

Feedback and Engagement Report

Q3 Fiscal 2025

Quarter ended December 31, 2024



Feedback and Engagement Report

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Q3 Fiscal 2025
(OCT, NOV, DEC)

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Executive Summary

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Customers Served				Sailings Delivered			
Customer Type	Q3 Fiscal 2024	Q3 Fiscal 2025	YOY Change	Service Delivery	Q3 Fiscal 2024	Q3 Fiscal 2025	YOY Change
Foot passengers	897,335	884,486	-1.4%	Total sailings scheduled	48,502	48,919	+0.9%
Vehicle passengers	3,853,276	3,883,893	+0.8%	Total sailings delivered	47,828	47,650	-0.4%
Total passengers*	4,750,611	4,768,379	+0.4%	Cancelled sailings	674	1,269	+88.3%
Total vehicles	2,110,143	2,142,790	+1.5%	% of sailings cancelled	1.4%	2.6%	+85.7%
				On-time performance <i>Target 88%+</i>	87.7%	87.3%	-0.5%

Q3 Fiscal 2025 Summary

BC Ferries once again set all-time passenger records in Q3 of Fiscal 2025 and did so while delivering fewer round trips than the same time last year. Notably, even though the fall is typically a slower period for travel, almost all of the available space on the Swartz Bay-Tsawwassen route was utilized across the quarter, leaving little space for delays or breakdowns.

Total passengers and vehicles increased compared to last year despite significant service challenges, including an increase in mechanical-related issues, which continued to be almost exclusively driven by the 60-year-old *Queen of New Westminster*. Other ships, including the 43-year-old *Queen of Surrey* (mechanical difficulty with pitch control), faced challenges resulting in cancellations that, without a relief vessel in the fleet, negatively impacted customer travel over the holiday season.

On the major routes, the percentage of overloaded sailings grew compared with the same quarter last year. Almost 1,000 sailings on the Swartz Bay-Tsawwassen route left customers behind over these three months, and a full three-out-of-10 sailings across the major routes resulted in the similar experience. This is actually an improvement on the overall fiscal year so far, when more than half of route 1 sailings were overloaded, and more than 9,000 (43%) of all major route sailings have been unable to carry all the customers.

Without the additional capacity of a relief vessel in the system, overloads are expected to worsen in the coming years as demand continues to grow.

To address this, BC Ferries has submitted an application to its regulator, the BC Ferries Commissioner, to build five New Major Vessels (NMVs). The company's preferred option is to build five vessels and extend the life of two older ships, increasing the major vessel fleet from 11 to 12 to help meet growing demand and improve system resiliency when a vessel is out of service.

The final decision on the scope of BC Ferries' fleet renewal—including the number of vessels built and life-extended—rests with the BC Ferries Commissioner.

BC Ferries also made progress in other areas of the public interest this quarter, including starting work to create a new engagement model that ensures better integration and representation from our customers and the communities we serve, and achieving positive trends in customer complaints and customer satisfaction percentage. In fact, customer satisfaction scores jumped the most over the past year related to how effective and efficient BC Ferries has been in communicating.

Progress is expected to continue with several milestones anticipated in Q4. Most critically, the Commissioner's decision on the future of the New Major Vessels program will determine whether BC Ferries will have the capacity, resiliency and reliability that our customers have been clear they expect, at the most affordable impact on fares.

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Customer Service Centre - Key Performance Highlights

Total Complaints are down by 12% in Q3 Fiscal 2025 compared to Q3 Fiscal 2024 and the number of complaints has decreased across all regions, with the exception of the Northern Gulf Islands. The replacement of the *Island Aurora* with the smaller *Quadra Queen II* on the Port McNeill-Alert Bay-Sointula route from October 2-December 18 drove the increase in complaints in this region, as customers expressed frustration about delays and sailing waits when the vessel first entered service. Next year will be the final time the *Quadra Queen II* serves this route during the refit period. In 2027, the community will benefit from a larger, more efficient Island-class vessel, providing enhanced service to better meet the needs of the community.

Comments Received decreased from 7,558 in Q3 Fiscal 2024 to 3,679 in Q3 Fiscal 2025. This reduction is primarily due to the significant drop in comments related to sailing cancellations, over 4,000 fewer comments, that continued into Q3 2024 with the unexpected removal of the *Coastal Renaissance* from service in August 2024.

Abandon Rates increased in Q3 due to a number of service impacting weather events which lead to periods of extreme call volume. In spite of these events, there is still a reduction in abandon rates YoY and in Average Speed of Answer both in Q3 and year over year (YoY) as a result of reduced employee attrition and successful hiring.

Call Satisfaction has increased YoY with fewer customer impacting incidents and lower wait times to speak to an agent.

First Call Resolution has decreased slightly as lower waits can incentivize some customers to call back multiple times for current conditions or booking information rather than using self serve options.

Customer Service Centre Metrics	Q3 Fiscal 2024	Q3 Fiscal 2025	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	5.2	4.6	-0.6	-
Customer Service Centre (CSC) Satisfaction Customers satisfied with their CSC experience	91%	93%	+2%	93%+
Stale Response Resolution Customers who did not receive a response within target (7 days)	22%	35%	+59%	7 days or fewer
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	163	138	-15%	240 seconds or fewer
First Call Resolution % of callers whose issues are resolved on the first call	92%	91%	-1%	90%+
Call Abandon Rate Avg. % of calls that disconnect prior to being answered	4.4%	6.7%	+52%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q3 Fiscal 2024	Q3 Fiscal 2025	YOY Change
Comments	7,558	3,697	-51%
Phone Calls	89,545	82,667	-8%
Social Media (inbound)	7,574	6,127	-19%
X	4,114	3,212	-22%
Facebook	1,766	1,134	-36%
Instagram	1,672	1,707	+2%
LinkedIn	22	74	+236%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Fares/fare errors	27%
Advanced bookings	26%
Customer service	11%
Minor routes (All other routes)	% of all complaints
Sailings/Schedules	30%
Fares/fare errors	17%
Customer service	13%

Customer Satisfaction Tracking

Intercept Surveys (November Wave)

Q3 Fiscal 2025
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The overall customer satisfaction* score increased (+0.10) compared to the Q3 Fiscal 2024 score. Analysis by route shows that passengers on Route 30 (Tsawwassen - Duke Point) are the most satisfied with their overall experience (4.18) while passengers travelling on Route 3 (Horseshoe Bay - Langdale) are the least satisfied (3.97).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q3 Fiscal 2024	Q3 Fiscal 2025	Change
Total Surveys Completed	8,276	7,822	-454
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	3.99	4.09	+0.10
Overall Customer Satisfaction Percentage	81%	84%	+3 pp
Net Promoter Score	-4	5	+9

Customer Satisfaction Tracking (CST) scores by route			
Route	Q3 Fiscal 2024	Q3 Fiscal 2025	Change
Route 3	3.74	3.97	+0.23
Route 30	4.05	4.18	+0.13
Route 2	4.04	4.16	+0.12
Route 1	4.00	4.07	+0.07
Route 5/5a/9	3.99	4.04	+0.05
Route 4	4.03	4.05	+0.02
Route 19	4.19	4.06	-0.13

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)				Service Areas (decreases)			
Q2 Fiscal 2024	Q2 Fiscal 2025	Change		Q3 Fiscal 2024	Q3 Fiscal 2025	Change	
Effective communication of service updates and current conditions	3.72	3.92	+0.20	Staff customer service (food services)	4.35	4.34	-0.01
Ease of making a reservation	4.01	4.20	+0.19	Ability to connect with other sailings	3.22	3.21	-0.01
Play area for children	3.27	3.46	+0.19	n/a	-	-	n/a

Source: November 2024 CST Survey

Source: November 2024 CST Survey

***Overall Customer Satisfaction Question**
How satisfied, or dissatisfied, were you, overall, with your recent experience travelling with BC Ferries?
(1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neither Satisfied nor Dissatisfied, 4 - Satisfied, 5 - Very Satisfied)

Customer Satisfaction Tracking

Central and North Coast (Routes 10 and 11)

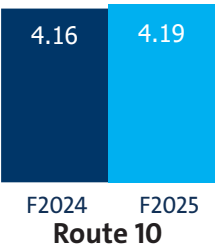
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Customer Satisfaction Tracking data for the Central and North Coast is collected throughout the year via a post-travel survey that is emailed to customers travelling on these routes. This data collection method is used instead of onboard intercepts.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

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

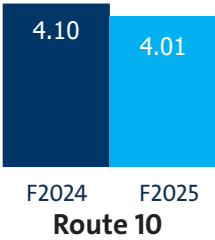
Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q3 suggest that satisfaction has increased slightly for passengers on Route 10 (+0.03) but decreased on Route 11 (-0.06).



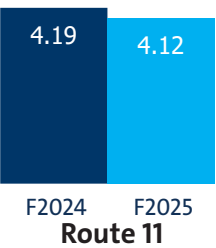
Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q3 suggest that passengers' terminal satisfaction rating has decreased on Route 10 (-0.09) but saw an increase on Route 11 (+0.05).



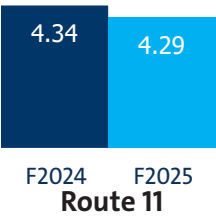
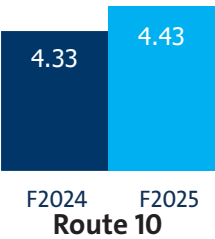
Onboard Satisfaction

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



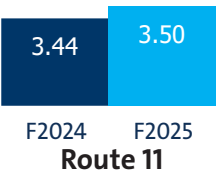
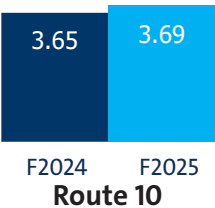
Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q3 suggest that passengers' rating of safety has increased on Route 10 (+0.10) but declined on Route 11 (-0.05).



Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q3 suggest that passengers' ratings have increased on both Route 10 (+0.04) and Route 11 (+0.06).



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Press Releases, Media Advisories, Events

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Press Releases and Media Advisories Issued in Q3		
Date	Description	Link
November 1	Maritime tradition continues with Island Class keel laying ceremony <i>"Earlier this morning, BC Ferries celebrated the successful keel laying of the first two of four fully electric Island Class vessels at Damen Shipyards Galați in Romania. This key milestone moves BC Ferries closer to introducing these zero-emission ferries by 2027, reinforcing the company's commitment to sustainable operations, fleet modernization and meeting growing customer demand."</i>	Link
November 5	Honouring Veterans in Ocean Falls <i>"In July 2023, Paul Dexter, Chief Steward on the Northern Sea Wolf, reached out to the Last Post Fund (LPF) in Montreal, hoping to support a veteran's initiative in Ocean Falls on the Central Coast where the vessel provides service. Paul and the crew on board wanted to help honour veterans laid to rest in Ocean Falls."</i>	Link
November 5	Honouring Remembrance Day with complimentary travel for veterans <i>"B.C.'s three major transportation agencies, BC Ferries, BC Transit and TransLink, are offering complimentary travel to veterans on Remembrance Day, Monday, November 11 to thank retired and active military personnel for their service."</i>	Link
November 12	New Current Conditions offers customers better travel insight <i>"Starting this morning, customers on BC Ferries' busiest routes can now get more specific details about the status of sailings and terminal traffic, with the launch of a new beta Current Conditions site."</i>	Link
November 21	'You Belong With Me'...Onboard! BC Ferries adds sailings for December 5-9 weekend amid high demand <i>"With Taylor Swift's concert series, Canucks games, and other major events drawing large crowds to the Lower Mainland, BC Ferries is preparing for an exceptionally busy travel weekend from Thursday, December 5 to Monday, December 9."</i>	Link
November 22	BC Ferries partners with Invictus Games to support Veterans, military families, and volunteers <i>"BC Ferries has partnered with the Invictus Games Vancouver Whistler 2025 to become a Friend of the Games, providing in-kind advertising and travel support for competitors, their families, and volunteers."</i>	Link
November 25	A new partnership process to enhance the future of ferry system engagement <i>"BC Ferries is entering a new era of engagement aimed at strengthening relationships with coastal communities, enhancing customer trust, and meeting the public interest."</i>	Link
December 13	New Major Vessels project reaches milestone with BC Ferries Commissioner application <i>"BC Ferries has now formally submitted its plan to build five New Major Vessels (NMVs) to the BC Ferries Commissioner."</i>	Link

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Customer Experience Initiatives

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Accessibility	
Implementation	Next steps
<ul style="list-style-type: none"> All Gender signage installed at single-use washrooms Braille washroom signs installed on almost all vessels with three remaining All Gender and Braille washroom signs at terminals completed 	<ul style="list-style-type: none"> Remaining 3 vessels will have All Gender and Braille washroom signage installed during refit, to be completed by March 2025
Current Conditions Improvements	
Implementation	Next steps
<ul style="list-style-type: none"> 37 minor terminals with cameras Launched Current Conditions Beta Experience to improve how information is relayed Give customers the tools to make informed travel decisions with clear, real-time data and easy to understand visuals Survey for customers to provide feedback 	<ul style="list-style-type: none"> Upgrading cameras at minor terminals to improve views (Village Bay, Hornby) Upgrading cameras at major terminals (Langdale, Tsawwassen, Horseshoe Bay) Continue to keep the beta site through peak season; continue to listen and collect customer's feedback to improve the site
Terminal Experience	
Implementation	Next steps
<ul style="list-style-type: none"> Duke Point and Departure Bay major terminal foot passenger maps updated and posted on terminal amenities webpage Terminal amenities webpage Icons identified to be out of date 	<ul style="list-style-type: none"> Completion of TSA and SWB terminal maps (TBC) HSB map will be completed after terminal upgrades Creative Services working to update icons to be consistent across all wayfinding. Terminal amenities webpage will be updated.
Onboard Experience	
Implementation	Next steps
<ul style="list-style-type: none"> Point of Interest available on website under north travel tips Pet Experience: Outer deck pet area task analysis's completed on three Salish vessels servicing SGI routes (Routes 9/5a) BCF branded winter holiday coloring sheets provided to operational teams to share with families 	<ul style="list-style-type: none"> Point of Interest video announcements on Route 28 <i>Northern Seawolf</i> Outer pet area signage installed Salish Class vessels by Spring 2025 Outer deck pet area task analysis on northern vessels Outer pet area on <i>Northern Adventure</i> – Spring 2025 Hygiene Equity phase 4 – providing menstrual products in all women's public washrooms (April 2025) HUB Cycling to review / benchmark the bike experience at BC Ferries to industry

Customer Relations (ResponseTek)

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

Q3 Fiscal 2025
(OCT, NOV, DEC)

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
1,469	1,277 ▼	6.1	5.3	-0.8

Q3 Summary

We delivered 4,523 sailings in Q3 Fiscal 2025 on these routes, eight more than during the same period last year. Cancellations saw an increase of 267%, with the number of both weather (112 compared with 32 last year) and mechanical-related (143 compared with 35 last year) cancelled sailings up significantly. There were no crew-related cancellations in Q3 Fiscal 2025.

Mechanical cancellations were spread over a number of days in October and December, and were almost exclusively the result of the *Queen of New Westminster* being pulled from service on September 3, due to a fracture of the propeller shaft. The ship is undergoing repairs on both the port and starboard propeller systems, while also conducting its annual refit, before it is expected to return to service mid-March.

A storm on November 19 and 20 (dubbed a 'bomb cyclone' in weather and media reports) led to the cancellation of several sailings across multiple routes. Other major weather events occurred on October 18, November 12 and December 14, 25 and 26. December 25 saw the highest number of cancellations in a single day this quarter, at 36, with the cancellation of all sailings on all three Mainland-Vancouver Island routes from mid-morning onwards.

In anticipation of these cancellations, a Travel Advisory was posted on our website on December 23, allowing customers time to plan and travel ahead of the storm. The Customer Service Centre, normally closed on December 25, opened to assist customers who were impacted by the cancellations. Service resumed on December 26 once conditions improved.

On November 12, we launched a new Beta Current Conditions site, in addition to the original Current Conditions page. Like the original, the Beta version provides real-time sailing and terminal updates, but also includes more detail around the percentage of bookings that have been redeemed and those that have yet to check in. The beta site is currently being trialed on all three Major routes serving Metro Vancouver-Vancouver Island, as well as the Horseshoe Bay-Langdale route. Feedback is being collected to ensure the new version will meet the customer's needs, and improve their travel experience.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Advanced Bookings	28% ▲ from 25%	Double-charged/overcharged	133
		Customers unhappy with revised/cancelled bookings	33
		Increase flexibility regarding check-in time	29
Fares and Fare Errors	26% ▲ from 24%	Fare refund not yet received	98
		Double-charged/overcharged	55
		No-show fee charged in error	46
Customer Service	11% ▼ from 12%	Poor customer service (Check-in)	56
		Poor customer service (Terminal staff)	27
		Poor customer service (Onboard staff)	24

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

Customer Relations (ResponseTek)

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

Q3 Fiscal 2025
(OCT, NOV, DEC)

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
417	324 ▼	3.8	2.9	-0.9

Q3 Summary

On October 11 and December 17, the *Island Aurora*, providing service on the Texada Island-Powell River route, experienced mechanical difficulties that led to sailing cancellations. October 11 cancellations began with the first sailing of the morning and continued until 3:00 pm, when the vessel resumed service. A water taxi provided service beginning in the morning and continued for three round trips after the *Island Aurora* returned. On December 17, sailings were again cancelled beginning in the morning and continuing through until the ship returned to service with one round trip at 8:35 pm. A water taxi provided service throughout the day.

On October 20, the first five round trips on the Horseshoe Bay–Snug Cove route were cancelled for crew-related reasons. Water taxi service was provided until sailings resumed late morning. On November 1, we cancelled the first two round trips from Horseshoe Bay–Langdale (Route 3) when the *Queen of Surrey* experienced a mechanical issue with the propulsion system. We contacted reserved customers and provided water taxi service until the vessel returned to service for the 10:50 am departure from Langdale.

Route 3 was also impacted by severe weather on October 18, November 12 and 19 and December 25, which led to altered sailing times but no loss of service.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Fares and Fare Errors	32% ▼ from 36%	No-show fee charged in error	55
		Incorrect fare charged	21
		Travel Assistance Program (TAP) form issue	10
Advanced Bookings	13% ▲ from 11%	Double-charged/overcharged	17
		Cancellation/change policies unclear/unfair	6
		Increase flexibility regarding check-in time	4
Customer Service	11% ▲ from 9%	Poor customer service (Check-in)	13
		Poor customer service (Onboard staff)	7
		Poor customer service (Loading)	6

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

Customer Relations (ResponseTek)

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

Q3 Fiscal 2025
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Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
276	198 ▼	3.5	2.5	-1.0

Q3 Summary

In November, we contacted the Ferry Advisory Committee for Gabriola Island regarding the work planned for both terminals on this route to let them know that our teams had been working through the process and would provide an update in mid-December. In January, we informed the public that we had shifted the focus of the project from berth rebuilds to berth life extensions. The change in scope will reduce the costs of the project and ensure continuity of service with minimal disruption.

The Vessel Visiting Pier at Nanaimo Harbour, where the *Island Gwawis* normally ties up overnight, was unavailable November 16-28 because the mooring chains were broken. As a result, the vessel tied up at Departure Bay overnight. Because of the increased travel distance from Departure Bay to Gabriola Island, we cancelled the 7:05 am and the 5:05 pm sailings departing Gabriola Monday-Friday, and the 5:05 pm sailing departing Gabriola Saturdays. The vessel returned to regular service November 29.

Top three complaint areas			
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Fares and Fare Errors	18% ◀▶ from 18%	Incorrect fare charged	8
		Double-charged/overcharged	5
		Fare refund not yet received	5
Sailings/ schedules	17% ▼ from 29%	Sailing waits/ delays (frequency of delays and waits)	18
		Dislikes current schedule	5
		Cancelled sailings	4
Customer Service	15% ▲ from 12%	Poor customer service (Terminal staff)	9
		Poor customer service (Loading)	8
		Poor customer service (Check-in)	5

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

Customer Relations (ResponseTek)

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

Q3 Fiscal 2025
(OCT, NOV, DEC)

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
53	151 ▲	1.2	3.5	2.3

Q3 Summary

The *Island Aurora* was removed from service on the Port McNeill–Alert Bay–Sointula (Route 25) route October 2 - December 18, in order to provide coverage on the Powell River–Texada Island (Route 18) route during a refit period, before undergoing its own refit. During this time, the *Quadra Queen II*, which carries fewer vehicles and passengers, provided service on Route 25. Many customers expressed their dissatisfaction during the first couple of weeks, as crew adjusted to the new vessel and worked to maintain the published schedule. Feedback subsided as sailing times improved and sailing waits decreased.

Next year will be the final year the *Quadra Queen II* serves this route during the refit period. In 2027, the route will benefit from a larger, more efficient Island-class vessel, providing enhanced service to better meet the needs of the community.

The *Quinitsa*, which operated on the Denman Island–Hornby Island (Route 22) route during the summer, was docked at Buckley Bay beginning on October 15, when the smaller *Kahloke* took up service to Hornby Island. We heard from customers who asked that the *Quinitsa* continue to provide service on this route year-round, given its greater capacity. The vessel was stationed at Buckley Bay because it was the most suitable location to remain on standby, able to quickly respond to operational issues that impacted our ability to provide service.

The long-term plan is to deploy the *Quinitsa* year-round on Route 22.

Weather cancellations are up significantly in this region compared with the same period the previous year, from 148 sailings in Q3 Fiscal 2023 to 465 in Q3 Fiscal 2025. October 18, November 16, 19 and 20, and December 14 and 25 saw the bulk of weather-related sailing cancellations across several routes.

Top three complaint areas			
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Sailings/ schedule	68% ▲ from 26%	Vessel substitution (larger vessel required Rt. 25)	71
		Sailing waits/ delays (frequency of delays and waits)	12
BC Ferries Website	7% ▼ from 8%	Improve Current Conditions/service updates	7
		Improve email communications	3
Fares and Fare Errors	7% ▼ from 25%	Incorrect fare charged	4
		Double-charged/overcharged	3
		Experience™ Card issue	3

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

Total complaints Q3 Fiscal 2024	Total complaints Q3 Fiscal 2025	Complaints per 10,000 passengers (Q3 Fiscal 2024)	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
58	44 ▼	15.2	11.4	-3.8

Q3 Summary

We cancelled 39 sailings, mostly on the Skidegate-Alliford Bay route, due to poor weather in this region during Q3 F2025. This is down significantly from 119 for the same reason in Q3 2024. For customers on our bookable routes between Port Hardy–Prince Rupert and Prince Rupert–Haida Gwaii, we revised schedules where possible to prevent the need to cancel and contacted customers to inform them of their new check-in and departure times.

On October 18 a crew flight was delayed because of inclement weather, preventing the on-time arrival of staff scheduled to work on the *Northern Sea Wolf*, set to depart from Bella Coola. The flight arrived on October 19, which led to sailing cancellations October 18-20 for service from Bella Coola to Bella Bella and return, with stops along the way. We provided tug & barge and water taxi service between Shearwater–Bella Bella October 18-20, and operated the *Northern Sea Wolf* on a modified schedule October 22-24 between Bella Bella–Ocean Falls–Shearwater before returning to the original schedule on October 25.

There were a series of cancellations December 18-24 on the Skidegate–Alliford Bay route due to an absent crew member. On all but December 24, when a mid-day sailing was cancelled, the day’s first and last sailings were impacted as a result. In total there were 28 crew-related cancellations in this region during Q3 F2025, compared with none the same quarter last year.

Top three complaint areas			
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2025
Advanced bookings	32% ▲ from 28%	Double charged/ overcharged	4
		Improve email communications	3
Customer service	16% ▲ from 5%	Poor customer service (On the phone)	3
		Poor customer service (Onboard staff)	2
Fares and Fare Errors	14% ▼ from 31%	Travel Assistance Program (TAP) form issue	3
		Unauthorized charges	2

*Note: ‘n’ values represent the count of complaints within each complaint area (customer service, fares etc.). ‘n’ values not represented within a complaint area are ‘other’ comments related to the complaint area that do not fit a common theme or category.

Background

The BC Ferries Ferry Advisory Committee (FAC) process has been used for over 30 years to gather input from a small number of community representatives on minor routes. In November 2024, BC Ferries announced the retirement of the process on April 30, 2025. A new engagement model is in development, with plans to launch in May of 2025. FAC small group workshops are being held to gather input, and local and provincial government and interest holder briefings are ongoing.

Retiring Ferry Advisory Committees

- Brentwood Bay/Mill Bay
- Bowen Island
- Campbell River/ Quadra Island/ Cortes Island
- Chemainus/ Thetis Island/ Penelakut Island
- Denman/ Hornby
- Gabriola Island
- Langdale/ Gambier/ Keats
- North and Central Coast
- Northern Sunshine Coast
- Salt Spring Island
- Southern Gulf Islands
- Southern Sunshine Coast
- Tri-Islands (Port McNeil/ Sointula/ Alert Bay)

Our Commitment to Engagement with Coastal Communities

We believe that engagement with staff, interest holders, passengers, community members and First Nations results in better decisions, and can create solutions to challenges we many not have otherwise considered. We are committed to:



Involving

Involving our customers, the First Nations and coastal communities we serve and our employees in the decisions that impact them whenever possible.



Listening

Listening carefully to what we hear and considering all feedback, alongside safety, financial, operational environmental and other requirements as we make our decisions.



Responding

Responding to what we hear by being open to adapting our engagement efforts as we go, and by showing how engagement input has influenced our decision-making process.

Community Engagement

Meetings and Themes

Q3 Fiscal 2025
(OCT, NOV, DEC)

In Q3 Fiscal 2025, the following community engagements took place:

Date	Activity
October 8	Heriot Bay Terminal Neighbours Coffee Chat – Information session on direct impact around terminal during project work
October 10	Community Connections discussion around planned project work for Heriot Bay and Whaletown Terminals (invitees included: Regional District, MLA, FAC, local community representatives)
October 17	School District 85 Principal and Transportation Manager – Schedule Discussion
October 21	Tri-Islands community leaders - Vessel refit and schedule conversations
October 24	Discussions with Penelakut Island FAC Members – Communications and Schedules
November 4	Discussions with Thetis Island FAC Members – Communications and Schedules
November 5	Follow up discussions with Penelakut Island FAC Members – Communications and Schedules
November 15	Discussion with Route 19 FAC Chair to provide update on timeline for project for Descanso Bay and Nanaimo Harbour
November 25	Virtually met with FAC Chairs and all FAC members on new engagement process and framework development
November 28 - 29	One-on-one follow up conversations with FAC Chairs and members to discuss new engagement framework development. (Incl. Salt Spring Island, Southern Gulf Islands, Thetis Island, Denman Island)
December 5	Discussions with Texada Island FAC Members and FAC Chair– Communications and Schedules
December 16	Follow up discussion with Route 19 FAC Chair to provide update on timeline for project for Descanso Bay and Nanaimo Harbour

In Q3 Fiscal 2025, discussions with communities included the following key themes:

LAUNCH OF NEW ENGAGEMENT FRAMEWORK PROCESS – LET’S CONNECT

In November 2024, a new partnership process to enhance the future of ferry system engagement was announced. This new era of engagement is aimed at strengthening relationships with coastal communities, enhancing travellers' trust, and meeting the public interest.

A process to design a new engagement model that better addresses the evolving needs of growing coastal communities was launched on December 19: www.bcferriesprojects.ca/letsconnect

This includes collaborating with FACs, community residents, local governments and MLAs, First Nations, and other interested and impacted groups to create a more inclusive and responsive engagement model, which will replace the FACs and be in place starting in May 2025.

Feedback gathered through this process will be carefully considered alongside best practice research, internal assessment and available resources, to shape future BC Ferries engagements.

In Q3 Fiscal 2025, discussions with communities included the following key themes:

PROJECT PLANNING

A series of in-person and online meetings were held with interested and affected groups that were aimed at understanding needs and impacts, as well as providing updates on the current stage of projects for their communities. These discussions facilitated direct involvement as part of the planning process and allowed participants to discuss and identify their needs for consideration in project planning.

Community Engagement Activities in Q3 Fiscal 2025 included:

Denman West Terminal - Berth 2 Life Extension Project	
Purpose	<ul style="list-style-type: none"> Inform community of repair activities to the timber trestle at the Denman Island West terminal, possible noise around terminal, and benefits of project including increased vehicle load limit on the trestle
Activity	<ul style="list-style-type: none"> Communication to neighbours through direct mail and posting Service Notices on bcferries.com for travellers and community
Themes	<ul style="list-style-type: none"> Increase the vehicle load limit of Berth 2 (up to 63,500kg) to improve operational performance Possible noise disruptions during work No impact to service during work
Next Steps	<ul style="list-style-type: none"> Completion of work
Heriot Bay – Whaletown: Terminal Upgrades	
Purpose	<ul style="list-style-type: none"> Inform local neighbours of Heriot Bay, local community and government leaders on upcoming project work, including timelines, scope of project work, impact on service, and initial draft of alternate service plans
Activity	<ul style="list-style-type: none"> Met with direct neighbours of Heriot Bay Terminal to discuss construction areas around the terminal and what to expect during work Share an update on next steps including how we are responding to feedback and timeline for decisions
Themes	<ul style="list-style-type: none"> Alternate service plan updates based on feedback received Timelines of project work Approval process
Next Steps	<ul style="list-style-type: none"> Continue conversations with the community, including neighbours at Heriot Bay Terminal, health services, Regional Districts and commercial users. Provide an update on the project and the alternate service plans in broader community update through bcferriesprojects.ca/heriot-bay-whaletown-tp

Community Engagement Activities in Q3 Fiscal 2025 continued:

Crofton Terminal Updates	
Purpose	<ul style="list-style-type: none"> Inform interest holders on updates to berth work plans and project progress
Activity	<ul style="list-style-type: none"> Meet with commercial users of the route to understand needs and possible impacts and mitigations for project planning
Themes	<ul style="list-style-type: none"> Timelines of project work Possible impacts and mitigation considerations
Next Steps	<ul style="list-style-type: none"> Provide updates to the interest and impacted groups as project scope and timelines are confirmed Begin broader conversations once project approvals have been obtained
Swartz Bay Terminal	
Purpose	<ul style="list-style-type: none"> Inform travellers, neighbours and local community via monthly communication on updates of project work and timelines
Activity	<ul style="list-style-type: none"> Information shared via projects page, and through direct communication with Lands End Residents Association (LERA) Project page updates
Themes	<ul style="list-style-type: none"> Expected timelines of project Project scope, impacts of work and mitigations Possible noise around terminal
Next Steps	<ul style="list-style-type: none"> Provide monthly updates on project page and to LERA as work progresses
Thetis and Penelakut Islands Terminal Updates	
Purpose	<ul style="list-style-type: none"> Update interest holders and Penelakut on updates to berth work project progress
Activity	<ul style="list-style-type: none"> Direct communication to Chemainus, Thetis and Penelakut Island FAC, communications on project page, direct mail to neighbours and via Service Notices
Themes	<ul style="list-style-type: none"> Timelines of project work Night work and last sailing cancellations for Thetis Island
Next Steps	<ul style="list-style-type: none"> Provide updates to the community as required Inform community of any changes in project timeline as work is planning phase Project completion

We strive to advance truth and reconciliation by engaging coastal First Nations whose rights and interests may be impacted by our proposed projects and operations; seeking ways to avoid or minimize any adverse impacts.

In Q3 Fiscal 2025, Indigenous Relations activities included engagement on the following projects and activities:

Project	Description
Crofton life extension repair and lay-by berth	<ul style="list-style-type: none"> Continued to update Halalt First Nation on decreased scope, geotechnical investigations and archaeological permitting
Departure Bay berth 1	<ul style="list-style-type: none"> Intensive engagement with Snuneymuxw First Nation to explore project mitigations
Heriot Bay & Whaletown	<ul style="list-style-type: none"> Engagement with Klahoose First Nation on supports for an alternate service plan for when berths are unavailable
Horseshoe Bay	<ul style="list-style-type: none"> Outreach to Squamish Nation, Musqueam Nation and Tsleil-Waututh Nation to begin engagement on a large upcoming program of construction
Mill Bay & Brentwood Bay life extension repairs	<ul style="list-style-type: none"> Engaged with Malahat Nation on upcoming repairs and archeological permitting, including notification for when contractors would be on site to begin work
Nanaimo Harbour & Gabriola Island life extension repairs	<ul style="list-style-type: none"> Engagement to encourage participation of Snuneymuxw First Nation and to seek to address the Nation's requests
Sointula trestle life extension and shoreline remediation	<ul style="list-style-type: none"> Outreach to Kwakiutl (Kwakwaka'wakw) First Nation on project scope and the potential for cultural monitoring
Vesuvius life extension repair	<ul style="list-style-type: none"> Continued to engage with Quw'utsun Nation, as led by Lyackson First Nation, on decreased scope and archaeological and environmental concerns, including a site visit in December
Village Bay berth 1 repairs and shore stabilization	<ul style="list-style-type: none"> Updates to Lyackson First Nation on decreased scope and archaeological concerns and discussions with Tsartlip First Nation, with a focus on solutions to erosion concerns

Indigenous Relations

Outreach and Relationship-Building

Q3 Fiscal 2025
(OCT, NOV, DEC)

In Q3 Fiscal 2025, Indigenous relations outreach and relationship building activities included:

First Nation/ Tribe	Description
K'ómoks First Nation	<ul style="list-style-type: none">Two meetings as the parties worked together to advance a draft of a relationship document
Malahat Nation	<ul style="list-style-type: none">Met with Malahat Nation to discuss Malahat priorities, including current projects and future economic opportunities
Namgis First Nation	<ul style="list-style-type: none">Correspondence, engagement and scoping solutions, including water taxi support, to mitigate the <i>Quadra Queen II</i> replacing the <i>Island Aurora</i> on route 25
Snuneymuxw First Nation	<ul style="list-style-type: none">Supported vessel naming workshop to name two new Island Class vessels on Route 19 in 2027
Tsartlip First Nation	<ul style="list-style-type: none">Meetings to advance and reshape our current work plan
Tsawwassen First Nation	<ul style="list-style-type: none">Meeting with Tsawwassen First Nation to discuss a jointly developed Causeway Access Management Plan
We Wai Kai First Nation & Wei Wai Kum First Nation	<ul style="list-style-type: none">Supported vessel naming workshop to name two new Island class vessels on Route 23 in 2027

Appendix A

Definition of Terms

Q3 Fiscal 2025
(OCT, NOV, DEC)

Controllable Cancellations	Sailings cancelled due to controllable events such as loading procedure or fueling.
First Call Resolution (FCR)	The rate at which customers call back within the same day.
Fleet Reliability Index	Percentage of scheduled sailings that are not cancelled due to controllable events.
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.
On-Time Performance	Percentage of scheduled sailings that depart or arrive within 10 minutes of the scheduled time, as applicable.
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.
Uncontrollable Cancellations	Scheduled sailings cancelled due to uncontrollable events such as inclement weather or medical emergencies.
YoY	Year over Year

Appendix B

Routes and Terminals by Region

Q3 Fiscal 2025
(OCT, NOV, DEC)

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

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

Southern Gulf Islands	
Route	Terminals
Route 4	Horseshoe Bay - Langdale
Route 5	Earls Cove - Saltery Bay
Route 6	Bowen Island - Horseshoe Bay
Route 9	Gambier Island - Keats Landing - Langdale
Route 12	Comox - Powell River
Route 19	Powell River - Texada Island
Route 20	Chemainus - Penelakut Island - Thetis

Central and North Coast	
Route	Terminals
Route 10	Port Hardy - North Coast (McLoughlin Bay, Oceans Falls, Bella Coola, Shearwater, Klemtu)
Route 11	Prince Rupert - Skidegate Landing
Route 26	Skidegate Landing - Alliford Bay
Route 28	Port Hardy - Bella Coola
Route 28A	Central Coast Connector Service (McLoughlin Bay, Oceans Falls, Bella Coola, Shearwater, Klemtu)

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