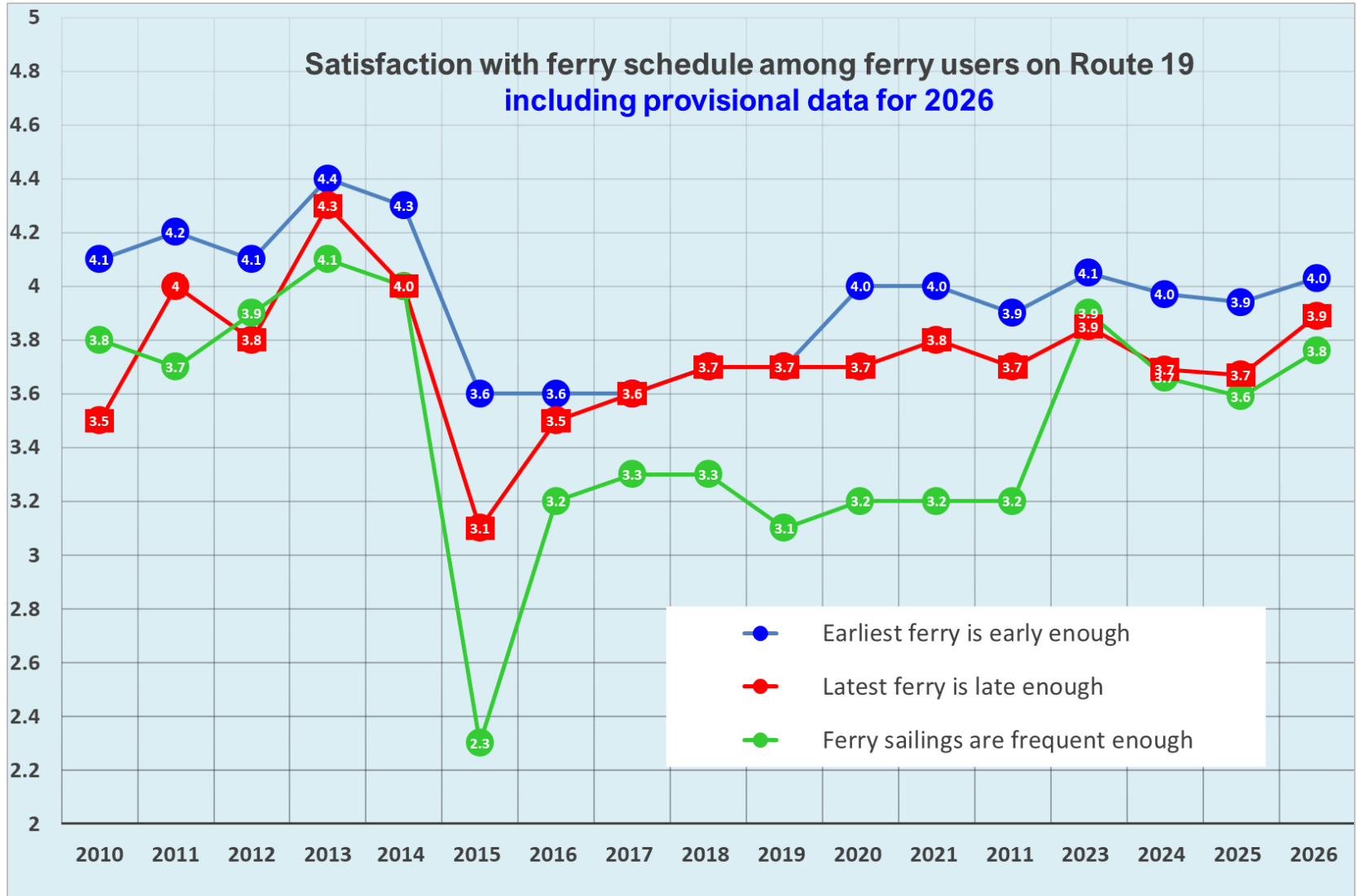
% of sailings reported as overloaded



# Overall satisfaction with BC Ferries among ferry users on Route 19 including provisional data for 2026



### Satisfaction with ferry schedule among ferry users on Route 19 including provisional data for 2026



### Ferry users' satisfaction with reliability of Route 19 including provisional data for 2026

