

Q4 Price Cap Compliance Report

Running the business

For information/discussion

System Price Cap Compliance

Average Fare Index Summary



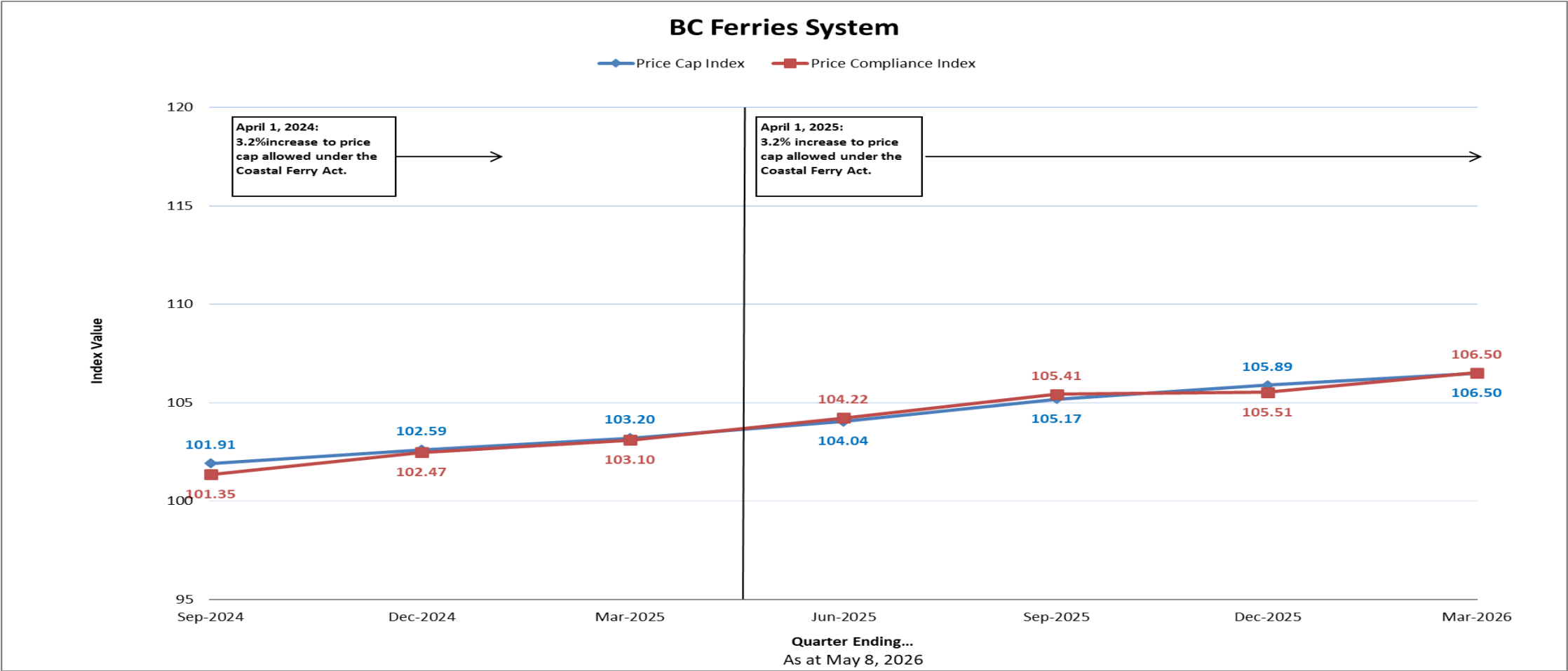
Average Fare Index Summary

		PT6						
		Sep-2024	Dec-2024	Mar-2025	Jun-2025	Sep-2025	Dec-2025	Mar-2026
System	Cap	101.91	102.59	103.20	104.04	105.17	105.89	106.50
	Actual	101.35	102.47	103.10	104.22	105.41	105.51	106.50

- 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 May 8, 2026.

System Price Cap Compliance



Route Group Price Cap Compliance



Average Fare Index Summary

		PT6						
Route Group		Sep-2024	Dec-2024	Mar-2025	Jun-2025	Sep-2025	Dec-2025	Mar-2026
New Majors								
	Cap	101.89	102.59	103.20	104.04	105.16	105.89	106.50
	Actual	102.87	104.07	104.69	105.81	107.00	106.93	107.97
Northern								
	Cap	102.38	102.80	103.20	103.99	105.64	106.10	106.50
	Actual	78.24	78.74	79.08	80.35	82.53	83.02	83.41
Minors								
	Cap	101.90	102.58	103.20	104.05	105.16	105.87	106.50
	Actual	98.47	99.33	100.12	101.22	102.36	103.21	104.05

-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

-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.

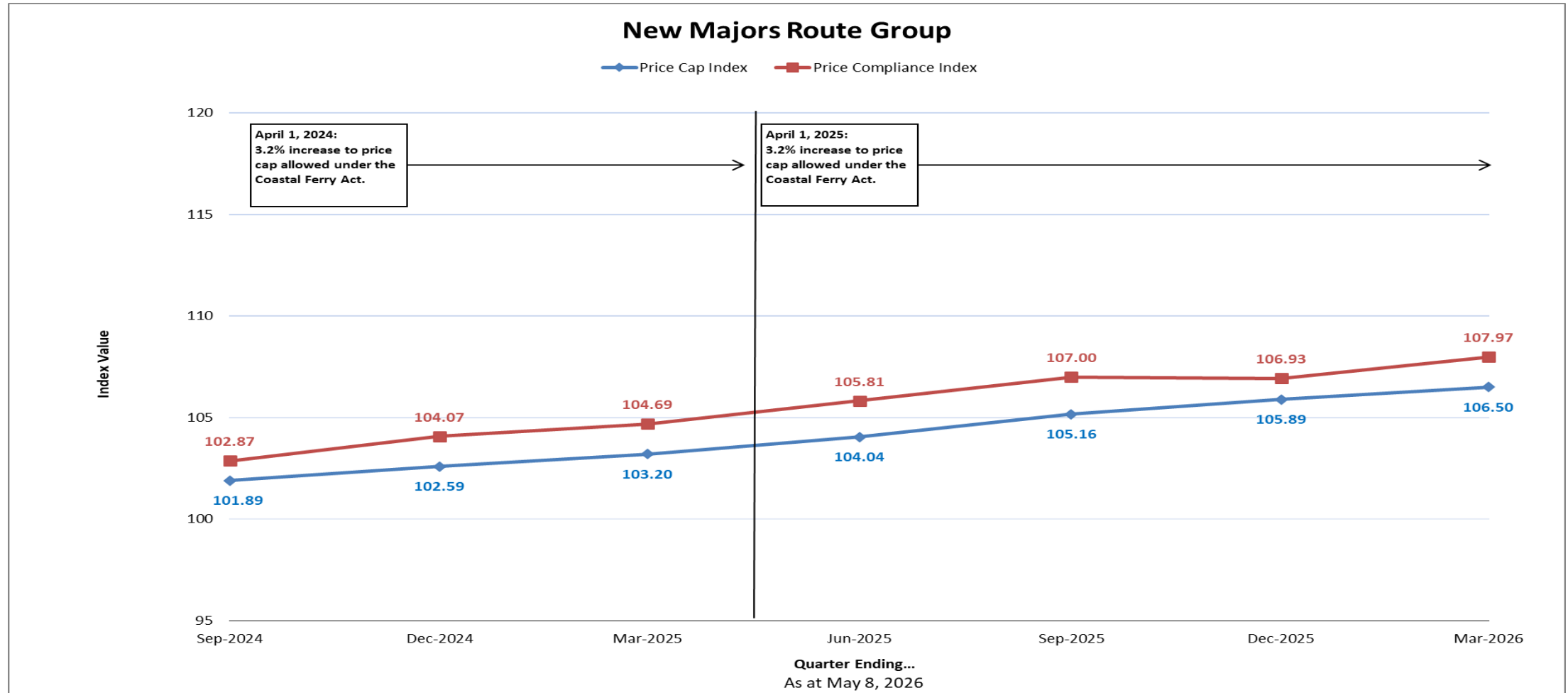
- Results from Jun-21 onwards reflect the inclusion of Fare Increase Relief from the Province as per the letter from the Commissioner dated May 3rd, 2021

- 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

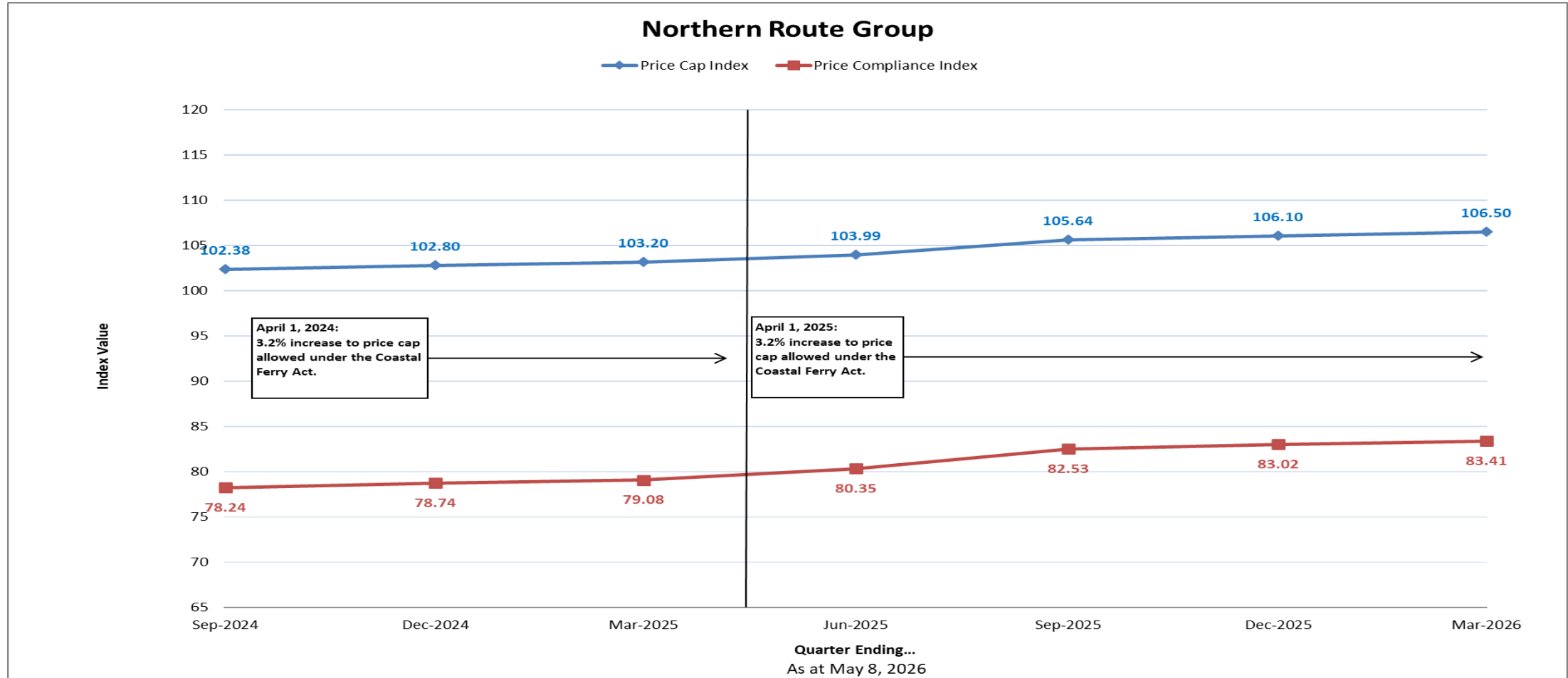
- Results in Jun-2022 reflect the transfer of \$6.3M from the Price Cap Overage to the Fuel Deferral Account as per Memorandum 48 dated July 25th, 2022

As at May 8, 2026.

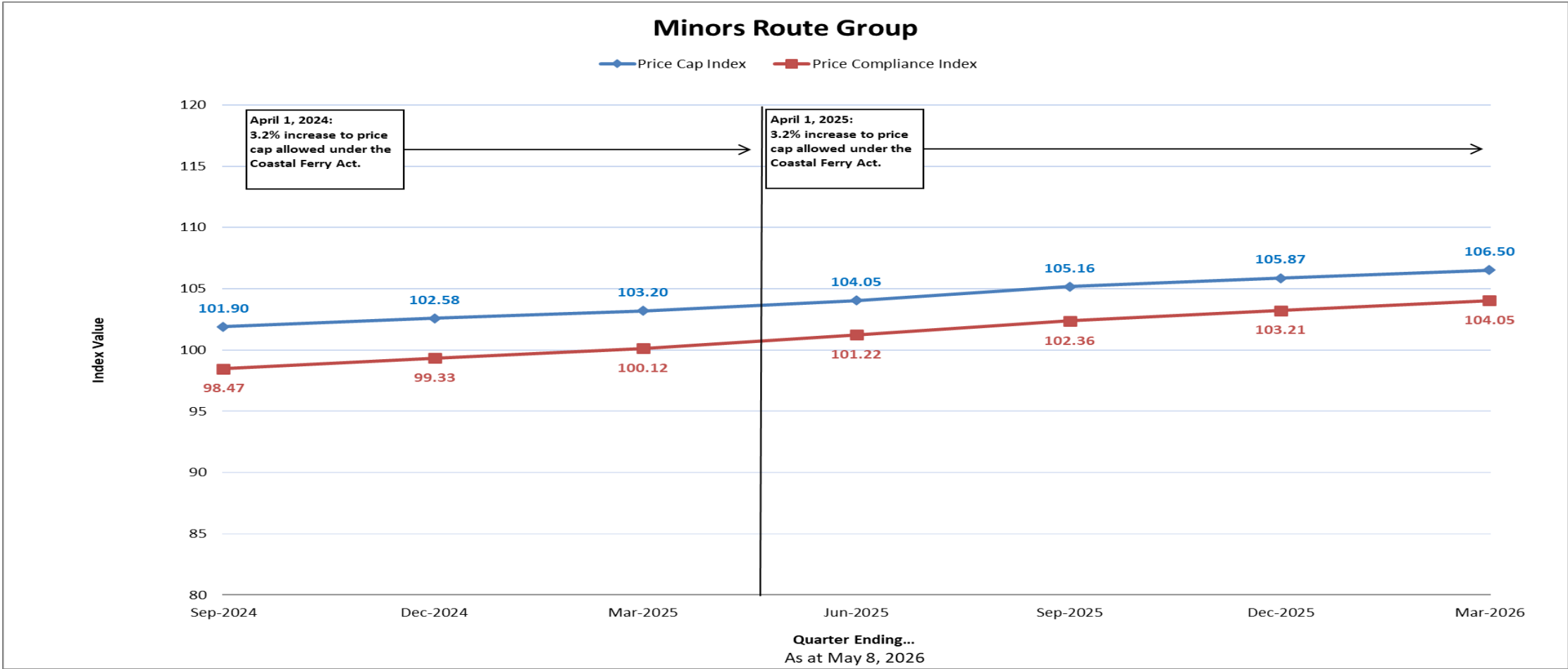
New Majors Price Cap Compliance



Northern Price Cap Compliance



Minors Price Cap Compliance



Feedback and Engagement Report

Q4 Fiscal 2026

Quarter ended March 31, 2026



Feedback and Engagement Report

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Q4 Fiscal 2026
(JAN, FEB, MAR)

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Q4 Fiscal 2026 Summary

In Q4 Fiscal 2026, customer feedback and engagement reflected a quieter quarter than the same period last year, with fewer overall customer comments, improved Customer Service Centre satisfaction and higher first call resolution. At the same time, feedback continued to highlight the importance of reliable service, clear information, accessible and affordable booking options, fare certainty, and early communication with communities affected by major projects and service changes. Customer comments related to bookings, fares and travel planning remained a consistent theme throughout the quarter, reinforcing the importance of providing customers with clear information, self-serve tools and support when navigating travel options.

Customer and community engagement in this report includes customer feedback received through service channels, structured engagement with local governments and interest holders, and ongoing relationship-building with Coastal First Nations. Together, this feedback and engagement helped identify customer concerns, support community awareness and inform operational planning, customer communications, service delivery improvements and decision-making related to major projects and service changes.

Customer feedback and contact volumes returned closer to typical levels in Q4 following the elevated activity experienced during the same period last year. Fewer major operational disruptions in January and February, compared to the same period last year, contributed to a significant decrease in customer comments year over year, while Customer Service Centre satisfaction and first call resolution rates both improved. March saw increased call volumes and disruption-related customer impacts, which is reflected in higher abandon rates; however, overall Q4 comment volumes remained well below Q4 Fiscal 2025. These results reflect continued efforts to strengthen customer support, improve coordination during service disruptions, and provide customers with clearer information and self-serve options throughout their travel experience. Feedback related to bookings, fares and travel planning also informed ongoing efforts to improve customer communications and help customers better understand available booking and fare options.

Engagement activities remained focused on helping communities understand and prepare for infrastructure projects, service changes and long-term investments. A major focus this quarter was continuing engagement related to the Horseshoe Bay Terminal Infrastructure Project, including discussions with local governments, businesses, project feedback groups and community members regarding construction impacts, operational planning and mitigation measures. Engagement also continued across the Sunshine Coast, Southern Gulf Islands and Northern Gulf Islands regarding terminal construction projects, service planning changes and operational updates affecting local communities and customers.

Engagement also continued regarding the arrival of additional Island Class vessels, terminal upgrades and future service improvements intended to increase capacity, improve operational flexibility and strengthen reliability on inter-island routes. These conversations also reflected broader community interest in how BC Ferries is preparing for growing demand and renewing aging infrastructure to support long-term reliability across the coastal ferry system.

Relationship building and engagement with Coastal First Nations continued through Q4. Discussions focused on infrastructure projects, operational coordination, community priorities and opportunities for ongoing collaboration.

Overall, Q4 results show that customer feedback returned closer to typical levels following an unusually high-volume Q4 last year, while satisfaction indicators improved in key service areas. The quarter also reinforced the importance of clear, early and consistent communication as BC Ferries advances major projects, fleet renewal and service changes across the system.

Customer Service Centre

Key Performance Highlights and Metrics

Q4 Fiscal 2026
(JAN, FEB, MAR)

Key Performance Highlights

Comments Received: decreased from 6,792 in Q4 F2025 to 3,358 in Q4 F2026, reflecting a return to typical levels. The higher volume in Q4 2025 was driven by over 2,000 comments opposing a Starlink pilot for Northern Routes, along with increased cancellations and refit delays that generated more voucher-related inquiries. In contrast, fewer cancellations in Q4 F2026 led to reduced customer contact.

Abandon Rates: increased YoY in Q4, driven by a 24% increase in call volumes with increased reservation volumes as well as significant service disruptions at the end of March. As we make efforts to operate more efficiently, we have seen an increase in both abandon rates and average speed of call answer for the fiscal YoY, but both remain within target for the year.

Call Satisfaction: increased YoY with improved communication and consistent handling of customer-impacting incidents based on customer feedback.

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

Customer Service Centre Metrics	Q4 Fiscal 2025	Q4 Fiscal 2026	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	10.4	4.3	-6.1	-
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)	<1%	18%	+1,700%	7 days or less
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	90	239	+166%	240 seconds or less
First Call Resolution % of callers whose issues are resolved on the first call	91%	94%	+3% pt	90%
Call Abandon Rate Average % of calls that disconnect prior to being answered	4.0%	7.4%	+3.4% pt	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q4 Fiscal 2025	Q4 Fiscal 2026	YoY Change
Comments	6,792	3,358	-49%
Phone Calls	76,035	94,240	+24%
Social Media (inbound)	4,660	5,612	+20%
X	1,577	1,385	-12%
Facebook	1,460	1,700	+16%
Instagram	1,492	2,247	+51%
LinkedIn	131	280	+114%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Fares/Fare Errors	25%
Advance Bookings	24%
Customer Service	9%
Minor routes (All other routes)	% of all complaints
Sailings/Schedules	25%
Fares/Fare Errors	21%
Customer Service	12%

Customer Satisfaction Tracking intercept surveys do not take place in Q4.

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q4 Fiscal 2025	Q4 Fiscal 2026	Change
Total Surveys Completed	-	-	n/a
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	-	-	n/a
Overall Customer Satisfaction Percentage	-	-	n/a
Net Promoter Score	-	-	n/a

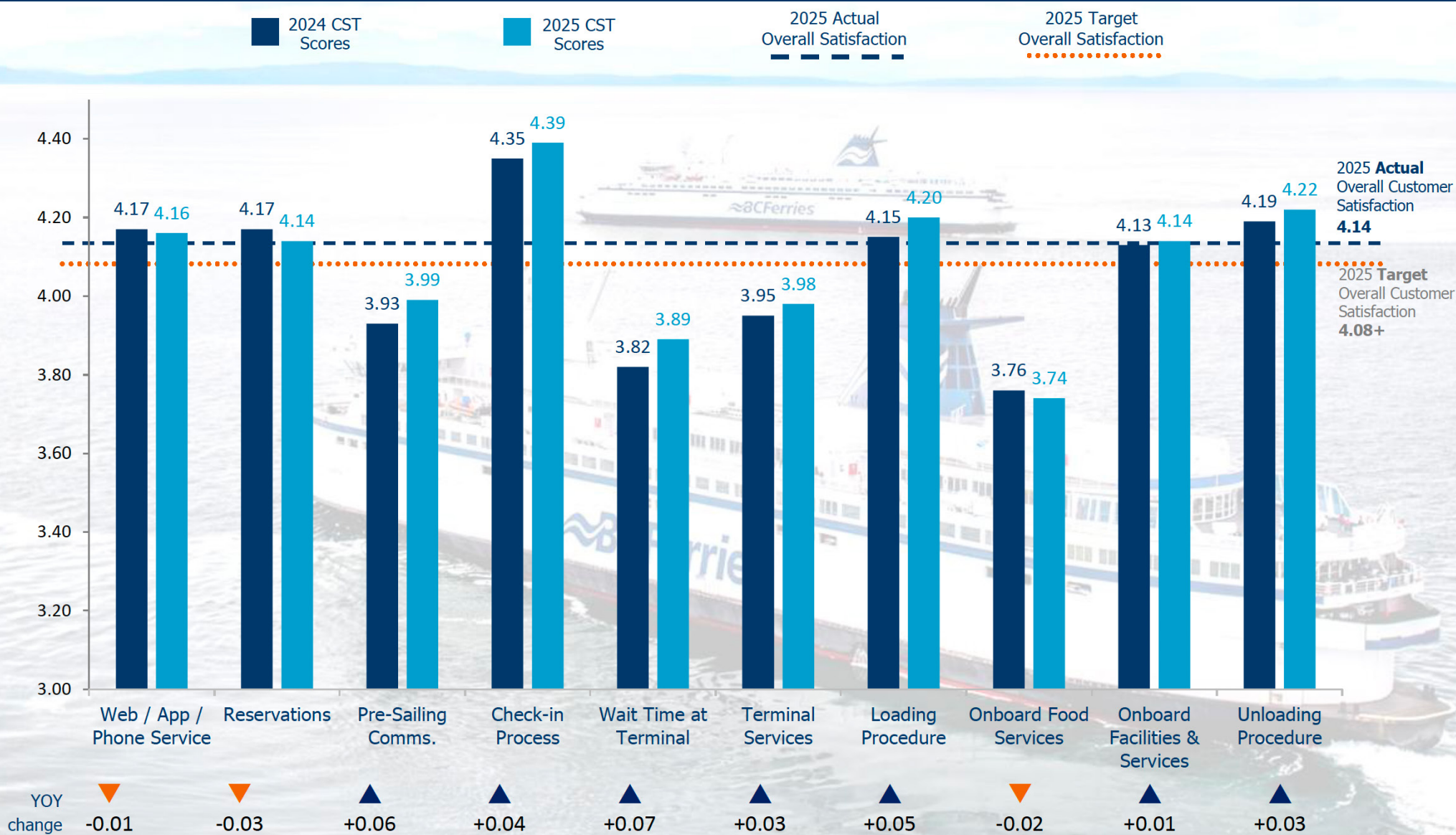
Customer Satisfaction Tracking (CST) Scores by Route			
Route	Q4 Fiscal 2025	Q4 Fiscal 2026	Change
Route 3	-	-	n/a
Route 30	-	-	n/a
Route 2	-	-	n/a
Route 1	-	-	n/a
Route 5/5a/9	-	-	n/a
Route 4	-	-	n/a
Route 19	-	-	n/a

Service Areas with the Largest Changes to CST Scores YoY							
Service Areas (increases)	Q4 Fiscal 2025	Q4 Fiscal 2026	Change	Service Areas (decreases)	Q2 Fiscal 2025	Q4 Fiscal 2026	Change
n/a	-	-	n/a	n/a	-	-	n/a
n/a	-	-	n/a	n/a	-	-	n/a
n/a	-	-	n/a	n/a	-	-	n/a

Source: n/a

Source: n/a

Passenger Satisfaction Throughout the BC Ferries Journey



The blue dotted line represents the "Overall Satisfaction Score" for 2025 passengers. Looking at the whole journey, passenger "high points" include the check-in process (4.39), the unloading procedure (4.22), the loading procedure (4.20), and the Web/App/Phone services (4.16). Passenger "low points" include onboard food services (3.74), the wait time at the terminal (3.89), terminal services (3.98) and pre-sailing communications (3.99). The 2025 pattern of results typically follows that of 2024 and satisfaction with the majority of areas has increased since 2024.

Customer Satisfaction Tracking

Central and North Coast (Routes 10, 11)

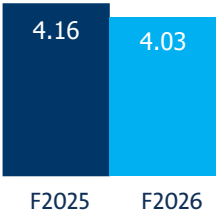
Q4 Fiscal 2026
(JAN, FEB, MAR)

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.

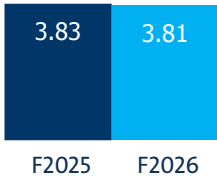
Scores range from 1 to 5. 1 = Very dissatisfied, 5 = Very satisfied.

Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q4 suggest that satisfaction has decreased for passengers on both Route 10 (-0.13) and Route 11 (-0.02).



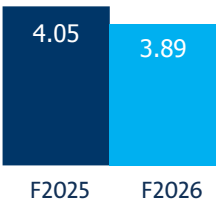
Route 10



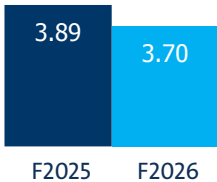
Route 11

Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q4 suggest that passengers' terminal satisfaction ratings have decreased on both Route 10 (-0.16) and Route 11 (-0.19).



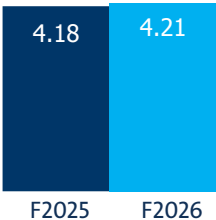
Route 10



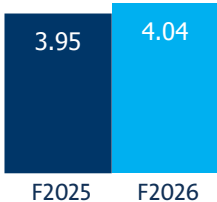
Route 11

Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q4 suggest that satisfaction has increased for passengers on both Route 10 (+0.03) and Route 11 (+0.09).



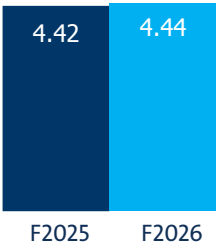
Route 10



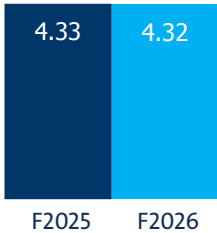
Route 11

Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q4 suggest that passengers' ratings have increased slightly on Route 10 (+0.02) while decreasing very slightly on Route 11 (-0.01).



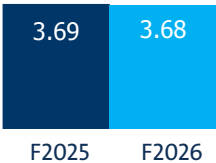
Route 10



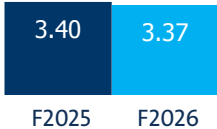
Route 11

Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q4 suggest that passengers' ratings have decreased slightly on both Route 10 (-0.01) and Route 11 (-0.03).



Route 10



Route 11

Customer Relations

Compliments

Source	Q4 Fiscal 2025 Number of Compliments	Q4 Fiscal 2026 Number of Compliments	Change YoY
RTEK	157	115	-42 ▼
CST	No CST report in Q4	n/a	n/a

- RTEK compliments reflect exceptional experiences (reported by customers self-motivated to contact BC Ferries about their experiences).
- CST survey feedback captures broader customer sentiment (positive comments given when asked for suggestions to improve services and facilities).
- CST intercept surveys and reporting are undertaken in Q1, Q2 and Q3.
- Caution should be exercised when considering year-over-year change due to 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
No CST report in Q4	
Minor routes (4, 5/9, 19)	% of all compliments
No CST report in Q4	

Top Three Compliment Areas (RTEK Data)	
All routes	% of all compliments
Satisfactory Customer Service	85%
Other Topics	4%
Loading/Directions	1%

Source	Comment
RTEK	I would like to express my heartfelt gratitude to the terminal manager who was on duty at the Tsawwassen terminal on Monday, March 23rd at 12:30 pm. My husband and I were in a bit of a panic as we were travelling to Victoria to see my husband's brother who was dying of cancer. We could not book any sailings given the situation [Sunday mechanical breakdown and spring break] and we were forced to take a booking on the ferry later that evening to Nanaimo. We explained the situation to the manager, and she was very compassionate and was able to get us on the 1 pm ferry to Victoria- more than we had ever hoped for! We are so grateful, and we regret not obtaining her name as we had to hurry off to get the 1 pm ferry. Pease express our gratitude to the manager for her compassionate and kind service.
	Just wanted to send you this quick note re our trips and bookings on BC Ferries last summer 2025 . Four crossings (Langdale x2, Departure Bay, Swartz Bay) over about a 10-day period. I found the online booking platform excellent. User friendly and absolutely amazing. We ended up having to change a couple sailing times and the customer support people were excellent to work with and the process was completely trouble-free. Options were clearly explained including price differences. Overall, 10 out of 10 on everything about our experience, including onboard. We live in Ontario now, but I grew up in BC and have ridden BC Ferries more times than I could remember, but we always just drove to the ferry and got in line and waited. This was my first time ever booking in advance. Was very pleasantly surprised about how good the entire experience was. Well done to everyone there, especially the IT team that manages the online booking tool.
	I am a frequent ferry user. On Friday, March 13, I was on the 6 pm sailing from Tsawwassen to Swartz Bay on the Coastal Renaissance. I noticed something odd with my car and was concerned about driving home to Victoria. I mentioned it to a crew member I happened to see, and he immediately put me at ease. He assigned two young men to come down to the car with me. They took a look and made sure that my car was safe to get me home. Not only were all three men extremely competent and eager to help, but they were also incredibly kind and reassuring. As a middle-aged woman travelling on my own, I was so grateful and impressed. I wish I had the three men's names. I am assuming they worked in engineering or as deckhands. The first wore a safety vest etc. The other two were quite young (20 and early 30s). They are all exceptional employees who deserve recognition.
RTEK	The guy taking our luggage at Horseshoe Bay at 8:15 am this morning [Mar 19] was super friendly and helpful.

Community Engagement Events and Activities		# people
All Coastal MLAs	January Briefing	10
All Coastal Elected Leaders	January Briefing	33
All Coastal Elected Leaders	January Briefing	41

Customer Relations and Community Engagement

Q4 Fiscal 2026
(JAN, FEB, MAR)

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

Customer Relations (ResponseTek)				
Total complaints Q4 Fiscal 2025	Total complaints Q4 Fiscal 2026	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (Q4 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
1,955	1,016 ▼	9.5	4.8	-4.7
Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	25% ▲ from 16%	Double-charged/overcharged	49	0.23
		Unhappy with revised/cancelled bookings	46	0.22
Fare/ Fare Errors	22% ▲ from 11%	Fare refund not yet received	63	0.30
		No-show fee charged in error	39	0.19
Customer Service	11% ▲ from 7%	Poor customer service (Check-in)	51	0.24
		Poor customer service (Onboard)	21	0.10

*Note: 'n' values represent the count of complaints within each complaint area (customer service, fares, etc.). 'n' values not represented within a complaint area are other comments related to the complaint area that do not fit the two most common subthemes or categories.

Community Engagement Events and Activities		# people
Horseshoe Bay Business Association	Meeting about how to help the business community during the Horseshoe Bay Terminal Infrastructure Project	16
Horseshoe Bay Project Feedback Group (PFG)	Horseshoe Bay PFG meeting – project update	7
District of West Vancouver Staff	Meeting about upcoming construction at Horseshoe Bay Terminal	3
Public	Monthly newsletter update about Horseshoe Bay Terminal Infrastructure Project	148
District of West Vancouver	Meeting about noise during construction at Horseshoe Bay	3
Horseshoe Bay Business Association	Meeting about impacts of the Horseshoe Bay Terminal Infrastructure Project on businesses in the Village	14
Public	Monthly newsletter update about Horseshoe Bay Terminal Infrastructure Project	139
Horseshoe Bay Project Feedback Group (PFG)	Horseshoe Bay PFG email update ahead of piling work	29
President of the Horseshoe Bay Business Association	Meeting to discuss how BC Ferries can support Village businesses	1
Community Member	Letter correspondence about Horseshoe Bay Project	1

Coastal First Nations' Outreach and Relationship Building	
Snuneymuxw First Nation	Relationship table discussions

Customer Relations and Community Engagement

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

Q4 Fiscal 2026
(JAN, FEB, MAR)

Customer Relations (ResponseTek)				
Total complaints Q4 Fiscal 2025	Total complaints Q4 Fiscal 2026	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (Q4 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
454	307 ▼	4.6	3.0	-1.6

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2026	Number of complaints per 10,000 passengers
Fares/ Fare Errors	36% ▲ from 25%	No-show fee charged in error	65	0.63
		Travel Assistance Program (TAP) form issues	15	0.15
Advance Bookings	21% ▲ from 9%	Dissatisfied with current reservation model	26	0.25
		Double-charged/overcharged	10	0.10
Loading/Directions	18% ▲ from 4%	Improve traffic management at/outside terminal	7	0.07
		Vehicles packed too tightly on deck	4	0.04

*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 the two most common subthemes or categories.

Community Engagement Events and Activities		# people
Interest Holder List and Horseshoe Bay Project Feedback Group	Email update about the Route 3 schedule	73
Sunshine Coast Tourism Association	Meeting	2
Sunshine Coast Chamber of Commerce	Meeting	4
MLA Randene Neill	Meeting about Route 3 policy changes	5
Municipal Government	Meeting about policy changes	1
Bowen Island Elected Officials (Municipal and Islands Trust)	Email correspondence about changes to dangerous goods sailing schedule	3

Customer Relations and Community Engagement

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

Q4 Fiscal 2026
(JAN, FEB, MAR)

Customer Relations (ResponseTek)				
Total complaints Q4 Fiscal 2025	Total complaints Q4 Fiscal 2026	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (Q4 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
226	222 ▼	3.2	3.0	-0.2

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings/ Schedules	27% ▲ from 15%	Vessel substitution (larger ferry required)	28	0.38
		Frequency of sailing waits/delays	13	0.17
Fares/ Fare Errors	25% ▲ from 15%	Incorrect fare charged	20	0.27
		Experience Card™ issue	8	0.11
Customer Service	15% ▲ from 11%	Poor customer service (Check-in)	11	0.15
		Poor customer service (Onboard)	7	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 the two most common subthemes or categories.

Community Engagement Events and Activities		# people
Otter Bay and Village Bay Project Feedback Group	Email update about Otter Bay Terminal Construction	12
Otter Bay and Village Bay Project Feedback Group	Project feedback group meeting	9
CRVD Board	Meeting about policy updates	4
Otter Bay and Village Bay Project Feedback Group	Email update about Otter Bay Terminal construction and key information to share	12
Southern Gulf Islands Interest Holders	Email update about Otter Bay Terminal construction and key information to share	24
Otter Bay and Village Bay Project Feedback Group	Email update about Village Bay Terminal construction	12
Otter Bay and Village Bay Project Feedback Group	Request for community feedback on revised closure dates	11
Nanaimo and Gabriola Interest Holder List	Email update about sailing cancellations and water taxis on Route 19 during terminal construction	13

Continued on next page...

Customer Relations and Community Engagement

Q4 Fiscal 2026
(JAN, FEB, MAR)

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

Continued...

Otter Bay and Village Bay Project Feedback Group	Email about revised closure dates	12
Southern Gulf Islands Interest Holders	Email update about thru-fare	42
Nanaimo and Gabriola Interest Holder List	Email update sharing reinstated schedule on Route 19	13
Otter Bay and Village Bay Project Feedback Group	Email update about Otter Bay Terminal construction	12
Director Vanessa Craig (RND), Trustees Susan Yates & Tobi Elliott (Islands Trust)	Email update about electric vessels on Route 19	3

Coastal First Nations' Outreach and Relationship Building

Tsartlip First Nation	Relationship table discussions and attended Career Fair
Halalt First Nation	Project discussions

Customer Relations and Community Engagement

Q4 Fiscal 2026
(JAN, FEB, MAR)

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

Customer Relations (ResponseTek)				
Total complaints Q4 Fiscal 2025	Total complaints Q4 Fiscal 2026	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (Q4 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
112	57 ▼	2.8	1.4	-1.4

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings/ Schedules	46% ▲ from 18%	Sailing waits/delays (frequency of delays and waits)	8	0.20
		Vessel left early	5	0.12
Loading/ Directions	12% ▲ from 6%	(No subthemes with 3 or more complaints)	-	n/a
			-	n/a
Terminal	12% ▲ from 4%	Improve terminal/terminal grounds	3	0.07
		(No second subtheme with 3 or more complaints)	-	n/a

*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 the two most common subthemes or categories.

Community Engagement Events and Activities		# people
Quadra and Cortes Interest Holder List	Email update about the Heriot Bay – Whaletown Terminal construction project	39
Public	Pop-up on the Route 24 vessel following the alternate service for the Heriot Bay – Whaletown Terminal construction project	250

Coastal First Nations' Outreach and Relationship Building	
Wei Wai Kum	Building relationship and discussing upcoming arrival of new Island Class vessel (Island Kasa)

Customer Relations and Community Engagement

Q4 Fiscal 2026
(JAN, FEB, MAR)

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

Customer Relations (ResponseTek)				
Total complaints Q4 Fiscal 2025	Total complaints Q4 Fiscal 2026	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (Q4 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
91	49 ▼	25.7	15.1	-10.6

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	35% ▲ from 16%	Double-charged/overcharged	8	2.47
		Requested booking assistance	3	0.93
Fares/ Fare Errors	12% ▲ from 8%	(No subthemes with 3 or more complaints)	-	n/a
			-	n/a
Sailings/Schedules	12% ▲ from 11%	Frustration with cancelled sailings	3	0.93
		(No second subtheme with 3 or more complaints)	-	n/a

*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 the two most common subthemes or categories.

Community Engagement Events and Activities		# people
Director Steve Emery (CCRD)	Email about callers on research team and schedule question	1

Coastal First Nations’ Outreach and Relationship Building	
Council of the Haida Nation	Discussed ways to support community programs

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
% and % pt YoY Change	For year-over-year changes for key indicators, “%” indicates a proportionate change in the value, computed as the difference between the two values divided by the previous year’s value = (Q4 this year – Q4 last year) / Q4 last year, while “% pt” indicates the percentage-point change, or the difference between the percentages in each year = % in Q4 this year – % in Q4 last year

Appendix B

Routes and Terminals by Region

Q4 Fiscal 2026
(JAN, FEB, MAR)

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, Ocean 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, Ocean Falls, Bella Coola, Shearwater, Klemtu)

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Operations Reports

Quarter Ended March 31, 2026

 **BC Ferries**

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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 Q4 of Fiscal 2026, BC Ferries continued to deliver strong operational performance across the system while managing sustained travel demand, aging vessels, seasonal weather impacts, and ongoing capacity constraints. During the quarter, BC Ferries delivered 21,661 round trips, exceeding both daily and annual Coastal Ferry Services Contract (CFSC) minimum service requirements across the network.

Service reliability remained strong during the reporting period. Scheduled sailing cancellations declined year over year to 1.4% of scheduled round trips, down from 1.6% in Q4 FY25, while system-wide on-time performance improved slightly to 90.9%, compared to 90.7% in the same quarter last year.

Demand across the system remained high. Passenger volumes increased by more than 121,000 year over year, while vehicle traffic also grew across many routes, particularly on major and commuter corridors. Total vehicle and passenger tariff revenues increased by approximately \$11.2 million compared to Q4 FY25, reflecting continued demand and strong utilization across the network.

BC Ferries continued to meet CFSC obligations throughout the quarter, despite ongoing operational pressures related to vessel maintenance requirements, weather impacts, terminal constraints, and increasing demand across the coastal ferry system. Alternative service was deployed where required to help mitigate customer impacts during service disruptions.

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

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Section 1

Operations Summary

 **BC Ferries**

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Section 1A - Quarter Ended March 31, 2026



Q4 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	2,944.5	1,840,530	1,306,274	71.0%	1,273,100	72.0%	33,174	\$88,576,183	\$81,204,942	\$7,371,241
01 Tsawwassen - Swartz Bay	930.0	608,704	524,287	86.1%	489,109	91.9%	35,178	\$41,139,329	\$36,427,489	\$4,711,840
02 Horseshoe Bay - Nanaimo	638.0	397,100	235,123	59.2%	247,972	61.6%	-12,849	\$17,469,411	\$16,999,929	\$469,482
03 Horseshoe Bay - Langdale	717.0	447,934	292,106	65.2%	285,480	64.2%	6,627	\$8,172,058	\$7,730,392	\$441,666
30 Nanaimo - Tsawwassen	659.5	386,792	254,758	65.9%	250,540	64.2%	4,218	\$21,795,385	\$20,047,132	\$1,748,253
☐ Minors	18,648.0	1,898,908	958,015	50.5%	921,758	47.7%	36,257	\$14,216,427	\$13,004,373	\$1,212,054
04 Swartz Bay - Fulford Harbour	706.0	128,492	80,088	62.3%	77,908	60.7%	2,181	\$995,432	\$977,358	\$18,074
05 Swartz Bay - Southern Gulf Islands	840.0	212,256	75,518	35.6%	73,692	34.3%	1,826	\$1,011,278	\$945,954	\$65,324
06 Crofton - Vesuvius	1,162.0	146,412	74,778	51.1%	68,596	46.9%	6,182	\$998,385	\$861,284	\$137,101
07 Earls Cove - Saltery Bay	706.0	158,144	44,934	28.4%	42,573	27.0%	2,361	\$1,180,580	\$1,056,496	\$124,084
08 Horseshoe Bay - Snug Cove	1,372.5	238,815	137,972	57.8%	130,515	56.8%	7,457	\$1,682,902	\$1,539,994	\$142,908
09 Tsawwassen - Southern Gulf Islands	180.0	60,720	40,570	66.8%	40,426	67.2%	144	\$1,890,617	\$1,775,688	\$114,929
12 Brentwood Bay - Mill Bay	784.0	29,792	24,604	82.6%	22,543	76.2%	2,061	\$479,442	\$287,110	\$192,332
13 Langdale - Gambier Island - Keats Landing	1,360.0							(\$106)	(\$96)	(\$10)
17 Little River - Powell River	357.0	98,532	49,764	50.5%	48,396	48.8%	1,369	\$2,169,317	\$2,036,930	\$132,387
18 Powell River - Blubber Bay	719.0	67,586	27,454	40.6%	27,028	40.0%	427	\$247,727	\$228,018	\$19,709
19 Nanaimo Harbour - Gabriola	2,022.0	190,068	113,867	59.9%	110,608	58.0%	3,259	\$1,064,396	\$995,411	\$68,985
20 Chemainus - Thetis - Penelakut	905.0	47,060	26,045	55.3%	25,096	53.3%	949	\$227,869	\$209,476	\$18,393
21 Buckley Bay - Denman West	1,456.5	128,294	71,971	56.1%	67,022	51.9%	4,949	\$565,946	\$488,478	\$77,468
22 Denman East - Hornby Island	1,143.5	48,027	27,520	57.3%	24,940	49.2%	2,580	\$232,536	\$192,612	\$39,924
23 Campbell River - Quathiaski Cove	2,477.0	232,838	115,466	49.6%	109,094	47.6%	6,372	\$938,840	\$848,636	\$90,204
24 Heriot Bay - Whaletown	399.0	20,748	12,917	62.3%	14,877	54.9%	-1,960	\$155,395	\$155,344	\$51
25 Port McNeill - Alert Bay - Sointula	956.0	55,844	23,339	41.8%	25,840	28.2%	-2,501	\$272,400	\$286,984	(\$14,584)
26 Skidegate - Alliford Bay	1,102.5	35,280	11,212	31.8%	12,608	36.0%	-1,396	\$103,471	\$118,696	(\$15,225)
☐ North	68.5	12,503	8,082	64.6%	8,082	63.1%	0	\$1,562,459	\$1,517,509	\$44,950
10 Port Hardy - Prince Rupert	19.0	4,006	3,067	76.5%	3,153	72.4%	-86	\$708,774	\$734,661	(\$25,887)
11 Prince Rupert - Skidegate	36.0	7,552	4,733	62.7%	4,742	61.1%	-9	\$832,890	\$765,628	\$67,262
28 Port Hardy - Central Coast	13.5	945	283	29.9%	188	26.8%	95	\$20,795	\$17,220	\$3,575
Total	21,661.0	3,751,941	2,272,371	60.6%	2,202,940	59.3%	69,431	\$104,355,069	\$95,726,824	\$8,628,245

Obligation Deferred (Settled)

\$13,751

\$0

Total Vehicle Fare Revenue

\$104,368,820

\$95,726,824

Q4 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	Q4 FY25	FY26
☐ Majors	2,640,201	2,589,125	51,076	\$37,617,249	\$35,584,864	\$2,032,385	74.5%	75.5%	87.3%
01 Tsawwassen - Swartz Bay	1,183,588	1,139,193	44,395	\$19,953,774	\$18,460,131	\$1,493,643	62.8%	68.4%	84.6%
02 Horseshoe Bay - Nanaimo	531,616	552,034	-20,418	\$8,627,151	\$8,654,155	(\$27,004)	78.8%	80.7%	96.9%
03 Horseshoe Bay - Langdale	543,597	525,589	18,008	\$2,932,665	\$2,735,064	\$197,601	77.7%	73.1%	89.1%
30 Nanaimo - Tsawwassen	381,400	372,309	9,091	\$6,103,659	\$5,735,514	\$368,145	81.8%	81.7%	80.1%
☐ Minors	1,651,129	1,579,874	71,255	\$7,032,407	\$6,454,164	\$578,243	90.7%	93.0%	91.6%
04 Swartz Bay - Fulford Harbour	130,766	126,138	4,628	\$583,432	\$541,011	\$42,421	92.8%	95.7%	97.2%
05 Swartz Bay - Southern Gulf Islands	110,406	108,588	1,818	\$442,265	\$425,895	\$16,370	73.7%	78.7%	77.3%
06 Crofton - Vesuvius	117,892	108,951	8,941	\$440,584	\$385,480	\$55,104	91.9%	90.8%	76.5%
07 Earls Cove - Saltery Bay	66,562	63,323	3,239	\$397,779	\$367,060	\$30,719	90.5%	91.8%	94.4%
08 Horseshoe Bay - Snug Cove	276,005	253,489	22,516	\$930,742	\$824,341	\$106,401	81.1%	82.5%	98.0%
09 Tsawwassen - Southern Gulf Islands	84,405	84,139	266	\$951,646	\$927,037	\$24,609	72.9%	78.5%	75.3%
12 Brentwood Bay - Mill Bay	43,194	39,522	3,672	\$283,205	\$179,851	\$103,354	91.3%	97.0%	92.9%
13 Langdale - Gambier Island - Keats Landing	10,829	9,468	1,361	\$37,484	\$33,813	\$3,671	99.9%	99.9%	99.9%
17 Little River - Powell River	93,602	90,489	3,113	\$1,026,853	\$957,763	\$69,090	93.0%	96.2%	94.8%
18 Powell River - Blubber Bay	39,477	39,243	234	\$116,977	\$114,361	\$2,616	96.2%	98.5%	98.1%
19 Nanaimo Harbour - Gabriola	197,537	187,443	10,094	\$546,744	\$498,408	\$48,336	92.0%	92.0%	87.0%
20 Chemainus - Thetis - Penelakut	60,566	55,677	4,889	\$143,551	\$130,932	\$12,619	77.7%	93.6%	92.0%
21 Buckley Bay - Denman West	106,001	101,819	4,182	\$260,991	\$237,129	\$23,862	98.7%	98.3%	98.0%
22 Denman East - Hornby Island	39,158	36,223	2,935	\$106,037	\$93,761	\$12,276	96.8%	93.9%	95.3%
23 Campbell River - Quathiaski Cove	193,960	185,118	8,842	\$491,637	\$446,798	\$44,839	97.9%	98.9%	98.9%
24 Heriot Bay - Whaletown	17,335	20,672	-3,337	\$64,130	\$69,343	(\$5,213)	85.7%	92.2%	81.6%
25 Port McNeill - Alert Bay - Sointula	45,434	49,515	-4,081	\$156,527	\$165,991	(\$9,464)	93.2%	93.6%	80.8%
26 Skidegate - Alliford Bay	18,000	20,057	-2,057	\$51,823	\$55,190	(\$3,367)	98.5%	98.1%	99.1%
☐ North	14,411	15,257	-846	\$764,723	\$782,235	(\$17,512)	85.9%	73.9%	73.4%
10 Port Hardy - Prince Rupert	5,967	6,683	-716	\$484,455	\$503,592	(\$19,137)	86.5%	77.3%	69.3%
11 Prince Rupert - Skidegate	8,030	8,255	-225	\$269,730	\$268,362	\$1,368	90.8%	86.7%	87.5%
28 Port Hardy - Central Coast	414	319	95	\$10,538	\$10,281	\$257	75.0%	57.0%	67.6%
Total	4,305,741	4,184,256	121,485	\$45,414,379	\$42,821,263	\$2,593,116	88.7%	90.7%	90.9%

Obligation Deferred (Settled)	\$6,445	\$0
Total Passenger Fare Revenue	\$45,420,824	\$42,821,263
Total Vehicle & Passenger Fare Revenue per Financial Statements	\$149,789,644	\$138,548,087

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Section 2

Performance Against CFSC
Minimums



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Q4 Actual Round Trips

21.7K
FY25: 21.5K

Q4 Cancelled Round Trips

307.0
FY25: 344.0

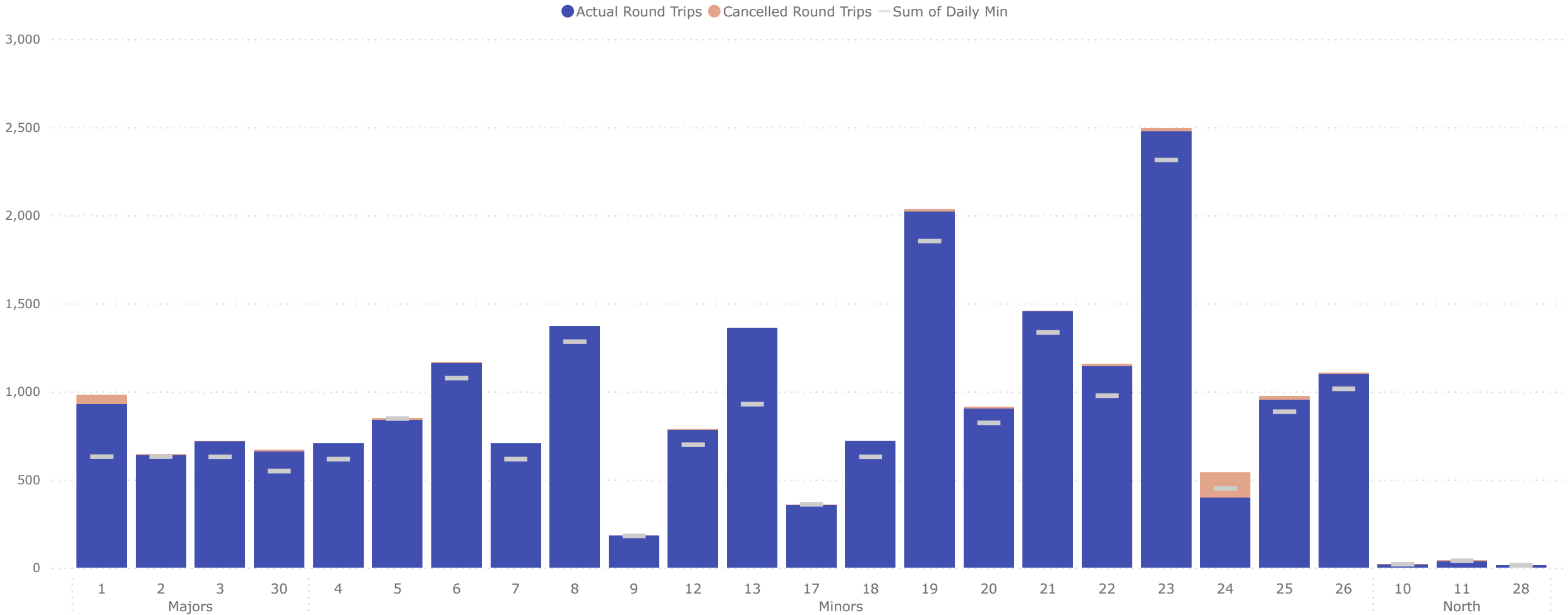
Q4 Scheduled Round Trips

22.0K
FY25: 21.9K

Q4 Scheduled Round Trips Cancelled

1.4%
FY25: 1.6%

Q4 Actual & Cancelled Round Trips versus Minimum (Daily) Core Service Levels



Q4 Actual Round Trips

21.7K

FY25: 21.5K

Q4 Cancelled Round Trips

307.0

FY25: 344.0

Q4 Scheduled Round Trips

22.0K

FY25: 21.9K

Q4 Scheduled Round Trips Cancelled

1.4%

FY25: 1.6%

Q4 Cancellations of Minimum (Daily) Round Trips by Route													
	Emergency	Safety	Terminal (Dock)	Allowable		Vessel (Mech)	Vessel (Mech)	Weather	Total	Crew	Not Allowable		Total
				Terminal (Mech)							Traffic	Other	
☐ Majors	0.0	0.0	0.0	0.0	0.0	0.0	5.5	0.0	5.5	1.0	0.0	0.0	1.0
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	3.0	1.0	0.0	0.0	1.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	0.0	0.0	0.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.5	0.0	0.0	0.0	0.0
☐ Minors	0.0	0.0	101.0	0.0	0.0	0.0	15.5	27.0	143.5	6.0	0.0	0.0	6.0
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	6.0	0.0	6.0	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	1.0	1.0	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	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	1.0	1.0	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	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	1.0	1.0	1.0	0.0	0.0	1.0
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
19 Nanaimo Harbour - Gabriola	0.0	0.0	0.5	0.0	0.0	0.0	1.0	0.0	1.5	0.0	0.0	0.0	0.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	0.0	2.0	1.0	3.0	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	4.5	2.0	6.5	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	5.0	5.0	0.0	0.0	0.0	0.0
24 Heriot Bay - Whaletown	0.0	0.0	100.5	0.0	0.0	0.0	0.0	4.0	104.5	5.0	0.0	0.0	5.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	1.0	11.0	12.0	0.0	0.0	0.0	0.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	0.0	0.0	0.0
☐ North	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.0	3.0	0.0	0.0	0.0	0.0
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	3.0	3.0	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.0	0.0	101.0	0.0	0.0	0.0	21.0	30.0	152.0	7.0	0.0	0.0	7.0

Section 2C - Quarter Ended March 31, 2026



Q4 Actual Round Trips

21.7K

CFSC (Daily) Minimum: 19.4K

Q4 Actual Round Trips

21.7K

Estimated Proportion of (Annual) Minimums: 21.1K

Q4 Actual Round Trips & Variance Against Minimum (Daily) Core Service Levels by Route

Q4 Allowable Cancellations

	FY25			Q4			Q4 FY26
	Actual Round Trips	CFSC Min	CFSC Variance	Actual Round Trips	FY26 CFSC Min	CFSC Variance	
☐ Majors	2,849.5	2,437.0	412.5	2,944.5	2,437.0	507.5	5.5
01 Tsawwassen - Swartz Bay	829.0	630.0	199.0	930.0	630.0	300.0	0.0
02 Horseshoe Bay - Nanaimo	645.5	630.0	15.5	638.0	630.0	8.0	3.0
03 Horseshoe Bay - Langdale	714.0	629.0	85.0	717.0	629.0	88.0	1.0
30 Nanaimo - Tsawwassen	661.0	548.0	113.0	659.5	548.0	111.5	1.5
☐ Minors	18,589.5	16,880.5	1,709.0	18,648.0	16,880.5	1,767.5	143.5
04 Swartz Bay - Fulford Harbour	705.0	616.0	89.0	706.0	616.0	90.0	0.0
05 Swartz Bay - Southern Gulf Islands	845.0	846.0	-1.0	840.0	846.0	-6.0	6.0
06 Crofton - Vesuvius	1,160.5	1,076.0	84.5	1,162.0	1,076.0	86.0	1.0
07 Earls Cove - Saltery Bay	705.0	616.0	89.0	706.0	616.0	90.0	0.0
08 Horseshoe Bay - Snug Cove	1,319.5	1,282.5	37.0	1,372.5	1,282.5	90.0	0.0
09 Tsawwassen - Southern Gulf Islands	178.0	180.0	-2.0	180.0	180.0	0.0	0.0
12 Brentwood Bay - Mill Bay	779.0	699.0	80.0	784.0	698.0	86.0	1.0
13 Langdale - Gambier Island - Keats Landing	1,326.0	928.0	398.0	1,360.0	928.0	432.0	0.0
17 Little River - Powell River	359.0	359.0	0.0	357.0	359.0	-2.0	1.0
18 Powell River - Blubber Bay	718.5	629.0	89.5	719.0	629.0	90.0	0.0
19 Nanaimo Harbour - Gabriola	2,028.5	1,853.0	175.5	2,022.0	1,854.0	168.0	1.5
20 Chemainus - Thetis - Penelakut	906.0	822.0	84.0	905.0	822.0	83.0	3.0
21 Buckley Bay - Denman West	1,440.5	1,335.0	105.5	1,456.5	1,335.0	121.5	0.0
22 Denman East - Hornby Island	1,088.0	976.0	112.0	1,143.5	976.0	167.5	6.5
23 Campbell River - Quathiaski Cove	2,440.0	2,314.0	126.0	2,477.0	2,314.0	163.0	5.0
24 Heriot Bay - Whaletown	521.0	449.0	72.0	399.0	449.0	-50.0	104.5
25 Port McNeill - Alert Bay - Sointula	975.0	885.0	90.0	956.0	885.0	71.0	12.0
26 Skidegate - Alliford Bay	1,095.0	1,015.0	80.0	1,102.5	1,015.0	87.5	2.0
☐ North	68.0	72.0	-4.0	68.5	71.0	-2.5	3.0
10 Port Hardy - Prince Rupert	20.5	20.5	0.0	19.0	19.0	0.0	0.0
11 Prince Rupert - Skidegate	37.5	38.5	-1.0	36.0	39.0	-3.0	3.0
28 Port Hardy - Central Coast	10.0	13.0	-3.0	13.5	13.0	0.5	0.0
Total	21,507.0	19,389.5	2,117.5	21,661.0	19,388.5	2,272.5	152.0

Section 2D - Fiscal Year to Date March 31, 2026



YTD Actual Round Trips

91.3K
FY25: 90.7K

YTD Cancelled Round Trips

644.5
FY25: 1.3K

YTD Scheduled Round Trips

91.9K
FY25: 92.0K

YTD Scheduled Round Trips Cancelled

0.7%
FY25: 1.4%

YTD All Round Trip Cancellations by Route

	Allowable							Total	Crew	Not Allowable		Total	Total
	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather			Traffic	Other		
☐ Majors	0.0	0.0	2.0	0.0	1.0	107.0	34.0	144.0	1.0	0.0	0.0	1.0	145.0
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	51.5	20.0	71.5	0.0	0.0	0.0	0.0	71.5
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	24.0	6.0	30.0	1.0	0.0	0.0	1.0	31.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	24.0	0.0	24.0	0.0	0.0	0.0	0.0	24.0
30 Nanaimo - Tsawwassen	0.0	0.0	2.0	0.0	1.0	7.5	8.0	18.5	0.0	0.0	0.0	0.0	18.5
☐ Minors	10.0	23.0	135.0	1.0	8.5	85.0	156.5	419.0	43.5	5.0	10.0	58.5	477.5
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	9.0	1.0	10.0	4.0	1.0	0.0	5.0	15.0
06 Crofton - Vesuvius	2.0	1.0	0.0	0.0	2.0	10.0	2.0	17.0	2.0	0.0	0.0	2.0	19.0
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	2.0	6.0	7.0	0.0	0.0	7.0	13.0
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	4.0	5.0	2.0	0.0	0.0	2.0	7.0
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	1.5	5.0	5.0	0.0	0.0	2.0	1.0	14.5	4.5	0.0	0.0	4.5	19.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	1.0	6.0	3.0	10.0	1.0	2.0	0.0	3.0	13.0
21 Buckley Bay - Denman West	2.0	0.0	0.0	0.0	0.0	7.0	0.0	9.0	2.0	0.0	0.0	2.0	11.0
22 Denman East - Hornby Island	1.0	0.0	0.0	0.0	0.0	5.0	29.0	35.0	1.5	0.0	0.0	1.5	36.5
23 Campbell River - Quathiaski Cove	0.0	9.0	0.0	0.0	0.0	10.0	24.5	43.5	2.0	0.0	4.5	6.5	50.0
24 Heriot Bay - Whaletown	0.0	0.0	126.0	0.0	0.0	2.0	30.0	158.0	6.0	0.0	1.0	7.0	165.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	2.0	7.0	25.0	34.0	1.0	0.0	2.0	3.0	37.0
26 Skidegate - Alliford Bay	0.0	1.0	0.0	0.0	2.0	9.5	27.0	39.5	2.0	0.0	0.0	2.0	41.5
☐ North	1.0	0.0	0.0	0.0	1.0	1.5	17.5	21.0	0.5	0.0	0.5	1.0	22.0
10 Port Hardy - Prince Rupert	0.5	0.0	0.0	0.0	0.0	0.0	3.0	3.5	0.0	0.0	0.0	0.0	3.5
11 Prince Rupert - Skidegate	0.5	0.0	0.0	0.0	0.0	1.5	10.0	12.0	0.5	0.0	0.5	1.0	13.0
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	11.0	23.0	137.0	1.0	10.5	193.5	208.0	584.0	45.0	5.0	10.5	60.5	644.5

YTD Actual Round Trips

91.3K

CFSC (Annual) Minimum: 80.5K

YTD Actual Round Trips

91.3K

Estimated Proportion of (Annual) Minimums: 88.6K

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

	Actual Round Trips	FY26 Estimated Proportion of (Annual) Minimums	Variance	Allowable Round Trip Cancellations
☒ Majors	13,572.0	12,400.0	1,172.0	19.5
01 Tsawwassen - Swartz Bay	4,543.0	3,900.0	643.0	1.0
02 Horseshoe Bay - Nanaimo	2,814.5	2,700.0	114.5	9.0
03 Horseshoe Bay - Langdale	3,315.0	3,100.0	215.0	4.0
30 Nanaimo - Tsawwassen	2,899.5	2,700.0	199.5	5.5
☒ Minors	77,308.5	75,778.0	1,530.5	227.0
04 Swartz Bay - Fulford Harbour	3,003.0	3,008.0	-5.0	2.0
05 Swartz Bay - Southern Gulf Islands	3,519.0	3,468.0	51.0	8.0
06 Crofton - Vesuvius	4,718.0	4,737.0	-19.0	6.0
07 Earls Cove - Saltery Bay	2,884.0	2,888.0	-4.0	0.0
08 Horseshoe Bay - Snug Cove	5,541.0	5,571.5	-30.5	3.0
09 Tsawwassen - Southern Gulf Islands	1,051.0	984.0	67.0	0.0
12 Brentwood Bay - Mill Bay	3,202.0	3,215.0	-13.0	2.0
13 Langdale - Gambier Island - Keats Landing	5,456.0	4,065.0	1,391.0	1.0
17 Little River - Powell River	1,451.0	1,458.0	-7.0	5.0
18 Powell River - Blubber Bay	2,969.0	2,968.0	1.0	0.0
19 Nanaimo Harbour - Gabriola	8,255.0	8,270.5	-15.5	1.5
20 Chemainus - Thetis - Penelakut	3,690.0	3,700.0	-10.0	5.0
21 Buckley Bay - Denman West	6,518.5	6,257.0	261.5	0.0
22 Denman East - Hornby Island	4,466.5	4,368.0	98.5	15.5
23 Campbell River - Quathiaski Cove	10,093.5	10,142.0	-48.5	14.5
24 Heriot Bay - Whaletown	2,090.5	2,237.0	-146.5	116.5
25 Port McNeill - Alert Bay - Sointula	3,922.0	3,959.0	-37.0	23.0
26 Skidegate - Alliford Bay	4,478.5	4,482.0	-3.5	24.0
☒ North	394.0	405.5	-11.5	7.5
10 Port Hardy - Prince Rupert	113.0	113.0	0.0	0.0
11 Prince Rupert - Skidegate	199.5	203.5	-4.0	5.0
28 Port Hardy - Central Coast	81.5	89.0	-7.5	2.5
Total	91,274.5	88,583.5	2,691.0	254.0

Section 2F - Fiscal Year to Date Ended March 31, 2026

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	5	2
03 Horseshoe Bay - Langdale	4	2
30 Nanaimo - Tsawwassen	4	1
☐ Minors		
04 Swartz Bay - Fulford Harbour	1	1
05 Swartz Bay - Southern Gulf Islands	4	2
06 Crofton - Vesuvius	4	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	2	1
13 Langdale - Gambier Island - Keats Landing	1	1
17 Little River - Powell River	5	1
18 Powell River - Blubber Bay	0	0
19 Nanaimo Harbour - Gabriola	1	1
20 Chemainus - Thetis - Penelakut	3	1
21 Buckley Bay - Denman West	0	0
22 Denman East - Hornby Island	8	1
23 Campbell River - Quathiaski Cove	4	1
24 Heriot Bay - Whaletown	29	21
25 Port McNeill - Alert Bay - Sointula	8	1
26 Skidegate - Alliford Bay	10	1
☐ North		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	9	2
28 Port Hardy - Central Coast	5	2

Section 2G - Quarter Ended March 31, 2026



Q4 Actual Round Trips

187.0
FY25: 146.5

YTD Actual Round Trips

293.5
FY25: 293.5

Q4 Alternative Service Round Trips by Route

YTD Round Trips

	FY25			Q4			FY26		Yes	
	Sailed Round Trips	AEQ Carried	Passengers	Sailed Round Trips	AEQ Carried	Passengers			FY25	FY26
☐ Majors	11.5	0	264	9.0	0	112	19.0	34.5		
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	11.5	0	264	9.0	0	112	19.0	34.5		
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0	0.0	0.0		
☐ Minors	129.0	0	1,723	178.0	507	2,311	257.5	245.0		
04 Swartz Bay - Fulford Harbour	0.0	0	0	0.0	0	0	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	119.5	0	1,641	0.0	0	0	155.0	39.0		
09 Tsawwassen - Southern Gulf Islands	0.0	0	0	0.0	0	0	0.0	0.0		
12 Brentwood Bay - Mill Bay	0.0	0	0	0.0	0	0	0.0	0.0		
13 Langdale - Gambier Island - Keats Landing	0.0	0	0	0.0	0	0	0.0	0.0		
17 Little River - Powell River	0.0	0	0	0.0	0	0	0.0	0.0		
18 Powell River - Blubber Bay	0.0	0	0	0.0	0	0	65.0	0.0		
19 Nanaimo Harbour - Gabriola	0.0	0	0	2.5	0	21	12.0	2.5		
20 Chemainus - Thetis - Penelakut	8.0	0	69	5.0	0	59	13.0	11.0		
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	170.5	507	2,204	0.0	170.5		
25 Port McNeill - Alert Bay - Sointula	0.0	0	0	0.0	0	27	11.0	2.0		
26 Skidegate - Alliford Bay	1.5	0	13	0.0	0	0	1.5	6.0		
☐ North	6.0	18	84	0.0	0	0	17.0	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	6.0	18	84	0.0	0	0	17.0	14.0		
Total	146.5	18	2,071	187.0	507	2,423	293.5	293.5		

○ ○ ○ ○

Section 3

Performance Against Scheduled
Sailings



○ ○ ○ ○



Section 3A - Quarter Ended March 31, 2026



Q4 Scheduled Sailings

47.7K
FY25: 47.5K

Q4 Actual Sailings

47.1K
FY25: 46.7K

YTD Scheduled Sailings

199.2K
FY25: 199.3K

YTD Actual Sailings

197.8K
FY25: 196.5K

Q4 Scheduled & Actual Sailings by Route

YTD Totals

	Q4									
	Scheduled Sailings	FY25 Actual Sailings	Variance	Scheduled Sailings	FY26 Actual Sailings	Variance	Scheduled Sailings	FY25 Actual Sailings	Scheduled Sailings	FY26 Actual Sailings
☐ Majors	5,970	5,699	-271	6,023	5,889	-134	27,465	26,702	27,434	27,144
01 Tsawwassen - Swartz Bay	1,884	1,658	-226	1,965	1,860	-105	9,248	8,658	9,229	9,086
02 Horseshoe Bay - Nanaimo	1,308	1,291	-17	1,284	1,276	-8	5,756	5,676	5,691	5,629
03 Horseshoe Bay - Langdale	1,450	1,428	-22	1,438	1,434	-4	6,661	6,608	6,678	6,630
30 Nanaimo - Tsawwassen	1,328	1,322	-6	1,336	1,319	-17	5,800	5,760	5,836	5,799
☐ Minors	41,223	40,765	-458	41,416	40,898	-518	170,498	168,492	170,422	169,345
04 Swartz Bay - Fulford Harbour	1,412	1,410	-2	1,412	1,412	0	6,122	6,112	6,016	6,006
05 Swartz Bay - Southern Gulf Islands	3,026	3,006	-20	3,025	2,986	-39	12,238	12,108	12,202	12,111
06 Crofton - Vesuvius	2,332	2,321	-11	2,332	2,324	-8	9,474	9,441	9,474	9,436
07 Earls Cove - Saltery Bay	1,412	1,410	-2	1,412	1,412	0	5,776	5,770	5,770	5,768
08 Horseshoe Bay - Snug Cove	2,758	2,639	-119	2,745	2,745	0	11,157	10,915	11,145	11,082
09 Tsawwassen - Southern Gulf Islands	1,347	1,331	-16	1,359	1,358	-1	6,289	6,239	6,354	6,338
12 Brentwood Bay - Mill Bay	1,576	1,558	-18	1,576	1,568	-8	6,430	6,370	6,430	6,404
13 Langdale - Gambier Island - Keats Landing	2,793	2,782	-11	2,870	2,861	-9	11,553	11,485	11,648	11,603
17 Little River - Powell River	718	718	0	718	714	-4	2,916	2,878	2,916	2,902
18 Powell River - Blubber Bay	1,440	1,437	-3	1,438	1,438	0	5,950	5,829	5,946	5,938
19 Nanaimo Harbour - Gabriola	4,066	4,057	-9	4,071	4,044	-27	16,564	16,430	16,548	16,510
20 Chemainus - Thetis - Penelakut	2,803	2,784	-19	2,807	2,780	-27	11,387	11,319	11,370	11,333
21 Buckley Bay - Denman West	2,888	2,881	-7	2,917	2,913	-4	13,130	13,037	13,059	13,037
22 Denman East - Hornby Island	2,219	2,176	-43	2,309	2,287	-22	8,976	8,761	9,006	8,933
23 Campbell River - Quathiaski Cove	4,992	4,880	-112	4,989	4,954	-35	20,294	19,863	20,287	20,187
24 Heriot Bay - Whaletown	1,080	1,042	-38	1,078	798	-280	4,508	4,376	4,511	4,181
25 Port McNeill - Alert Bay - Sointula	2,143	2,143	0	2,143	2,099	-44	8,702	8,626	8,700	8,619
26 Skidegate - Alliford Bay	2,218	2,190	-28	2,215	2,205	-10	9,032	8,933	9,040	8,957
☐ North	269	264	-5	290	278	-12	1,311	1,271	1,385	1,320
10 Port Hardy - Prince Rupert	110	110	0	104	101	-3	529	527	538	521
11 Prince Rupert - Skidegate	80	75	-5	81	72	-9	425	408	425	399
28 Port Hardy - Central Coast	79	79	0	105	105	0	357	336	422	400
Total	47,462	46,728	-734	47,729	47,065	-664	199,274	196,465	199,241	197,809

Q4 Actual Sailings

47.1K

FY25: 46.7K

Q4 Cancelled Sailings

664

FY25: 734

Q4 Scheduled Sailings

47.7K

FY25: 47.5K

Q4 Scheduled Sailings Cancelled

1.4%

FY25: 1.5%

Q4 Sailing Cancellations by Route											
	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	2	0	0	0	0	2	126	4	0	0	134
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	101	4	0	0	105
02 Horseshoe Bay - Nanaimo	2	0	0	0	0	0	6	0	0	0	8
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	4	0	0	0	4
30 Nanaimo - Tsawwassen	0	0	0	0	0	2	15	0	0	0	17
☐ Minors	33	2	4	262	0	2	65	123	19	8	518
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	23	2	14	0	39
06 Crofton - Vesuvius	0	0	2	0	0	2	0	4	0	0	8
07 Earls Cove - Saltery Bay	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
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	1	0	0	0	1
12 Brentwood Bay - Mill Bay	4	0	0	0	0	0	0	4	0	0	8
13 Langdale - Gambier Island - Keats Landing	0	0	0	0	0	0	0	9	0	0	9
17 Little River - Powell River	2	0	0	0	0	0	0	2	0	0	4
18 Powell River - Blubber Bay	0	0	0	0	0	0	0	0	0	0	0
19 Nanaimo Harbour - Gabriola	7	2	2	10	0	0	4	2	0	0	27
20 Chemainus - Thetis - Penelakut	4	0	0	0	0	0	9	9	5	0	27
21 Buckley Bay - Denman West	4	0	0	0	0	0	0	0	0	0	4
22 Denman East - Hornby Island	0	0	0	0	0	0	10	12	0	0	22
23 Campbell River - Quathiaski Cove	0	0	0	0	0	0	6	24	0	5	35
24 Heriot Bay - Whaletown	12	0	0	252	0	0	2	14	0	0	280
25 Port McNeill - Alert Bay - Sointula	0	0	0	0	0	0	6	35	0	3	44
26 Skidegate - Alliford Bay	0	0	0	0	0	0	4	6	0	0	10
☐ North	0	4	0	0	0	0	0	7	0	1	12
10 Port Hardy - Prince Rupert	0	3	0	0	0	0	0	0	0	0	3
11 Prince Rupert - Skidegate	0	1	0	0	0	0	0	7	0	1	9
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	0	0	0	0
Total	35	6	4	262	0	4	191	134	19	9	664

YTD Actual Sailings

197.8K
FY25: 196.5K

YTD Cancelled Sailings

1,432
FY25: 2,809

YTD Scheduled Sailings

199.2K
FY25: 199.3K

YTD Scheduled Sailings Cancelled

0.7%
FY25: 1.4%

YTD Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	2	0	0	4	0	2	214	68	0	0	290
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	103	40	0	0	143
02 Horseshoe Bay - Nanaimo	2	0	0	0	0	0	48	12	0	0	62
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	48	0	0	0	48
30 Nanaimo - Tsawwassen	0	0	0	4	0	2	15	16	0	0	37
☐ Minors	107	20	52	272	2	18	192	347	44	23	1,077
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	34	2	35	2	91
06 Crofton - Vesuvius	4	4	2	0	0	4	20	4	0	0	38
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	2	3	0	0	16
12 Brentwood Bay - Mill Bay	14	0	4	0	0	0	4	4	0	0	26
13 Langdale - Gambier Island - Keats Landing	0	0	8	2	0	0	0	35	0	0	45
17 Little River - Powell River	4	2	0	0	0	0	0	8	0	0	14
18 Powell River - Blubber Bay	0	2	4	0	0	0	0	2	0	0	8
19 Nanaimo Harbour - Gabriola	9	3	10	10	0	0	4	2	0	0	38
20 Chemainus - Thetis - Penelakut	4	0	0	0	0	3	16	9	5	0	37
21 Buckley Bay - Denman West	4	4	0	0	0	0	14	0	0	0	22
22 Denman East - Hornby Island	3	2	0	0	0	0	10	58	0	0	73
23 Campbell River - Quathiaski Cove	4	0	18	0	0	0	20	49	0	9	100
24 Heriot Bay - Whaletown	12	0	0	252	0	0	4	60	0	2	330
25 Port McNeill - Alert Bay - Sointula	3	0	0	0	0	4	14	55	0	5	81
26 Skidegate - Alliford Bay	4	0	2	0	0	4	19	54	0	0	83
☐ North	1	4	0	0	0	8	3	48	0	1	65
10 Port Hardy - Prince Rupert	0	3	0	0	0	0	0	14	0	0	17
11 Prince Rupert - Skidegate	1	1	0	0	0	0	3	20	0	1	26
28 Port Hardy - Central Coast	0	0	0	0	0	8	0	14	0	0	22
Total	110	24	52	276	2	28	409	463	44	24	1,432

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Section 4

On Time Performance and
Overloads



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Section 4A - Quarter Ended March 31, 2026



Q4 On Time Sailings

42.8K
FY25: 42.4K

Q4 Delayed Sailings

4.3K
FY25: 4.3K

Q4 Actual Sailings

47.1K
FY25: 46.7K

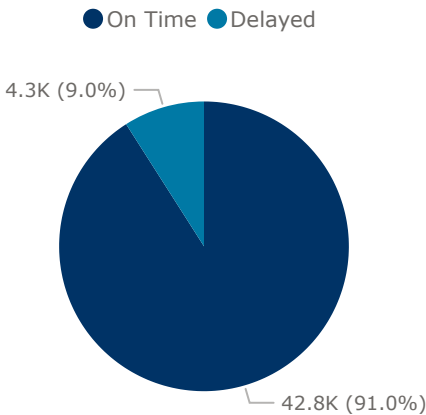
Q4 On Time Performance

90.9%
FY25: 90.7%

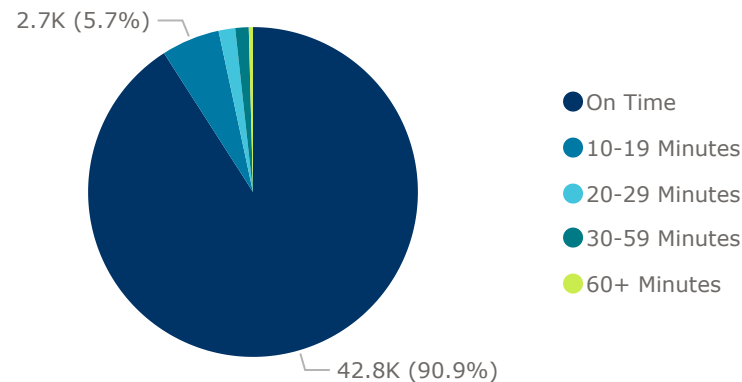
Q4 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
Majors	5,144	745	87.3%
01 Tsawwassen - Swartz Bay	1,573	287	84.6%
02 Horseshoe Bay - Nanaimo	1,237	39	96.9%
03 Horseshoe Bay - Langdale	1,278	156	89.1%
30 Nanaimo - Tsawwassen	1,056	263	80.1%
Minors	37,447	3,451	91.6%
04 Swartz Bay - Fulford Harbour	1,372	40	97.2%
05 Swartz Bay - Southern Gulf Islands	2,308	678	77.3%
06 Crofton - Vesuvius	1,779	545	76.5%
07 Earls Cove - Saltery Bay	1,333	79	94.4%
08 Horseshoe Bay - Snug Cove	2,691	54	98.0%
09 Tsawwassen - Southern Gulf Islands	1,022	336	75.3%
12 Brentwood Bay - Mill Bay	1,456	112	92.9%
13 Langdale - Gambier Island - Keats Landing	2,858	3	99.9%
17 Little River - Powell River	677	37	94.8%
18 Powell River - Blubber Bay	1,411	27	98.1%
19 Nanaimo Harbour - Gabriola	3,517	527	87.0%
20 Chemainus - Thetis - Penelakut	2,558	222	92.0%
21 Buckley Bay - Denman West	2,855	58	98.0%
22 Denman East - Hornby Island	2,179	108	95.3%
23 Campbell River - Quathiaski Cove	4,898	56	98.9%
24 Heriot Bay - Whaletown	651	147	81.6%
25 Port McNeill - Alert Bay - Sointula	1,697	402	80.8%
26 Skidegate - Alliford Bay	2,185	20	99.1%
North	204	74	73.4%
10 Port Hardy - Prince Rupert	70	31	69.3%
11 Prince Rupert - Skidegate	63	9	87.5%
28 Port Hardy - Central Coast	71	34	67.6%
Total	42,795	4,270	90.9%

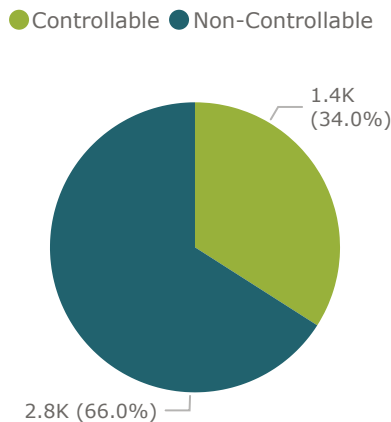
Q4 On Time Performance



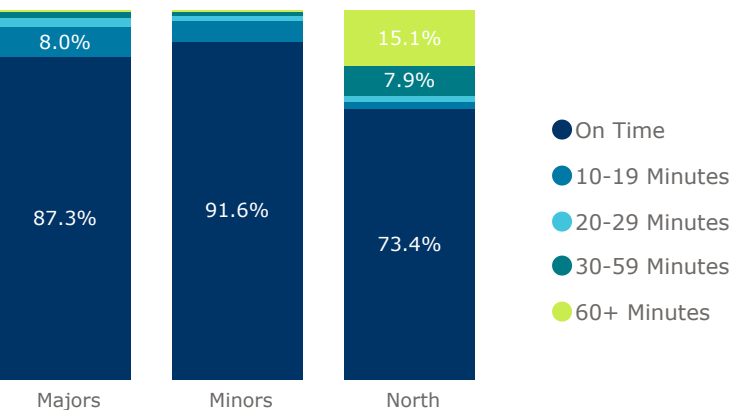
Q4 On Time Performance & Delay Duration



Q4 Delay Controllability



Q4 Duration of Delays by Route Grouping



YTD On Time Sailings

170.3K

FY25: 165.0K

YTD Delayed Sailings

27.5K

FY25: 31.5K

YTD Actual Sailings

197.8K

FY25: 196.5K

YTD On Time Performance

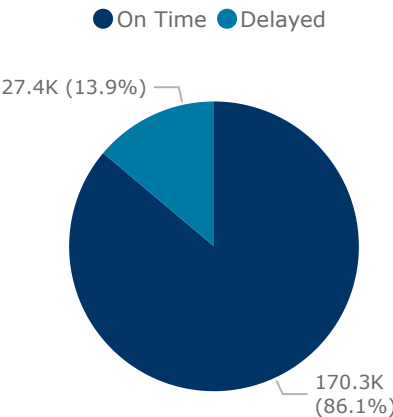
86.1%

FY25: 84.0%

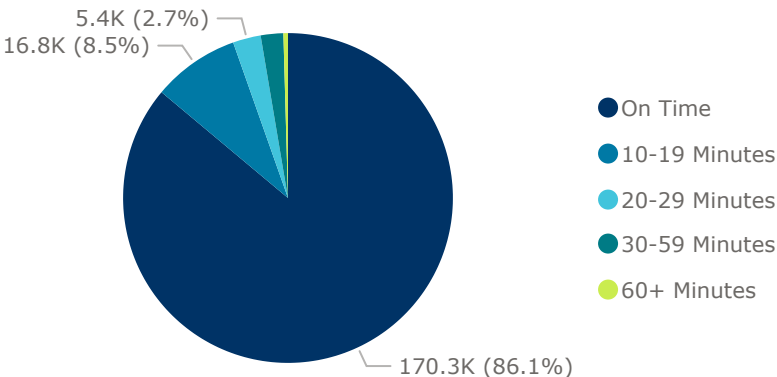
YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
☐ Majors	21,921	5,223	80.8%
01 Tsawwassen - Swartz Bay	7,537	1,549	83.0%
02 Horseshoe Bay - Nanaimo	4,762	867	84.6%
03 Horseshoe Bay - Langdale	5,297	1,333	79.9%
30 Nanaimo - Tsawwassen	4,325	1,474	74.6%
☐ Minors	147,367	21,978	87.0%
04 Swartz Bay - Fulford Harbour	5,224	782	87.0%
05 Swartz Bay - Southern Gulf Islands	8,111	4,000	67.0%
06 Crofton - Vesuvius	6,595	2,841	69.9%
07 Earls Cove - Saltery Bay	4,988	780	86.5%
08 Horseshoe Bay - Snug Cove	9,505	1,577	85.8%
09 Tsawwassen - Southern Gulf Islands	3,982	2,356	62.8%
12 Brentwood Bay - Mill Bay	5,543	861	86.6%
13 Langdale - Gambier Island - Keats Landing	11,485	118	99.0%
17 Little River - Powell River	2,708	194	93.3%
18 Powell River - Blubber Bay	5,800	138	97.7%
19 Nanaimo Harbour - Gabriola	13,881	2,629	84.1%
20 Chemainus - Thetis - Penelakut	10,588	745	93.4%
21 Buckley Bay - Denman West	12,757	280	97.9%
22 Denman East - Hornby Island	8,345	588	93.4%
23 Campbell River - Quathiaski Cove	19,176	1,011	95.0%
24 Heriot Bay - Whaletown	3,263	918	78.0%
25 Port McNeill - Alert Bay - Sointula	6,715	1,904	77.9%
26 Skidegate - Alliford Bay	8,701	256	97.1%
☐ North	995	325	75.4%
10 Port Hardy - Prince Rupert	350	171	67.2%
11 Prince Rupert - Skidegate	356	43	89.2%
28 Port Hardy - Central Coast	289	111	72.3%
Total	170,283	27,526	86.1%

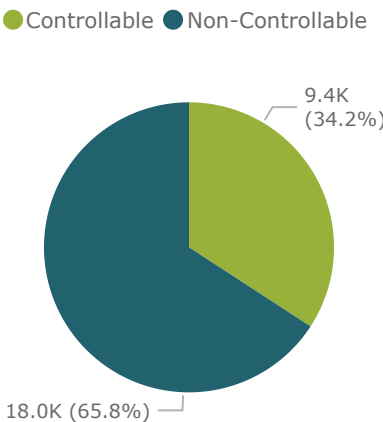
YTD On Time Performance



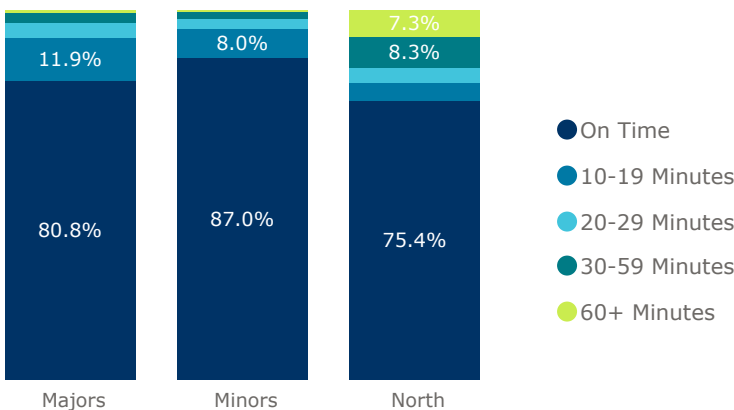
YTD On Time Performance & Delay Duration



YTD Delay Controllability



YTD Duration of Delays by Route Grouping



Section 4C - Quarter Ended March 31, 2026



Q4 Sailings with Overloads

4.3K

FY25: 4.1K

Q4 % of Overloaded Sailings

9.7%

FY25: 9.4%

YTD Sailings with Overloads

31.7K

FY25: 28.7K

YTD % of Overloaded Sailings

17.0%

FY25: 15.5%

Q4 Sailings with Overloads by Route

YTD Totals

	Q4				Yes			
	FY25 Overloaded Sailings	% of Sailings	FY26 Overloaded Sailings	% of Sailings	FY25 Overloaded Sailings	% of Sailings	FY26 Overloaded Sailings	% of Sailings
☐ Majors	1,750	30.7%	1,393	23.7%	10,832	40.6%	10,394	38.3%
01 Tsawwassen - Swartz Bay	1,004	60.6%	795	42.7%	4,783	55.2%	4,689	51.6%
02 Horseshoe Bay - Nanaimo	162	12.5%	65	5.1%	1,970	34.7%	1,630	29.0%
03 Horseshoe Bay - Langdale	302	21.1%	283	19.7%	2,020	30.6%	1,997	30.1%
30 Nanaimo - Tsawwassen	282	21.3%	250	19.0%	2,059	35.7%	2,078	35.8%
☐ Minors	2,370	6.2%	2,891	7.6%	17,859	11.4%	21,337	13.5%
04 Swartz Bay - Fulford Harbour	76	5.4%	84	5.9%	601	9.8%	821	13.7%
05 Swartz Bay - Southern Gulf Islands	239	8.0%	211	7.1%	1,071	8.8%	1,084	9.0%
06 Crofton - Vesuvius	53	2.3%	104	4.5%	638	6.8%	1,133	12.0%
07 Earls Cove - Saltery Bay	8	0.6%	1	0.1%	215	3.7%	252	4.4%
08 Horseshoe Bay - Snug Cove	118	4.5%	186	6.8%	1,399	12.8%	1,402	12.7%
09 Tsawwassen - Southern Gulf Islands	7	0.5%	10	0.7%	89	1.4%	74	1.2%
12 Brentwood Bay - Mill Bay	250	16.0%	421	26.8%	1,936	30.4%	2,708	42.3%
17 Little River - Powell River	10	1.4%	17	2.4%	192	6.7%	227	7.8%
18 Powell River - Blubber Bay	17	1.2%	11	0.8%	124	2.1%	108	1.8%
19 Nanaimo Harbour - Gabriola	624	15.4%	640	15.8%	3,355	20.4%	4,072	24.7%
20 Chemainus - Thetis - Penelakut	160	5.7%	161	5.8%	714	6.3%	889	7.8%
21 Buckley Bay - Denman West	181	6.3%	269	9.2%	2,327	17.8%	2,508	19.2%
22 Denman East - Hornby Island	125	5.7%	192	8.4%	523	6.0%	708	7.9%
23 Campbell River - Quathiaski Cove	372	7.6%	369	7.4%	3,198	16.1%	3,663	18.1%
24 Heriot Bay - Whaletown	77	7.4%	115	14.4%	883	20.2%	1,090	26.1%
25 Port McNeill - Alert Bay - Sointula	1	0.0%	74	3.5%	178	2.1%	234	2.7%
26 Skidegate - Alliford Bay	52	2.4%	26	1.2%	416	4.7%	364	4.1%
☐ North	2	0.8%	2	0.7%	4	0.3%	4	0.3%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	2	2.7%	2	2.8%	4	1.0%	4	1.0%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	4,122	9.4%	4,286	9.7%	28,695	15.5%	31,735	17.0%

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Section 5

Financials



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Section 5A - Quarter Ended March 31, 2026

Q4 Monthly Senior Passengers & Discount Amount

	January		February		March		Total	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
▲ Majors	49,822	\$960,988	52,364	\$1,012,041	72,099	\$1,395,933	174,285	\$3,368,962
01 Tsawwassen - Swartz Bay	19,867	\$397,339	21,129	\$422,579	29,035	\$580,700	70,031	\$1,400,618
02 Horseshoe Bay - Nanaimo	12,303	\$246,040	12,723	\$254,459	18,077	\$361,520	43,103	\$862,019
03 Horseshoe Bay - Langdale	8,145	\$127,469	8,100	\$126,764	10,581	\$165,593	26,826	\$419,826
30 Nanaimo - Tsawwassen	9,507	\$190,140	10,412	\$208,239	14,406	\$288,120	34,325	\$686,499
▣ Minors	40,067	\$466,524	39,128	\$456,919	51,162	\$598,788	130,357	\$1,522,231
04 Swartz Bay - Fulford Harbour	2,601	\$31,862	2,591	\$31,740	3,262	\$39,960	8,454	\$103,562
05 Swartz Bay - Southern Gulf Islands	3,372	\$43,777	3,281	\$42,557	4,019	\$52,116	10,672	\$138,450
06 Crofton - Vesuvius	2,355	\$28,849	2,277	\$27,893	2,999	\$36,738	7,631	\$93,480
07 Earls Cove - Saltery Bay	819	\$12,613	839	\$12,921	1,335	\$20,559	2,993	\$46,093
08 Horseshoe Bay - Snug Cove	4,080	\$48,756	3,870	\$46,247	4,833	\$57,754	12,783	\$152,757
09 Tsawwassen - Southern Gulf Islands	3,313	\$46,385	3,179	\$45,450	4,571	\$64,980	11,063	\$156,815
12 Brentwood Bay - Mill Bay	2,724	\$21,247	2,984	\$23,275	3,912	\$30,514	9,620	\$75,036
13 Langdale - Gambier Island - Keats Landing	642	\$4,847	656	\$4,953	871	\$6,576	2,169	\$16,376
17 Little River - Powell River	2,615	\$40,402	2,949	\$45,562	3,892	\$60,131	9,456	\$146,095
18 Powell River - Blubber Bay	1,195	\$13,324	1,164	\$12,979	1,414	\$15,766	3,773	\$42,069
19 Nanaimo Harbour - Gabriola	5,539	\$61,760	5,259	\$58,638	6,587	\$73,445	17,385	\$193,843
20 Chemainus - Thetis - Penelakut	1,063	\$11,215	1,029	\$10,856	1,229	\$12,966	3,321	\$35,037
21 Buckley Bay - Denman West	3,007	\$30,521	2,930	\$29,740	3,898	\$39,565	9,835	\$99,826
22 Denman East - Hornby Island	741	\$7,521	717	\$7,278	1,054	\$10,698	2,512	\$25,497
23 Campbell River - Quathiaski Cove	4,286	\$43,503	4,048	\$41,087	5,215	\$52,932	13,549	\$137,522
24 Heriot Bay - Whaletown	458	\$5,473	155	\$1,852	537	\$6,417	1,150	\$13,742
25 Port McNeill - Alert Bay - Sointula	950	\$11,353	950	\$11,353	1,167	\$13,946	3,067	\$36,652
26 Skidegate - Alliford Bay	307	\$3,116	250	\$2,538	367	\$3,725	924	\$9,379
▣ North	376	\$10,004	365	\$9,487	484	\$14,378	1,225	\$33,869
10 Port Hardy - Prince Rupert	234	\$7,077	178	\$5,528	226	\$9,304	638	\$21,909
11 Prince Rupert - Skidegate	134	\$2,848	183	\$3,889	248	\$4,962	565	\$11,699
28 Port Hardy - Central Coast	8	\$79	4	\$70	10	\$112	22	\$261
Total	90,265	\$1,437,516	91,857	\$1,478,447	123,745	\$2,009,099	305,867	\$4,925,062

Q4 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	<u>\$39,371,011</u>
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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	\$74,433.20
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Goods and Services Tax (5%) on Route 13 due from the Province	<u>\$3,721.66</u>
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Section 5C - Quarter Ended March 31, 2026



Q4 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)

\$87,000

	Non-Allowable Cancelled Round Trips	Fee Reduction per Round Trip	Total Penalty
☐ Majors	1.0		\$7,000
01 Tsawwassen - Swartz Bay	0.0	\$7,000	
02 Horseshoe Bay - Nanaimo	1.0	\$7,000	\$7,000
03 Horseshoe Bay - Langdale	0.0	\$7,000	
30 Nanaimo - Tsawwassen	0.0	\$7,000	
☐ Minors	6.0		\$6,000
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	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	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	5.0	\$1,000	\$5,000
25 Port McNeill - Alert Bay - Sointula	0.0	\$1,000	
26 Skidegate - Alliford Bay	0.0	\$1,000	
☐ 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	7.0		\$13,000

Balance this period for Penalties (B)

\$13,000

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)

\$100,000

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Section 6

Notes & Glossary

 **BC Ferries**

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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 March 31, 2026, the routes were over price cap by \$20,196 (Vehicles \$13,751 and Passengers \$6,445), with the obligation deferred in the quarter. At March 31, 2025, 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". 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 2E	10 Port Hardy - Prince Rupert	The Route 10 Estimated Schedule was overstated by 1 round trip during the ANBT. Appendix 1 Schedule A Note 2 acknowledges that minor schedule variations may occur around the All Native Basketball Tournament and other specified times of the year. The originally modified ferry schedule had to be realigned with the revised ANBT dates. A round trip above contract on Feb 15 & 16 was originally added to get participants home, but was no longer needed the following week which already contained a bi-weekly mid-week trip that was used for that purpose. Actual contract minimums total 113 instead of the 114 trips in the Estimated Schedule.
Section 2E	28 Port Hardy - Central Coast	The Route 28 variance in Section 2E of -5 is a combination of -6.5 round trips cancelled during the Northern Sea Wolf's 2025 annual refit over a period commencing April 1, 2025 and concluding May 17, 2025, within Q1 plus 1.5 extra round trips provided this Fiscal year. The 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 due to the refit 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. Alternative service delivered during this outage by water taxi and tug & barge have been included in Section 2G. The extra Route 28 trips occurred on October 6 & 9 repositioning to and from Port Hardy for scheduled maintenance as well as March 30 repositioning southbound for this year's annual refit. These repositioning sailings were above contract, but made available to the public.
Section 2F	24 Heriot Bay - Whaletown	Route 24 required berth closures for terminal construction requirements prior to the arrival of an Island Class vessel on the route. A Section 43 application was approved to exempt cancellations during this 21 day period from February 9 to March 1, 2026.
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"

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Operations Reports

Fiscal Year Ended March 31, 2026

 **BC Ferries**

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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.)

It is important to note that some FY2024 numbers presented in this report may differ than those reported during the previous fiscal year. With amendments to the CFSC for PT6 (commencing FY2025,) round trips provided by alternative service (water taxi, tug & barge, etc.) are no longer included for the purpose of meeting core service levels. For comparative purposes, the FY2024 numbers in this report have been presented based on these new parameters. For example, the counts for round trips, AEQ and passenger in the operations summary in the previous FY2024 reports would have included alternative service. However those same counts presented in this report's operations summary (Section 1A) do not include alternative service. Similarly, capacity utilization and overload numbers presented in the FY2024 reports include alternative service but this report's numbers do not (Sections 1A, 4A and 4C.) Unless otherwise noted, any variances are immaterial.

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:

- (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.
- (h) An overview of cancelled round trips under both daily and annual minimums, inclusive of the cancelled round trips under daily minimums reported in Q1 through Q4 and the newly reported cancelled round trips at fiscal year end.
- (i) A summary of cancelled CSFC round trips under daily minimums, 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;
- (j) A summary of cancelled CSFC round trips under annual minimums, 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; and
- (k) A summary noting the cumulative and consecutive number of days for which CFSC minimum round trips were missed;

Section 3: Performance Against Scheduled Sailings

This report includes the following:

- (d) A summary of the number of scheduled sailings and round trips by route in comparison to the number of actual sailings provided;

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 Fiscal 2026, BC Ferries delivered strong operational performance across the coastal ferry system while continuing to manage sustained demand growth, aging assets, weather-related disruptions, and ongoing system capacity pressures. During the fiscal year, BC Ferries delivered 91,274 round trips and continued to exceed annual Coastal Ferry Services Contract (CFSC) minimum service requirements across the network.

Operational reliability improved significantly compared to the previous fiscal year. Scheduled round trip cancellations declined to 0.7% of scheduled service, down from 1.4% in FY25, while system-wide on-time performance improved to 86.1%, compared to 84.0% in FY25.

Demand remained strong throughout the fiscal year, with passenger volumes increasing by more than 551,000 and vehicle traffic increasing by more than 283,000 AEQs year over year. Total vehicle and passenger tariff revenues increased by approximately \$43.2 million compared to FY25, reflecting continued travel demand and sustained utilization across the system.

Throughout the year, BC Ferries continued to operate within a complex marine environment shaped by increasing customer demand, aging vessels, infrastructure constraints, weather events, rising operating costs, fuel volatility, and the need to maintain service continuity across a large and diverse route network. While demand and revenues continued to increase during the fiscal year, these pressures continued to create operational and financial challenges across the system.

The following report provides detailed operational and financial results by service group, including CFSC compliance, cancellation trends, on-time performance, overloads, alternative service utilization, and related performance metrics for Fiscal 2026.

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Section 1

Operations Summary

 **BC Ferries**

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Section 1A - Fiscal Year Ended March 31, 2026



FY26 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	13,572.0	8,533,893	6,663,104	78.1%	6,534,734	78.0%	128,371	\$459,803,644	\$434,985,450	\$24,818,194
01 Tsawwassen - Swartz Bay	4,543.0	2,991,596	2,660,479	88.9%	2,553,445	89.6%	107,034	\$212,196,005	\$196,132,438	\$16,063,567
02 Horseshoe Bay - Nanaimo	2,814.5	1,742,990	1,277,855	73.3%	1,310,992	74.5%	-33,138	\$96,686,652	\$95,356,256	\$1,330,396
03 Horseshoe Bay - Langdale	3,315.0	2,055,695	1,407,984	68.5%	1,388,514	67.9%	19,470	\$40,995,372	\$39,689,845	\$1,305,527
30 Nanaimo - Tsawwassen	2,899.5	1,743,612	1,316,787	75.5%	1,281,783	74.3%	35,004	\$109,925,615	\$103,806,911	\$6,118,704
☐ Minors	77,308.5	8,122,438	4,642,833	57.2%	4,489,510	54.9%	153,324	\$73,465,081	\$67,837,419	\$5,627,662
04 Swartz Bay - Fulford Harbour	3,003.0	546,546	384,130	70.3%	369,600	66.5%	14,530	\$5,220,458	\$4,741,360	\$479,098
05 Swartz Bay - Southern Gulf Islands	3,519.0	895,864	352,981	39.4%	349,202	38.6%	3,780	\$4,976,002	\$4,747,826	\$228,176
06 Crofton - Vesuvius	4,718.0	594,468	358,101	60.2%	326,480	54.9%	31,621	\$4,944,756	\$4,271,335	\$673,421
07 Earls Cove - Saltery Bay	2,884.0	646,016	250,744	38.8%	241,242	37.3%	9,502	\$6,396,102	\$5,870,101	\$526,001
08 Horseshoe Bay - Snug Cove	5,541.0	964,134	616,978	64.0%	603,673	61.0%	13,306	\$7,771,992	\$7,301,791	\$470,201
09 Tsawwassen - Southern Gulf Islands	1,051.0	345,414	246,412	71.3%	241,683	71.2%	4,729	\$12,569,170	\$11,793,581	\$775,589
12 Brentwood Bay - Mill Bay	3,202.0	121,676	109,406	89.9%	105,639	85.9%	3,768	\$1,485,882	\$1,362,613	\$123,269
13 Langdale - Gambier Island - Keats Landing	5,456.0							(\$1,433)	(\$1,465)	\$32
17 Little River - Powell River	1,451.0	400,476	242,032	60.4%	232,614	58.6%	9,418	\$10,838,961	\$9,936,691	\$902,270
18 Powell River - Blubber Bay	2,969.0	279,086	125,939	45.1%	124,562	45.4%	1,378	\$1,175,812	\$1,090,188	\$85,624
19 Nanaimo Harbour - Gabriola	8,255.0	775,970	512,667	66.1%	496,101	64.2%	16,566	\$4,925,256	\$4,549,992	\$375,264
20 Chemainus - Thetis - Penelakut	3,690.0	191,906	111,740	58.2%	110,791	57.8%	950	\$992,229	\$933,330	\$58,899
21 Buckley Bay - Denman West	6,518.5	562,957	356,655	63.4%	344,513	61.0%	12,142	\$2,914,941	\$2,689,573	\$225,368
22 Denman East - Hornby Island	4,466.5	298,338	163,273	54.7%	156,687	53.5%	6,586	\$1,421,277	\$1,298,378	\$122,899
23 Campbell River - Quathiaski Cove	10,093.5	948,789	546,448	57.6%	520,703	55.8%	25,746	\$4,777,116	\$4,398,059	\$379,057
24 Heriot Bay - Whaletown	2,090.5	108,706	78,423	72.1%	78,803	69.3%	-381	\$918,649	\$850,843	\$67,806
25 Port McNeill - Alert Bay - Sointula	3,922.0	298,780	125,129	41.9%	124,093	37.1%	1,036	\$1,531,430	\$1,395,909	\$135,521
26 Skidegate - Alliford Bay	4,478.5	143,312	61,780	43.1%	63,128	44.2%	-1,349	\$606,481	\$607,314	(\$833)
☐ North	394.0	68,704	54,970	80.0%	52,731	75.8%	2,240	\$12,982,501	\$11,826,664	\$1,155,837
10 Port Hardy - Prince Rupert	113.0	24,814	21,438	86.4%	20,252	81.2%	1,187	\$6,781,087	\$6,097,269	\$683,818
11 Prince Rupert - Skidegate	199.5	38,185	30,247	79.2%	29,692	76.1%	556	\$5,348,954	\$4,994,314	\$354,640
28 Port Hardy - Central Coast	81.5	5,705	3,285	57.6%	2,788	49.5%	498	\$852,460	\$735,081	\$117,379
Total	91,274.5	16,725,035	11,360,907	67.9%	11,076,974	66.6%	283,934	\$546,251,226	\$514,649,533	\$31,601,693

Obligation Deferred (Settled)

\$13,751

\$0

Total Vehicle Fare Revenue

\$546,264,977

\$514,649,533

FY26 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	FY25	FY26
Majors	14,587,851	14,334,334	253,517	\$208,614,081	\$200,262,152	\$8,351,929	70.9%	72.4%	80.8%
01 Tsawwassen - Swartz Bay	6,569,050	6,402,824	166,226	\$110,187,731	\$104,700,729	\$5,487,002	72.3%	77.6%	83.0%
02 Horseshoe Bay - Nanaimo	3,002,352	3,040,891	-38,539	\$48,518,697	\$48,048,804	\$469,893	72.3%	70.2%	84.6%
03 Horseshoe Bay - Langdale	2,819,262	2,753,954	65,308	\$15,539,474	\$14,550,379	\$989,095	66.8%	72.2%	79.9%
30 Nanaimo - Tsawwassen	2,197,187	2,136,665	60,522	\$34,368,179	\$32,962,240	\$1,405,939	72.0%	67.0%	74.6%
Minors	8,598,982	8,301,656	297,326	\$38,916,329	\$36,223,692	\$2,692,637	85.2%	85.8%	87.0%
04 Swartz Bay - Fulford Harbour	655,487	639,207	16,280	\$3,011,460	\$2,804,032	\$207,428	88.4%	87.6%	87.0%
05 Swartz Bay - Southern Gulf Islands	548,703	539,970	8,733	\$2,309,545	\$2,213,234	\$96,311	69.0%	67.4%	67.0%
06 Crofton - Vesuvius	586,542	542,686	43,856	\$2,279,357	\$2,014,319	\$265,038	88.4%	84.2%	69.9%
07 Earls Cove - Salterty Bay	407,671	393,650	14,021	\$2,437,650	\$2,265,521	\$172,129	85.0%	87.3%	86.5%
08 Horseshoe Bay - Snug Cove	1,382,960	1,316,520	66,440	\$5,058,154	\$4,571,244	\$486,910	68.9%	68.8%	85.8%
09 Tsawwassen - Southern Gulf Islands	579,945	569,558	10,387	\$6,733,443	\$6,426,402	\$307,041	69.6%	66.4%	62.8%
12 Brentwood Bay - Mill Bay	209,524	199,114	10,410	\$1,019,860	\$950,164	\$69,696	73.1%	93.9%	86.6%
13 Langdale - Gambier Island - Keats Landing	52,871	50,628	2,243	\$206,260	\$194,654	\$11,606	99.8%	99.5%	99.0%
17 Little River - Powell River	462,501	448,024	14,477	\$5,061,576	\$4,712,951	\$348,625	84.1%	89.1%	93.3%
18 Powell River - Blubber Bay	190,205	189,818	387	\$576,942	\$561,548	\$15,394	90.5%	94.2%	97.7%
19 Nanaimo Harbour - Gabriola	937,099	888,148	48,951	\$2,760,221	\$2,512,012	\$248,209	86.1%	82.8%	84.1%
20 Chemainus - Thetis - Penelakut	265,185	257,742	7,443	\$625,428	\$590,019	\$35,409	72.2%	81.2%	93.4%
21 Buckley Bay - Denman West	592,714	578,970	13,744	\$1,607,270	\$1,517,553	\$89,717	97.5%	98.0%	97.9%
22 Denman East - Hornby Island	280,739	271,407	9,332	\$884,745	\$818,179	\$66,566	92.8%	93.9%	93.4%
23 Campbell River - Quathiaski Cove	968,037	933,793	34,244	\$2,630,349	\$2,425,095	\$205,254	90.9%	92.8%	95.0%
24 Heriot Bay - Whaletown	117,590	121,712	-4,122	\$455,567	\$434,057	\$21,510	74.3%	82.6%	78.0%
25 Port McNeill - Alert Bay - Sointula	255,309	251,321	3,988	\$933,385	\$890,358	\$43,027	87.2%	74.9%	77.9%
26 Skidegate - Alliford Bay	105,900	109,388	-3,488	\$325,117	\$322,350	\$2,767	98.1%	97.3%	97.1%
North	105,657	104,606	1,051	\$8,493,009	\$7,937,162	\$555,847	84.9%	80.5%	75.4%
10 Port Hardy - Prince Rupert	44,903	44,519	384	\$5,715,671	\$5,263,490	\$452,181	83.7%	75.9%	67.2%
11 Prince Rupert - Skidegate	54,184	53,855	329	\$2,017,343	\$1,926,537	\$90,806	88.6%	90.0%	89.2%
28 Port Hardy - Central Coast	6,570	6,232	338	\$759,995	\$747,135	\$12,860	81.2%	76.2%	72.3%
Total	23,292,490	22,740,596	551,894	\$256,023,419	\$244,423,006	\$11,600,413	83.2%	84.0%	86.1%

Obligation Deferred (Settled)	\$6,445	\$0
Total Passenger Fare Revenue	\$256,029,864	\$244,423,006
Total Vehicle & Passenger Fare Revenue per Financial Statements	\$802,294,841	\$759,072,539

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Section 2

Performance Against CFSC
Minimums



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Section 2A - Fiscal Year Ended March 31, 2026



FY26 Scheduled Round Trips

91.9K
FY25: 92.0K

FY26 Actual Round Trips

91.3K
FY25: 90.7K

FY26 Cancelled Round Trips

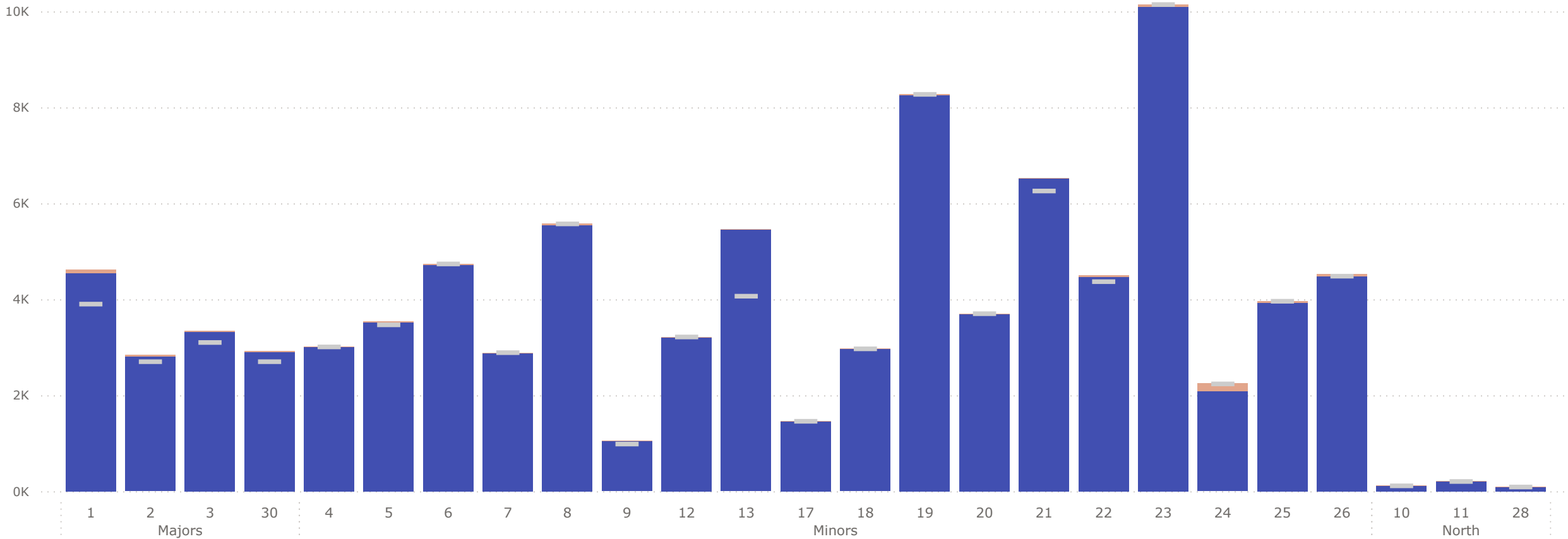
644.5
FY25: 1.3K

FY26 Scheduled Round Trips Cancelled

0.7%
FY25: 1.4%

FY26 Actual & Cancelled Round Trips versus Minimum (Annual) Core Service Levels

Actual Round Trips Cancelled Round Trips Total Q. Mins



Section 2B - Fiscal Year Ended March 31, 2026



FY26 Scheduled Round Trips

91.9K
FY25: 92.0K

FY26 Actual Round Trips

91.3K
FY25: 90.7K

FY26 Cancelled Round Trips

644.5
FY25: 1.3K

FY26 Scheduled Round Trips Cancelled

0.7%
FY25: 1.4%

FY26 Cancellations of Minimum (Annual) Round Trips by Route

	Emergency	Safety	Terminal (Dock)	Allowable		Vessel (Mech)	Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)					Traffic	Other		
☐ Majors	0.0	0.0	0.0	0.0	0.0	10.5	9.0	19.5	1.0	0.0	0.0	1.0	20.5
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	5.0	4.0	9.0	1.0	0.0	0.0	1.0	10.0
03 Horseshoe Bay - Langdale	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
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	1.5	4.0	5.5	0.0	0.0	0.0	0.0	5.5
☐ Minors	6.0	19.0	126.5	1.0	7.5	70.0	116.5	346.5	31.5	2.0	6.5	40.0	386.5
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	8.0	0.0	8.0	3.0	0.0	0.0	3.0	11.0
06 Crofton - Vesuvius	2.0	1.0	0.0	0.0	2.0	10.0	2.0	17.0	2.0	0.0	0.0	2.0	19.0
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	1.5	10.0	30.5
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	2.0	2.0	6.0	7.0	0.0	0.0	7.0	13.0
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	1.0	0.0	0.0	0.0	0.0	0.0	4.0	5.0	2.0	0.0	0.0	2.0	7.0
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	1.5	5.0	5.0	0.0	0.0	2.0	1.0	14.5	1.0	0.0	0.0	1.0	15.5
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	1.0	6.0	3.0	10.0	0.0	0.0	0.0	0.0	10.0
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	4.5	11.0	15.5	0.0	0.0	0.0	0.0	15.5
23 Campbell River - Quathiaski Cove	0.0	9.0	0.0	0.0	0.0	10.0	24.5	43.5	2.0	0.0	3.0	5.0	48.5
24 Heriot Bay - Whaletown	0.0	0.0	117.5	0.0	0.0	0.0	24.0	141.5	5.0	0.0	0.0	5.0	146.5
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	2.0	7.0	25.0	34.0	1.0	0.0	2.0	3.0	37.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	1.0	5.0	18.0	24.0	0.0	0.0	0.0	0.0	24.0
☐ North	0.0	0.0	0.0	0.0	0.5	0.0	7.0	7.5	0.0	0.0	0.0	0.0	7.5
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	5.0	5.0	0.0	0.0	0.0	0.0	5.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.5	0.0	2.0	2.5	0.0	0.0	0.0	0.0	2.5
Total	6.0	19.0	126.5	1.0	8.0	80.5	132.5	373.5	32.5	2.0	6.5	41.0	414.5

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Section 2D - Fiscal Year Ended March 31, 2026



FY26 Scheduled Round Trips

91.9K
FY25: 92.0K

FY26 Actual Round Trips

91.3K
FY25: 90.7K

FY26 Cancelled Round Trips

644.5
FY25: 1.3K

FY26 Scheduled Round Trips Cancelled

0.7%
FY25: 1.4%

FY26 All Round Trip Cancellations by Route

	Allowable							Total	Crew	Not Allowable		Total	Total
	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather			Traffic	Other		
☐ Majors	0.0	0.0	2.0	0.0	1.0	107.0	34.0	144.0	1.0	0.0	0.0	1.0	145.0
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	51.5	20.0	71.5	0.0	0.0	0.0	0.0	71.5
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	24.0	6.0	30.0	1.0	0.0	0.0	1.0	31.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	24.0	0.0	24.0	0.0	0.0	0.0	0.0	24.0
30 Nanaimo - Tsawwassen	0.0	0.0	2.0	0.0	1.0	7.5	8.0	18.5	0.0	0.0	0.0	0.0	18.5
☐ Minors	10.0	23.0	135.0	1.0	8.5	85.0	156.5	419.0	43.5	5.0	10.0	58.5	477.5
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	9.0	1.0	10.0	4.0	1.0	0.0	5.0	15.0
06 Crofton - Vesuvius	2.0	1.0	0.0	0.0	2.0	10.0	2.0	17.0	2.0	0.0	0.0	2.0	19.0
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	2.0	6.0	7.0	0.0	0.0	7.0	13.0
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	4.0	5.0	2.0	0.0	0.0	2.0	7.0
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	1.5	5.0	5.0	0.0	0.0	2.0	1.0	14.5	4.5	0.0	0.0	4.5	19.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	1.0	6.0	3.0	10.0	1.0	2.0	0.0	3.0	13.0
21 Buckley Bay - Denman West	2.0	0.0	0.0	0.0	0.0	7.0	0.0	9.0	2.0	0.0	0.0	2.0	11.0
22 Denman East - Hornby Island	1.0	0.0	0.0	0.0	0.0	5.0	29.0	35.0	1.5	0.0	0.0	1.5	36.5
23 Campbell River - Quathiaski Cove	0.0	9.0	0.0	0.0	0.0	10.0	24.5	43.5	2.0	0.0	4.5	6.5	50.0
24 Heriot Bay - Whaletown	0.0	0.0	126.0	0.0	0.0	2.0	30.0	158.0	6.0	0.0	1.0	7.0	165.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	2.0	7.0	25.0	34.0	1.0	0.0	2.0	3.0	37.0
26 Skidegate - Alliford Bay	0.0	1.0	0.0	0.0	2.0	9.5	27.0	39.5	2.0	0.0	0.0	2.0	41.5
☐ North	1.0	0.0	0.0	0.0	1.0	1.5	17.5	21.0	0.5	0.0	0.5	1.0	22.0
10 Port Hardy - Prince Rupert	0.5	0.0	0.0	0.0	0.0	0.0	3.0	3.5	0.0	0.0	0.0	0.0	3.5
11 Prince Rupert - Skidegate	0.5	0.0	0.0	0.0	0.0	1.5	10.0	12.0	0.5	0.0	0.5	1.0	13.0
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	11.0	23.0	137.0	1.0	10.5	193.5	208.0	584.0	45.0	5.0	10.5	60.5	644.5

FY26 Actual Round Trips

91.3K

Annual Minimums: 88.6K

FY26 Cancelled Core Service Round Trips

414.5

FY25: 789.5

FY26 Actual Round Trips & Variance Against Minimum (Annual) Core Service Levels by Route

				Previously Reported (Q1 - Q4)		Attributed to Annual Minimums			
	Actual Round Trips	Annual Minimums	Variance	Allowable (Daily) Cancelled RT	Non-Allowable (Daily) Cancelled RT	Allowable (Annual) Cancelled RT	Non-Allowable (Annual) Cancelled RT	Cancelled Core Service RT	Extra/Short Round Trips
☐ Majors	13,572.0	12,400.0	1,172.0	19.5	1.0	0.0	0.0	20.5	1,192.5
01 Tsawwassen - Swartz Bay	4,543.0	3,900.0	643.0	1.0	0.0	0.0	0.0	1.0	644.0
02 Horseshoe Bay - Nanaimo	2,814.5	2,700.0	114.5	9.0	1.0	0.0	0.0	10.0	124.5
03 Horseshoe Bay - Langdale	3,315.0	3,100.0	215.0	4.0	0.0	0.0	0.0	4.0	219.0
30 Nanaimo - Tsawwassen	2,899.5	2,700.0	199.5	5.5	0.0	0.0	0.0	5.5	205.0
☐ Minors	77,308.5	75,778.0	1,530.5	227.0	15.0	119.5	25.0	386.5	1,917.0
04 Swartz Bay - Fulford Harbour	3,003.0	3,008.0	-5.0	2.0	0.0	3.0	0.0	5.0	0.0
05 Swartz Bay - Southern Gulf Islands	3,519.0	3,468.0	51.0	8.0	3.0	0.0	0.0	11.0	62.0
06 Crofton - Vesuvius	4,718.0	4,737.0	-19.0	6.0	0.0	11.0	2.0	19.0	0.0
07 Earls Cove - Saltery Bay	2,884.0	2,888.0	-4.0	0.0	0.0	1.0	0.0	1.0	-3.0
08 Horseshoe Bay - Snug Cove	5,541.0	5,571.5	-30.5	3.0	0.0	17.5	10.0	30.5	0.0
09 Tsawwassen - Southern Gulf Islands	1,051.0	984.0	67.0	0.0	2.0	0.0	0.0	2.0	69.0
12 Brentwood Bay - Mill Bay	3,202.0	3,215.0	-13.0	2.0	3.0	4.0	4.0	13.0	0.0
13 Langdale - Gambier Island - Keats Landing	5,456.0	4,065.0	1,391.0	1.0	0.0	0.0	0.0	1.0	1,392.0
17 Little River - Powell River	1,451.0	1,458.0	-7.0	5.0	2.0	0.0	0.0	7.0	0.0
18 Powell River - Blubber Bay	2,969.0	2,968.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0
19 Nanaimo Harbour - Gabriola	8,255.0	8,270.5	-15.5	1.5	0.0	13.0	1.0	15.5	0.0
20 Chemainus - Thetis - Penelakut	3,690.0	3,700.0	-10.0	5.0	0.0	5.0	0.0	10.0	0.0
21 Buckley Bay - Denman West	6,518.5	6,257.0	261.5	0.0	0.0	0.0	0.0	0.0	261.5
22 Denman East - Hornby Island	4,466.5	4,368.0	98.5	15.5	0.0	0.0	0.0	15.5	114.0
23 Campbell River - Quathiaski Cove	10,093.5	10,142.0	-48.5	14.5	0.0	29.0	5.0	48.5	0.0
24 Heriot Bay - Whaletown	2,090.5	2,237.0	-146.5	116.5	5.0	25.0	0.0	146.5	0.0
25 Port McNeill - Alert Bay - Sointula	3,922.0	3,959.0	-37.0	23.0	0.0	11.0	3.0	37.0	0.0
26 Skidegate - Alliford Bay	4,478.5	4,482.0	-3.5	24.0	0.0	0.0	0.0	24.0	20.5
☐ North	394.0	405.5	-11.5	7.5	0.0	0.0	0.0	7.5	-4.0
10 Port Hardy - Prince Rupert	113.0	113.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	199.5	203.5	-4.0	5.0	0.0	0.0	0.0	5.0	1.0
28 Port Hardy - Central Coast	81.5	89.0	-7.5	2.5	0.0	0.0	0.0	2.5	-5.0
Total	91,274.5	88,583.5	2,691.0	254.0	16.0	119.5	25.0	414.5	3,105.5

Section 2F - Fiscal Year Ended March 31, 2026

FY26 Performance Against Minimum (Annual) 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	5	2
03 Horseshoe Bay - Langdale	4	2
30 Nanaimo - Tsawwassen	4	1
☐ Minors		
04 Swartz Bay - Fulford Harbour	3	1
05 Swartz Bay - Southern Gulf Islands	4	2
06 Crofton - Vesuvius	11	2
07 Earls Cove - Saltery Bay	1	1
08 Horseshoe Bay - Snug Cove	18	4
09 Tsawwassen - Southern Gulf Islands	0	0
12 Brentwood Bay - Mill Bay	4	1
13 Langdale - Gambier Island - Keats Landing	1	1
17 Little River - Powell River	5	1
18 Powell River - Blubber Bay	0	0
19 Nanaimo Harbour - Gabriola	11	2
20 Chemainus - Thetis - Penelakut	5	1
21 Buckley Bay - Denman West	0	0
22 Denman East - Hornby Island	8	1
23 Campbell River - Quathiaski Cove	17	3
24 Heriot Bay - Whaletown	29	21
25 Port McNeill - Alert Bay - Sointula	11	2
26 Skidegate - Alliford Bay	10	1
☐ North		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	9	2
28 Port Hardy - Central Coast	5	2

Section 2G - Fiscal Year Ended March 31, 2026



FY26 Actual Round Trips

293.5
FY25: 293.5

FY26 AEQ Carried

636.0
FY25: 244.5

FY26 Passengers Carried

4,581
FY25: 5,392

FY26 Alternative Service Round Trips by Route

	Sailed Round Trips	FY25 AEQ Carried	Passengers	Sailed Round Trips	FY26 AEQ Carried	Passengers
☐ Majors	19.0	0	469	34.5	0	948
01 Tsawwassen - Swartz Bay	0.0	0	0	0.0	0	0
02 Horseshoe Bay - Nanaimo	0.0	0	0	0.0	0	0
03 Horseshoe Bay - Langdale	19.0	0	469	34.5	0	948
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0
☐ Minors	257.5	0	4,601	245.0	509	3,457
04 Swartz Bay - Fulford Harbour	0.0	0	0	8.5	0	179
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0
06 Crofton - Vesuvius	0.0	0	0	5.5	0	61
07 Earls Cove - Saltery Bay	0.0	0	0	0.0	0	0
08 Horseshoe Bay - Snug Cove	155.0	0	3,345	39.0	0	635
09 Tsawwassen - Southern Gulf Islands	0.0	0	1	0.0	0	0
12 Brentwood Bay - Mill Bay	0.0	0	0	0.0	0	0
13 Langdale - Gambier Island - Keats Landing	0.0	0	0	0.0	0	0
17 Little River - Powell River	0.0	0	0	0.0	0	0
18 Powell River - Blubber Bay	65.0	0	757	0.0	0	0
19 Nanaimo Harbour - Gabriola	12.0	0	194	2.5	0	21
20 Chemainus - Thetis - Penelakut	13.0	0	133	11.0	0	189
21 Buckley Bay - Denman West	0.0	0	0	0.0	0	0
22 Denman East - Hornby Island	0.0	0	0	0.0	0	0
23 Campbell River - Quathiaski Cove	0.0	0	0	0.0	0	0
24 Heriot Bay - Whaletown	0.0	0	0	170.5	507	2,204
25 Port McNeill - Alert Bay - Sointula	11.0	0	158	2.0	3	99
26 Skidegate - Alliford Bay	1.5	0	13	6.0	0	69
☐ North	17.0	245	322	14.0	127	176
10 Port Hardy - Prince Rupert	0.0	0	0	0.0	0	0
11 Prince Rupert - Skidegate	0.0	0	0	0.0	0	0
28 Port Hardy - Central Coast	17.0	245	322	14.0	127	176
Total	293.5	245	5,392	293.5	636	4,581

○ ○ ○ ○

Section 3

Performance Against Scheduled
Sailings



○ ○ ○ ○



FY26 Scheduled Sailing Count

199.2K

FY25: 199.3K

FY26 Actual Sailing Count

197.8K

FY25: 196.5K

FY26 Cancelled Sailing Count

1.4K

FY25: 2.8K

FY26 Scheduled & Actual Sailings by Route

	Scheduled Sailing Count	Actual Sailing Count	Variance
Majors	27,434.0	27,144.0	-290
01 Tsawwassen - Swartz Bay	9,229.0	9,086.0	-143
02 Horseshoe Bay - Nanaimo	5,691.0	5,629.0	-62
03 Horseshoe Bay - Langdale	6,678.0	6,630.0	-48
30 Nanaimo - Tsawwassen	5,836.0	5,799.0	-37
Minors	170,422.0	169,345.0	-1,077
04 Swartz Bay - Fulford Harbour	6,016.0	6,006.0	-10
05 Swartz Bay - Southern Gulf Islands	12,202.0	12,111.0	-91
06 Crofton - Vesuvius	9,474.0	9,436.0	-38
07 Earls Cove - Saltery Bay	5,770.0	5,768.0	-2
08 Horseshoe Bay - Snug Cove	11,145.0	11,082.0	-63
09 Tsawwassen - Southern Gulf Islands	6,354.0	6,338.0	-16
12 Brentwood Bay - Mill Bay	6,430.0	6,404.0	-26
13 Langdale - Gambier Island - Keats Landing	11,648.0	11,603.0	-45
17 Little River - Powell River	2,916.0	2,902.0	-14
18 Powell River - Blubber Bay	5,946.0	5,938.0	-8
19 Nanaimo Harbour - Gabriola	16,548.0	16,510.0	-38
20 Chemainus - Thetis - Penelakut	11,370.0	11,333.0	-37
21 Buckley Bay - Denman West	13,059.0	13,037.0	-22
22 Denman East - Hornby Island	9,006.0	8,933.0	-73
23 Campbell River - Quathiaski Cove	20,287.0	20,187.0	-100
24 Heriot Bay - Whaletown	4,511.0	4,181.0	-330
25 Port McNeill - Alert Bay - Sointula	8,700.0	8,619.0	-81
26 Skidegate - Alliford Bay	9,040.0	8,957.0	-83
North	1,385.0	1,320.0	-65
10 Port Hardy - Prince Rupert	538.0	521.0	-17
11 Prince Rupert - Skidegate	425.0	399.0	-26
28 Port Hardy - Central Coast	422.0	400.0	-22
Total	199,241.0	197,809.0	-1,432

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Section 3C - Fiscal Year Ended March 31, 2026



FY26 Scheduled Round Trips

91.9K
FY25: 92.0K

FY26 Actual Round Trips

91.3K
FY25: 90.7K

FY26 Cancelled Round Trips

644.5
FY25: 1.3K

FY26 Scheduled Round Trips Cancelled

0.7%
FY25: 1.4%

FY26 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	2	0	0	4	0	2	214	68	0	0	290
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	103	40	0	0	143
02 Horseshoe Bay - Nanaimo	2	0	0	0	0	0	48	12	0	0	62
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	48	0	0	0	48
30 Nanaimo - Tsawwassen	0	0	0	4	0	2	15	16	0	0	37
☐ Minors	107	20	52	272	2	18	192	347	44	23	1,077
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	34	2	35	2	91
06 Crofton - Vesuvius	4	4	2	0	0	4	20	4	0	0	38
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	2	3	0	0	16
12 Brentwood Bay - Mill Bay	14	0	4	0	0	0	4	4	0	0	26
13 Langdale - Gambier Island - Keats Landing	0	0	8	2	0	0	0	35	0	0	45
17 Little River - Powell River	4	2	0	0	0	0	0	8	0	0	14
18 Powell River - Blubber Bay	0	2	4	0	0	0	0	2	0	0	8
19 Nanaimo Harbour - Gabriola	9	3	10	10	0	0	4	2	0	0	38
20 Chemainus - Thetis - Penelakut	4	0	0	0	0	3	16	9	5	0	37
21 Buckley Bay - Denman West	4	4	0	0	0	0	14	0	0	0	22
22 Denman East - Hornby Island	3	2	0	0	0	0	10	58	0	0	73
23 Campbell River - Quathiaski Cove	4	0	18	0	0	0	20	49	0	9	100
24 Heriot Bay - Whaletown	12	0	0	252	0	0	4	60	0	2	330
25 Port McNeill - Alert Bay - Sointula	3	0	0	0	0	4	14	55	0	5	81
26 Skidegate - Alliford Bay	4	0	2	0	0	4	19	54	0	0	83
☐ North	1	4	0	0	0	8	3	48	0	1	65
10 Port Hardy - Prince Rupert	0	3	0	0	0	0	0	14	0	0	17
11 Prince Rupert - Skidegate	1	1	0	0	0	0	3	20	0	1	26
28 Port Hardy - Central Coast	0	0	0	0	0	8	0	14	0	0	22
Total	110	24	52	276	2	28	409	463	44	24	1,432

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Section 4

On Time Performance and
Overloads

 **BC Ferries**

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This reporting page has been left intentionally blank, due to the nature of the report not being relevant to Year End reporting.

FY26 Actual Sailings

197.8K

FY25: 196.5K

FY26 On Time Sailings

170.3K

FY25: 165.0K

FY26 Delayed Sailings

27.5K

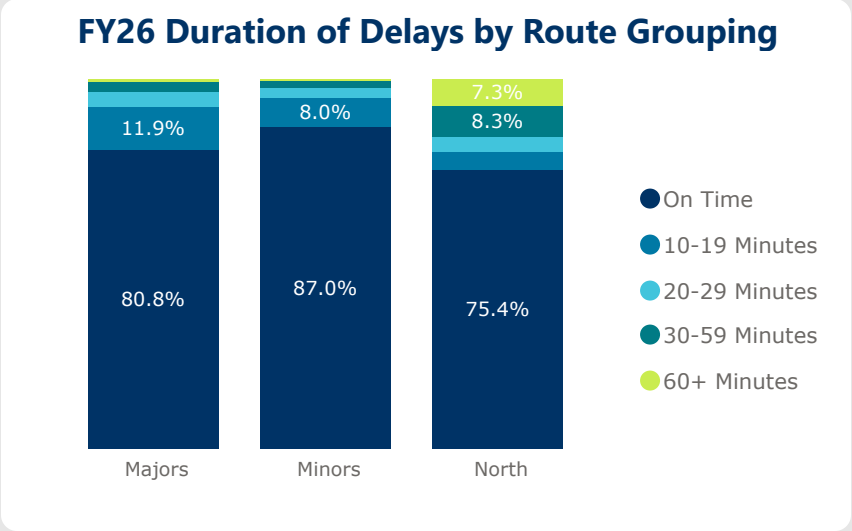
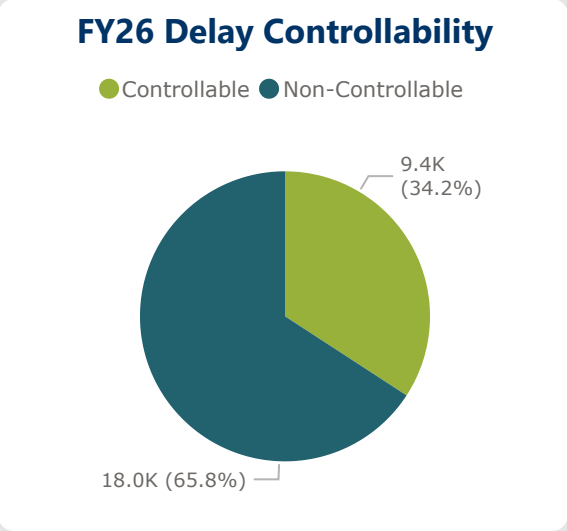
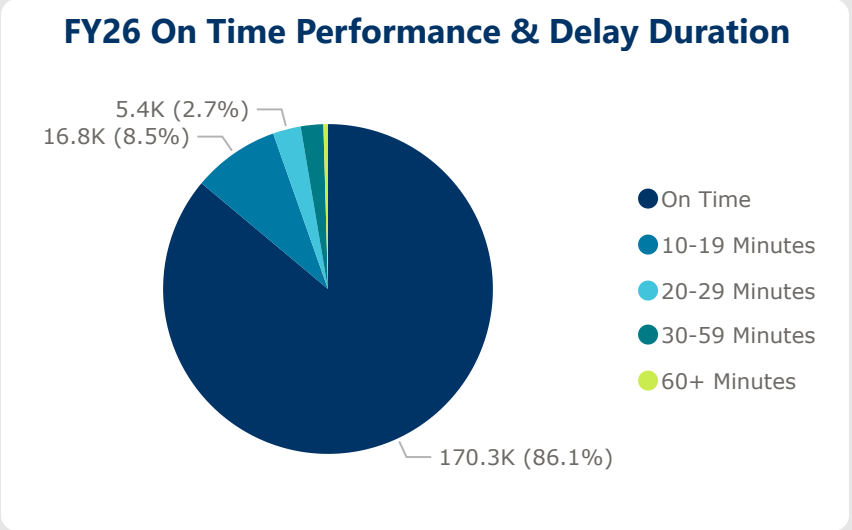
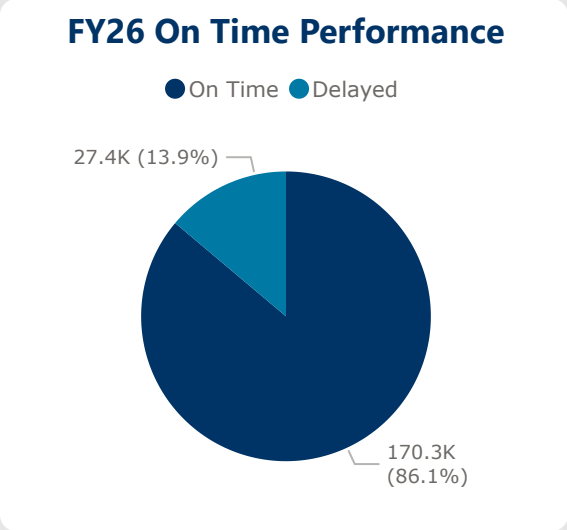
FY25: 31.5K

FY26 On Time Performance

86.1%

FY25: 84.0%

FY26 On Time Performance by Route			
	On Time Sailings	Delayed Sailings	On Time Performance
☐ Majors	21,921	5,223	80.8%
01 Tsawwassen - Swartz Bay	7,537	1,549	83.0%
02 Horseshoe Bay - Nanaimo	4,762	867	84.6%
03 Horseshoe Bay - Langdale	5,297	1,333	79.9%
30 Nanaimo - Tsawwassen	4,325	1,474	74.6%
☐ Minors	147,367	21,978	87.0%
04 Swartz Bay - Fulford Harbour	5,224	782	87.0%
05 Swartz Bay - Southern Gulf Islands	8,111	4,000	67.0%
06 Crofton - Vesuvius	6,595	2,841	69.9%
07 Earls Cove - Saltery Bay	4,988	780	86.5%
08 Horseshoe Bay - Snug Cove	9,505	1,577	85.8%
09 Tsawwassen - Southern Gulf Islands	3,982	2,356	62.8%
12 Brentwood Bay - Mill Bay	5,543	861	86.6%
13 Langdale - Gambier Island - Keats Landing	11,485	118	99.0%
17 Little River - Powell River	2,708	194	93.3%
18 Powell River - Blubber Bay	5,800	138	97.7%
19 Nanaimo Harbour - Gabriola	13,881	2,629	84.1%
20 Chemainus - Thetis - Penelakut	10,588	745	93.4%
21 Buckley Bay - Denman West	12,757	280	97.9%
22 Denman East - Hornby Island	8,345	588	93.4%
23 Campbell River - Quathiaski Cove	19,176	1,011	95.0%
24 Heriot Bay - Whaletown	3,263	918	78.0%
25 Port McNeill - Alert Bay - Sointula	6,715	1,904	77.9%
26 Skidegate - Alliford Bay	8,701	256	97.1%
☐ North	995	325	75.4%
10 Port Hardy - Prince Rupert	350	171	67.2%
11 Prince Rupert - Skidegate	356	43	89.2%
28 Port Hardy - Central Coast	289	111	72.3%
Total	170,283	27,526	86.1%



FY26 Sailings with Overloads

31.7K
FY25: 28.7K

FY26 % of Overloaded Sailings

17.0%
FY25: 15.5%

FY26 Sailings with Overloads by Route

	FY25		FY26	
	Overloaded Sailings	% of Sailings	Overloaded Sailings	% of Sailings
Majors	10,832	40.6%	10,394	38.3%
01 Tsawwassen - Swartz Bay	4,783	55.2%	4,689	51.6%
02 Horseshoe Bay - Nanaimo	1,970	34.7%	1,630	29.0%
03 Horseshoe Bay - Langdale	2,020	30.6%	1,997	30.1%
30 Nanaimo - Tsawwassen	2,059	35.7%	2,078	35.8%
Minors	17,859	11.4%	21,337	13.5%
04 Swartz Bay - Fulford Harbour	601	9.8%	821	13.7%
05 Swartz Bay - Southern Gulf Islands	1,071	8.8%	1,084	9.0%
06 Crofton - Vesuvius	638	6.8%	1,133	12.0%
07 Earls Cove - Saltery Bay	215	3.7%	252	4.4%
08 Horseshoe Bay - Snug Cove	1,399	12.8%	1,402	12.7%
09 Tsawwassen - Southern Gulf Islands	89	1.4%	74	1.2%
12 Brentwood Bay - Mill Bay	1,936	30.4%	2,708	42.3%
17 Little River - Powell River	192	6.7%	227	7.8%
18 Powell River - Blubber Bay	124	2.1%	108	1.8%
19 Nanaimo Harbour - Gabriola	3,355	20.4%	4,072	24.7%
20 Chemainus - Thetis - Penelakut	714	6.3%	889	7.8%
21 Buckley Bay - Denman West	2,327	17.8%	2,508	19.2%
22 Denman East - Hornby Island	523	6.0%	708	7.9%
23 Campbell River - Quathiaski Cove	3,198	16.1%	3,663	18.1%
24 Heriot Bay - Whaletown	883	20.2%	1,090	26.1%
25 Port McNeill - Alert Bay - Sointula	178	2.1%	234	2.7%
26 Skidegate - Alliford Bay	416	4.7%	364	4.1%
North	4	0.3%	4	0.3%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	4	1.0%	4	1.0%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%
Total	28,695	15.5%	31,735	17.0%

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Section 5

Financials

 **BC Ferries**

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Section 5A - Fiscal Year Ended March 31, 2026

FY26 Fiscal Year End Senior Passengers & Discount Amount

	Q1		Q2		Q3		Q4		FY26	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
☒ Majors	272,087	\$5,272,308	312,043	\$6,045,179	218,493	\$4,230,205	174,285	\$3,368,962	976,908	\$18,916,654
01 Tsawwassen - Swartz Bay	108,478	\$2,169,560	124,800	\$2,495,959	86,009	\$1,720,180	70,031	\$1,400,618	389,318	\$7,786,317
02 Horseshoe Bay - Nanaimo	70,347	\$1,406,925	74,131	\$1,482,620	54,159	\$1,083,160	43,103	\$862,019	241,740	\$4,834,724
03 Horseshoe Bay - Langdale	38,944	\$609,463	44,971	\$703,780	32,100	\$502,365	26,826	\$419,826	142,841	\$2,235,434
30 Nanaimo - Tsawwassen	54,318	\$1,086,360	68,141	\$1,362,820	46,225	\$924,500	34,325	\$686,499	203,009	\$4,060,179
☒ Minors	179,277	\$2,118,615	200,372	\$2,388,789	149,170	\$1,756,576	130,357	\$1,522,231	659,176	\$7,786,211
04 Swartz Bay - Fulford Harbour	10,548	\$129,213	11,060	\$135,485	9,666	\$118,409	8,454	\$103,562	39,728	\$486,669
05 Swartz Bay - Southern Gulf Islands	14,097	\$182,328	13,892	\$179,543	12,186	\$158,228	10,672	\$138,450	50,847	\$658,549
06 Crofton - Vesuvius	10,009	\$122,611	10,737	\$131,528	9,053	\$110,900	7,631	\$93,480	37,430	\$458,519
07 Earls Cove - Saltery Bay	5,673	\$87,364	7,377	\$113,606	4,221	\$65,003	2,993	\$46,093	20,264	\$312,066
08 Horseshoe Bay - Snug Cove	16,731	\$199,935	18,817	\$224,863	14,132	\$168,878	12,783	\$152,757	62,463	\$746,433
09 Tsawwassen - Southern Gulf Islands	18,687	\$270,045	26,376	\$379,665	13,935	\$198,509	11,063	\$156,815	70,061	\$1,005,034
12 Brentwood Bay - Mill Bay	12,318	\$96,080	13,625	\$106,275	10,457	\$81,565	9,620	\$75,036	46,020	\$358,956
13 Langdale - Gambier Island - Keats Landing	3,097	\$23,383	3,473	\$26,222	2,388	\$18,029	2,169	\$16,376	11,127	\$84,010
17 Little River - Powell River	13,943	\$215,419	16,243	\$250,932	11,493	\$177,567	9,456	\$146,095	51,135	\$790,013
18 Powell River - Blubber Bay	4,697	\$52,371	5,157	\$57,500	4,421	\$49,295	3,773	\$42,069	18,048	\$201,235
19 Nanaimo Harbour - Gabriola	21,031	\$234,496	21,167	\$236,012	18,868	\$210,379	17,385	\$193,843	78,451	\$874,730
20 Chemainus - Thetis - Penelakut	4,133	\$43,604	4,305	\$45,418	3,609	\$38,075	3,321	\$35,037	15,368	\$162,134
21 Buckley Bay - Denman West	13,482	\$136,842	14,669	\$148,891	10,728	\$108,848	9,835	\$99,826	48,714	\$494,407
22 Denman East - Hornby Island	4,338	\$44,030	5,122	\$51,988	2,902	\$29,456	2,512	\$25,497	14,874	\$150,971
23 Campbell River - Quathiaski Cove	18,280	\$185,542	19,169	\$194,566	14,976	\$152,006	13,549	\$137,522	65,974	\$669,636
24 Heriot Bay - Whaletown	1,915	\$22,884	2,063	\$24,653	1,480	\$17,685	1,150	\$13,742	6,608	\$78,964
25 Port McNeill - Alert Bay - Sointula	4,746	\$56,715	5,208	\$62,235	3,609	\$43,127	3,067	\$36,652	16,630	\$198,729
26 Skidegate - Alliford Bay	1,552	\$15,753	1,912	\$19,407	1,046	\$10,617	924	\$9,379	5,434	\$55,156
☒ North	3,647	\$134,535	5,639	\$228,993	1,742	\$49,814	1,225	\$33,869	12,253	\$447,211
10 Port Hardy - Prince Rupert	1,753	\$97,055	2,606	\$157,490	991	\$34,064	638	\$21,909	5,988	\$310,518
11 Prince Rupert - Skidegate	1,826	\$32,568	2,807	\$48,258	718	\$14,899	565	\$11,699	5,916	\$107,424
28 Port Hardy - Central Coast	68	\$4,912	226	\$23,245	33	\$851	22	\$261	349	\$29,269
Total	455,011	\$7,525,458	518,054	\$8,662,961	369,405	\$6,036,595	305,867	\$4,925,062	1,648,337	\$27,150,076

FY26 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 Year	<u>\$164,045,882</u>
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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	\$324,565.07
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Goods and Services Tax (5%) on Route 13 due from the Province	<u>\$16,228.25</u>
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Section 5C - Fiscal Year Ended March 31, 2026

FY26 Fee Reduction Schedule (Attributed to Annual Cancellations)

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 (previously reported in Q1 - Q4) (A)

\$100,000

	Non-Allowable Cancelled Round Trips	Fee Reduction per Round Trip	Annual Penalty
☐ 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	
☐ Minors	25.0		\$25,000
04 Swartz Bay - Fulford Harbour	0.0	\$1,000	
05 Swartz Bay - Southern Gulf Islands	0.0	\$1,000	
06 Crofton - Vesuvius	2.0	\$1,000	\$2,000
07 Earls Cove - Saltery Bay	0.0	\$1,000	
08 Horseshoe Bay - Snug Cove	10.0	\$1,000	\$10,000
09 Tsawwassen - Southern Gulf Islands	0.0	\$1,000	
12 Brentwood Bay - Mill Bay	4.0	\$1,000	\$4,000
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	1.0	\$1,000	\$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	5.0	\$1,000	\$5,000
24 Heriot Bay - Whaletown	0.0	\$1,000	
25 Port McNeill - Alert Bay - Sointula	3.0	\$1,000	\$3,000
26 Skidegate - Alliford Bay	0.0	\$1,000	
☐ 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	25.0		\$25,000

Additional penalties attributed to annual minimums (B)

\$25,000

Total Penalties

\$125,000

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)

\$125,000

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Section 6

Notes & Glossary

 **BC Ferries**

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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 March 31, 2026, the routes were over price cap by \$20,196 (Vehicles \$13,751 and Passengers \$6,445), with the obligation deferred during the year. At March 31, 2025, 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 2E	07 Earls Cove - Saltery Bay	On October 14-16, 2025 Jervis Inlet was closed to all marine traffic from 08:00 to 18:00 due to a BC Hydro overhead powerline project, during which time Route 7 was diverted to a 40 minute longer voyage via Agamemnon channel. The longer trip resulted in one round trip cancellation per day, meeting the daily minimum of 7 round trips, but resulting in an unexplained variance against the annual minimums. These previously unreported cancellations are allowable and reportable at YE. Due to a technicality, in building the alternate service, these round trips were omitted from the original schedule without a corresponding cancellation code and are therefore not captured by the automated reporting within Year End Section 2A, 2B, 2D, 2E, 2F, or 3C as allowable cancellations due to "situations that compromise safety" under Schedule A 2(a)(ii), nor counted as days of temporary service disruption under Schedule A 2 a(i) and (ii). (3 round trips; 3 consecutive days; 3 additional cumulative days of service disruption.)
Section 2E	10 Port Hardy - Prince Rupert	The Route 10 Estimated Schedule was overstated by 1 round trip during the ANBT. Appendix 1 Schedule A Note 2 acknowledges that minor schedule variations may occur around the All Native Basketball Tournament and other specified times of the year. The originally modified ferry schedule had to be realigned with the revised ANBT dates. A round trip above contract on Feb 15 & 16 was originally added to get participants home, but was no longer needed the following week which already contained a bi-weekly mid-week trip that was used for that purpose. Actual contract minimums total 113 instead of the 114 trips in the Estimated Schedule.
Section 2E	28 Port Hardy - Central Coast	The Route 28 variance in Section 2E of -5 is a combination of -6.5 round trips cancelled during the Northern Sea Wolf's 2025 annual refit over a period commencing April 1, 2025 and concluding May 17, 2025, within Q1 plus 1.5 extra round trips provided this Fiscal year. The 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 due to the refit 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. Alternative service delivered during this outage by water taxi and tug & barge have been included in Section 2G. The extra Route 28 trips occurred on October 6 & 9 repositioning to and from Port Hardy for scheduled maintenance as well as March 30 repositioning southbound for this year's annual refit. These repositioning sailings were above contract, but made available to the public.
Section 2F	24 Heriot Bay - Whaletown	Route 24 required berth closures for terminal construction requirements prior to the arrival of an Island Class vessel on the route. A Section 43 application was approved to exempt cancellations during this 21 day period from February 9 to March 1, 2026.
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 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 6A - Notes to Reports



Section	Route	Notes to Report
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 2D	All Routes	All routes: Some cancellations reported in 2D were simply rescheduled to another time and/or day.
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 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 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"