

Quarterly Price Cap Compliance Report

Running the business

For information/discussion

Price Cap Compliance Report– Quarter Ending June 30, 2026

System Price Cap Compliance



Average Fare Index Summary

		PT6 						
		Dec-2024	Mar-2025	Jun-2025	Sep-2025	Dec-2025	Mar-2026	Jun-2026
System	Cap	102.59	103.20	104.04	105.17	105.89	106.50	107.39
	Actual	102.47	103.10	104.22	105.41	105.51	106.50	108.40

- 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)

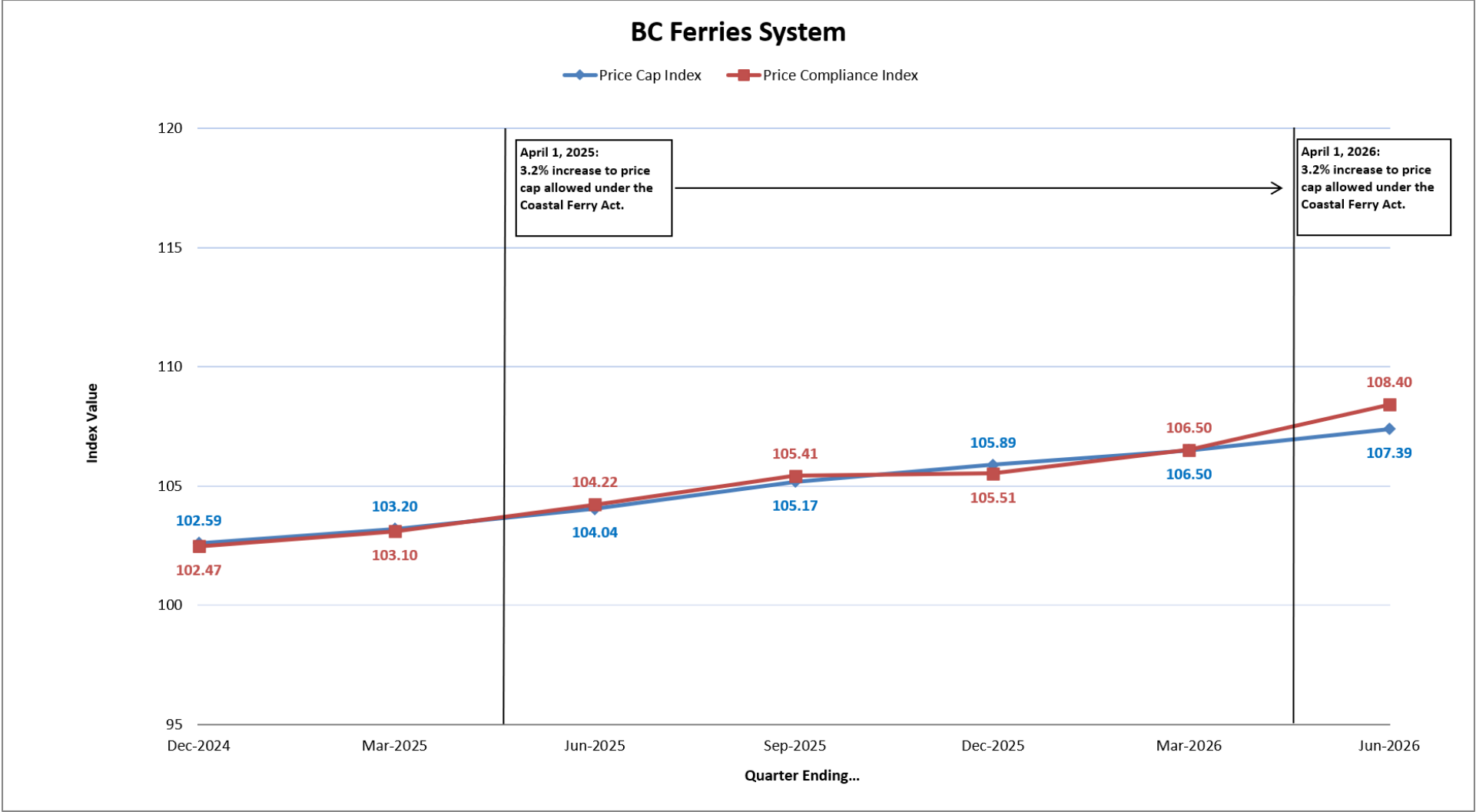
-Note that the price compliance index calculation may require restatement depending on the outcome of a challenge of a recent CRA audit finding. A CRA audit concluded that reservation fee revenue is a separate supply from ferry travel and is subject to GST. In adherence to accounting principles, BC Ferries 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

System Price Cap Compliance



Route Group Price Cap Compliance



Average Fare Index Summary

		PT6						
Route Group		Dec-2024	Mar-2025	Jun-2025	Sep-2025	Dec-2025	Mar-2026	Jun-2026
New Majors								
	Cap	102.59	103.20	104.04	105.16	105.89	106.50	107.39
	Actual	104.07	104.69	105.81	107.00	106.93	107.97	110.03
Northern								
	Cap	102.80	103.20	103.99	105.64	106.10	106.50	107.36
	Actual	78.74	79.08	80.35	82.53	83.02	83.41	84.36
Minors								
	Cap	102.58	103.20	104.05	105.16	105.87	106.50	107.39
	Actual	99.33	100.12	101.22	102.36	103.21	104.05	105.28

-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

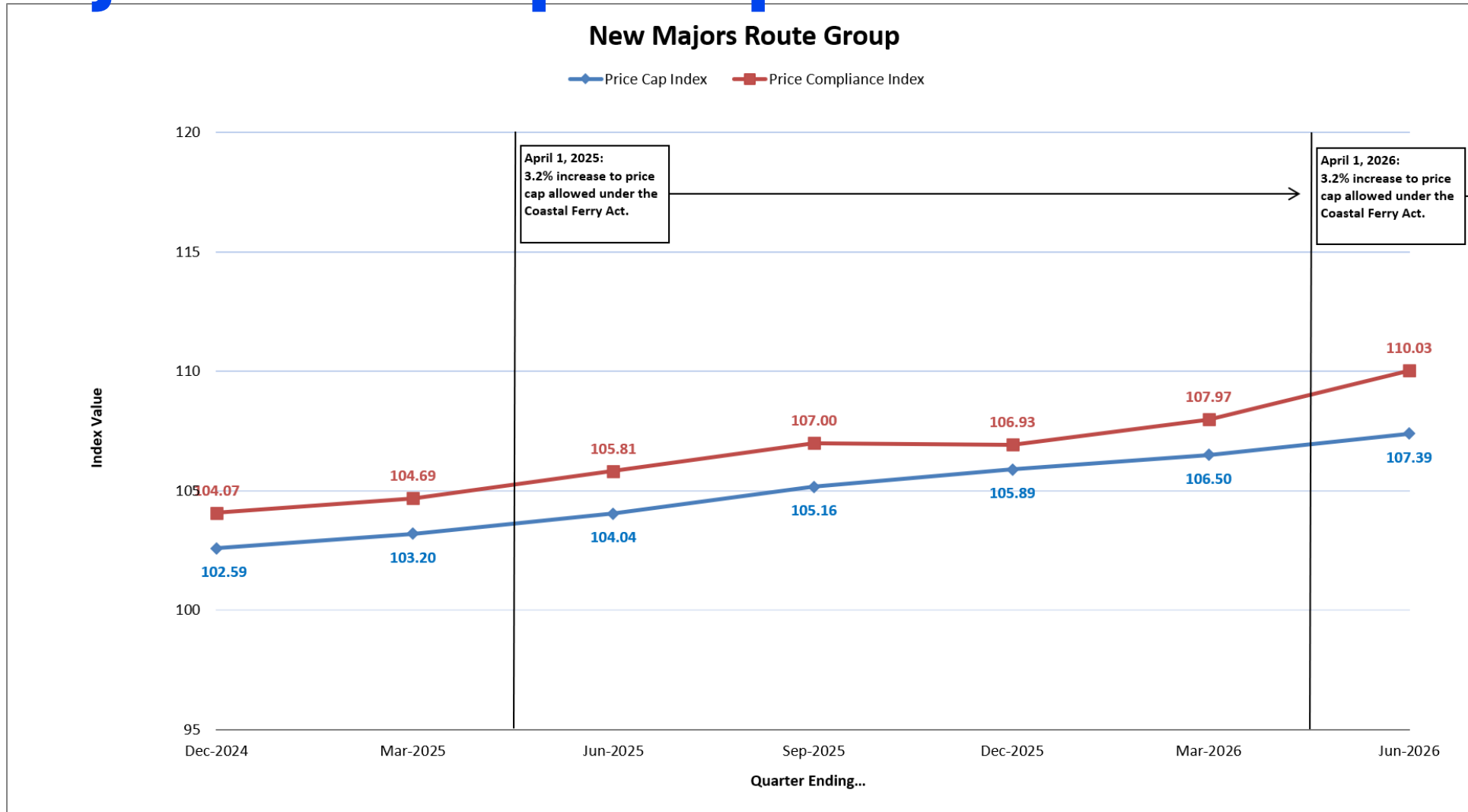
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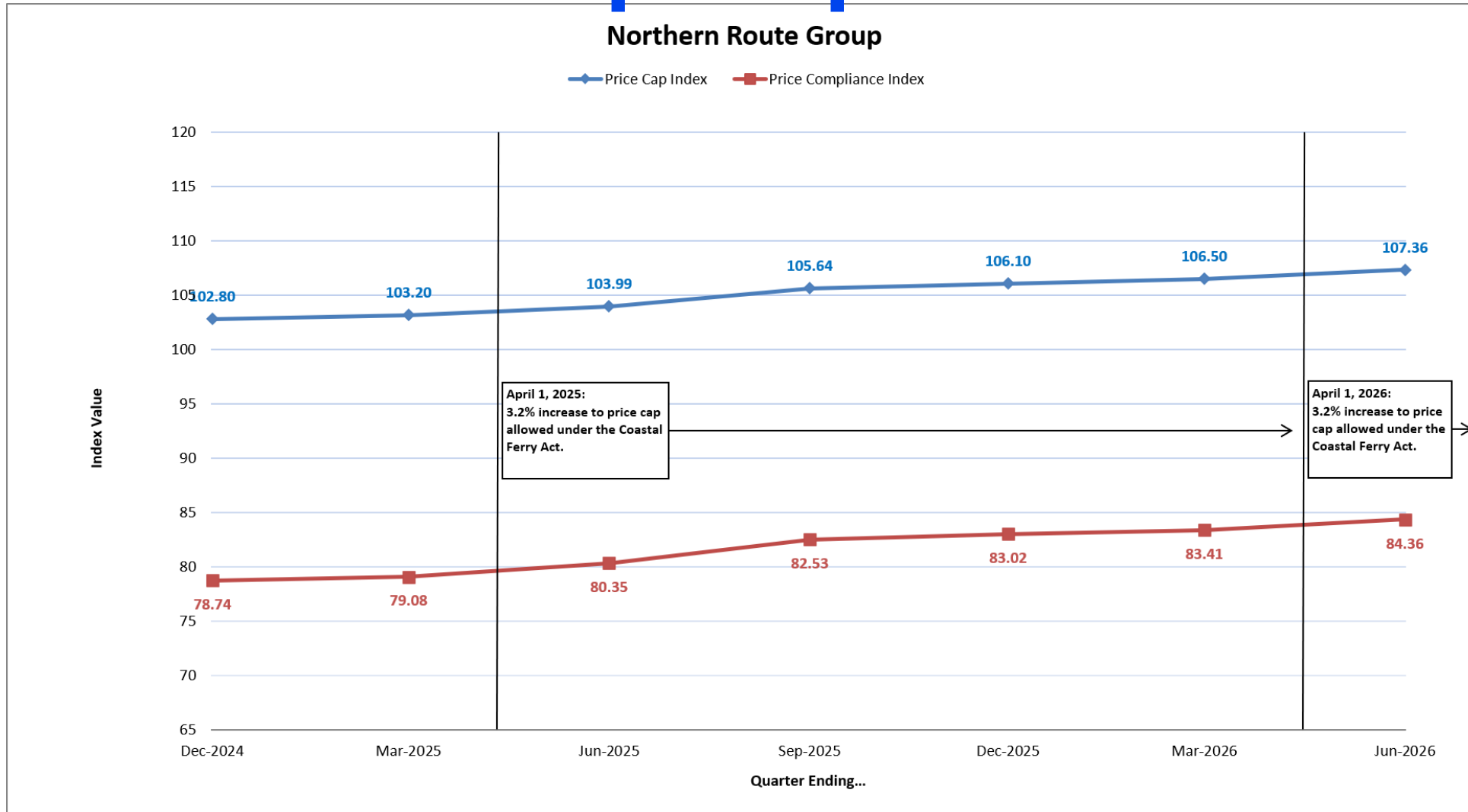
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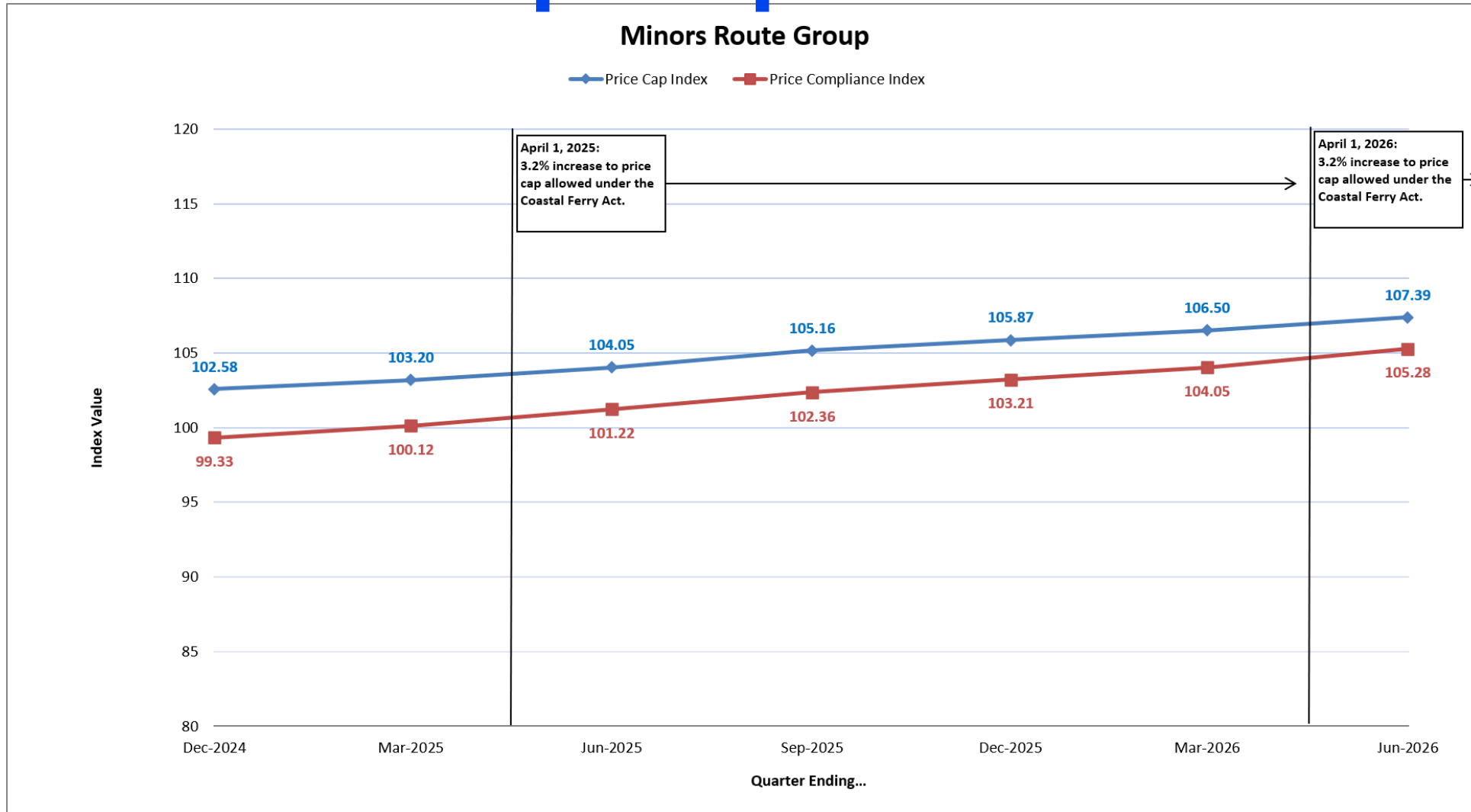
Majors Price Cap Compliance



Northern Price Cap Compliance



Minors Price Cap Compliance



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Operations Reports

Quarter Ended June 30, 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 Q1 of Fiscal 2027, BC Ferries delivered 22,892 round trips, exceeding both daily and annual Coastal Ferry Services Contract (CFSC) minimum service requirements across the network. More than 6 million passengers and nearly 3 million vehicles travelled with BC Ferries during the quarter.

Overall, 84.2% of sailings departed within 10 minutes of their scheduled departure time. Scheduled sailing cancellations represented 1.8% of scheduled round trips, compared to 0.3% during the same period in FY26.

Total vehicle and passenger tariff revenue was approximately \$221.9 million, an increase of approximately \$12.2 million compared to Q1 FY26. 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 June 30, 2026



Q1 Operations Summary Report

	Actual Round Trips	AEQ Capacity Provided	AEQ Carried (FY27)	Capacity Utilization (FY27)	AEQ Carried (FY26)	Capacity Utilization (FY26)	AEQ Growth	AEQ Tariff Revenue (FY27)	AEQ Tariff Revenue (FY26)	AEQ Tariff Revenue Growth
▲										
☐ Majors	3,593.0	2,248,824	1,745,819	77.6%	1,759,865	80.6%	-14,046	\$125,733,104	\$120,159,789	\$5,573,315
01 Tsawwassen - Swartz Bay	1,301.0	846,476	713,506	84.3%	710,000	88.0%	3,506	\$58,058,699	\$55,912,861	\$2,145,838
02 Horseshoe Bay - Nanaimo	672.0	416,316	317,460	76.3%	360,841	78.9%	-43,381	\$25,093,206	\$26,667,904	(\$1,574,698)
03 Horseshoe Bay - Langdale	836.0	516,992	363,362	70.3%	362,402	72.5%	961	\$10,953,005	\$10,805,133	\$147,872
30 Nanaimo - Tsawwassen	784.0	469,040	351,491	74.9%	326,622	77.9%	24,869	\$31,628,194	\$26,773,891	\$4,854,303
☐ Minors	19,211.5	2,004,402	1,217,941	60.8%	1,223,039	59.1%	-5,098	\$19,411,809	\$19,251,615	\$160,194
04 Swartz Bay - Fulford Harbour	724.0	131,768	98,827	75.0%	100,217	76.4%	-1,390	\$1,335,466	\$1,393,483	(\$58,017)
05 Swartz Bay - Southern Gulf Islands	877.0	195,428	91,394	46.8%	95,510	42.2%	-4,116	\$1,310,780	\$1,361,125	(\$50,345)
06 Crofton - Vesuvius	1,183.0	149,058	95,773	64.3%	94,809	64.2%	965	\$1,339,151	\$1,292,642	\$46,509
07 Earls Cove - Saltery Bay	715.5	160,272	65,166	40.7%	65,304	40.4%	-138	\$1,689,654	\$1,627,672	\$61,982
08 Horseshoe Bay - Snug Cove	1,384.0	240,816	163,081	67.7%	162,276	67.3%	806	\$2,075,580	\$2,030,450	\$45,130
09 Tsawwassen - Southern Gulf Islands	243.0	81,144	61,090	75.3%	62,727	73.3%	-1,637	\$3,213,319	\$3,305,923	(\$92,604)
12 Brentwood Bay - Mill Bay	802.0	30,476	29,322	96.2%	28,517	93.5%	805	\$399,733	\$357,329	\$42,404
13 Langdale - Gambier Island - Keats Landing	1,410.0							(\$356)	(\$189)	(\$167)
17 Little River - Powell River	364.0	100,464	62,200	61.9%	62,419	62.3%	-219	\$2,820,212	\$2,759,319	\$60,893
18 Powell River - Blubber Bay	707.0	69,552	31,899	45.9%	31,790	45.9%	109	\$296,470	\$289,478	\$6,992
19 Nanaimo Harbour - Gabriola	2,054.5	193,123	133,919	69.3%	135,045	69.5%	-1,126	\$1,308,876	\$1,294,297	\$14,579
20 Chemainus - Thetis - Penelakut	896.0	46,618	27,634	59.3%	29,262	61.0%	-1,629	\$253,267	\$264,191	(\$10,924)
21 Buckley Bay - Denman West	1,571.0	139,304	94,481	67.8%	92,501	65.9%	1,980	\$802,594	\$756,216	\$46,378
22 Denman East - Hornby Island	1,116.5	72,469	43,612	60.2%	42,712	44.1%	900	\$395,252	\$375,056	\$20,196
23 Campbell River - Quathiaski Cove	2,518.0	236,692	149,205	63.0%	145,722	61.2%	3,483	\$1,354,347	\$1,281,473	\$72,874
24 Heriot Bay - Whaletown	545.0	29,474	21,892	74.3%	21,816	75.0%	76	\$262,377	\$258,672	\$3,705
25 Port McNeill - Alert Bay - Sointula	976.0	91,744	31,310	34.1%	34,489	37.3%	-3,180	\$381,461	\$426,097	(\$44,636)
26 Skidegate - Alliford Bay	1,125.0	36,000	17,140	47.6%	17,926	49.8%	-787	\$173,626	\$178,381	(\$4,755)
☐ North	87.5	14,973	13,019	86.9%	13,869	91.8%	-851	\$3,147,636	\$3,319,012	(\$171,376)
10 Port Hardy - Prince Rupert	28.0	5,712	4,999	87.5%	5,423	94.9%	-424	\$1,698,399	\$1,781,193	(\$82,794)
11 Prince Rupert - Skidegate	49.0	8,526	7,463	87.5%	7,971	91.6%	-509	\$1,304,140	\$1,415,204	(\$111,064)
28 Port Hardy - Central Coast	10.5	735	557	75.8%	476	67.9%	82	\$145,097	\$122,615	\$22,482
Total	22,892.0	4,268,199	2,976,779	69.7%	2,996,772	70.2%	-19,994	\$148,292,549	\$142,730,416	\$5,562,133

Obligation Deferred (Settled)

\$5,586,006

(\$966,021)

Total Vehicle Fare Revenue

\$153,878,555

\$143,696,437

Q1 Operations Summary Report							% Sailings Within 10 Minutes		
	Passengers (FY27)	Passengers (FY26)	Passenger Growth	Passenger Tariff Revenue (FY27)	Passenger Tariff Revenue (FY26)	Passenger Tariff Revenue Growth	FY25	Q1 FY26	FY27
☐ Majors	3,759,754	3,785,181	-25,427	\$53,413,089	\$53,451,065	(\$37,976)	67.8%	71.2%	75.5%
01 Tsawwassen - Swartz Bay	1,728,387	1,748,729	-20,342	\$28,479,187	\$28,855,633	(\$376,446)	86.2%	82.4%	83.6%
02 Horseshoe Bay - Nanaimo	741,922	807,708	-65,786	\$11,962,753	\$12,770,032	(\$807,279)	60.2%	72.0%	86.5%
03 Horseshoe Bay - Langdale	726,427	710,621	15,806	\$3,991,069	\$3,922,985	\$68,084	57.3%	60.0%	64.7%
30 Nanaimo - Tsawwassen	563,018	518,123	44,895	\$8,980,080	\$7,902,415	\$1,077,665	55.3%	63.7%	64.5%
☐ Minors	2,266,481	2,261,635	4,846	\$10,127,843	\$10,016,775	\$111,068	84.3%	85.7%	85.7%
04 Swartz Bay - Fulford Harbour	171,118	171,855	-737	\$796,594	\$792,470	\$4,124	91.9%	86.8%	92.1%
05 Swartz Bay - Southern Gulf Islands	143,888	146,262	-2,374	\$606,619	\$612,667	(\$6,048)	64.6%	62.8%	64.8%
06 Crofton - Vesuvius	156,381	157,032	-651	\$608,844	\$595,006	\$13,838	83.7%	65.3%	60.8%
07 Earls Cove - Saltery Bay	101,338	102,545	-1,207	\$584,069	\$588,885	(\$4,816)	87.5%	78.1%	89.8%
08 Horseshoe Bay - Snug Cove	387,857	374,200	13,657	\$1,447,251	\$1,364,006	\$83,245	59.9%	77.0%	90.3%
09 Tsawwassen - Southern Gulf Islands	144,514	147,296	-2,782	\$1,669,449	\$1,714,486	(\$45,037)	65.8%	60.8%	60.5%
12 Brentwood Bay - Mill Bay	56,770	55,533	1,237	\$275,172	\$254,479	\$20,693	89.9%	87.4%	76.6%
13 Langdale - Gambier Island - Keats Landing	15,799	13,914	1,885	\$57,465	\$53,809	\$3,656	99.4%	99.2%	97.7%
17 Little River - Powell River	114,040	114,721	-681	\$1,232,085	\$1,243,101	(\$11,016)	83.5%	93.7%	96.4%
18 Powell River - Blubber Bay	47,899	48,419	-520	\$145,903	\$143,071	\$2,832	93.7%	97.7%	97.0%
19 Nanaimo Harbour - Gabriola	242,898	242,712	186	\$724,553	\$707,112	\$17,441	82.4%	81.4%	78.7%
20 Chemainus - Thetis - Penelakut	68,977	70,271	-1,294	\$153,719	\$157,439	(\$3,720)	81.4%	91.2%	87.9%
21 Buckley Bay - Denman West	155,777	152,259	3,518	\$428,587	\$410,448	\$18,139	96.9%	97.7%	97.4%
22 Denman East - Hornby Island	71,974	71,219	755	\$229,299	\$226,820	\$2,479	94.6%	94.0%	90.8%
23 Campbell River - Quathiaski Cove	261,098	259,318	1,780	\$724,426	\$689,134	\$35,292	86.1%	94.9%	93.1%
24 Heriot Bay - Whaletown	30,964	32,151	-1,187	\$123,903	\$122,429	\$1,474	81.7%	88.2%	80.5%
25 Port McNeill - Alert Bay - Sointula	65,658	70,885	-5,227	\$232,759	\$249,844	(\$17,085)	79.8%	85.8%	87.6%
26 Skidegate - Alliford Bay	29,531	31,043	-1,512	\$87,146	\$91,569	(\$4,423)	97.6%	95.3%	98.4%
☐ North	24,324	25,646	-1,322	\$1,996,662	\$2,087,110	(\$90,448)	72.8%	67.7%	78.1%
10 Port Hardy - Prince Rupert	10,365	11,062	-697	\$1,402,348	\$1,471,839	(\$69,491)	66.9%	63.1%	80.8%
11 Prince Rupert - Skidegate	13,017	13,613	-596	\$498,673	\$516,703	(\$18,030)	80.0%	82.0%	84.7%
28 Port Hardy - Central Coast	942	971	-29	\$95,641	\$98,568	(\$2,927)	73.7%	51.9%	60.0%
Total	6,050,559	6,072,462	-21,903	\$65,537,594	\$65,554,950	(\$17,356)	81.9%	83.6%	84.2%
Obligation Deferred (Settled)				\$2,468,343	(\$431,038)				
Total Passenger Fare Revenue				\$68,005,937	\$65,985,988				
Total Vehicle & Passenger Fare Revenue per Financial Statements				\$221,884,492	\$209,682,425				

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Section 2

Performance Against CFSC
Minimums



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Q1 Actual Round Trips

22.9K

FY26: 22.9K

Q1 Cancelled Round Trips

419.5

FY26: 61.5

Q1 Scheduled Round Trips

23.3K

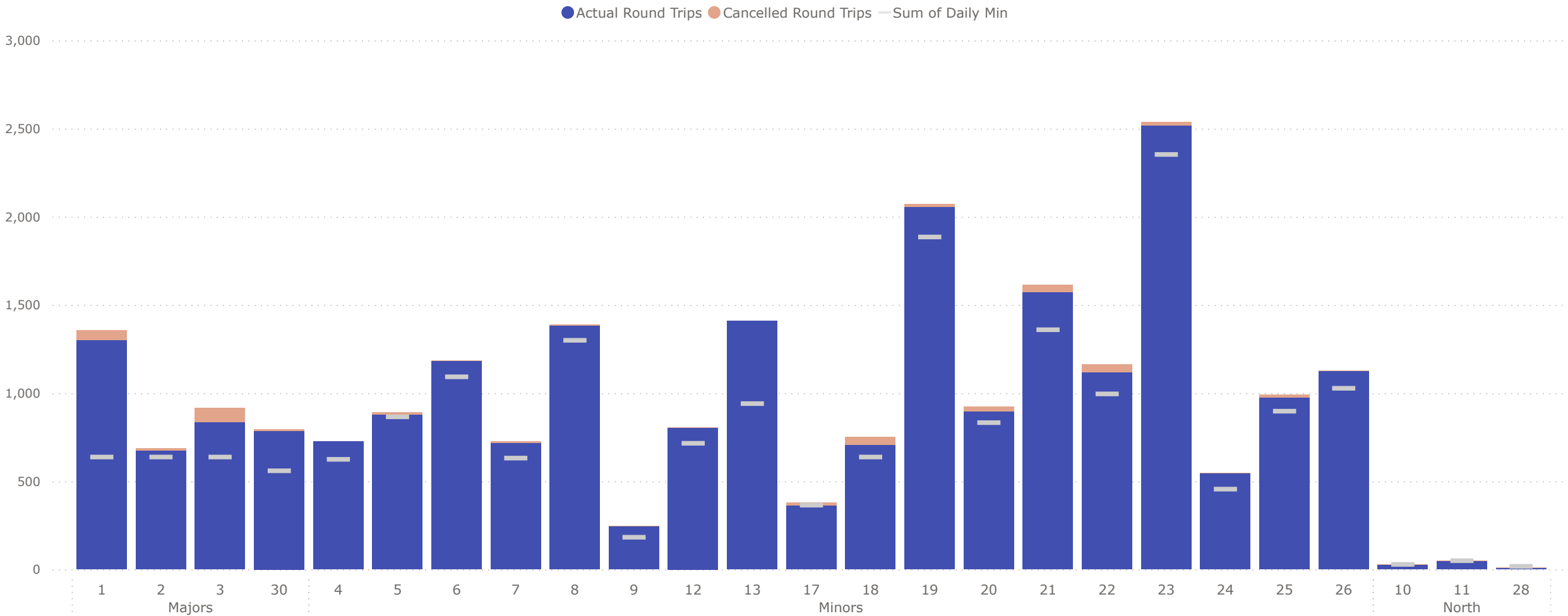
FY26: 22.9K

Q1 Scheduled Round Trips Cancelled

1.8%

FY26: 0.3%

Q1 Actual & Cancelled Round Trips versus Minimum (Daily) Core Service Levels



Section 2B - Quarter Ended June 30, 2026



Q1 Actual Round Trips

22.9K
FY26: 22.9K

Q1 Cancelled Round Trips

419.5
FY26: 61.5

Q1 Scheduled Round Trips

23.3K
FY26: 22.9K

Q1 Scheduled Round Trips Cancelled

1.8%
FY26: 0.3%

Q1 Cancellations of Minimum (Daily) Round Trips 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	3.0	0.0	0.0	0.0	4.0	0.0	7.0	0.0	0.0	0.0	0.0	7.0
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	1.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
03 Horseshoe Bay - Langdale	0.0	2.0	0.0	0.0	0.0	4.0	0.0	6.0	0.0	0.0	0.0	0.0	6.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
☐ Minors	0.0	4.0	23.0	0.0	0.0	78.5	0.0	105.5	1.0	0.0	0.0	1.0	106.5
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	4.0	0.0	4.0	0.0	0.0	0.0	0.0	4.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
07 Earls Cove - Saltery Bay	0.0	0.0	0.0	0.0	0.0	7.0	0.0	7.0	0.0	0.0	0.0	0.0	7.0
08 Horseshoe Bay - Snug Cove	0.0	4.0	0.0	0.0	0.0	0.0	0.0	4.0	0.0	0.0	0.0	0.0	4.0
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	1.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	20.0	0.0	20.0	0.0	0.0	0.0	0.0	20.0
19 Nanaimo Harbour - Gabriola	0.0	0.0	0.0	0.0	0.0	7.0	0.0	7.0	0.0	0.0	0.0	0.0	7.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	23.0	0.0	23.0	0.0	0.0	0.0	0.0	23.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.5	0.0	0.0	0.0	0.0	1.5
22 Denman East - Hornby Island	0.0	0.0	18.5	0.0	0.0	0.0	0.0	18.5	0.0	0.0	0.0	0.0	18.5
23 Campbell River - Quathiaski Cove	0.0	0.0	4.5	0.0	0.0	5.0	0.0	9.5	0.0	0.0	0.0	0.0	9.5
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	10.0	0.0	10.0	1.0	0.0	0.0	1.0	11.0
26 Skidegate - Alliford 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
☐ North	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
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0
Total	0.0	7.0	23.0	0.0	0.0	82.5	1.0	113.5	1.0	0.0	0.0	1.0	114.5

Q1 Actual Round Trips

22.9K

CFSC (Daily) Minimum: 19.7K

Q1 Actual Round Trips

22.9K

Estimated Proportion of (Annual) Minimums: 22.0K

Q1 Actual Round Trips & Variance Against Minimum (Daily) Core Service Levels by Route

Q1 Allowable Cancellations

	FY26			Q1			Q1 FY27
	Actual Round Trips	CFSC Min	CFSC Variance	Actual Round Trips	FY27 CFSC Min	CFSC Variance	
☐ Majors	3,475.0	2,536.0	939.0	3,593.0	2,470.0	1,123.0	7.0
01 Tsawwassen - Swartz Bay	1,227.0	655.0	572.0	1,301.0	637.0	664.0	0.0
02 Horseshoe Bay - Nanaimo	737.5	643.0	94.5	672.0	637.0	35.0	1.0
03 Horseshoe Bay - Langdale	804.5	655.0	149.5	836.0	637.0	199.0	6.0
30 Nanaimo - Tsawwassen	706.0	583.0	123.0	784.0	559.0	225.0	0.0
☐ Minors	19,311.0	17,221.0	2,090.0	19,211.5	17,152.0	2,059.5	105.5
04 Swartz Bay - Fulford Harbour	721.0	636.0	85.0	724.0	624.0	100.0	0.0
05 Swartz Bay - Southern Gulf Islands	883.0	866.0	17.0	877.0	865.0	12.0	4.0
06 Crofton - Vesuvius	1,172.0	1,092.0	80.0	1,183.0	1,092.0	91.0	0.0
07 Earls Cove - Saltery Bay	721.0	631.0	90.0	715.5	631.0	84.5	7.0
08 Horseshoe Bay - Snug Cove	1,386.0	1,299.0	87.0	1,384.0	1,299.0	85.0	4.0
09 Tsawwassen - Southern Gulf Islands	264.0	201.0	63.0	243.0	182.0	61.0	0.0
12 Brentwood Bay - Mill Bay	803.0	715.0	88.0	802.0	715.0	87.0	1.0
13 Langdale - Gambier Island - Keats Landing	1,372.0	934.0	438.0	1,410.0	940.0	470.0	0.0
17 Little River - Powell River	363.0	364.0	-1.0	364.0	364.0	0.0	0.0
18 Powell River - Blubber Bay	737.0	641.0	96.0	707.0	637.0	70.0	20.0
19 Nanaimo Harbour - Gabriola	2,066.0	1,885.0	181.0	2,054.5	1,885.0	169.5	7.0
20 Chemainus - Thetis - Penelakut	923.0	832.0	91.0	896.0	832.0	64.0	23.0
21 Buckley Bay - Denman West	1,598.0	1,392.0	206.0	1,571.0	1,359.0	212.0	1.5
22 Denman East - Hornby Island	1,100.0	997.0	103.0	1,116.5	995.0	121.5	18.5
23 Campbell River - Quathiaski Cove	2,534.0	2,353.0	181.0	2,518.0	2,353.0	165.0	9.5
24 Heriot Bay - Whaletown	559.5	459.0	100.5	545.0	455.0	90.0	0.0
25 Port McNeill - Alert Bay - Sointula	984.0	897.0	87.0	976.0	897.0	79.0	10.0
26 Skidegate - Alliford Bay	1,124.5	1,027.0	97.5	1,125.0	1,027.0	98.0	0.0
☐ North	88.0	94.0	-6.0	87.5	94.0	-6.5	1.0
10 Port Hardy - Prince Rupert	28.0	28.0	0.0	28.0	28.0	0.0	0.0
11 Prince Rupert - Skidegate	50.0	49.0	1.0	49.0	49.0	0.0	0.0
28 Port Hardy - Central Coast	10.0	17.0	-7.0	10.5	17.0	-6.5	1.0
Total	22,874.0	19,851.0	3,023.0	22,892.0	19,716.0	3,176.0	113.5

YTD Actual Round Trips

22.9K

FY26: 22.9K

YTD Cancelled Round Trips

419.5

FY26: 61.5

YTD Scheduled Round Trips

23.3K

FY26: 22.9K

YTD Scheduled Round Trips Cancelled

1.8%

FY26: 0.3%

YTD All Round Trip Cancellations by Route

	Emergency	Safety	Terminal (Dock)	Allowable Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Total	Crew	Not Allowable Traffic	Other	Total	Total
☐ Majors	0.0	5.0	0.0	0.0	0.0	149.0	2.0	156.0	0.0	0.0	0.0	0.0	156.0
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	52.0	2.0	54.0	0.0	0.0	0.0	0.0	54.0
02 Horseshoe Bay - Nanaimo	0.0	2.0	0.0	0.0	0.0	12.0	0.0	14.0	0.0	0.0	0.0	0.0	14.0
03 Horseshoe Bay - Langdale	0.0	3.0	0.0	0.0	0.0	77.0	0.0	80.0	0.0	0.0	0.0	0.0	80.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	8.0	0.0	8.0	0.0	0.0	0.0	0.0	8.0
☐ Minors	6.0	5.0	51.0	0.0	0.0	186.5	1.0	249.5	4.0	2.0	4.5	10.5	260.0
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	2.0	0.0	0.0	0.0	0.0	10.0	0.0	12.0	0.0	1.0	0.0	1.0	13.0
06 Crofton - Vesuvius	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	1.0
07 Earls Cove - Saltery Bay	0.0	0.0	1.0	0.0	0.0	8.0	0.0	9.0	0.0	0.0	0.0	0.0	9.0
08 Horseshoe Bay - Snug Cove	0.0	5.0	0.0	0.0	0.0	0.5	0.0	5.5	1.0	0.0	0.0	1.0	6.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	2.0	0.0	2.0	0.0	0.0	0.0	0.0	2.0
12 Brentwood Bay - Mill Bay	0.0	0.0	0.0	0.0	0.0	2.0	0.0	2.0	1.0	0.0	0.0	1.0	3.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	14.5	0.0	14.5	0.0	0.0	0.0	0.0	14.5
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	43.0	0.0	43.0	0.0	0.0	0.0	0.0	43.0
19 Nanaimo Harbour - Gabriola	0.0	0.0	0.0	0.0	0.0	14.5	0.0	14.5	0.0	0.0	1.0	1.0	15.5
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	0.0	28.0	0.0	28.0	0.0	0.0	0.0	0.0	28.0
21 Buckley Bay - Denman West	0.0	0.0	1.5	0.0	0.0	40.0	0.0	41.5	0.0	0.0	0.0	0.0	41.5
22 Denman East - Hornby Island	0.0	0.0	41.5	0.0	0.0	0.0	0.0	41.5	0.0	0.0	3.5	3.5	45.0
23 Campbell River - Quathiaski Cove	0.0	0.0	7.0	0.0	0.0	11.0	0.0	18.0	0.0	0.0	0.0	0.0	18.0
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	0.0	0.0	0.0	2.0
25 Port McNeill - Alert Bay - Sointula	3.0	0.0	0.0	0.0	0.0	12.0	0.0	15.0	2.0	0.0	0.0	2.0	17.0
26 Skidegate - Alliford 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
☐ North	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
10 Port Hardy - Prince Rupert	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.5
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	0.0	2.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0
Total	6.5	10.0	51.0	0.0	0.0	335.5	6.0	409.0	4.0	2.0	4.5	10.5	419.5

YTD Actual Round Trips

22.9K

CFSC (Annual) Minimum: 19.7K

YTD Actual Round Trips

22.9K

Estimated Proportion of (Annual) Minimums: 22.0K

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

	FY27			
	Actual Round Trips	Estimated Proportion of (Annual) Minimums	Variance	Allowable Round Trip Cancellations
Majors	3,593.0	3,153.5	439.5	7.0
01 Tsawwassen - Swartz Bay	1,301.0	1,053.0	248.0	0.0
02 Horseshoe Bay - Nanaimo	672.0	663.0	9.0	1.0
03 Horseshoe Bay - Langdale	836.0	741.5	94.5	6.0
30 Nanaimo - Tsawwassen	784.0	696.0	88.0	0.0
Minors	19,211.5	18,735.0	476.5	105.5
04 Swartz Bay - Fulford Harbour	724.0	724.0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	877.0	865.0	12.0	4.0
06 Crofton - Vesuvius	1,183.0	1,183.0	0.0	0.0
07 Earls Cove - Saltery Bay	715.5	722.0	-6.5	7.0
08 Horseshoe Bay - Snug Cove	1,384.0	1,390.0	-6.0	4.0
09 Tsawwassen - Southern Gulf Islands	243.0	208.0	35.0	0.0
12 Brentwood Bay - Mill Bay	802.0	806.0	-4.0	1.0
13 Langdale - Gambier Island - Keats Landing	1,410.0	1,031.0	379.0	0.0
17 Little River - Powell River	364.0	364.0	0.0	0.0
18 Powell River - Blubber Bay	707.0	729.0	-22.0	20.0
19 Nanaimo Harbour - Gabriola	2,054.5	2,067.0	-12.5	7.0
20 Chemainus - Thetis - Penelakut	896.0	923.0	-27.0	23.0
21 Buckley Bay - Denman West	1,571.0	1,450.0	121.0	1.5
22 Denman East - Hornby Island	1,116.5	1,086.0	30.5	18.5
23 Campbell River - Quathiaski Cove	2,518.0	2,535.0	-17.0	9.5
24 Heriot Bay - Whaletown	545.0	546.0	-1.0	0.0
25 Port McNeill - Alert Bay - Sointula	976.0	988.0	-12.0	10.0
26 Skidegate - Alliford Bay	1,125.0	1,118.0	7.0	0.0
North	87.5	94.0	-6.5	1.0
10 Port Hardy - Prince Rupert	28.0	28.0	0.0	0.0
11 Prince Rupert - Skidegate	49.0	49.0	0.0	0.0
28 Port Hardy - Central Coast	10.5	17.0	-6.5	1.0
Total	22,892.0	21,982.5	909.5	113.5

Section 2F - Fiscal Year to Date Ended June 30, 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	0	0
02 Horseshoe Bay - Nanaimo	1	1
03 Horseshoe Bay - Langdale	4	1
30 Nanaimo - Tsawwassen	0	0
☐ Minors		
04 Swartz Bay - Fulford Harbour	0	0
05 Swartz Bay - Southern Gulf Islands	2	1
06 Crofton - Vesuvius	0	0
07 Earls Cove - Saltery Bay	1	1
08 Horseshoe Bay - Snug Cove	1	1
09 Tsawwassen - Southern Gulf Islands	0	0
12 Brentwood Bay - Mill Bay	1	1
13 Langdale - Gambier Island - Keats Landing	0	0
17 Little River - Powell River	0	0
18 Powell River - Blubber Bay	6	6
19 Nanaimo Harbour - Gabriola	2	2
20 Chemainus - Thetis - Penelakut	4	3
21 Buckley Bay - Denman West	2	1
22 Denman East - Hornby Island	4	4
23 Campbell River - Quathiaski Cove	3	1
24 Heriot Bay - Whaletown	0	0
25 Port McNeill - Alert Bay - Sointula	1	1
26 Skidegate - Alliford Bay	0	0
☐ North		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	0	0
28 Port Hardy - Central Coast	2	2

Q1 Actual Round Trips

212.0
FY26: 38.5

YTD Actual Round Trips

212.0
FY26: 38.5

Q1 Alternative Service Round Trips by Route

YTD Round Trips

	Q1			FY27			Yes	
	Sailed Round Trips	FY26 AEQ Carried	Passengers	Sailed Round Trips	AEQ Carried	Passengers	FY26	FY27
☒ Majors	8.5	0.0	204	56.5	0.0	1,436	8.5	56.5
01 Tsawwassen - Swartz Bay	0.0	0.0	0	0.0	0.0	0	0.0	0.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0	0.0	0.0	0	0.0	0.0
03 Horseshoe Bay - Langdale	8.5	0.0	204	56.5	0.0	1,436	8.5	56.5
30 Nanaimo - Tsawwassen	0.0	0.0	0	0.0	0.0	0	0.0	0.0
☒ Minors	16.0	2.5	380	143.5	10.5	1,879	16.0	143.5
04 Swartz Bay - Fulford Harbour	7.5	0.0	173	0.0	0.0	0	7.5	0.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0	0.0	0.0	0	0.0	0.0
06 Crofton - Vesuvius	5.5	0.0	61	0.0	0.0	0	5.5	0.0
07 Earls Cove - Saltery Bay	0.0	0.0	0	0.0	0.0	0	0.0	0.0
08 Horseshoe Bay - Snug Cove	1.0	0.0	74	4.0	0.0	192	1.0	4.0
09 Tsawwassen - Southern Gulf Islands	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
13 Langdale - Gambier Island - Keats Landing	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
18 Powell River - Blubber Bay	0.0	0.0	0	55.5	10.5	651	0.0	55.5
19 Nanaimo Harbour - Gabriola	0.0	0.0	0	9.0	0.0	87	0.0	9.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0	69.0	0.0	873	0.0	69.0
21 Buckley Bay - Denman West	0.0	0.0	0	0.0	0.0	0	0.0	0.0
22 Denman East - Hornby Island	0.0	0.0	0	0.0	0.0	0	0.0	0.0
23 Campbell River - Quathiaski Cove	0.0	0.0	0	0.0	0.0	0	0.0	0.0
24 Heriot Bay - Whaletown	0.0	0.0	0	0.0	0.0	0	0.0	0.0
25 Port McNeill - Alert Bay - Sointula	2.0	2.5	72	6.0	0.0	76	2.0	6.0
26 Skidegate - Alliford Bay	0.0	0.0	0	0.0	0.0	0	0.0	0.0
☒ North	14.0	127.0	176	12.0	116.0	159	14.0	12.0
10 Port Hardy - Prince Rupert	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
28 Port Hardy - Central Coast	14.0	127.0	176	12.0	116.0	159	14.0	12.0
Total	38.5	129.5	760	212.0	126.5	3,474	38.5	212.0

○ ○ ○ ○

Section 3

Performance Against Scheduled
Sailings



○ ○ ○ ○



Q1 Scheduled Sailings

50.5K

FY26: 49.7K

Q1 Actual Sailings

49.6K

FY26: 49.5K

YTD Scheduled Sailings

50.5K

FY26: 49.7K

YTD Actual Sailings

49.6K

FY26: 49.5K

Q1 Scheduled & Actual Sailings by Route							YTD Totals			
	Q1			Q1			FY26		FY27	
	Scheduled Sailings	Actual Sailings	Variance	Scheduled Sailings	Actual Sailings	Variance	Scheduled Sailings	Actual Sailings	Scheduled Sailings	Actual Sailings
☐ Majors	6,992	6,950	-42	7,498	7,186	-312	6,992	6,950	7,498	7,186
01 Tsawwassen - Swartz Bay	2,456	2,454	-2	2,710	2,602	-108	2,456	2,454	2,710	2,602
02 Horseshoe Bay - Nanaimo	1,499	1,475	-24	1,372	1,344	-28	1,499	1,475	1,372	1,344
03 Horseshoe Bay - Langdale	1,621	1,609	-12	1,832	1,672	-160	1,621	1,609	1,832	1,672
30 Nanaimo - Tsawwassen	1,416	1,412	-4	1,584	1,568	-16	1,416	1,412	1,584	1,568
☐ Minors	42,411	42,309	-102	42,688	42,105	-583	42,411	42,309	42,688	42,105
04 Swartz Bay - Fulford Harbour	1,448	1,442	-6	1,448	1,448	0	1,448	1,442	1,448	1,448
05 Swartz Bay - Southern Gulf Islands	3,055	3,040	-15	3,098	3,042	-56	3,055	3,040	3,098	3,042
06 Crofton - Vesuvius	2,366	2,344	-22	2,368	2,366	-2	2,366	2,344	2,368	2,366
07 Earls Cove - Saltery Bay	1,444	1,442	-2	1,449	1,431	-18	1,444	1,442	1,449	1,431
08 Horseshoe Bay - Snug Cove	2,780	2,772	-8	2,781	2,768	-13	2,780	2,772	2,781	2,768
09 Tsawwassen - Southern Gulf Islands	1,577	1,569	-8	1,549	1,541	-8	1,577	1,569	1,549	1,541
12 Brentwood Bay - Mill Bay	1,612	1,606	-6	1,610	1,604	-6	1,612	1,606	1,610	1,604
13 Langdale - Gambier Island - Keats Landing	2,937	2,933	-4	3,010	3,008	-2	2,937	2,933	3,010	3,008
17 Little River - Powell River	728	726	-2	757	728	-29	728	726	757	728
18 Powell River - Blubber Bay	1,476	1,474	-2	1,500	1,414	-86	1,476	1,474	1,500	1,414
19 Nanaimo Harbour - Gabriola	4,136	4,132	-4	4,140	4,109	-31	4,136	4,132	4,140	4,109
20 Chemainus - Thetis - Penelakut	2,834	2,834	0	2,833	2,754	-79	2,834	2,834	2,833	2,754
21 Buckley Bay - Denman West	3,198	3,196	-2	3,225	3,142	-83	3,198	3,196	3,225	3,142
22 Denman East - Hornby Island	2,202	2,200	-2	2,323	2,233	-90	2,202	2,200	2,323	2,233
23 Campbell River - Quathiaski Cove	5,074	5,068	-6	5,072	5,036	-36	5,074	5,068	5,072	5,036
24 Heriot Bay - Whaletown	1,119	1,119	0	1,094	1,090	-4	1,119	1,119	1,094	1,090
25 Port McNeill - Alert Bay - Sointula	2,171	2,163	-8	2,179	2,141	-38	2,171	2,163	2,179	2,141
26 Skidegate - Alliford Bay	2,254	2,249	-5	2,252	2,250	-2	2,254	2,249	2,252	2,250
☐ North	290	282	-8	291	283	-8	290	282	291	283
10 Port Hardy - Prince Rupert	130	130	0	132	130	-2	130	130	132	130
11 Prince Rupert - Skidegate	100	100	0	102	98	-4	100	100	102	98
28 Port Hardy - Central Coast	60	52	-8	57	55	-2	60	52	57	55
Total	49,693	49,541	-152	50,477	49,574	-903	49,693	49,541	50,477	49,574

Q1 Actual Sailings

49.6K

FY26: 49.5K

Q1 Cancelled Sailings

903

FY26: 152

Q1 Scheduled Sailings

50.5K

FY26: 49.7K

Q1 Scheduled Sailings Cancelled

1.8%

FY26: 0.3%

Q1 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	0	0	10	0	0	0	298	4	0	0	312
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	104	4	0	0	108
02 Horseshoe Bay - Nanaimo	0	0	4	0	0	0	24	0	0	0	28
03 Horseshoe Bay - Langdale	0	0	6	0	0	0	154	0	0	0	160
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	16	0	0	0	16
☐ Minors	8	15	10	102	0	0	420	4	15	9	583
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	0	0	0	0	0
05 Swartz Bay - Southern Gulf Islands	0	4	0	0	0	0	39	0	13	0	56
06 Crofton - Vesuvius	0	0	0	0	0	0	0	0	2	0	2
07 Earls Cove - Saltery Bay	0	0	0	2	0	0	16	0	0	0	18
08 Horseshoe Bay - Snug Cove	2	0	10	0	0	0	1	0	0	0	13
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	8	0	0	0	8
12 Brentwood Bay - Mill Bay	2	0	0	0	0	0	4	0	0	0	6
13 Langdale - Gambier Island - Keats Landing	0	0	0	0	0	0	0	2	0	0	2
17 Little River - Powell River	0	0	0	0	0	0	29	0	0	0	29
18 Powell River - Blubber Bay	0	0	0	0	0	0	86	0	0	0	86
19 Nanaimo Harbour - Gabriola	0	0	0	0	0	0	29	0	0	2	31
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	0	79	0	0	0	79
21 Buckley Bay - Denman West	0	0	0	3	0	0	80	0	0	0	83
22 Denman East - Hornby Island	0	0	0	83	0	0	0	0	0	7	90
23 Campbell River - Quathiaski Cove	0	0	0	14	0	0	22	0	0	0	36
24 Heriot Bay - Whaletown	0	0	0	0	0	0	2	2	0	0	4
25 Port McNeill - Alert Bay - Sointula	4	9	0	0	0	0	25	0	0	0	38
26 Skidegate - Alliford Bay	0	2	0	0	0	0	0	0	0	0	2
☐ North	0	2	0	0	0	0	0	6	0	0	8
10 Port Hardy - Prince Rupert	0	2	0	0	0	0	0	0	0	0	2
11 Prince Rupert - Skidegate	0	0	0	0	0	0	0	4	0	0	4
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	2	0	0	2
Total	8	17	20	102	0	0	718	14	15	9	903

YTD Actual Sailings

49.6K
FY26: 49.5K

YTD Cancelled Sailings

903
FY26: 152

YTD Scheduled Sailings

50.5K
FY26: 49.7K

YTD Scheduled Sailings Cancelled

1.8%
FY26: 0.3%

YTD Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☐ Majors	0	0	10	0	0	0	298	4	0	0	312
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	104	4	0	0	108
02 Horseshoe Bay - Nanaimo	0	0	4	0	0	0	24	0	0	0	28
03 Horseshoe Bay - Langdale	0	0	6	0	0	0	154	0	0	0	160
30 Nanaimo - Tsawwassen	0	0	0	0	0	0	16	0	0	0	16
☐ Minors	8	15	10	102	0	0	420	4	15	9	583
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	0	0	0	0	0	0
05 Swartz Bay - Southern Gulf Islands	0	4	0	0	0	0	39	0	13	0	56
06 Crofton - Vesuvius	0	0	0	0	0	0	0	0	2	0	2
07 Earls Cove - Saltery Bay	0	0	0	2	0	0	16	0	0	0	18
08 Horseshoe Bay - Snug Cove	2	0	10	0	0	0	1	0	0	0	13
09 Tsawwassen - Southern Gulf Islands	0	0	0	0	0	0	8	0	0	0	8
12 Brentwood Bay - Mill Bay	2	0	0	0	0	0	4	0	0	0	6
13 Langdale - Gambier Island - Keats Landing	0	0	0	0	0	0	0	2	0	0	2
17 Little River - Powell River	0	0	0	0	0	0	29	0	0	0	29
18 Powell River - Blubber Bay	0	0	0	0	0	0	86	0	0	0	86
19 Nanaimo Harbour - Gabriola	0	0	0	0	0	0	29	0	0	2	31
20 Chemainus - Thetis - Penelakut	0	0	0	0	0	0	79	0	0	0	79
21 Buckley Bay - Denman West	0	0	0	3	0	0	80	0	0	0	83
22 Denman East - Hornby Island	0	0	0	83	0	0	0	0	0	7	90
23 Campbell River - Quathiaski Cove	0	0	0	14	0	0	22	0	0	0	36
24 Heriot Bay - Whaletown	0	0	0	0	0	0	2	2	0	0	4
25 Port McNeill - Alert Bay - Sointula	4	9	0	0	0	0	25	0	0	0	38
26 Skidegate - Alliford Bay	0	2	0	0	0	0	0	0	0	0	2
☐ North	0	2	0	0	0	0	0	6	0	0	8
10 Port Hardy - Prince Rupert	0	2	0	0	0	0	0	0	0	0	2
11 Prince Rupert - Skidegate	0	0	0	0	0	0	0	4	0	0	4
28 Port Hardy - Central Coast	0	0	0	0	0	0	0	2	0	0	2
Total	8	17	20	102	0	0	718	14	15	9	903

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Section 4

On Time Performance and
Overloads



○ ○ ○ ○



Q1 On Time Sailings

41.8K

FY26: 41.4K

Q1 Delayed Sailings

7.8K

FY26: 8.1K

Q1 Actual Sailings

49.6K

FY26: 49.5K

Q1 On Time Performance

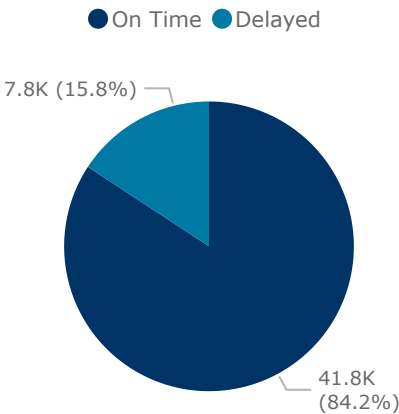
84.2%

FY26: 83.6%

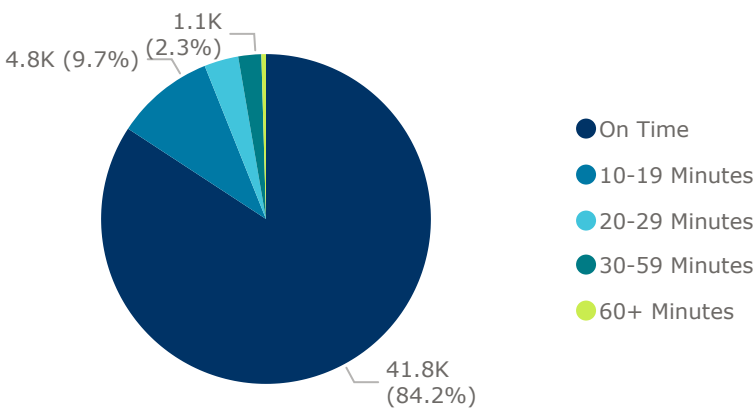
Q1 On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
☐ Majors	5,429	1,757	75.5%
01 Tsawwassen - Swartz Bay	2,175	427	83.6%
02 Horseshoe Bay - Nanaimo	1,162	182	86.5%
03 Horseshoe Bay - Langdale	1,081	591	64.7%
30 Nanaimo - Tsawwassen	1,011	557	64.5%
☐ Minors	36,104	6,001	85.7%
04 Swartz Bay - Fulford Harbour	1,334	114	92.1%
05 Swartz Bay - Southern Gulf Islands	1,971	1,071	64.8%
06 Crofton - Vesuvius	1,439	927	60.8%
07 Earls Cove - Saltery Bay	1,285	146	89.8%
08 Horseshoe Bay - Snug Cove	2,500	268	90.3%
09 Tsawwassen - Southern Gulf Islands	933	608	60.5%
12 Brentwood Bay - Mill Bay	1,229	375	76.6%
13 Langdale - Gambier Island - Keats Landing	2,940	68	97.7%
17 Little River - Powell River	702	26	96.4%
18 Powell River - Blubber Bay	1,372	42	97.0%
19 Nanaimo Harbour - Gabriola	3,234	875	78.7%
20 Chemainus - Thetis - Penelakut	2,420	334	87.9%
21 Buckley Bay - Denman West	3,060	82	97.4%
22 Denman East - Hornby Island	2,028	205	90.8%
23 Campbell River - Quathiaski Cove	4,691	345	93.1%
24 Heriot Bay - Whaletown	877	213	80.5%
25 Port McNeill - Alert Bay - Sointula	1,876	265	87.6%
26 Skidegate - Alliford Bay	2,213	37	98.4%
☐ North	221	62	78.1%
10 Port Hardy - Prince Rupert	105	25	80.8%
11 Prince Rupert - Skidegate	83	15	84.7%
28 Port Hardy - Central Coast	33	22	60.0%
Total	41,754	7,820	84.2%

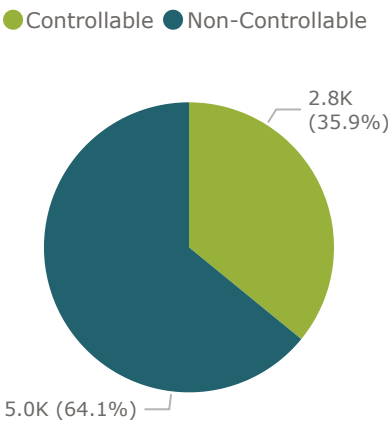
Q1 On Time Performance



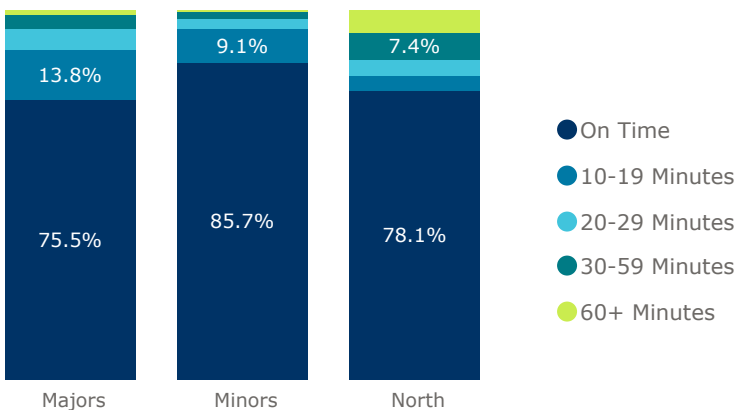
Q1 On Time Performance & Delay Duration



Q1 Delay Controllability



Q1 Duration of Delays by Route Grouping



YTD On Time Sailings

41.8K

FY26: 41.4K

YTD Delayed Sailings

7.8K

FY26: 8.1K

YTD Actual Sailings

49.6K

FY26: 49.5K

YTD On Time Performance

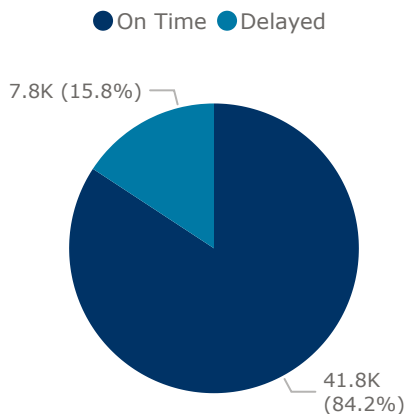
84.2%

FY26: 83.6%

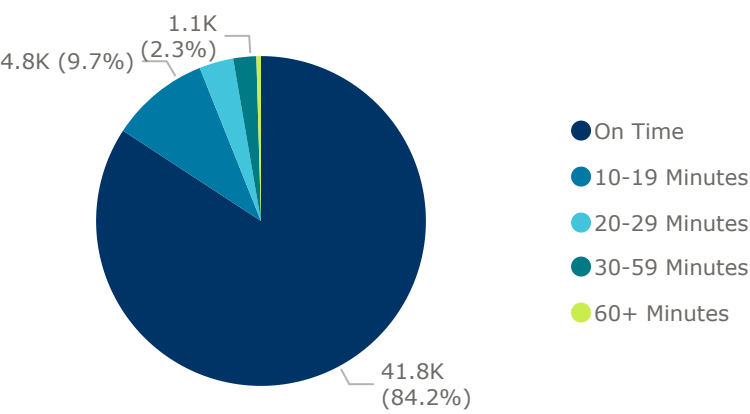
YTD On Time Performance by Route

	On Time Sailings	Delayed Sailings	On Time Performance
☐ Majors	5,429	1,757	75.5%
01 Tsawwassen - Swartz Bay	2,175	427	83.6%
02 Horseshoe Bay - Nanaimo	1,162	182	86.5%
03 Horseshoe Bay - Langdale	1,081	591	64.7%
30 Nanaimo - Tsawwassen	1,011	557	64.5%
☐ Minors	36,104	6,001	85.7%
04 Swartz Bay - Fulford Harbour	1,334	114	92.1%
05 Swartz Bay - Southern Gulf Islands	1,971	1,071	64.8%
06 Crofton - Vesuvius	1,439	927	60.8%
07 Earls Cove - Saltery Bay	1,285	146	89.8%
08 Horseshoe Bay - Snug Cove	2,500	268	90.3%
09 Tsawwassen - Southern Gulf Islands	933	608	60.5%
12 Brentwood Bay - Mill Bay	1,229	375	76.6%
13 Langdale - Gambier Island - Keats Landing	2,940	68	97.7%
17 Little River - Powell River	702	26	96.4%
18 Powell River - Blubber Bay	1,372	42	97.0%
19 Nanaimo Harbour - Gabriola	3,234	875	78.7%
20 Chemainus - Thetis - Penelakut	2,420	334	87.9%
21 Buckley Bay - Denman West	3,060	82	97.4%
22 Denman East - Hornby Island	2,028	205	90.8%
23 Campbell River - Quathiaski Cove	4,691	345	93.1%
24 Heriot Bay - Whaletown	877	213	80.5%
25 Port McNeill - Alert Bay - Sointula	1,876	265	87.6%
26 Skidegate - Alliford Bay	2,213	37	98.4%
☐ North	221	62	78.1%
10 Port Hardy - Prince Rupert	105	25	80.8%
11 Prince Rupert - Skidegate	83	15	84.7%
28 Port Hardy - Central Coast	33	22	60.0%
Total	41,754	7,820	84.2%

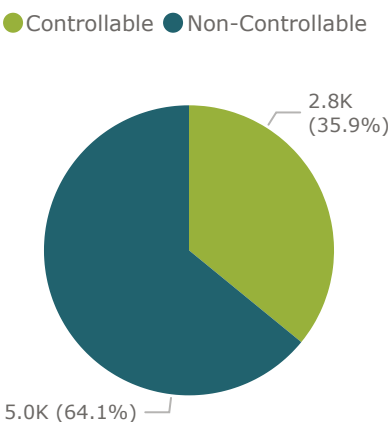
YTD On Time Performance



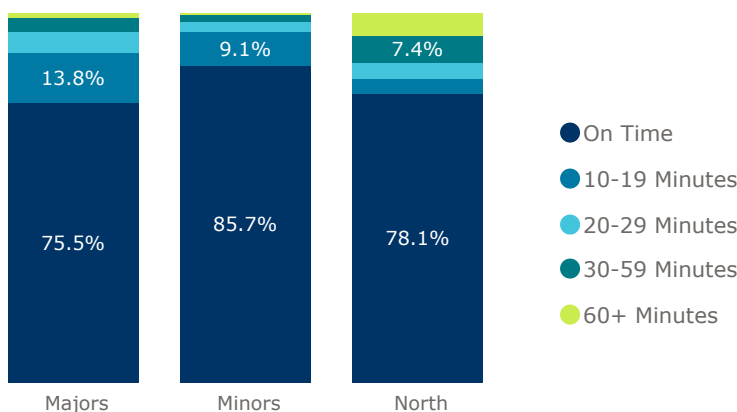
YTD On Time Performance & Delay Duration



YTD Delay Controllability



YTD Duration of Delays by Route Grouping



Section 4C - Quarter Ended June 30, 2026



Q1 Sailings with Overloads

8.7K

FY26: 8.7K

Q1 % of Overloaded Sailings

18.6%

FY26: 18.8%

YTD Sailings with Overloads

8.7K

FY26: 8.7K

YTD % of Overloaded Sailings

18.6%

FY26: 18.8%

Q1 Sailings with Overloads by Route

YTD Totals

	Q1				Yes			
	FY26		FY27		FY26		FY27	
	Overloaded Sailings	% of Sailings	Overloaded Sailings	% of Sailings	Overloaded Sailings	% of Sailings	Overloaded Sailings	% of Sailings
☐ Majors	2,884	41.5%	2,530	35.2%	2,884	41.5%	2,530	35.2%
01 Tsawwassen - Swartz Bay	1,134	46.2%	1,051	40.4%	1,134	46.2%	1,051	40.4%
02 Horseshoe Bay - Nanaimo	549	37.2%	221	16.4%	549	37.2%	221	16.4%
03 Horseshoe Bay - Langdale	631	39.2%	610	36.5%	631	39.2%	610	36.5%
30 Nanaimo - Tsawwassen	570	40.4%	648	41.3%	570	40.4%	648	41.3%
☐ Minors	5,859	14.9%	6,134	15.7%	5,859	14.9%	6,134	15.7%
04 Swartz Bay - Fulford Harbour	276	19.1%	249	17.2%	276	19.1%	249	17.2%
05 Swartz Bay - Southern Gulf Islands	302	9.9%	281	9.2%	302	9.9%	281	9.2%
06 Crofton - Vesuvius	308	13.1%	325	13.7%	308	13.1%	325	13.7%
07 Earls Cove - Saltery Bay	36	2.5%	25	1.7%	36	2.5%	25	1.7%
08 Horseshoe Bay - Snug Cove	396	14.3%	387	14.0%	396	14.3%	387	14.0%
09 Tsawwassen - Southern Gulf Islands	18	1.1%	29	1.9%	18	1.1%	29	1.9%
12 Brentwood Bay - Mill Bay	780	48.6%	907	56.5%	780	48.6%	907	56.5%
17 Little River - Powell River	49	6.7%	33	4.5%	49	6.7%	33	4.5%
18 Powell River - Blubber Bay	29	2.0%	32	2.3%	29	2.0%	32	2.3%
19 Nanaimo Harbour - Gabriola	1,194	28.9%	1,148	27.9%	1,194	28.9%	1,148	27.9%
20 Chemainus - Thetis - Penelakut	292	10.3%	234	8.5%	292	10.3%	234	8.5%
21 Buckley Bay - Denman West	634	19.8%	642	20.4%	634	19.8%	642	20.4%
22 Denman East - Hornby Island	52	2.4%	282	12.6%	52	2.4%	282	12.6%
23 Campbell River - Quathiaski Cove	1,061	20.9%	1,206	23.9%	1,061	20.9%	1,206	23.9%
24 Heriot Bay - Whaletown	295	26.4%	263	24.1%	295	26.4%	263	24.1%
25 Port McNeill - Alert Bay - Sointula	18	0.8%	18	0.8%	18	0.8%	18	0.8%
26 Skidegate - Alliford Bay	119	5.3%	73	3.2%	119	5.3%	73	3.2%
☐ North	1	0.4%	3	1.1%	1	0.4%	3	1.1%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	1	1.0%	3	3.1%	1	1.0%	3	3.1%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	8,744	18.8%	8,667	18.6%	8,744	18.8%	8,667	18.6%

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Section 5

Financials

 **BC Ferries**

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Section 5A - Quarter Ended June 30, 2026

Q1 Monthly Senior Passengers & Discount Amount

	April		May		June		Total	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
▲ Majors	87,094	\$1,771,734	84,299	\$1,715,858	108,330	\$2,260,589	279,723	\$5,748,181
01 Tsawwassen - Swartz Bay	35,667	\$749,008	35,057	\$736,197	42,742	\$920,293	113,466	\$2,405,498
02 Horseshoe Bay - Nanaimo	21,903	\$459,963	20,309	\$426,489	26,454	\$570,032	68,666	\$1,456,484
03 Horseshoe Bay - Langdale	12,578	\$206,897	11,956	\$196,676	15,535	\$262,133	40,069	\$665,706
30 Nanaimo - Tsawwassen	16,946	\$355,866	16,977	\$356,496	23,599	\$508,131	57,522	\$1,220,493
▢ Minors	59,760	\$730,398	55,040	\$675,563	69,670	\$879,461	184,470	\$2,285,422
04 Swartz Bay - Fulford Harbour	3,703	\$47,213	3,318	\$42,305	3,982	\$52,021	11,003	\$141,539
05 Swartz Bay - Southern Gulf Islands	4,771	\$63,776	4,286	\$57,765	5,143	\$70,534	14,200	\$192,075
06 Crofton - Vesuvius	3,459	\$44,102	3,125	\$39,844	3,671	\$48,008	10,255	\$131,954
07 Earls Cove - Saltery Bay	1,727	\$27,632	1,734	\$27,744	2,527	\$41,519	5,988	\$96,895
08 Horseshoe Bay - Snug Cove	5,656	\$70,417	5,527	\$68,811	6,765	\$86,415	17,948	\$225,643
09 Tsawwassen - Southern Gulf Islands	6,011	\$89,849	5,546	\$82,809	7,833	\$120,574	19,390	\$293,232
12 Brentwood Bay - Mill Bay	4,516	\$36,580	3,883	\$31,452	4,743	\$39,372	13,142	\$107,404
13 Langdale - Gambier Island - Keats Landing	965	\$7,575	1,011	\$7,936	1,237	\$9,710	3,213	\$25,221
17 Little River - Powell River	4,330	\$69,702	4,230	\$68,103	5,235	\$86,384	13,795	\$224,189
18 Powell River - Blubber Bay	1,471	\$17,064	1,526	\$17,702	1,827	\$21,755	4,824	\$56,521
19 Nanaimo Harbour - Gabriola	7,439	\$86,292	6,454	\$74,866	7,763	\$92,445	21,656	\$253,603
20 Chemainus - Thetis - Penelakut	1,253	\$13,720	1,297	\$14,202	1,565	\$17,590	4,115	\$45,512
21 Buckley Bay - Denman West	4,452	\$46,969	4,105	\$43,308	5,426	\$58,712	13,983	\$148,989
22 Denman East - Hornby Island	1,310	\$13,821	843	\$8,894	1,604	\$17,328	3,757	\$40,043
23 Campbell River - Quathiaski Cove	6,196	\$65,368	5,743	\$60,589	7,068	\$76,487	19,007	\$202,444
24 Heriot Bay - Whaletown	623	\$7,756	566	\$7,047	763	\$9,733	1,952	\$24,536
25 Port McNeill - Alert Bay - Sointula	1,447	\$18,015	1,427	\$17,766	1,872	\$23,877	4,746	\$59,658
26 Skidegate - Alliford Bay	431	\$4,547	419	\$4,420	646	\$6,997	1,496	\$15,964
▢ North	553	\$19,729	935	\$32,809	1,981	\$90,242	3,469	\$142,780
10 Port Hardy - Prince Rupert	253	\$13,637	468	\$23,192	1,052	\$66,887	1,773	\$103,716
11 Prince Rupert - Skidegate	297	\$6,056	439	\$8,209	852	\$15,691	1,588	\$29,956
28 Port Hardy - Central Coast	3	\$36	28	\$1,408	77	\$7,664	108	\$9,108
Total	147,407	\$2,521,861	140,274	\$2,424,230	179,981	\$3,230,292	467,662	\$8,176,383

Q1 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>\$41,011,471</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	\$78,185.43
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Goods and Services Tax (5%) on Route 13 due from the Province	<u>\$3,909.27</u>
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Section 5C - Quarter Ended June 30, 2026

Q1 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)

\$125,000

	Non-Allowable Cancelled Round Trips	Fee Reduction per Round Trip	Total 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	1.0		\$1,000
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	0.0	\$1,000	
18 Powell River - Blubber Bay	0.0	\$1,000	
19 Nanaimo Harbour - Gabriola	0.0	\$1,000	
20 Chemainus - Thetis - Penelakut	0.0	\$1,000	
21 Buckley Bay - Denman West	0.0	\$1,000	
22 Denman East - Hornby Island	0.0	\$1,000	
23 Campbell River - Quathiaski Cove	0.0	\$1,000	
24 Heriot Bay - Whaletown	0.0	\$1,000	
25 Port McNeill - Alert Bay - Sointula	1.0	\$1,000	\$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	1.0		\$1,000

Balance this period for Penalties (B)

\$1,000

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)

\$126,000

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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 June 30, 2026, tariffs charged to customers on all routes were over price cap by \$8.1 million (Vehicles \$5.6 million and Passengers \$2.5 million) with the obligation deferred in the quarter. At June 30, 2025, tariffs charged to customers on all routes were over price cap by \$1.4 million (Vehicles \$1.0 million and Passengers \$0.4 million) with the obligation deferred in the quarter.
Section 1A	All Routes	All routes: "% Sailing within 10 Minutes" indicates percentages of sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 1A	13 Langdale - Gambier Island - Keats Landing	Revenue arises from bike traffic and freight.
Section 1A	13 Langdale - Gambier Island - Keats Landing	This is a passenger-only route and no vehicles are carried. Negative AEQ tariff revenue pertains to discounts provided for ferry travel on this route.
Section 1A, 2B, 3A, 3B and 3C	13 Langdale - Gambier Island - Keats Landing	Core Service Levels include some round trips that are deliverable only "on-demand".
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.
Applicable Sections	22 Denman East - Hornby Island	On Sunday, May 24, 2026 marine structures at Denman East sustained damage as a result of vessel contact in inclement weather. Service was suspended May 25. Repairs were expedited by a contractor on site May 25 through May 28. Some tidally restricted sailings were performed on May 26 before the berth was taken back out of service for repairs. During repairs alternate service was implemented with direct sailings between Hornby Island and Buckley Bay May 26 through 28 using both the Quinita and the Kahloke for a total of 18 round trips. These round trips between Hornby Island and Buckley Bay have been reported as contributing to core service levels on Route 22. For price cap purposes, traffic carried on these direct sailings has been recorded on both Route 21 and Route 22 since the trip from Buckley Bay to Hornby Island normally involves both fares. Route 22 sailings resumed at 17:20 on May 28 with full service restored on May 29.
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"



Customer Feedback Report

Q1 Fiscal 2027

Quarter ended June 30, 2026

Quarterly Overview

Q1 Fiscal 2027 was marked by service reliability challenges and preparations for peak summer travel. Multiple vessel and mechanical issues over the Easter period affected major and minor routes, resulting in cancellations, reduced capacity and increased customer support and service recovery. Potable water issues and periods of website instability created additional operational and digital impacts.

Customer feedback continued to emphasize the importance of reliable service, reservation availability, fares and timely communication. Customer reports of no-show fees being charged in error, including following disrupted or modified travel, highlighting opportunities to strengthen the connection between reservations, check-in and service recovery processes. Fare increases took effect April 1, followed by a fuel surcharge in June, while reservation allocation changes on the Horseshoe Bay–Langdale and Comox–Powell River routes also influenced the customer experience.

At the same time, BC Ferries advanced fleet, terminal and customer experience improvements, including Island Class vessel deployments, preparations for Summit Class vessels and summer travel demand, and continued community engagement. Overall, the quarter reinforced the importance of reliable operations, resilient digital services and clear customer communication across the travel journey.

Key Drivers This Quarter

- Service Reliability
- Easter weekend mechanical issues (Queen of Surrey, Spirit of Vancouver Island, Island Discovery)
 - Potable water issues on vessels
 - Website performance
 - Increased call volumes and customer service recovery
- Reservations & Fares
- No-show fees charged in error were the main sub-theme (50%) this quarter, particularly on Route 3, followed by Rt 1 (22%) and Rt 17 (11%)
 - Fare increases April 1 & fuel surcharge on June 16
 - Reservation allocation changes on Rt 3 & Rt 17

Operational Context

- Major Projects
- Summer readiness and FIFA planning
 - Introduction of Summit Class vessels
 - Community info sessions Langdale life extension & winter 2027 berth closures
- Island Class Deployment
- Island Nagalis started service on Rt 24, doubling route capacity
 - Island xwsaľux̓ul started service on Rt 19
- Community Engagement
- Worked with Bowen Island Municipality on community-led dangerous goods sailing shift
 - Review of northern routes extra sailings & schedule for the Junior All Native Basketball Tournament for March 2027
 - Engagement & project awareness for Heriot Bay-Whaletown and Village Bay-Otter Bay

Customer Experience

- Implemented outdoor Pet Area at Horseshoe Bay terminal
 - Approval granted on Acknowledgment Sign design from Tsawwassen First Nation
 - Installed new Horseshoe Bay terminal site map reflecting recent construction changes
 - Finalized Summit Class Pet and Play design renderings
 - Launched new North Pet Survey
 - Installed second Current Conditions webcam view at Buckley Bay
 - New Point of Interest Maps installed onboard Northern Expedition
 - Route 30 Connector Trial (cancelled due to lack of interest)
 - No-show fee concerns highlighted opportunities to improve booking, check-in and disruption-related processes
- CST:
- Overall customer satisfaction remained strong at 4.18 out of 5 (+0.02% change YoY), with 86% of customers satisfied with their experience. Performance is driven by strong terminal (4.16/5) and onboard (4.27/5) experiences, both of which improved year-over-year.

Total Comments



9,020

Total Complaints



3,364

Top Complaint Category



Reservations

Complaints/10k Passengers



5.56

YoY Change
(Complaints /10k)



0.2

Leading Complaint Region



North Coast

Top Category
Leading Complaint Region



Reservations

Stale Response Resolution

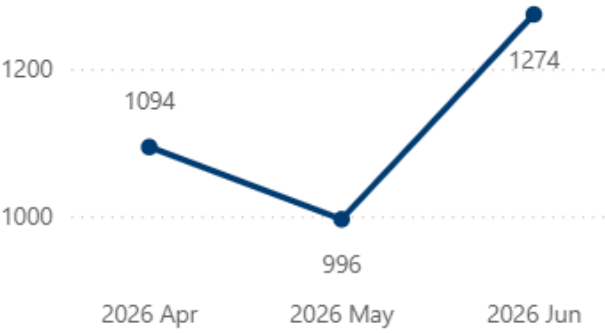
20%

14-day target

Top Complaint Categories (by Volume)

Theme	Complaint Count	Complaint %
Reservations	797	32%
Fares / Fare Errors	773	31%
Sailings / Schedules	328	13%
Customer Service	327	13%
Website	235	10%

Complaint Trend (Monthly)



Complaints/10k Passengers (by Region)

Region	Complaints/10k Pax
North Coast	11.48
Sunshine Coast	6.77
Major	5.36
Southern Islands	3.09
Northern Islands	2.43
Total	5.56

6.05M

Total Passengers

Fiscal Year

2027

Quarter

Q1



Executive Insights

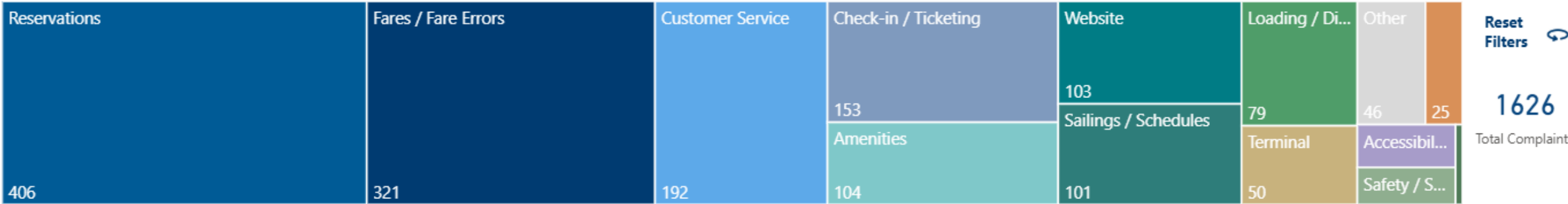
- Reservations complaints account for 37% of all complaints this quarter.
- North Coast continues to experience the highest complaint rate per 10,000 passengers.
- Complaint rates increased by 0.2 complaints per 10,000 passengers versus the prior year.

Overall Satisfaction

4.18 ▲

CST Score

Complaint Mix (by volume)



Complaint Count (by sub-theme)



Route	Complaints	Complaints/ 10k Passengers	Overall YoY Change	Top Complaint Category
01 Tsawwassen - Swartz Bay	756	4.37	-0.01	Fares / Fare Errors
02 Horseshoe Bay - Nanaimo	467	6.29	-1.03	Reservations
30 Nanaimo - Tsawwassen	403	7.16	0.42	Reservations
Total	1626	5.36	-0.19	Reservations

Insights

- Reservations complaints account for 69% of all complaints this quarter.
- Major continues to experience the highest complaint rate per 10,000 passengers.
- Complaint rates improved by 0.2 complaints per 10,000 passengers versus the prior year.

Fiscal Year

2027

Quarter

Q1

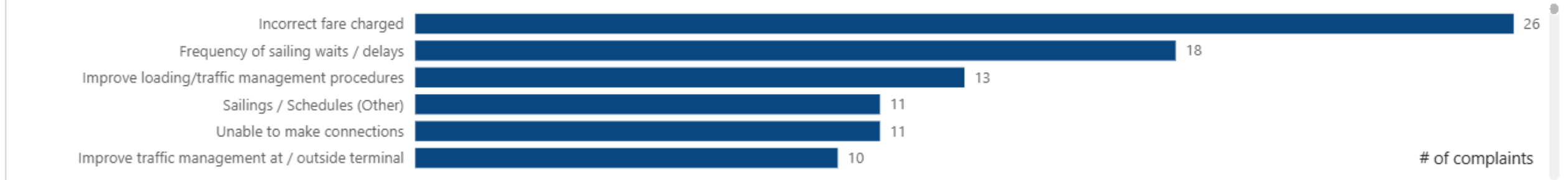
Route

All

Complaint Mix (by volume)



Complaint Count (by sub-theme)



Route	Complaints	Complaints/ 10k Passengers	Overall YoY Change	Top Complaint Category
09 Tsawwassen - Southern Gulf Islands	121	8.37	0.02	Reservations
05 Swartz Bay - Southern Gulf Islands	68	4.73	0.97	Sailings / Schedules
04 Swartz Bay - Fulford Harbour	42	2.45	0.19	Fares / Fare Errors
19 Nanaimo Harbour - Gabriola	36	1.48	-0.37	Loading / Directions
06 Crofton - Vesuvius	26	1.66	0.07	Sailings / Schedules
12 Brentwood Bay - Mill Bay	7	1.23	-0.75	Loading / Directions
20 Chemainus - Thetis - Penelakut	5	0.72	-0.14	Fares / Fare Errors
Total	305	3.09	0.03	Fares / Fare Errors

Insights

- Fares / Fare Errors complaints account for 74% of all complaints this quarter.
- Southern Islands continues to experience the highest complaint rate per 10,000 passengers.
- Complaint rates increased by 0.0 complaints per 10,000 passengers versus the prior year.

Fiscal Year

2027

Quarter

Q1

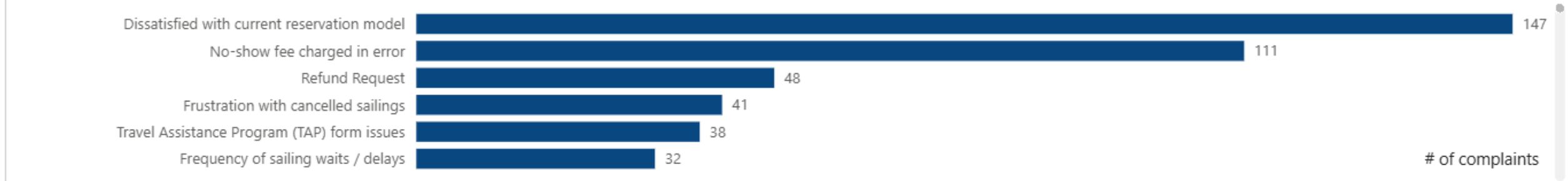
Route

All

Complaint Mix (by volume)



Complaint Count (by sub-theme)



Route	Complaints	Complaints/ 10k Passengers	Overall YoY Change	Top Complaint Category
03 Horseshoe Bay - Langdale	635	8.72	1.49	Fares / Fare Errors
17 Little River - Powell River	220	19.29	12.14	Reservations
07 Earls Cove - Saltery Bay	36	3.55	1.80	Fares / Fare Errors
08 Horseshoe Bay - Snug Cove	34	0.88	-1.23	Loading / Directions
18 Powell River - Blubber Bay	16	3.30	2.06	Loading / Directions
13 Langdale - Gambier Island - Keats Landing	4	2.53	1.09	Terminal
Total	945	6.77	1.63	Reservations

Insights

- Reservations complaints account for 76% of all complaints this quarter.
- Sunshine Coast continues to experience the highest complaint rate per 10,000 passengers.
- Complaint rates increased by 1.6 complaints per 10,000 passengers versus the prior year.

Fiscal Year

2027

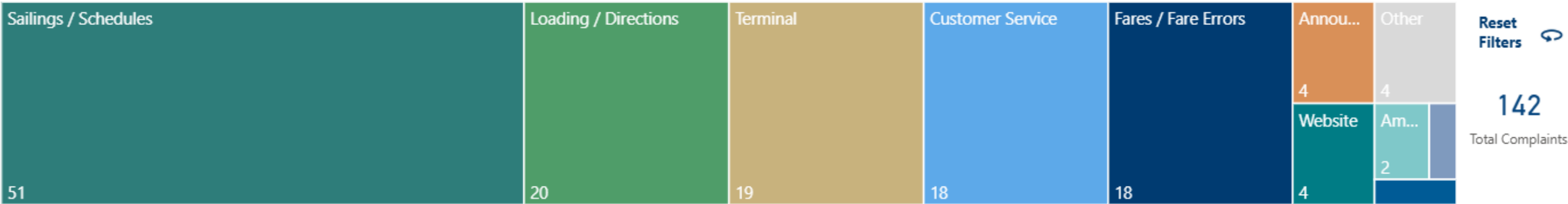
Quarter

Q1

Route

All

Complaint Mix (by volume)



Complaint Count (by sub-theme)



Route	Complaints	Complaints/ 10k Passengers	Overall YoY Change	Top Complaint Category
21 Buckley Bay - Denman West	77	4.94	3.76	Sailings / Schedules
22 Denman West - Hornby Island	21	2.92	2.08	Fares / Fare Errors
23 Campbell River - Quathiaski Cove	19	0.73	-0.70	Customer Service
24 Heriot Bay - Whaletown	19	6.14	0.85	Loading / Directions
25 Port McNeill - Alert Bay - Sointula	6	0.91	-0.92	Customer Service
Total	142	2.43	0.87	Sailings / Schedules

Insights

- Sailings / Schedules complaints account for 80% of all complaints this quarter.
- Northern Islands continues to experience the highest complaint rate per 10,000 passengers.
- Complaint rates increased by 0.9 complaints per 10,000 passengers versus the prior year.

Fiscal Year

2027

Quarter

Q1

Route

All

Complaint Mix (by volume)



Reset Filters

62

Total Complaints

Complaint Count (by sub-theme)



Route	Total Complaints	Complaints/ 10k Passengers	Overall YoY Change	Top Complaint Category
10 Port Hardy - Prince Rupert	73	70.43	-4.26	Reservations
11 Prince Rupert - Skidegate	45	34.57	-10.14	Reservations
28 Port Hardy - Central Coast	2	18.17	-77.74	Sailings / Schedules
26 Skidegate - Alliford Bay	0	0.00	-0.64	Website
Total	120	22.22	-5.23	Reservations

Insights

- Reservations complaints account for 52% of all complaints this quarter.
- North Coast continues to experience the highest complaint rate per 10,000 passengers.
- Complaint rates improved by 5.2 complaints per 10,000 passengers versus the prior year.

Fiscal Year

2027

Quarter

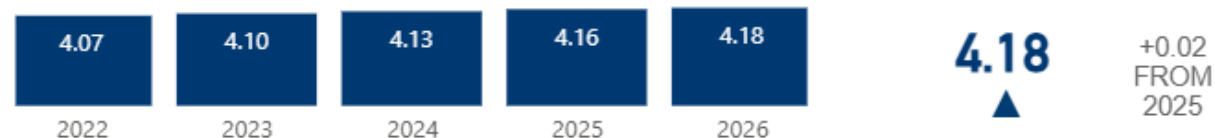
Q1

Route

All

Overall Satisfaction

Overall satisfaction scores have been consistently and gradually increasing since 2022.



Trip Planning/Pre-Travel

The composit average across trip planning journey map categories was lower than 2025.



Terminal Satisfaction

Terminal satisfaction increased compared with the same wave last year.



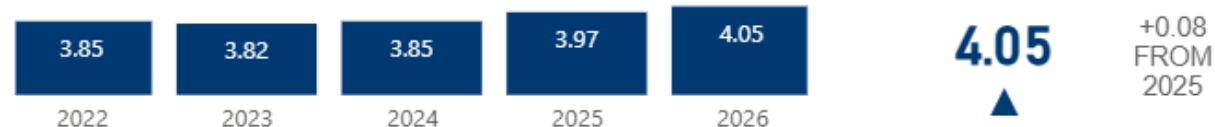
Onboard Satisfaction

Onboard satisfaction increased compared with the same wave last year.



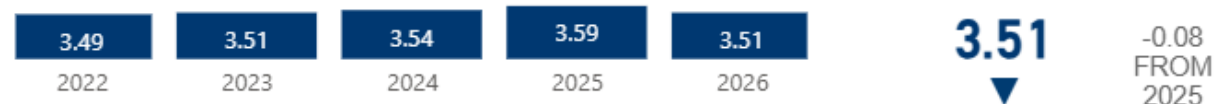
Ferry Running On Time

Running-on-time satisfaction improved compared with the June 2025 wave.

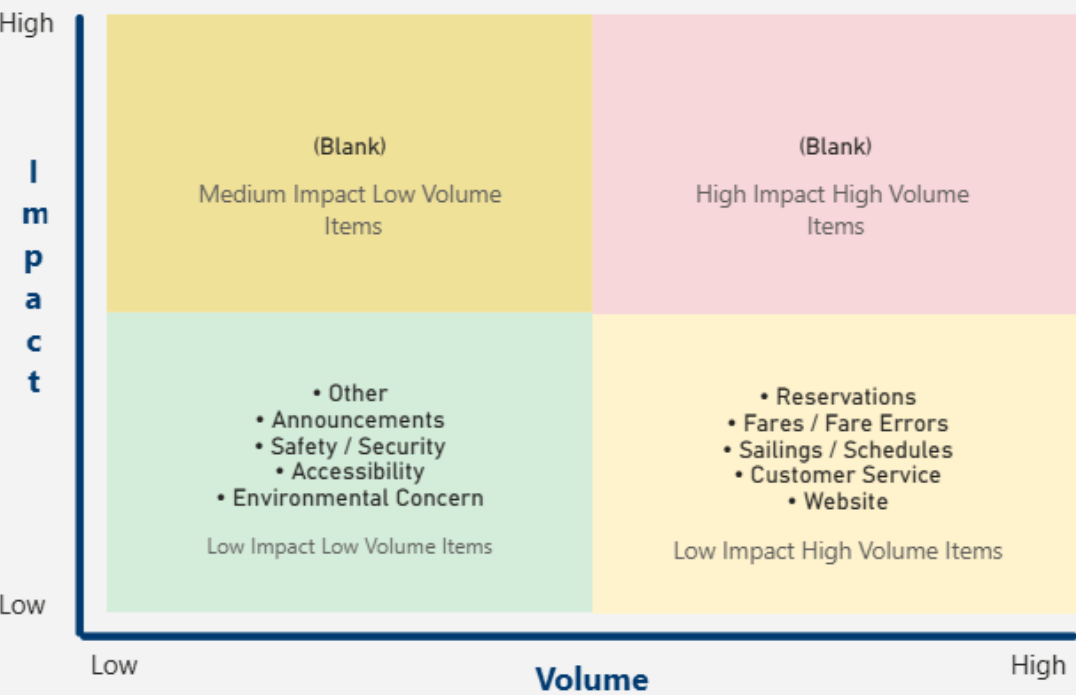


Value for Money

Value for Money declined compared with the June 2025 wave.



Priority Matrix



Recommended Action (Top Priorities)

Action Rank	Region	Recommended Action Top Priority	Priority	Action Status	Action Target
3	Major	Review booking modification process to reduce customer friction and double charging incidents.	High	Underway - Website Project	FY 2028 Q1
1	North Coast	Review booking modification process to reduce customer friction and double charging incidents.	High	Underway - Website Project	FY 2028 Q1
2	Sunshine Coast	Review booking modification process to reduce customer friction and double charging incidents.	High	Underway - Website Project	FY 2028 Q1
4	Southern Islands	Investigate fare and refund complaints and simplify policy communication.	Medium	Under Review	FY 2027 Q3

Regional Action Plan

Region	Primary Issue	Top Sub-Theme by Region	Recommended Action	Priority
Major	Reservations	Double-charged / overcharged	Review booking process and customer communication	High
North Coast	Reservations	Lack of availability (Reservations)	Review booking process and customer communication	High
Sunshine Coast	Reservations	Dissatisfied with current reservation model	Review booking process and customer communication	High
Northern Islands	Sailings / Schedules	Frustration with cancelled sailings	Improve service reliability communication	Medium
Southern Islands	Fares / Fare Errors	Incorrect fare charged	Review fare policies and customer messaging	Medium
	Website	Wi-Fi (Improve / Provide)	Improve online booking experience	Low
General	Fares / Fare Errors	Unauthorized charges	Review fare policies and customer messaging	Low

Legend

Total Comments represents all customer feedback received during the selected period

Total Complaints includes feedback classified as complaints. Complaint category, regional and trend visuals are based on complaints.

Top Complaint Category identifies the category generating the greatest complaint volume during the selected period.

Complaints per 10,000 Passengers normalizes complaint volume against passenger traffic, allowing more meaningful comparison between periods and regions with different passenger volumes.

YoY Change compares the complaint rate per 10,000 passengers for the selected fiscal period with the equivalent period in the previous fiscal year. This helps distinguish changes in complaint volume from changes caused simply by higher or lower passenger traffic.

Leading Complaint Region identifies the region with the highest complaint rate per 10,000 passengers.

Top Category – Leading Complaint Region shows the primary complaint category within that region.

Stale Response Resolution metric shows the percentage of customer comments that did not receive a response within the established service standard. The applicable target automatically changes by fiscal quarter: 14 days in Q1 and Q2, and 7 days in Q3 and Q4.

Overall Satisfaction - The CST Score provides the corresponding overall customer satisfaction measure for the intercept survey research that took place in that quarter. Intercept surveys are conducted on BC Ferries vessels in June (Q1), August (Q2), and November (Q3) each year. Scores range from 1 to 5. 1 = Very dissatisfied, 5 = Very satisfied.

How Impact Was Determined (Actions & Opportunities):

Impact reflects the potential severity of an issue for the customer experience and BC Ferries' ability to deliver reliable service. Each primary issue is assessed across five factors:

Factor	Score
Financial Impact to Customer	0–3
Travel Disruption Caused	0–3
Customer Effort Required	0–2
Reputational Risk	0–2
Operational Impact	0–2

Impact Classification: 0–4 Low | 5–8 Medium | 9–12 High

High Impact – May significantly disrupt travel, create financial consequences or substantial customer effort, or affect customer trust and service reliability.

Medium Impact – Meaningfully affects the customer experience or requires additional effort to resolve but does not typically prevent travel.

Low Impact – Generally localized or less disruptive, with limited customer or operational consequences.

Volume represents the relative frequency of complaints associated with each primary issue during the selected reporting period.

Priority Matrix: Impact and Volume are considered together to identify areas requiring attention. **High Impact / High Volume** represents the greatest combined concern; **High Impact / Low Volume** identifies less frequent but potentially significant issues; **Low Impact / High Volume** highlights opportunities for broader customer-experience improvement; and **Low Impact / Low Volume** issues are generally monitored for emerging trends.