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# **British Columbia Ferry Services Inc.**

Annual Report  
to the  
British Columbia Ferries Commission

**Year Ended March 31, 2025**



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## Introduction

British Columbia Ferry Services Inc. ("BC Ferries" or the "Company") is pleased to submit its annual report for the year ended March 31, 2025<sup>1</sup> ("fiscal 2025" or the "fiscal year") to the British Columbia Ferries Commission (the "Commission".)

In fiscal 2025, BC Ferries operated 37 vessels on 25 designated coastal ferry routes (the "Designated Routes") in accordance with the terms of the Coastal Ferry Services Contract (the "Contract") between BC Ferries and the Province of British Columbia (the "Province")<sup>2</sup>. The Designated Routes are regulated under the Coastal Ferry Act (the "Act")<sup>3</sup>. In accordance with the Contract, BC Ferries also manages ferry transportation services on other unregulated routes through agreements with alternative service providers.

This annual report is submitted pursuant to Section 66(1)(a) of the Act, which requires that each ferry operator, within 4 months of the Contract anniversary, report on the services provided over the preceding 12-month period, including:

- (i) services provided on the Designated Routes, including financial statistics, traffic levels, and operating statistics; and
- (ii) any surveys, analyses, or records regarding service quality as required by the Commission.

This report also responds to additional information requirements conveyed to BC Ferries by the Commission, and as identified in the Act, and is structured in two parts:

- Part 1: – Services on Designated Routes: Describes the services provided during the fiscal year, including information on traffic levels and performance statistics on the Designated Routes, as well as financial statistics; and
- Part 2 – Customer Feedback: Includes a copy of the 2024 Customer Satisfaction Tracking Report, completed by an independent professional consulting organization commissioned by the Company to conduct and document a comprehensive customer satisfaction survey.

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<sup>1</sup> Fiscal years at BC Ferries are from April 1 to March 31.

<sup>2</sup> As amended, including for performance term six (April 1, 2024 – March 31, 2028).

<sup>3</sup> In this report, the "Major Routes" refer to the three regulated routes connecting the Lower Mainland with mid and southern Vancouver Island and one regulated route connecting Horseshoe Bay and Langdale; the "Northern Routes" refer to the three regulated routes operating on the British Columbia coast north of Port Hardy on Vancouver Island; and the "Minor Routes" refer to the 18 regulated routes primarily serving the northern and southern Gulf Islands and the northern Sunshine Coast (also known as the "Inter-Island Routes"). One of the Minor Routes is operated under contract by an alternative service provider.

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## Fiscal 2025: Summary by the Numbers

- **37** vessels operating on **25** routes out of **47** terminals spread over **1,600** kilometres of coastline
- **90,685** round trips delivered, which is **2,101** more than the annual number contractually required and an increase of **205** round trips over the previous fiscal year
- **9.7 million** vehicles and **22.7 million** passengers carried, the busiest fiscal year on record
- **66.6%** capacity utilization system wide, up from **66.1%** the year prior
- **2.0%** increase in vehicle traffic and **1.0%** increase in passenger traffic, compared to the previous fiscal year
- **\$759.0 million** total passenger and tariff revenue
- **84.0%** of sailings departed or arrived, as applicable, within 10 minutes of their scheduled time
- **84%** of customers surveyed were satisfied with their overall experience, an improvement of **2%** compared to the previous year.



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# **PART 1**

## **SERVICES ON DESIGNATED ROUTES**

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# PART 1: SERVICES ON DESIGNATED ROUTES

## Overview

In accordance with the reporting requirements set out in Section 66(1)(a)(i) of the Act, BC Ferries provides this section to address the services delivered on the Designated Routes during the 12-month period ending the day before the anniversary of the Contract.

In fiscal year 2025, BC Ferries experienced continued growth in demand, reflected in record-setting traffic volumes for the second consecutive year. This trend was most notable on routes connecting the Lower Mainland and Vancouver Island, which remain the highest-volume corridors within the coastal ferry system.

During the reporting period, BC Ferries provided a total of 196,465 sailings, transporting approximately 22.7 million passengers and 9.7 million vehicles. These figures represent an increase from fiscal 2024, during which 22.6 million passengers and 9.6 million vehicles were carried. The sustained upward trend in traffic levels continues to place increased operational and capacity demands on designated ferry routes.

Part 1 of this report contains financial statistics and information on traffic levels, as well as operating and performance statistics for fiscal 2025 for each Designated Route. This includes the following three reports:

## A. Operations Report

The Operations Report provides the following information for the Designated Routes, presented in numeric format for each route:

### ***Round Trips***

This report shows the total number of round trips BC Ferries delivered on each Designated Route<sup>4</sup>. In fiscal 2025, BC Ferries delivered 90,685 round trips compared to 90,480 in the prior year, an increase of 205 round trips, primarily as a result of increases in round trips on the Major Routes. We also exceeded the number of annual round trips required by the Contract by 2,101 round trips. While doing so, we achieved all core service levels and met the minimum required round trips under the Contract, taking into account allowable cancellations.

### ***Vessel Capacity***

This report includes, for each Designated Route, the overall vessel vehicle deck capacity BC Ferries provided, as well as capacity actually utilized. Capacity is calculated on the basis of automobile equivalents ("AEQs"), which represents the amount of vessel capacity occupied by a particular vehicle type, expressed as the number of under height vehicles it displaces. For example, a bus which displaces three under height vehicles – or cars – would have an AEQ of three. A number of factors impact capacity utilization on a vessel, including the number of vehicles carried, the mix of vehicle types, the size of the vessels utilized and the number of round trips in each period.

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<sup>4</sup> 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 Contract and constitutes a voyage from homeport back to homeport inclusive of any terminal stops.

In fiscal 2025, BC Ferries provided capacity sufficient to carry the previous year's traffic. Average capacity utilization on Designated Routes ranged from 37.1% to 89.6%. The overall capacity utilization was 66.6%, an increase of 0.5% compared to a capacity utilization of 66.1% during the prior year. The increase in capacity utilization is primarily a result of a higher number of AEQs carried, partially offset by the capacity provided from additional round trips, supporting higher vehicle traffic levels.

## **Traffic and Revenue**

This report presents vehicle traffic (AEQs) and passenger traffic carried on each Designated Route during fiscal 2025 and compares it to the traffic carried in the previous fiscal year. The associated tariff revenue generated from each route is also shown.

During the fiscal year, we carried the highest level of vehicles and passengers on record: 9.7 million vehicles and 22.7 million passengers. Vehicle and passenger traffic increased 2% and 1%, respectively, compared to fiscal 2024<sup>5</sup>. Additionally, our overall passenger and tariff revenue increased in fiscal 2025 to \$759 million; an increase of 5.1% over the previous fiscal year.

## **On-Time Performance**

On-time performance is defined as the percentage of sailings departing or arriving, as applicable, within 10 minutes of the scheduled time and is provided for each of the Designated Routes<sup>6</sup>.

In fiscal 2025 overall on-time performance increased 0.8% from 83.2% to 84.0% compared to the prior year. On-time performance improved on the Major and Minor Routes, partially offset by lower on-time performance on the Northern Routes compared to the prior year. On-Time performance is outlined graphically and in more detail in the "Round Trip Service Delivery and On-Time Performance" of the Temporary Service Disruptions Report<sup>7</sup>.

## **B. Temporary Service Disruptions Report**

The temporary service disruptions report describes in detail how the services provided by BC Ferries during the fiscal year compared to the core service levels set out in the Contract.

It is important to note that some fiscal 2024 numbers presented in this report may differ than those reported during the previous fiscal year. With amendments to the Contract for performance term 6, round trips provided by alternative service (water taxi, tug & barge, et cetera) are no longer included for the purpose of meeting core service levels. For comparative purposes, the fiscal 2024 numbers in this report have been presented based on these new parameters. Unless otherwise noted, any variances are immaterial.

<sup>5</sup> 9.7 million vehicles are equivalent to 11.1 million AEQs. The increase in vehicles is equivalent to 1.8% when calculated on the basis of AEQs.

<sup>6</sup> On-time performance on the non-Northern routes is defined as the percentage of sailings *departing* within 10 minutes of the scheduled time; on the Northern routes it is the percentage of sailings *arriving* within 10 minutes of the scheduled time.

<sup>7</sup> "Temporary Service Disruption" is defined in the Contract as a short-term temporary ferry service disruption for the period described in section 2(a) to (c) of Schedule "A" of the Contract, and for greater certainty excludes temporary reductions in service contemplated in sections 42 or 43 of the Act.

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There are three distinct sections of this report, showing for each Designated Route and route group:

### ***Performance Against the Contract Minimums***

This section provides a detailed account of how ferry services compared to the minimum service levels required under the Contract during fiscal 2025. These levels are considered the contractual core service obligations that BC Ferries must meet, including:

1. Cancelled Round Trips, Daily Minimums: the number of round trips cancelled below the daily Contract minimum requirements, including both permitted and non-permitted reasons as defined by the Contract. This includes cancellations reported in quarterly filings as well as year-end data.
2. Cancelled Round Trips, Annual Minimums: cancellations relative to the contractual minimum requirements for each Designated Route, again detailing those that were allowable under the Contract and those that were not.
3. Cumulative and Consecutive Missed Days: the total number of days where the contract minimum service levels were not met, noting both cumulative days and any periods of consecutive non-compliance by route.
4. Service Provided by Alternative Means: the number of round trips delivered via alternative service (water taxi, tug & barge, et cetera.), typically used to mitigate impacts of missed or reduced service below the Contract minimums.

### ***Performance Against Scheduled Sailings***

New for fiscal 2025, this section compares the number of scheduled sailings to the number of actual sailings delivered for each designated route during fiscal 2025. It provides a high-level view of service reliability against the publicly posted schedule, beyond the contract-required minimums. The report highlights both system-wide and route-specific adherence to published sailing schedules and includes the number of round trips scheduled versus completed.

Of the 199,274 scheduled sailings in fiscal 2025, BC Ferries actually sailed 196,465, or 98.6%.

### ***Round Trip Service Delivery and On-Time Performance***

This section graphically presents scheduled and actual round trips, alongside performance data related to sailing punctuality. On-time performance is defined as the percentage of sailings departing or arriving (as applicable) within 10 minutes of their scheduled time. The report also details the reasons for sailing delays, including crew availability, mechanical issues, adverse weather, and medical emergencies. Additionally, it provides data on overload sailings, instances where one or more vehicles waiting at the terminal could not be accommodated on a sailing.

As noted above, in fiscal 2025 BC Ferries delivered 2,101 more round trips than required under the Contract. During the fiscal year, 15.5% of the sailings on the Designated Routes overall were overloaded, a decrease of 1.5% over fiscal 2024.

## **C. Route Financial Report**

This report provides financial information for fiscal 2025 with comparative figures for the previous fiscal year for each of the Designated Routes.

The information is provided by individual route and is also summarized for the Company as a whole and by Major, Northern and Minor routes. Revenues and expenses are assigned directly to a Designated Route where possible or allocated to routes where direct assignment is not possible. Allocation to routes is based on several factors which reflect the activity that gave rise to the revenue or expense<sup>8</sup>.

## **D. Notes & Glossary**

The Notes and Glossary section provides key explanations and definitions related to data rounding, service level adjustments, reporting methods, and route-specific details. This section applies across all sections of the Operations Report, Temporary Service Disruptions Report, and Route Financial Report.

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<sup>8</sup> For a further discussion and analysis of the financial condition and financial performance for BC Ferries, see *Management's Discussion & Analysis of Financial Condition and Financial Performance for the fiscal year ended March 31, 2025*, at [www.sedarplus.ca](http://www.sedarplus.ca).

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## **A. OPERATIONS REPORT**

### **YEAR ENDED MARCH 31, 2025**

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# Operations Reports

Fiscal Year Ended March 31, 2025



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The Operations Reports provide details on the coastal ferry services delivered by BC Ferries during the reporting period, including the overall number of sailings provided by BC Ferries and its performance against CFSC minimums. (Please see the glossary at Section 6B for a further explanation of terms used in this document.)

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

For an understanding of key themes that emerged during the reporting period and the actions taken by BC Ferries in response, please refer to the Feedback and Engagement Report, available at <https://www.bcferrries.com/in-the-community/resources>.

## Section 1: Operations Summary

This report shows the total number of round trips BC Ferries delivered on each of the Designated Ferry Routes, inclusive of AEQs and passengers carried, vessel capacity utilization, tariff revenue and OTP.

## Section 2: Performance Against CFSC Minimums

This report includes the following:

- (g) The number of round trips provided by alternative service (water taxi, tug & barge, etc.), typically used to mitigate the impacts of service reduced below CFSC minimums.
- (h) An overview of cancelled round trips under both daily and annual minimums, inclusive of the cancelled round trips under daily minimums reported in Q1 through Q4 and the newly reported cancelled round trips at fiscal year end.
- (i) A summary of cancelled CSFC round trips under daily minimums, inclusive of the number of cancellations of minimum required round trips for reasons permitted by the CFSC as well as any others that were not allowable under the CFSC;
- (j) A summary of cancelled CSFC round trips under annual minimums, inclusive of the number of cancellations of minimum required round trips for reasons permitted by the CFSC as well as any others that were not allowable under the CFSC; and
- (k) A summary noting the cumulative and consecutive number of days for which CFSC minimum round trips were missed;

## Section 3: Performance Against Scheduled Sailings

This report includes the following:

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



## **Section 5: Financials**

This report includes the following:

- (a) The total number of senior passengers carried on each Designated Ferry Route and the associated foregone revenues resulting from the Senior Discount;
- (b) The amount of ferry transportation fees paid by the Province for the reporting period, and a calculation of any amounts owing by the Province to BC Ferries for Goods and Services Tax on Route 13; and
- (c) An accounting of any penalties under the CFSC.

## **Section 6: Notes and Glossary**

Notes to the operations reports and a glossary of terms, abbreviations and acronyms used in this document.

In fiscal 2025, BC Ferries set passenger records for the third year in a row. We carried more than 22.7 million customers – almost 140,000 more than the previous year – on 196,465 sailings (+800). This year also marked the outcome of a years-long process for BC Ferries to build new major vessels, resulting in approval to move ahead with only four of the five ferries that were requested.

This decision by the independent BC Ferry Commission will have long-term implications for BC Ferries' ability to meet the expectations of our customers who continually highlight reliability and capacity challenges as the two main areas for improvements.

The issues that come with managing an aging fleet were evident this fiscal, with 297.5 round trips cancelled on the major routes due to mechanical problems, making up 79% of all cancellations on our busiest routes. Across the system, cancellations were up by approximately 18.2% compared to last year, with over a third (36%, 469) due to mechanical issues.

While there were many examples, most notable was the 60-year-old Queen of New Westminster that was out of service for almost 200 days following propeller issues that required a full rebuild.

Compounding the reliability challenges were the experiences related to growing customer demand. The amount of overloaded sailings grew across the system (15.5%, +1.5) and this was particularly evident on the major routes, with four-in-10 sailings (40.6%, +0.6) unable to accommodate all the customers looking to travel at that time.

More positively, the number of actual sailings increased (196.5k, +0.8k) and more of those sailings were on time (165.0K, +2.1k). Across the system, 84% (+0.8) were on time this past year.

BC Ferries will continue to advocate for long-term investments in the ferry system that are designed to ensure a reliable and affordable ferry service for British Columbians.

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## Section 1

### Operations Summary



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# Section 1A - Fiscal Year Ended March 31, 2025



## FY25 Operations Summary Report

	Actual Round Trips	AEQ Capacity Provided	AEQ Carried (FY25)	Capacity Utilization (FY25)	AEQ Carried (FY24)	Capacity Utilization (FY24)	AEQ Growth	AEQ Tariff Revenue (FY25)	AEQ Tariff Revenue (FY24)	AEQ Tariff Revenue Growth
<input type="checkbox"/> <b>Majors</b>	<b>13,351.0</b>	<b>8,379,722</b>	<b>6,534,734</b>	<b>78.0%</b>	<b>6,394,986</b>	<b>78.1%</b>	<b>139,748</b>	<b>\$434,985,450</b>	<b>\$406,871,024</b>	<b>\$28,114,426</b>
01 Tsawwassen - Swartz Bay	4,329.0	2,849,604	2,553,445	89.6%	2,513,574	90.3%	39,871	\$196,132,438	\$183,480,644	\$12,651,794
02 Horseshoe Bay - Nanaimo	2,838.0	1,759,164	1,310,992	74.5%	1,294,784	74.1%	16,208	\$95,356,256	\$91,381,610	\$3,974,646
03 Horseshoe Bay - Langdale	3,304.0	2,044,958	1,388,514	67.9%	1,354,840	68.9%	33,673	\$39,689,845	\$35,923,855	\$3,765,990
30 Nanaimo - Tsawwassen	2,880.0	1,725,996	1,281,783	74.3%	1,231,787	72.6%	49,996	\$103,806,911	\$96,084,915	\$7,721,996
<input type="checkbox"/> <b>Minors</b>	<b>76,935.5</b>	<b>8,172,649</b>	<b>4,489,510</b>	<b>54.9%</b>	<b>4,417,383</b>	<b>54.0%</b>	<b>72,127</b>	<b>\$67,837,419</b>	<b>\$63,576,123</b>	<b>\$4,261,296</b>
04 Swartz Bay - Fulford Harbour	3,056.0	556,192	369,600	66.5%	364,754	65.8%	4,847	\$4,741,360	\$4,397,983	\$343,377
05 Swartz Bay - Southern Gulf Islands	3,516.0	904,844	349,202	38.6%	343,568	38.2%	5,634	\$4,747,826	\$4,506,324	\$241,502
06 Crofton - Vesuvius	4,720.5	594,783	326,480	54.9%	313,391	52.9%	13,089	\$4,271,335	\$4,009,925	\$261,410
07 Earls Cove - Saltery Bay	2,885.0	646,240	241,242	37.3%	238,381	36.9%	2,861	\$5,870,101	\$5,550,608	\$319,493
08 Horseshoe Bay - Snug Cove	5,457.5	989,880	603,673	61.0%	603,468	64.5%	205	\$7,301,791	\$7,005,811	\$295,980
09 Tsawwassen - Southern Gulf Islands	1,029.0	339,480	241,683	71.2%	243,049	71.8%	-1,366	\$11,793,581	\$11,062,330	\$731,251
12 Brentwood Bay - Mill Bay	3,185.0	123,010	105,639	85.9%	98,801	82.8%	6,838	\$1,362,613	\$1,252,160	\$110,453
13 Langdale - Gambier Island - Keats Landing	5,422.0							(\$1,465)	(\$1,775)	\$310
17 Little River - Powell River	1,439.0	397,164	232,614	58.6%	224,433	56.7%	8,182	\$9,936,691	\$8,965,573	\$971,118
18 Powell River - Blubber Bay	2,914.5	274,509	124,562	45.4%	122,332	44.1%	2,230	\$1,090,188	\$1,033,429	\$56,759
19 Nanaimo Harbour - Gabriola	8,215.0	772,210	496,101	64.2%	487,976	63.1%	8,125	\$4,549,992	\$4,282,147	\$267,845
20 Chemainus - Thetis - Penelakut	3,685.0	191,802	110,791	57.8%	104,545	55.7%	6,246	\$933,330	\$835,688	\$97,642
21 Buckley Bay - Denman West	6,518.5	564,883	344,513	61.0%	340,935	60.0%	3,579	\$2,689,573	\$2,570,862	\$118,711
22 Denman East - Hornby Island	4,380.5	292,909	156,687	53.5%	151,839	47.3%	4,848	\$1,298,378	\$1,218,435	\$79,943
23 Campbell River - Quathiaski Cove	9,931.5	933,561	520,703	55.8%	513,740	54.9%	6,963	\$4,398,059	\$4,165,104	\$232,955
24 Heriot Bay - Whaletown	2,188.0	113,776	78,803	69.3%	77,456	67.3%	1,347	\$850,843	\$770,043	\$80,800
25 Port McNeill - Alert Bay - Sointula	3,926.0	334,478	124,093	37.1%	126,320	34.0%	-2,228	\$1,395,909	\$1,376,674	\$19,235
26 Skidegate - Alliford Bay	4,466.5	142,928	63,128	44.2%	62,400	43.6%	729	\$607,314	\$574,802	\$32,512
<input type="checkbox"/> <b>North</b>	<b>398.5</b>	<b>69,591</b>	<b>52,731</b>	<b>75.8%</b>	<b>51,691</b>	<b>75.4%</b>	<b>1,040</b>	<b>\$11,826,664</b>	<b>\$11,368,454</b>	<b>\$458,210</b>
10 Port Hardy - Prince Rupert	114.0	24,932	20,252	81.2%	20,298	80.9%	-46	\$6,097,269	\$5,977,623	\$119,646
11 Prince Rupert - Skidegate	204.0	39,024	29,692	76.1%	28,906	75.6%	786	\$4,994,314	\$4,685,798	\$308,516
28 Port Hardy - Central Coast	80.5	5,635	2,788	49.5%	2,488	47.4%	300	\$735,081	\$705,033	\$30,048
<b>Total</b>	<b>90,685.0</b>	<b>16,621,962</b>	<b>11,076,974</b>	<b>66.6%</b>	<b>10,864,059</b>	<b>66.1%</b>	<b>212,914</b>	<b>\$514,649,533</b>	<b>\$481,815,601</b>	<b>\$32,833,932</b>

Obligation Deferred (Settled)

\$0

\$0

**Total Vehicle Fare Revenue**

**\$514,649,533**

**\$481,815,601**



FY25 Operations Summary Report							% Sailings Within 10 Minutes		
	Passengers (FY25)	Passengers (FY24)	Passenger Growth	Passenger Tariff Revenue (FY25)	Passenger Tariff Revenue (FY24)	Passenger Tariff Revenue Growth	FY23	FY24	FY25
☐ Majors	14,334,334	14,250,118	84,216	\$200,262,152	\$197,541,170	\$2,720,982	76.2%	70.9%	72.4%
01 Tsawwassen - Swartz Bay	6,402,824	6,355,282	47,542	\$104,700,729	\$102,640,600	\$2,060,129	80.5%	72.3%	77.6%
02 Horseshoe Bay - Nanaimo	3,040,891	3,105,386	-64,495	\$48,048,804	\$49,198,973	(\$1,150,169)	73.4%	72.3%	70.2%
03 Horseshoe Bay - Langdale	2,753,954	2,701,223	52,731	\$14,550,379	\$14,165,626	\$384,753	73.5%	66.8%	72.2%
30 Nanaimo - Tsawwassen	2,136,665	2,088,227	48,438	\$32,962,240	\$31,535,971	\$1,426,269	75.6%	72.0%	67.0%
☐ Minors	8,301,656	8,247,662	53,994	\$36,223,692	\$35,002,686	\$1,221,006	86.4%	85.2%	85.8%
04 Swartz Bay - Fulford Harbour	639,207	635,839	3,368	\$2,804,032	\$2,719,781	\$84,251	92.5%	88.4%	87.6%
05 Swartz Bay - Southern Gulf Islands	539,970	534,167	5,803	\$2,213,234	\$2,144,055	\$69,179	68.3%	69.0%	67.4%
06 Crofton - Vesuvius	542,686	522,077	20,609	\$2,014,319	\$1,888,738	\$125,581	86.7%	88.4%	84.2%
07 Earls Cove - Salter Bay	393,650	391,899	1,751	\$2,265,521	\$2,165,605	\$99,916	80.4%	85.0%	87.3%
08 Horseshoe Bay - Snug Cove	1,316,520	1,309,857	6,663	\$4,571,244	\$4,365,022	\$206,222	75.3%	68.9%	68.8%
09 Tsawwassen - Southern Gulf Islands	569,558	580,821	-11,263	\$6,426,402	\$6,363,652	\$62,750	72.8%	69.6%	66.4%
12 Brentwood Bay - Mill Bay	199,114	189,334	9,780	\$950,164	\$866,005	\$84,159	85.9%	73.1%	93.9%
13 Langdale - Gambier Island - Keats Landing	50,628	51,799	-1,171	\$194,654	\$198,666	(\$4,012)	99.5%	99.8%	99.5%
17 Little River - Powell River	448,024	435,524	12,500	\$4,712,951	\$4,505,568	\$207,383	91.1%	84.1%	89.1%
18 Powell River - Blubber Bay	189,818	187,203	2,615	\$561,548	\$533,582	\$27,966	92.7%	90.5%	94.2%
19 Nanaimo Harbour - Gabriola	888,148	881,924	6,224	\$2,512,012	\$2,427,954	\$84,058	87.6%	86.1%	82.8%
20 Chemainus - Thetis - Penelakut	257,742	250,793	6,949	\$590,019	\$569,469	\$20,550	74.4%	72.2%	81.2%
21 Buckley Bay - Denman West	578,970	579,398	-428	\$1,517,553	\$1,489,839	\$27,714	97.2%	97.5%	98.0%
22 Denman East - Hornby Island	271,407	273,056	-1,649	\$818,179	\$810,328	\$7,851	96.2%	92.8%	93.9%
23 Campbell River - Quathiaski Cove	933,793	934,567	-774	\$2,425,095	\$2,361,041	\$64,054	90.4%	90.9%	92.8%
24 Heriot Bay - Whaletown	121,712	122,275	-563	\$434,057	\$412,291	\$21,766	78.1%	74.3%	82.6%
25 Port McNeill - Alert Bay - Sointula	251,321	255,388	-4,067	\$890,358	\$859,048	\$31,310	87.3%	87.2%	74.9%
26 Skidegate - Alliford Bay	109,388	111,741	-2,353	\$322,350	\$322,042	\$308	98.0%	98.1%	97.3%
☐ North	104,606	103,777	829	\$7,937,162	\$7,790,727	\$146,435	77.1%	84.9%	80.5%
10 Port Hardy - Prince Rupert	44,519	45,508	-989	\$5,263,490	\$5,263,031	\$459	73.7%	83.7%	75.9%
11 Prince Rupert - Skidegate	53,855	52,514	1,341	\$1,926,537	\$1,801,270	\$125,267	86.7%	88.6%	90.0%
28 Port Hardy - Central Coast	6,232	5,755	477	\$747,135	\$726,426	\$20,709	69.8%	81.2%	76.2%
Total	22,740,596	22,601,557	139,039	\$244,423,006	\$240,334,583	\$4,088,423	84.9%	83.2%	84.0%

Obligation Deferred (Settled)	\$0	\$0
Total Passenger Fare Revenue	\$244,423,006	\$240,334,583
Total Vehicle & Passenger Fare Revenue per Financial Statements	\$759,072,539	\$722,150,184

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**B. TEMPORARY SERVICE  
DISRUPTIONS REPORT**

**YEAR ENDED MARCH 31, 2025**

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## Section 2

Performance Against CFSC  
Minimums



○ ○ ○ ○

FY25 Scheduled Round Trips

92.0K  
FY24: 91.5K

FY25 Actual Round Trips

90.7K  
FY24: 90.5K

FY25 Cancelled Round Trips

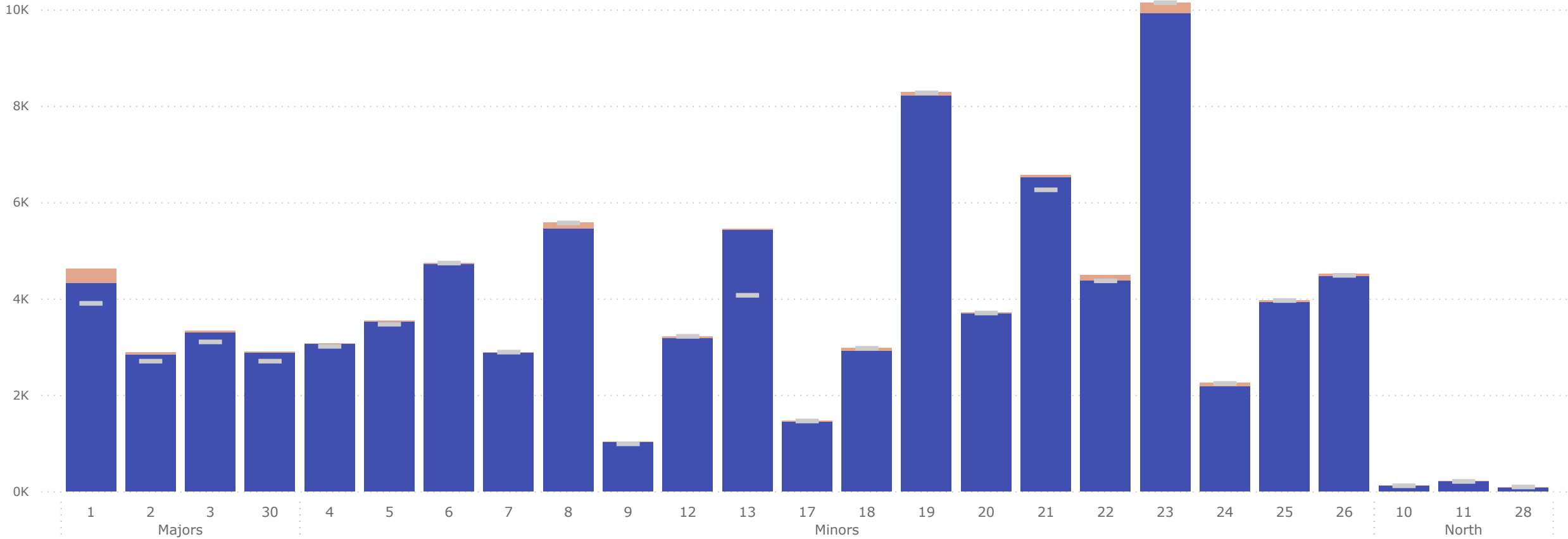
1.3K  
FY24: 1.1K

FY25 Scheduled Round Trips Cancelled

1.4%  
FY24: 1.2%

FY25 Actual & Cancelled Round Trips versus Minimum (Annual) Core Service Levels

Actual Round Trips Cancelled Round Trips Total Q. Mins





FY25 Scheduled Round Trips

92.0K  
FY24: 91.5K

FY25 Actual Round Trips

90.7K  
FY24: 90.5K

FY25 Cancelled Round Trips

1.3K  
FY24: 1.1K

FY25 Scheduled Round Trips Cancelled

1.4%  
FY24: 1.2%

FY25 Cancellations of Minimum (Annual) Round Trips by Route

	Emergency	Safety	Terminal (Dock)	Allowable		Vessel (Mech)	Weather	Total	Crew	Not Allowable		Total	Total
				Terminal (Mech)	Vessel (Mtce)					Traffic	Other		
☐ Majors	0.5	0.0	0.0	0.0	0.0	10.0	37.0	47.5	0.0	0.0	0.0	0.0	47.5
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	2.0	10.0	12.0	0.0	0.0	0.0	0.0	12.0
02 Horseshoe Bay - Nanaimo	0.5	0.0	0.0	0.0	0.0	5.0	17.0	22.5	0.0	0.0	0.0	0.0	22.5
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	3.0	0.0	3.0	0.0	0.0	0.0	0.0	3.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	0.0	0.0	0.0	0.0	10.0
☐ Minors	7.0	13.0	91.0	23.0	0.0	123.5	399.5	657.0	57.5	16.0	4.5	78.0	735.0
04 Swartz Bay - Fulford Harbour	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
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	3.0	8.0	11.0	0.0	0.0	0.0	0.0	11.0
06 Crofton - Vesuvius	0.0	1.0	0.0	3.5	0.0	3.0	4.0	11.5	3.0	0.0	2.0	5.0	16.5
07 Earls Cove - Saltery Bay	0.0	1.0	0.0	1.0	0.0	0.0	0.0	2.0	1.0	0.0	0.0	1.0	3.0
08 Horseshoe Bay - Snug Cove	0.0	2.0	80.0	1.5	0.0	2.0	0.0	85.5	10.5	16.0	0.5	27.0	112.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	1.0	3.0	4.0	1.0	0.0	0.0	1.0	5.0
12 Brentwood Bay - Mill Bay	0.0	0.0	5.0	0.0	0.0	1.0	2.0	8.0	21.0	0.0	1.0	22.0	30.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	0.0	0.0	0.0	0.0	10.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	0.0	0.0	0.0	0.0	19.0
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	33.5	19.0	52.5	0.0	0.0	0.0	0.0	52.5
19 Nanaimo Harbour - Gabriola	2.0	1.0	5.0	17.0	0.0	23.5	5.0	53.5	2.0	0.0	0.0	2.0	55.5
20 Chemainus - Thetis - Penelakut	1.0	0.0	1.0	0.0	0.0	7.0	6.0	15.0	0.0	0.0	0.0	0.0	15.0
21 Buckley Bay - Denman West	0.0	0.0	0.0	0.0	0.0	15.0	3.0	18.0	0.0	0.0	0.0	0.0	18.0
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	14.5	54.0	68.5	0.0	0.0	0.0	0.0	68.5
23 Campbell River - Quathiaski Cove	4.0	8.0	0.0	0.0	0.0	16.0	181.5	209.5	1.0	0.0	0.0	1.0	210.5
24 Heriot Bay - Whaletown	0.0	0.0	0.0	0.0	0.0	2.0	42.0	44.0	5.0	0.0	0.0	5.0	49.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	24.0	24.0	8.0	0.0	1.0	9.0	33.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	5.0	0.0	0.0	5.0	24.0
☐ North	0.0	0.0	0.0	0.0	0.0	3.5	3.5	7.0	0.0	0.0	0.0	0.0	7.0
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	1.0	1.0	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	2.5	2.5	5.0	0.0	0.0	0.0	0.0	5.0
Total	7.5	13.0	91.0	23.0	0.0	137.0	440.0	711.5	57.5	16.0	4.5	78.0	789.5

Section 2D - Fiscal Year Ended March 31, 2025



FY25 Scheduled Round Trips

92.0K  
FY24: 91.5K

FY25 Actual Round Trips

90.7K  
FY24: 90.5K

FY25 Cancelled Round Trips

1.3K  
FY24: 1.1K

FY25 Scheduled Round Trips Cancelled

1.4%  
FY24: 1.2%

FY25 All Round Trip Cancellations by Route

	Allowable							Total	Crew	Not Allowable		Total	Total
	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather			Traffic	Other		
☐ Majors	3.5	0.0	0.0	0.0	0.0	297.5	74.5	375.5	0.0	1.0	5.0	6.0	381.5
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	267.5	26.0	293.5	0.0	1.0	0.5	1.5	295.0
02 Horseshoe Bay - Nanaimo	2.0	0.0	0.0	0.0	0.0	15.0	19.5	36.5	0.0	0.0	3.5	3.5	40.0
03 Horseshoe Bay - Langdale	0.5	0.0	0.0	0.0	0.0	15.0	10.0	25.5	0.0	0.0	1.0	1.0	26.5
30 Nanaimo - Tsawwassen	1.0	0.0	0.0	0.0	0.0	0.0	19.0	20.0	0.0	0.0	0.0	0.0	20.0
☐ Minors	11.5	14.0	103.5	27.5	1.5	167.5	460.5	786.0	86.5	22.0	20.5	129.0	915.0
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	1.0	0.0	0.0	4.0	5.0	0.0	0.0	0.0	0.0	5.0
05 Swartz Bay - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	7.0	9.0	16.0	2.0	3.0	1.0	6.0	22.0
06 Crofton - Vesuvius	0.0	1.0	0.0	3.5	0.0	3.0	4.0	11.5	3.0	0.0	2.0	5.0	16.5
07 Earls Cove - Saltery Bay	0.0	1.0	0.0	1.0	0.0	0.0	0.0	2.0	1.0	0.0	0.0	1.0	3.0
08 Horseshoe Bay - Snug Cove	0.0	2.0	80.0	1.5	0.0	2.0	0.0	85.5	10.5	16.0	9.0	35.5	121.0
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	1.0	4.0	5.0	1.0	0.0	0.0	1.0	6.0
12 Brentwood Bay - Mill Bay	0.0	0.0	5.0	0.0	0.0	1.0	2.0	8.0	21.0	0.0	1.0	22.0	30.0
13 Langdale - Gambier Island - Keats Landing	0.0	1.0	0.0	0.0	0.0	1.0	20.0	22.0	0.0	0.0	0.0	0.0	22.0
17 Little River - Powell River	0.0	0.0	0.0	0.0	0.0	1.0	18.0	19.0	0.0	0.0	0.0	0.0	19.0
18 Powell River - Blubber Bay	1.5	0.0	0.0	0.0	0.0	35.0	23.0	59.5	1.0	0.0	0.0	1.0	60.5
19 Nanaimo Harbour - Gabriola	2.0	1.0	8.5	17.0	0.0	23.5	5.0	57.0	8.0	2.0	0.0	10.0	67.0
20 Chemainus - Thetis - Penelakut	1.0	0.0	10.0	0.0	0.0	7.0	6.0	24.0	1.0	0.0	0.0	1.0	25.0
21 Buckley Bay - Denman West	1.0	0.0	0.0	2.0	0.5	36.0	5.0	44.5	1.0	0.0	1.0	2.0	46.5
22 Denman East - Hornby Island	0.0	0.0	0.0	1.5	0.0	25.0	80.0	106.5	1.0	0.0	0.0	1.0	107.5
23 Campbell River - Quathiaski Cove	4.0	8.0	0.0	0.0	0.0	16.0	181.5	209.5	5.0	0.0	1.0	6.0	215.5
24 Heriot Bay - Whaletown	2.0	0.0	0.0	0.0	0.0	6.0	49.0	57.0	9.0	0.0	0.0	9.0	66.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	0.0	0.0	24.0	24.0	8.0	0.0	1.0	9.0	33.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	1.0	3.0	26.0	30.0	14.0	1.0	4.5	19.5	49.5
☐ North	0.0	0.0	0.0	0.0	0.0	4.0	10.0	14.0	0.0	0.0	0.0	0.0	14.0
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.5	0.0	0.0	0.0	0.0	0.5
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	1.5	7.0	8.5	0.0	0.0	0.0	0.0	8.5
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.0	2.5	2.5	5.0	0.0	0.0	0.0	0.0	5.0
Total	15.0	14.0	103.5	27.5	1.5	469.0	545.0	1,175.5	86.5	23.0	25.5	135.0	1,310.5

FY25 Actual Round Trips

90.7K

Annual Minimums: 88.6K

FY25 Cancelled Core Service Round Trips

789.5

FY24: 343.5

FY25 Actual Round Trips & Variance Against Minimum (Annual) Core Service Levels by Route

	Previously Reported (Q1 - Q4)			Attributed to Annual Minimums		Cancelled Core Service RT	Extra/Short Round Trips
	Actual Round Trips	Annual Minimums	Variance	Allowable (Daily) Cancelled RT	Non-Allowable (Daily) Cancelled RT		
☐ Majors	13,351.0	12,400.0	951.0	47.5	0.0	0.0	0.0
01 Tsawwassen - Swartz Bay	4,329.0	3,900.0	429.0	12.0	0.0	0.0	0.0
02 Horseshoe Bay - Nanaimo	2,838.0	2,700.0	138.0	22.5	0.0	0.0	0.0
03 Horseshoe Bay - Langdale	3,304.0	3,100.0	204.0	3.0	0.0	0.0	0.0
30 Nanaimo - Tsawwassen	2,880.0	2,700.0	180.0	10.0	0.0	0.0	0.0
☐ Minors	76,935.5	75,777.5	1,158.0	488.0	36.5	169.0	41.5
04 Swartz Bay - Fulford Harbour	3,056.0	3,008.0	48.0	2.0	0.0	0.0	0.0
05 Swartz Bay - Southern Gulf Islands	3,516.0	3,467.0	49.0	11.0	0.0	0.0	0.0
06 Crofton - Vesuvius	4,720.5	4,737.0	-16.5	3.5	0.0	8.0	5.0
07 Earls Cove - Saltery Bay	2,885.0	2,888.0	-3.0	0.0	0.0	2.0	1.0
08 Horseshoe Bay - Snug Cove	5,457.5	5,570.0	-112.5	64.5	4.5	21.0	22.5
09 Tsawwassen - Southern Gulf Islands	1,029.0	984.0	45.0	4.0	1.0	0.0	0.0
12 Brentwood Bay - Mill Bay	3,185.0	3,215.0	-30.0	0.0	14.0	8.0	8.0
13 Langdale - Gambier Island - Keats Landing	5,422.0	4,068.0	1,354.0	10.0	0.0	0.0	0.0
17 Little River - Powell River	1,439.0	1,458.0	-19.0	19.0	0.0	0.0	0.0
18 Powell River - Blubber Bay	2,914.5	2,967.0	-52.5	39.0	0.0	13.5	0.0
19 Nanaimo Harbour - Gabriola	8,215.0	8,270.5	-55.5	17.5	2.0	36.0	0.0
20 Chemainus - Thetis - Penelakut	3,685.0	3,700.0	-15.0	6.0	0.0	9.0	0.0
21 Buckley Bay - Denman West	6,518.5	6,257.0	261.5	18.0	0.0	0.0	0.0
22 Denman East - Hornby Island	4,380.5	4,368.0	12.5	68.5	0.0	0.0	0.0
23 Campbell River - Quathiaski Cove	9,931.5	10,142.0	-210.5	156.0	0.0	53.5	1.0
24 Heriot Bay - Whaletown	2,188.0	2,237.0	-49.0	33.0	5.0	11.0	0.0
25 Port McNeill - Alert Bay - Sointula	3,926.0	3,959.0	-33.0	17.0	5.0	7.0	4.0
26 Skidegate - Alliford Bay	4,466.5	4,482.0	-15.5	19.0	5.0	0.0	0.0
☐ North	398.5	406.5	-8.0	4.5	0.0	2.5	0.0
10 Port Hardy - Prince Rupert	114.0	113.5	0.5	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	204.0	204.0	0.0	2.0	0.0	0.0	0.0
28 Port Hardy - Central Coast	80.5	89.0	-8.5	2.5	0.0	2.5	0.0
Total	90,685.0	88,584.0	2,101.0	540.0	36.5	171.5	41.5

## FY25 Performance Against Minimum (Annual) Core Service Levels for Days Missed

	Cumulative Days When Round Trips Missed (Allowed 30 Days per Route)	Highest Consecutive Days When Round Trips Missed (Allowed 20 Days per Route)
<input type="checkbox"/> <b>Majors</b>		
01 Tsawwassen - Swartz Bay	7	2
02 Horseshoe Bay - Nanaimo	13	2
03 Horseshoe Bay - Langdale	2	1
30 Nanaimo - Tsawwassen	7	2
<input type="checkbox"/> <b>Minors</b>		
04 Swartz Bay - Fulford Harbour	1	1
05 Swartz Bay - Southern Gulf Islands	6	2
06 Crofton - Vesuvius	8	1
07 Earls Cove - Saltery Bay	2	1
08 Horseshoe Bay - Snug Cove	16	3
09 Tsawwassen - Southern Gulf Islands	4	1
12 Brentwood Bay - Mill Bay	8	3
13 Langdale - Gambier Island - Keats Landing	2	1
17 Little River - Powell River	11	2
18 Powell River - Blubber Bay	11	3
19 Nanaimo Harbour - Gabriola	25	14
20 Chemainus - Thetis - Penelakut	9	2
21 Buckley Bay - Denman West	6	2
22 Denman East - Hornby Island	20	3
23 Campbell River - Quathiaski Cove	27	5
24 Heriot Bay - Whaletown	17	2
25 Port McNeill - Alert Bay - Sointula	7	2
26 Skidegate - Alliford Bay	7	1
<input type="checkbox"/> <b>North</b>		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	4	2
28 Port Hardy - Central Coast	17	8

# Section 2G - Fiscal Year Ended March 31, 2025



## FY25 Actual Round Trips

**293.5**  
FY24: 329.0

## FY25 AEQ Carried

**244.5**  
FY24: 454.5

## FY25 Passengers Carried

**5,392**  
FY24: 8,405

## FY25 Alternative Service Round Trips by Route

	Sailed Round Trips	FY24 AEQ Carried	Passengers	Sailed Round Trips	FY25 AEQ Carried	Passengers
<input type="checkbox"/> <b>Majors</b>	<b>4.0</b>	<b>0</b>	<b>73</b>	<b>19.0</b>	<b>0</b>	<b>469</b>
01 Tsawwassen - Swartz Bay	0.0	0	0	0.0	0	0
02 Horseshoe Bay - Nanaimo	0.0	0	0	0.0	0	0
03 Horseshoe Bay - Langdale	4.0	0	73	19.0	0	469
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0
<input type="checkbox"/> <b>Minors</b>	<b>300.5</b>	<b>-1</b>	<b>7,749</b>	<b>257.5</b>	<b>0</b>	<b>4,601</b>
04 Swartz Bay - Fulford Harbour	10.5	-1	268	0.0	0	0
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0
06 Crofton - Vesuvius	49.5	0	614	0.0	0	0
07 Earls Cove - Saltery Bay	0.0	0	0	0.0	0	0
08 Horseshoe Bay - Snug Cove	213.5	0	6,553	155.0	0	3,345
09 Tsawwassen - Southern Gulf Islands	0.0	0	0	0.0	0	1
12 Brentwood Bay - Mill Bay	0.0	0	0	0.0	0	0
13 Langdale - Gambier Island - Keats Landing	0.0	0	0	0.0	0	0
17 Little River - Powell River	0.0	0	0	0.0	0	0
18 Powell River - Blubber Bay	1.0	0	6	65.0	0	757
19 Nanaimo Harbour - Gabriola	7.0	0	23	12.0	0	194
20 Chemainus - Thetis - Penelakut	17.0	0	277	13.0	0	133
21 Buckley Bay - Denman West	0.0	0	0	0.0	0	0
22 Denman East - Hornby Island	0.0	0	0	0.0	0	0
23 Campbell River - Quathiaski Cove	0.0	0	0	0.0	0	0
24 Heriot Bay - Whaletown	0.0	0	0	0.0	0	0
25 Port McNeill - Alert Bay - Sointula	0.0	0	0	11.0	0	158
26 Skidegate - Alliford Bay	2.0	0	8	1.5	0	13
<input type="checkbox"/> <b>North</b>	<b>24.5</b>	<b>456</b>	<b>583</b>	<b>17.0</b>	<b>245</b>	<b>322</b>
10 Port Hardy - Prince Rupert	0.0	0	0	0.0	0	0
11 Prince Rupert - Skidegate	0.0	0	0	0.0	0	0
28 Port Hardy - Central Coast	24.5	456	583	17.0	245	322
<b>Total</b>	<b>329.0</b>	<b>455</b>	<b>8,405</b>	<b>293.5</b>	<b>245</b>	<b>5,392</b>



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## Section 3

Performance Against Scheduled  
Sailings



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<div>FY25 Scheduled Sailing Count</div> <div>199.3K</div> <div>FY24: 198.0K</div>	<div>FY25 Actual Sailing Count</div> <div>196.5K</div> <div>FY24: 195.7K</div>	<div>FY25 Cancelled Sailing Count</div> <div>2.8K</div> <div>FY24: 2.3K</div>
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FY25 Scheduled & Actual Sailings by Route

	Scheduled Sailing Count	Actual Sailing Count	Variance
<div><div></div> Majors</div>	27,465.0	26,702.0	-763
01 Tsawwassen - Swartz Bay	9,248.0	8,658.0	-590
02 Horseshoe Bay - Nanaimo	5,756.0	5,676.0	-80
03 Horseshoe Bay - Langdale	6,661.0	6,608.0	-53
30 Nanaimo - Tsawwassen	5,800.0	5,760.0	-40
<div><div></div> Minors</div>	170,498.0	168,492.0	-2,006
04 Swartz Bay - Fulford Harbour	6,122.0	6,112.0	-10
05 Swartz Bay - Southern Gulf Islands	12,238.0	12,108.0	-130
06 Crofton - Vesuvius	9,474.0	9,441.0	-33
07 Earls Cove - Saltery Bay	5,776.0	5,770.0	-6
08 Horseshoe Bay - Snug Cove	11,157.0	10,915.0	-242
09 Tsawwassen - Southern Gulf Islands	6,289.0	6,239.0	-50
12 Brentwood Bay - Mill Bay	6,430.0	6,370.0	-60
13 Langdale - Gambier Island - Keats Landing	11,553.0	11,485.0	-68
17 Little River - Powell River	2,916.0	2,878.0	-38
18 Powell River - Blubber Bay	5,950.0	5,829.0	-121
19 Nanaimo Harbour - Gabriola	16,564.0	16,430.0	-134
20 Chemainus - Thetis - Penelakut	11,387.0	11,319.0	-68
21 Buckley Bay - Denman West	13,130.0	13,037.0	-93
22 Denman East - Hornby Island	8,976.0	8,761.0	-215
23 Campbell River - Quathiaski Cove	20,294.0	19,863.0	-431
24 Heriot Bay - Whaletown	4,508.0	4,376.0	-132
25 Port McNeill - Alert Bay - Sointula	8,702.0	8,626.0	-76
26 Skidegate - Alliford Bay	9,032.0	8,933.0	-99
<div><div></div> North</div>	1,311.0	1,271.0	-40
10 Port Hardy - Prince Rupert	529.0	527.0	-2
11 Prince Rupert - Skidegate	425.0	408.0	-17
28 Port Hardy - Central Coast	357.0	336.0	-21
Total	199,274.0	196,465.0	-2,809

# Section 3C - Fiscal Year Ended March 31, 2025



## FY25 Scheduled Round Trips

**92.0K**  
FY24: 91.5K

## FY25 Actual Round Trips

**90.7K**  
FY24: 90.5K

## FY25 Cancelled Round Trips

**1.3K**  
FY24: 1.1K

## FY25 Scheduled Round Trips Cancelled

**1.4%**  
FY24: 1.2%

## FY25 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
<input type="checkbox"/> <b>Majors</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>595</b>	<b>149</b>	<b>2</b>	<b>10</b>	<b>763</b>
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	535	52	2	1	590
02 Horseshoe Bay - Nanaimo	0	4	0	0	0	0	30	39	0	7	80
03 Horseshoe Bay - Langdale	0	1	0	0	0	0	30	20	0	2	53
30 Nanaimo - Tsawwassen	0	2	0	0	0	0	0	38	0	0	40
<input type="checkbox"/> <b>Minors</b>	<b>189</b>	<b>24</b>	<b>27</b>	<b>206</b>	<b>55</b>	<b>3</b>	<b>365</b>	<b>1,005</b>	<b>88</b>	<b>44</b>	<b>2,006</b>
04 Swartz Bay - Fulford Harbour	0	0	0	0	2	0	0	8	0	0	10
05 Swartz Bay - Southern Gulf Islands	10	0	0	0	0	0	30	37	50	3	130
06 Crofton - Vesuvius	6	0	2	0	7	0	6	8	0	4	33
07 Earls Cove - Saltery Bay	2	0	2	0	2	0	0	0	0	0	6
08 Horseshoe Bay - Snug Cove	21	0	4	160	3	0	4	0	32	18	242
09 Tsawwassen - Southern Gulf Islands	8	0	0	0	0	0	8	34	0	0	50
12 Brentwood Bay - Mill Bay	42	0	0	10	0	0	2	4	0	2	60
13 Langdale - Gambier Island - Keats Landing	0	0	1	0	0	0	2	64	0	1	68
17 Little River - Powell River	0	0	0	0	0	0	2	36	0	0	38
18 Powell River - Blubber Bay	2	3	0	0	0	0	70	46	0	0	121
19 Nanaimo Harbour - Gabriola	16	4	2	17	34	0	47	10	4	0	134
20 Chemainus - Thetis - Penelakut	4	3	0	19	0	0	22	20	0	0	68
21 Buckley Bay - Denman West	2	2	0	0	4	1	72	10	0	2	93
22 Denman East - Hornby Island	2	0	0	0	3	0	50	160	0	0	215
23 Campbell River - Quathiaski Cove	10	8	16	0	0	0	32	363	0	2	431
24 Heriot Bay - Whaletown	18	4	0	0	0	0	12	98	0	0	132
25 Port McNeill - Alert Bay - Sointula	18	0	0	0	0	0	0	55	0	3	76
26 Skidegate - Alliford Bay	28	0	0	0	0	2	6	52	2	9	99
<input type="checkbox"/> <b>North</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>40</b>
10 Port Hardy - Prince Rupert	0	0	0	0	0	0	0	2	0	0	2
11 Prince Rupert - Skidegate	0	0	0	0	0	0	3	14	0	0	17
28 Port Hardy - Central Coast	0	0	0	0	0	0	10	11	0	0	21
<b>Total</b>	<b>189</b>	<b>31</b>	<b>27</b>	<b>206</b>	<b>55</b>	<b>3</b>	<b>973</b>	<b>1,181</b>	<b>90</b>	<b>54</b>	<b>2,809</b>



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## Section 4

On Time Performance and  
Overloads



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FY25 Actual Sailings

196.5K

FY24: 195.7K

FY25 On Time Sailings

165.0K

FY24: 162.9K

FY25 Delayed Sailings

31.5K

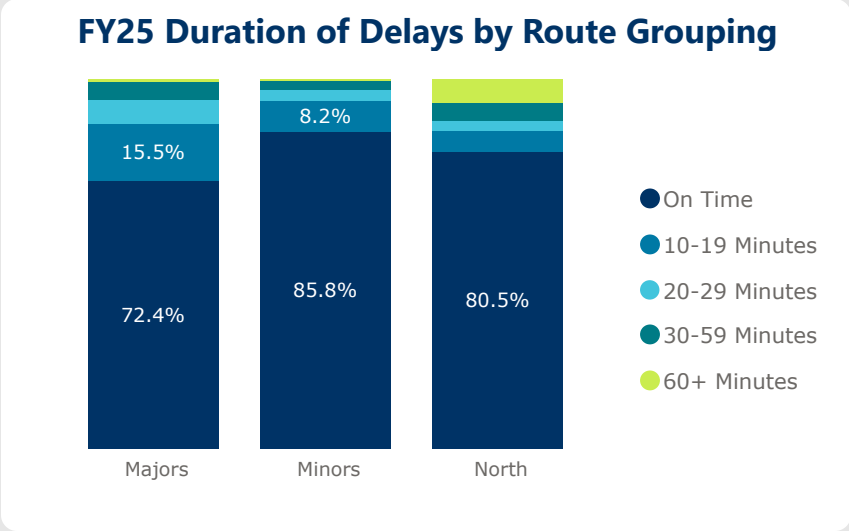
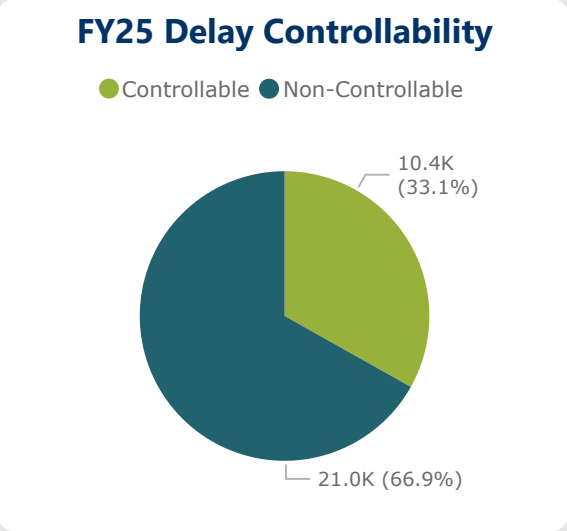
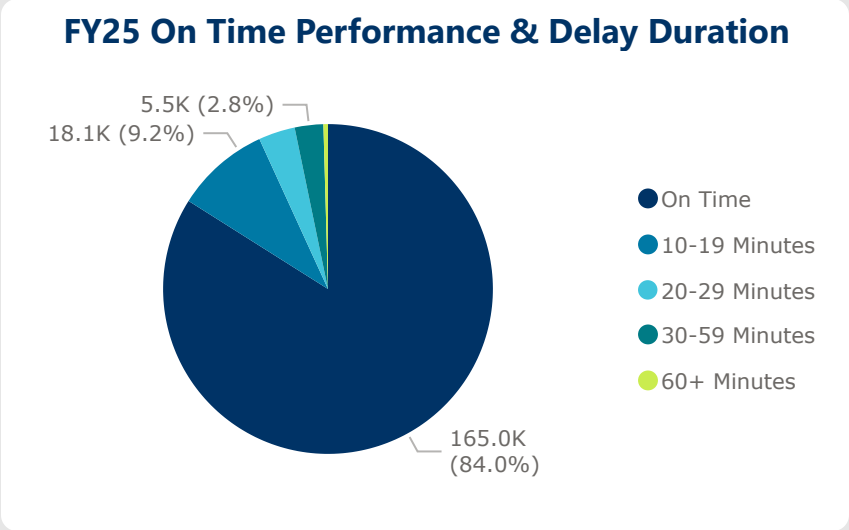
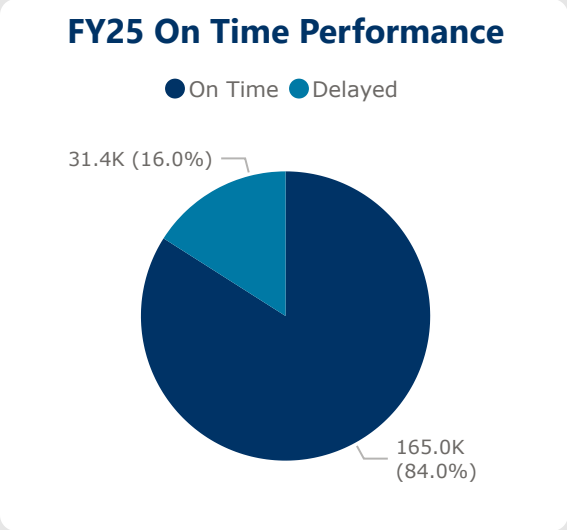
FY24: 32.8K

FY25 On Time Performance

84.0%

FY24: 83.2%

FY25 On Time Performance by Route			
	On Time Sailings	Delayed Sailings	On Time Performance
☐ Majors	19,336	7,366	72.4%
01 Tsawwassen - Swartz Bay	6,722	1,936	77.6%
02 Horseshoe Bay - Nanaimo	3,987	1,689	70.2%
03 Horseshoe Bay - Langdale	4,770	1,838	72.2%
30 Nanaimo - Tsawwassen	3,857	1,903	67.0%
☐ Minors	144,598	23,894	85.8%
04 Swartz Bay - Fulford Harbour	5,355	757	87.6%
05 Swartz Bay - Southern Gulf Islands	8,155	3,953	67.4%
06 Crofton - Vesuvius	7,951	1,490	84.2%
07 Earls Cove - Saltery Bay	5,038	732	87.3%
08 Horseshoe Bay - Snug Cove	7,506	3,409	68.8%
09 Tsawwassen - Southern Gulf Islands	4,143	2,096	66.4%
12 Brentwood Bay - Mill Bay	5,979	391	93.9%
13 Langdale - Gambier Island - Keats Landing	11,423	62	99.5%
17 Little River - Powell River	2,565	313	89.1%
18 Powell River - Blubber Bay	5,489	340	94.2%
19 Nanaimo Harbour - Gabriola	13,600	2,830	82.8%
20 Chemainus - Thetis - Penelakut	9,194	2,125	81.2%
21 Buckley Bay - Denman West	12,772	265	98.0%
22 Denman East - Hornby Island	8,226	535	93.9%
23 Campbell River - Quathiaski Cove	18,436	1,427	92.8%
24 Heriot Bay - Whaletown	3,613	763	82.6%
25 Port McNeill - Alert Bay - Sointula	6,463	2,163	74.9%
26 Skidegate - Alliford Bay	8,690	243	97.3%
☐ North	1,023	248	80.5%
10 Port Hardy - Prince Rupert	400	127	75.9%
11 Prince Rupert - Skidegate	367	41	90.0%
28 Port Hardy - Central Coast	256	80	76.2%
Total	164,957	31,508	84.0%



# Section 4C - Fiscal Year Ended March 31, 2025



## FY25 Sailings with Overloads

**28.7K**

FY24: 25.7K

## FY25 % of Overloaded Sailings

**15.5%**

FY24: 14.0%

## FY25 Sailings with Overloads by Route

	FY24		FY25	
	Overloaded Sailings	% of Sailings	Overloaded Sailings	% of Sailings
<b>☐ Majors</b>	<b>10,451</b>	<b>40.0%</b>	<b>10,832</b>	<b>40.6%</b>
01 Tsawwassen - Swartz Bay	4,940	58.4%	4,783	55.2%
02 Horseshoe Bay - Nanaimo	1,892	33.6%	1,970	34.7%
03 Horseshoe Bay - Langdale	1,761	27.7%	2,020	30.6%
30 Nanaimo - Tsawwassen	1,858	32.6%	2,059	35.7%
<b>☐ Minors</b>	<b>15,274</b>	<b>9.7%</b>	<b>17,859</b>	<b>11.4%</b>
04 Swartz Bay - Fulford Harbour	591	9.7%	601	9.8%
05 Swartz Bay - Southern Gulf Islands	1,052	8.7%	1,071	8.8%
06 Crofton - Vesuvius	462	4.9%	638	6.8%
07 Earls Cove - Salter Bay	177	3.1%	215	3.7%
08 Horseshoe Bay - Snug Cove	1,239	11.5%	1,399	12.8%
09 Tsawwassen - Southern Gulf Islands	130	2.1%	89	1.4%
12 Brentwood Bay - Mill Bay	2,263	36.0%	1,936	30.4%
17 Little River - Powell River	147	5.1%	192	6.7%
18 Powell River - Blubber Bay	111	1.9%	124	2.1%
19 Nanaimo Harbour - Gabriola	2,593	15.8%	3,355	20.4%
20 Chemainus - Thetis - Penelakut	629	5.6%	714	6.3%
21 Buckley Bay - Denman West	1,877	14.3%	2,327	17.8%
22 Denman East - Hornby Island	238	2.7%	523	6.0%
23 Campbell River - Quathiaski Cove	2,664	13.4%	3,198	16.1%
24 Heriot Bay - Whaletown	669	15.1%	883	20.2%
25 Port McNeill - Alert Bay - Sointula	41	0.5%	178	2.1%
26 Skidegate - Alliford Bay	391	4.4%	416	4.7%
<b>☐ North</b>	<b>1</b>	<b>0.1%</b>	<b>4</b>	<b>0.3%</b>
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	1	0.3%	4	1.0%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%
<b>Total</b>	<b>25,726</b>	<b>14.0%</b>	<b>28,695</b>	<b>15.5%</b>

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## **C. ROUTE FINANCIAL REPORT**

### **YEAR ENDED MARCH 31, 2025**

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## Section 5

### Financials



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# Section 5A - Fiscal Year Ended March 31, 2025

## FY25 Fiscal Year End Senior Passengers & Discount Amount

	Q1		Q2		Q3		Q4		FY25	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
<input type="checkbox"/> <b>Majors</b>	<b>260,586</b>	<b>\$4,957,244</b>	<b>298,830</b>	<b>\$5,538,309</b>	<b>214,580</b>	<b>\$3,975,189</b>	<b>168,738</b>	<b>\$3,122,309</b>	<b>942,734</b>	<b>\$17,593,051</b>
01 Tsawwassen - Swartz Bay	104,018	\$2,037,936	117,698	\$2,247,955	84,615	\$1,616,110	66,422	\$1,268,659	<b>372,753</b>	<b>\$7,170,660</b>
02 Horseshoe Bay - Nanaimo	69,042	\$1,353,080	73,893	\$1,410,980	56,305	\$1,075,391	44,537	\$850,491	<b>243,777</b>	<b>\$4,689,942</b>
03 Horseshoe Bay - Langdale	36,573	\$568,436	42,707	\$646,832	31,194	\$472,588	25,423	\$385,159	<b>135,897</b>	<b>\$2,073,015</b>
30 Nanaimo - Tsawwassen	50,953	\$997,791	64,532	\$1,232,542	42,466	\$811,100	32,356	\$618,000	<b>190,307</b>	<b>\$3,659,433</b>
<input type="checkbox"/> <b>Minors</b>	<b>169,657</b>	<b>\$1,991,429</b>	<b>191,113</b>	<b>\$2,206,099</b>	<b>142,987</b>	<b>\$1,628,514</b>	<b>123,985</b>	<b>\$1,403,186</b>	<b>627,742</b>	<b>\$7,229,228</b>
04 Swartz Bay - Fulford Harbour	10,713	\$130,296	10,915	\$129,343	9,256	\$109,684	8,009	\$94,907	<b>38,893</b>	<b>\$464,230</b>
05 Swartz Bay - Southern Gulf Islands	12,966	\$167,022	13,408	\$167,710	11,323	\$142,392	10,361	\$130,323	<b>48,058</b>	<b>\$607,447</b>
06 Crofton - Vesuvius	9,170	\$111,532	9,900	\$117,315	8,156	\$96,649	7,017	\$83,152	<b>34,243</b>	<b>\$408,648</b>
07 Earls Cove - Saltery Bay	5,368	\$81,991	7,027	\$104,703	4,045	\$60,270	2,777	\$41,377	<b>19,217</b>	<b>\$288,341</b>
08 Horseshoe Bay - Snug Cove	15,545	\$185,111	17,631	\$204,519	13,403	\$155,475	11,239	\$130,372	<b>57,818</b>	<b>\$675,477</b>
09 Tsawwassen - Southern Gulf Islands	17,904	\$255,428	25,343	\$352,380	13,517	\$185,820	10,714	\$147,857	<b>67,478</b>	<b>\$941,485</b>
12 Brentwood Bay - Mill Bay	11,709	\$90,852	12,723	\$96,059	10,159	\$76,700	9,111	\$68,789	<b>43,702</b>	<b>\$332,400</b>
13 Langdale - Gambier Island - Keats Landing	2,692	\$20,168	3,086	\$22,528	2,440	\$17,811	2,131	\$15,556	<b>10,349</b>	<b>\$76,063</b>
17 Little River - Powell River	12,923	\$198,168	14,970	\$223,802	10,955	\$163,776	8,924	\$133,414	<b>47,772</b>	<b>\$719,160</b>
18 Powell River - Blubber Bay	4,270	\$47,339	4,731	\$51,095	4,217	\$45,544	3,614	\$39,031	<b>16,832</b>	<b>\$183,009</b>
19 Nanaimo Harbour - Gabriola	19,968	\$221,413	20,671	\$223,247	18,613	\$201,020	16,314	\$176,190	<b>75,566</b>	<b>\$821,870</b>
20 Chemainus - Thetis - Penelakut	3,915	\$40,997	4,158	\$42,412	3,459	\$35,282	3,040	\$31,008	<b>14,572</b>	<b>\$149,699</b>
21 Buckley Bay - Denman West	12,798	\$129,255	14,172	\$139,594	10,359	\$102,026	9,411	\$92,699	<b>46,740</b>	<b>\$463,574</b>
22 Denman East - Hornby Island	3,861	\$38,962	4,864	\$47,910	2,684	\$26,438	2,443	\$24,063	<b>13,852</b>	<b>\$137,373</b>
23 Campbell River - Quathiaski Cove	18,052	\$182,532	18,549	\$182,708	14,387	\$141,712	13,110	\$129,133	<b>64,098</b>	<b>\$636,085</b>
24 Heriot Bay - Whaletown	2,008	\$23,924	2,091	\$24,255	1,441	\$16,716	1,294	\$15,010	<b>6,834</b>	<b>\$79,905</b>
25 Port McNeill - Alert Bay - Sointula	4,408	\$52,467	5,034	\$58,395	3,517	\$40,798	3,552	\$41,204	<b>16,511</b>	<b>\$192,864</b>
26 Skidegate - Alliford Bay	1,387	\$13,973	1,840	\$18,124	1,056	\$10,401	924	\$9,101	<b>5,207</b>	<b>\$51,599</b>
<input type="checkbox"/> <b>North</b>	<b>3,303</b>	<b>\$118,924</b>	<b>5,036</b>	<b>\$198,131</b>	<b>1,751</b>	<b>\$47,240</b>	<b>1,286</b>	<b>\$33,742</b>	<b>11,376</b>	<b>\$398,037</b>
10 Port Hardy - Prince Rupert	1,572	\$86,262	2,238	\$125,835	927	\$30,558	689	\$21,859	<b>5,426</b>	<b>\$264,514</b>
11 Prince Rupert - Skidegate	1,669	\$29,633	2,494	\$41,608	801	\$16,054	578	\$11,597	<b>5,542</b>	<b>\$98,892</b>
28 Port Hardy - Central Coast	62	\$3,029	304	\$30,688	23	\$628	19	\$286	<b>408</b>	<b>\$34,631</b>
<b>Total</b>	<b>433,546</b>	<b>\$7,067,598</b>	<b>494,979</b>	<b>\$7,942,539</b>	<b>359,318</b>	<b>\$5,650,943</b>	<b>294,009</b>	<b>\$4,559,237</b>	<b>1,581,852</b>	<b>\$25,220,317</b>

FY25 Financial Reconciliation

1. Ferry Transportation Fees

Per section 6(a)(i) of Schedule "B" of the CFSC

Ferry Transportation Fees paid by the Province for the Year	<u>\$164,045,882</u>
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2. Calculation of amount payable by the Province

Per section 6(b)(ix) of Schedule "B" of the CFSC

Ferry Transportation Fee allocated to Route 13	\$329,120.88
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Goods and Services Tax (5%) on Route 13 due from the Province	<u>\$16,456.04</u>
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# Section 5C - Fiscal Year Ended March 31, 2025

## FY25 Fee Reduction Schedule (Attributed to Annual Cancellations)

### Calculation of Amount Payable to the Province

Per sections 3 and 6(b)(viii) of Schedule "B" of the CFSC

Beginning/carried forward accumulated balance for penalties (previously reported in Q1 - Q4) (A)

**\$36,500**

	Non-Allowable Cancelled Round Trips	Fee Reduction per Round Trip	Annual Penalty
<input type="checkbox"/> <b>Majors</b>	<b>0.0</b>		
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	
<input type="checkbox"/> <b>Minors</b>	<b>41.5</b>		<b>\$41,500</b>
04 Swartz Bay - Fulford Harbour	0.0	\$1,000	
05 Swartz Bay - Southern Gulf Islands	0.0	\$1,000	
06 Crofton - Vesuvius	5.0	\$1,000	\$5,000
07 Earls Cove - Saltery Bay	1.0	\$1,000	\$1,000
08 Horseshoe Bay - Snug Cove	22.5	\$1,000	\$22,500
09 Tsawwassen - Southern Gulf Islands	0.0	\$1,000	
12 Brentwood Bay - Mill Bay	8.0	\$1,000	\$8,000
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	1.0	\$1,000	\$1,000
24 Heriot Bay - Whaletown	0.0	\$1,000	
25 Port McNeill - Alert Bay - Sointula	4.0	\$1,000	\$4,000
26 Skidegate - Alliford Bay	0.0	\$1,000	
<input type="checkbox"/> <b>North</b>	<b>0.0</b>		
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	
<b>Total</b>	<b>41.5</b>		<b>\$41,500</b>

Additional penalties attributed to annual minimums (B)

**\$41,500**

Total Penalties

**\$78,000**

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)

**\$78,000**





**British Columbia Ferry Services Inc.**  
**Route Statement**  
**For the Twelve Months Ended March 31, 2025**  
**(in \$ 000's)**

	Corporate Total		Major Routes		Northern Routes		Minor Routes		Unregulated Routes	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
Tariff Revenue	759,073	722,150	635,248	604,412	19,764	19,160	104,061	98,578	-	-
Ancillary Revenue	88,031	84,580	75,124	72,814	5,828	5,385	7,079	6,381	-	-
Social Program Fees	13,043	13,511	5,733	6,559	1,235	1,184	6,075	5,768	-	-
Contracted Routes Fee	5,513	3,665	-	-	-	-	-	-	5,513	3,665
<b>Total Operating Revenue</b>	<b>865,660</b>	<b>823,906</b>	<b>716,105</b>	<b>683,785</b>	<b>26,827</b>	<b>25,729</b>	<b>117,215</b>	<b>110,727</b>	<b>5,513</b>	<b>3,665</b>
<b>Total Operating Expenses</b>	<b>985,196</b>	<b>880,108</b>	<b>635,530</b>	<b>575,038</b>	<b>81,301</b>	<b>67,231</b>	<b>262,852</b>	<b>234,179</b>	<b>5,513</b>	<b>3,660</b>
<b>Earnings (Loss) from Operations</b>	<b>(119,536)</b>	<b>(56,202)</b>	<b>80,575</b>	<b>108,747</b>	<b>(54,474)</b>	<b>(41,502)</b>	<b>(145,637)</b>	<b>(123,452)</b>	<b>-</b>	<b>5</b>
Depreciation and Amortization	(202,468)	(187,071)	(116,460)	(104,024)	(16,530)	(16,732)	(69,478)	(66,315)	-	-
Net Financing Expense	(46,815)	(38,079)	(20,826)	(16,582)	(5,569)	(4,476)	(20,420)	(17,021)	-	-
<b>Cost of Capital</b>	<b>(249,283)</b>	<b>(225,150)</b>	<b>(137,286)</b>	<b>(120,606)</b>	<b>(22,099)</b>	<b>(21,208)</b>	<b>(89,898)</b>	<b>(83,336)</b>	<b>-</b>	<b>-</b>
<b>(Loss) Gain on Disposal and Impairment of Capital Assets</b>	<b>(12,531)</b>	<b>(15,092)</b>	<b>(10,421)</b>	<b>(12,559)</b>	<b>(390)</b>	<b>(514)</b>	<b>(1,720)</b>	<b>(2,019)</b>	<b>-</b>	<b>-</b>
<b>Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding &amp; Federal Contract</b>	<b>(381,350)</b>	<b>(296,444)</b>	<b>(67,132)</b>	<b>(24,418)</b>	<b>(76,963)</b>	<b>(63,224)</b>	<b>(237,255)</b>	<b>(208,807)</b>	<b>-</b>	<b>5</b>
Ferry Transportation Fees	194,014	195,379	17,593	16,932	45,404	51,606	131,017	126,841	(0)	-
Fare Affordability Funding	68,833	0	57,199	-	1,764	0	9,870	0	-	-
Safe Restart Funding	0	-	-	-	0	-	0	-	-	-
Federal-Provincial Subsidy Agreement	36,924	35,638	-	-	9,843	10,649	27,081	24,989	-	-
<b>Net Regulatory Earnings (Loss)</b>	<b>(81,579)</b>	<b>(65,427)</b>	<b>7,660</b>	<b>(7,486)</b>	<b>(19,952)</b>	<b>(969)</b>	<b>(69,287)</b>	<b>(56,977)</b>	<b>(0)</b>	<b>5</b>
<b>Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS</b>										
Fuel Costs (over) under Set Price	3,860	(20,677)	3,023	(13,897)	(445)	(2,259)	1,282	(4,521)	-	-
Fuel Surcharges Collected	5,757	28,588	4,664	23,431	279	865	814	4,292	-	-
Fuel Price Risk Recoveries Receivable from the Province	27	1,656	-	-	27	1,656	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-	-	-
Deferred Fare Increase Relief	-	9,000	-	7,549	-	250	-	1,201	-	-
Deferred Carbon Reduction Investment Account	207	16,397	-	12,398	-	412	207	3,587	-	-
<b>Net IFRS Earnings (Loss)</b>	<b>(71,728)</b>	<b>(30,463)</b>	<b>15,347</b>	<b>21,995</b>	<b>(20,091)</b>	<b>(45)</b>	<b>(66,984)</b>	<b>(52,418)</b>	<b>(0)</b>	<b>5</b>

Effective April 1, 2024, the CFSC was amended for PT6, formalizing ferry transportation fees for the four-year term which commenced April 1, 2024 and ends March 31, 2028. The maximum annual ferry transportation fee is \$194 million which includes \$30 million to reflect a notional amount for the Senior Discounts. For the purposes of annual route statements, Seniors Discounts are applied to all Designated Routes based on actual usage of the discounts on each route. The unused portion of the notional amount is allocated to Designated Routes based on the same proportion of the annual ferry transportation fee received by each route.

The British Columbia Ferries Commissioner has authorized the use of deferred fuel cost accounts whereby differences between actual fuel costs and approved fuel costs used to develop regulated price caps are deferred for settlement in future tariffs. Moreover, as authorized by the Commissioner, the Company collects fuel surcharges or provides fuel rebates which are applied against deferred fuel cost account balances.

Included in the Fuel Surcharge in the above statement are fuel surcharges applied against tariffs paid by the Province of British Columbia on behalf of customers travelling under Social Programs.

During the year ended March 31, 2025, the Province paid less than \$0.1 million (March 31, 2024: \$1.7 million) for fuel price recovery on the Northern Routes.

The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG and electrification usage. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG and vessel shore power was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% until fiscal 2024. No Safe Restart Funding was provided to the drop trailer business. The Safe Restart Funding was fully recognized at March 31, 2024.

In fiscal 2025, an adjustment of balances for prior years was made on the treatment of an option to purchase under the Atrium lease, particularly its inclusion in the value of the right of use property, plant and equipment and the right of use lease liabilities, when it should have been included in the value of the loan receivable. The value a loan receivable was adjusted to fair value through profit or loss. The adjustment included an increase in fiscal 2024 interest income by \$0.9 million which is reflected in the statement for fiscal 2024. The impact of this change is immaterial.



**British Columbia Ferry Services Inc.**  
**Route Statement**  
**Major Routes**  
**For the Twelve Months Ended March 31, 2025**  
**(in \$ 000's)**

	01-Tsawwassen - Swartz Bay		02-Horseshoe Bay - Nanaimo		03-Horseshoe Bay - Langdale		30-Nanaimo - Tsawwassen		Major Routes	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
Tariff Revenue	300,833	286,121	143,406	140,581	54,240	50,089	136,769	127,621	635,248	604,412
Ancillary Revenue	35,863	34,541	17,021	17,131	8,390	7,965	13,850	13,177	75,124	72,814
Social Program Fees	1,979	1,956	1,574	1,844	1,437	2,002	743	757	5,733	6,559
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
<b>Total Operating Revenue</b>	<b>338,675</b>	<b>322,618</b>	<b>162,001</b>	<b>159,556</b>	<b>64,067</b>	<b>60,056</b>	<b>151,362</b>	<b>141,555</b>	<b>716,105</b>	<b>683,785</b>
<b>Total Operating Expenses</b>	<b>258,628</b>	<b>231,274</b>	<b>148,236</b>	<b>138,404</b>	<b>78,425</b>	<b>69,216</b>	<b>150,241</b>	<b>136,144</b>	<b>635,530</b>	<b>575,038</b>
<b>Earnings (Loss) from Operations</b>	<b>80,047</b>	<b>91,344</b>	<b>13,765</b>	<b>21,152</b>	<b>(14,358)</b>	<b>(9,160)</b>	<b>1,121</b>	<b>5,411</b>	<b>80,575</b>	<b>108,747</b>
Depreciation and Amortization	(51,320)	(47,905)	(26,911)	(23,450)	(13,928)	(10,896)	(24,301)	(21,773)	(116,460)	(104,024)
Net Financing Expense	(10,179)	(8,152)	(3,156)	(2,529)	(1,917)	(1,458)	(5,574)	(4,443)	(20,826)	(16,582)
<b>Cost of Capital</b>	<b>(61,499)</b>	<b>(56,057)</b>	<b>(30,067)</b>	<b>(25,979)</b>	<b>(15,845)</b>	<b>(12,354)</b>	<b>(29,875)</b>	<b>(26,216)</b>	<b>(137,286)</b>	<b>(120,606)</b>
<b>(Loss) Gain on Disposal and Impairment of Capital Assets</b>	<b>(4,929)</b>	<b>(5,926)</b>	<b>(2,357)</b>	<b>(2,931)</b>	<b>(932)</b>	<b>(1,103)</b>	<b>(2,203)</b>	<b>(2,599)</b>	<b>(10,421)</b>	<b>(12,559)</b>
<b>Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding &amp; Federal Contract</b>	<b>13,619</b>	<b>29,361</b>	<b>(18,659)</b>	<b>(7,758)</b>	<b>(31,135)</b>	<b>(22,617)</b>	<b>(30,957)</b>	<b>(23,404)</b>	<b>(67,132)</b>	<b>(24,418)</b>
Ferry Transportation Fees	7,171	6,895	4,690	4,546	2,073	1,996	3,659	3,495	17,593	16,932
Fare Affordability Funding	26,723	-	13,379	-	4,855	-	12,242	-	57,199	-
Safe Restart Funding	-	-	-	-	-	-	-	-	-	-
Federal-Provincial Subsidy Agreement	-	-	-	-	-	-	-	-	-	-
<b>Net Regulatory Earnings (Loss)</b>	<b>47,513</b>	<b>36,256</b>	<b>(590)</b>	<b>(3,212)</b>	<b>(24,207)</b>	<b>(20,621)</b>	<b>(15,056)</b>	<b>(19,909)</b>	<b>7,660</b>	<b>(7,486)</b>
<b>Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS</b>										
Fuel Costs (over) under Set Price	2,831	(4,821)	71	(3,324)	33	(1,497)	88	(4,255)	3,023	(13,897)
Fuel Surcharges Collected	2,192	11,105	1,151	5,421	377	1,938	944	4,967	4,664	23,431
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-	-	-
Deferred Fare Increase Relief	-	3,577	-	1,919	-	626	-	1,427	-	7,549
Deferred Carbon Reduction Investment Account	-	10,180	-	1,127	-	427	-	664	-	12,398
<b>Net IFRS Earnings (Loss)</b>	<b>52,536</b>	<b>56,297</b>	<b>632</b>	<b>1,931</b>	<b>(23,797)</b>	<b>(19,127)</b>	<b>(14,024)</b>	<b>(17,106)</b>	<b>15,347</b>	<b>21,995</b>

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Included in the Fuel Surcharge in the above statement are fuel surcharges applied against tariffs paid by the Province of British Columbia on behalf of customers travelling under Social Programs.

During the year ended March 31, 2025, the Province paid less than \$0.1 million (March 31, 2024: \$1.7 million) for fuel price recovery on the Northern Routes.

The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG and electrification usage. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG and vessel shore power was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% until fiscal 2024. No Safe Restart Funding was provided to the drop trailer business. The Safe Restart Funding

In fiscal 2025, an adjustment of balances for prior years was made on the treatment of an option to purchase under the Atrium lease, particularly its inclusion in the value of the right of use property, plant and equipment and the right of use lease liabilities, when it should have been included in the value of the loan receivable. The value a loan receivable was adjusted to fair value through profit or loss. The adjustment included an increase in fiscal 2024 interest income by \$0.9 million which is reflected in the statement for fiscal 2024. The impact of this change is immaterial.



**British Columbia Ferry Services Inc.**  
**Route Statement**  
**Northern Routes**  
**For the Twelve Months Ended March 31, 2025**  
**(in \$ 000's)**

	10-Bear Cove - Bella Bella - Prince Rupert		11-Prince Rupert - Skidegate		28-Port Hardy - Bella Coola		Northern Routes	
	2025	2024	2025	2024	2025	2024	2025	2024
Tariff Revenue	11,361	11,241	6,921	6,487	1,482	1,432	19,764	19,160
Ancillary Revenue	2,981	2,972	2,711	2,321	136	92	5,828	5,385
Social Program Fees	361	369	846	810	8	5	1,235	1,184
Contracted Routes Fee	-	-	-	-	-	-	-	-
<b>Total Operating Revenue</b>	<b>14,723</b>	<b>14,582</b>	<b>10,478</b>	<b>9,618</b>	<b>1,626</b>	<b>1,529</b>	<b>26,827</b>	<b>25,729</b>
<b>Total Operating Expenses</b>	<b>38,386</b>	<b>31,334</b>	<b>30,298</b>	<b>24,934</b>	<b>12,617</b>	<b>10,963</b>	<b>81,301</b>	<b>67,231</b>
<b>Earnings (Loss) from Operations</b>	<b>(23,663)</b>	<b>(16,752)</b>	<b>(19,820)</b>	<b>(15,316)</b>	<b>(10,991)</b>	<b>(9,434)</b>	<b>(54,474)</b>	<b>(41,502)</b>
Depreciation and Amortization	(6,760)	(6,571)	(5,156)	(4,997)	(4,614)	(5,164)	(16,530)	(16,732)
Net Financing Expense	(2,530)	(2,060)	(1,617)	(1,302)	(1,422)	(1,114)	(5,569)	(4,476)
<b>Cost of Capital</b>	<b>(9,290)</b>	<b>(8,631)</b>	<b>(6,773)</b>	<b>(6,299)</b>	<b>(6,036)</b>	<b>(6,278)</b>	<b>(22,099)</b>	<b>(21,208)</b>
<b>(Loss) Gain on Disposal and Impairment of Capital Assets</b>	(214)	(305)	(152)	(177)	(24)	(32)	(390)	(514)
<b>Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding &amp; Federal Contract</b>	<b>(33,167)</b>	<b>(25,688)</b>	<b>(26,745)</b>	<b>(21,792)</b>	<b>(17,051)</b>	<b>(15,744)</b>	<b>(76,963)</b>	<b>(63,224)</b>
Ferry Transportation Fees	18,743	28,919	18,084	18,622	8,577	4,065	45,404	51,606
Fare Affordability Funding	1,025	0	643	0	96	0	1,764	0
Safe Restart Funding	0	0	0	0	0	0	0	0
Federal-Provincial Subsidy Agreement	4,041	5,923	3,934	3,879	1,868	847	9,843	10,649
<b>Net Regulatory Earnings (Loss)</b>	<b>(9,358)</b>	<b>9,154</b>	<b>(4,084)</b>	<b>709</b>	<b>(6,510)</b>	<b>(10,832)</b>	<b>(19,952)</b>	<b>(969)</b>
<b>Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS</b>								
Fuel Costs (over) under Set Price	(238)	(1,238)	(171)	(872)	(36)	(149)	(445)	(2,259)
Fuel Surcharges Collected	160	488	96	320	23	57	279	865
Fuel Price Risk Recoveries Receivable from the Province	14	909	10	640	3	107	27	1,656
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-
Deferred Fare Increase Relief	-	145	-	80	-	25	-	250
Deferred Carbon Reduction Investment Account	-	114	-	298	-	-	-	412
<b>Net IFRS Earnings (Loss)</b>	<b>(9,422)</b>	<b>9,572</b>	<b>(4,149)</b>	<b>1,175</b>	<b>(6,520)</b>	<b>(10,792)</b>	<b>(20,091)</b>	<b>(45)</b>

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**British Columbia Ferry Services Inc.**  
**Route Statement**  
**Minor Routes**  
**For the Twelve Months Ended March 31, 2025**  
**(in \$ 000's)**

	04-Swartz Bay - Fulford Harbour		05-Swartz Bay - Gulf Islands		06-Vesuvius Bay - Crofton		07-Salter Bay - Earls Cove		08-Horseshoe Bay - Snug Cove	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
Tariff Revenue	7,546	7,118	6,961	6,651	6,285	5,899	8,136	7,716	11,873	11,371
Ancillary Revenue	286	268	1,283	1,093	18	13	444	421	568	559
Social Program Fees	469	437	558	542	377	344	295	271	859	840
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
<b>Total Operating Revenue</b>	<b>8,301</b>	<b>7,823</b>	<b>8,802</b>	<b>8,286</b>	<b>6,680</b>	<b>6,256</b>	<b>8,875</b>	<b>8,408</b>	<b>13,300</b>	<b>12,770</b>
<b>Total Operating Expenses</b>	<b>16,957</b>	<b>14,360</b>	<b>38,214</b>	<b>32,129</b>	<b>9,653</b>	<b>8,428</b>	<b>20,530</b>	<b>18,419</b>	<b>22,825</b>	<b>20,043</b>
<b>Earnings (Loss) from Operations</b>	<b>(8,656)</b>	<b>(6,537)</b>	<b>(29,412)</b>	<b>(23,843)</b>	<b>(2,973)</b>	<b>(2,172)</b>	<b>(11,655)</b>	<b>(10,011)</b>	<b>(9,525)</b>	<b>(7,273)</b>
Depreciation and Amortization	(4,022)	(3,505)	(9,710)	(8,134)	(3,029)	(2,581)	(3,243)	(3,619)	(5,125)	(3,925)
Net Financing Expense	(776)	(629)	(3,177)	(2,098)	(274)	(220)	(899)	(779)	(908)	(611)
<b>Cost of Capital</b>	<b>(4,798)</b>	<b>(4,134)</b>	<b>(12,887)</b>	<b>(10,232)</b>	<b>(3,303)</b>	<b>(2,801)</b>	<b>(4,142)</b>	<b>(4,398)</b>	<b>(6,033)</b>	<b>(4,536)</b>
<b>(Loss) Gain on Disposal and Impairment of Capital Assets</b>	<b>(121)</b>	<b>(153)</b>	<b>(142)</b>	<b>(152)</b>	<b>(97)</b>	<b>(115)</b>	<b>(129)</b>	<b>(154)</b>	<b>(194)</b>	<b>(234)</b>
<b>Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding &amp; Federal Contract</b>	<b>(13,575)</b>	<b>(10,824)</b>	<b>(42,441)</b>	<b>(34,227)</b>	<b>(6,373)</b>	<b>(5,088)</b>	<b>(15,926)</b>	<b>(14,563)</b>	<b>(15,752)</b>	<b>(12,043)</b>
Ferry Transportation Fees	7,674	7,197	21,045	19,381	3,533	2,779	9,792	12,960	9,324	8,398
Fare Affordability Funding	723	0	661	0	598	0	740	0	1,161	0
Safe Restart Funding	0	0	0	0	0	0	0	0	0	0
Federal-Provincial Subsidy Agreement	1,577	1,418	4,470	3,946	683	493	2,079	2,595	1,893	1,607
<b>Net Regulatory Earnings (Loss)</b>	<b>(3,601)</b>	<b>(2,209)</b>	<b>(16,265)</b>	<b>(10,900)</b>	<b>(1,559)</b>	<b>(1,816)</b>	<b>(3,315)</b>	<b>992</b>	<b>(3,374)</b>	<b>(2,038)</b>
<b>Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS</b>										
Fuel Costs (over) under Set Price	8	(340)	429	(898)	3	(116)	14	(526)	12	(511)
Fuel Surcharges Collected	56	322	57	302	48	263	55	330	86	481
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-	-	-
Deferred Fare Increase Relief	-	95	-	79	-	70	-	92	-	140
Deferred Carbon Reduction Investment Account	-	271	-	493	-	-	-	-	-	52
<b>Net IFRS Earnings (Loss)</b>	<b>(3,537)</b>	<b>(1,861)</b>	<b>(15,779)</b>	<b>(10,924)</b>	<b>(1,508)</b>	<b>(1,599)</b>	<b>(3,246)</b>	<b>888</b>	<b>(3,276)</b>	<b>(1,876)</b>

Effective April 1, 2024, the CFSC was amended for PT6, formalizing ferry transportation fees for the four-year term which commenced April 1, 2024 and ended March 31, 2028. The maximum annual ferry transportation fee is \$194 million which includes \$30 million to reflect a notional amount for the Senior Discounts. For the purposes of annual route statements, Seniors Discounts are applied to all Designated Routes based on actual usage of the discounts on each route. The unused portion of the notional amount is allocated to Designated Routes based on the same proportion of the annual ferry transportation fee received by each route.

The British Columbia Ferries Commissioner has authorized the use of deferred fuel cost accounts whereby differences between actual fuel costs and approved fuel costs used to develop regulated price caps are deferred for settlement in future tariffs. Moreover, as authorized by the Commissioner, the Company collects fuel surcharges or provides fuel rebates which are applied against deferred fuel cost account balances.

Included in the Fuel Surcharge in the above statement are fuel surcharges applied against tariffs paid by the Province of British Columbia on behalf of customers travelling under Social Programs.

During the year ended March 31, 2025, the Province paid less than \$0.1 million (March 31, 2024: \$1.7 million) for fuel price recovery on the Northern Routes.

The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG and electrification usage. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG and vessel shore power was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% until fiscal 2024. No Safe Restart Funding was provided to the drop trailer business. The Safe Restart Funding was fully recognized at March 31, 2024.

In fiscal 2025, an adjustment of balances for prior years was made on the treatment of an option to purchase under the Atrium lease, particularly its inclusion in the value of the right of use property, plant and equipment and the right of use lease liabilities, when it should have been included in the value of the loan receivable. The value a loan receivable was adjusted to fair value through profit or loss. The adjustment included an increase in fiscal 2024 interest income by \$0.9 million which is reflected in the statement for fiscal 2024. The impact of this change is immaterial.



**British Columbia Ferry Services Inc.**  
**Route Statement**  
**Minor Routes**  
**For the Twelve Months Ended March 31, 2025**  
**(in \$ 000's)**

	09-Tsawwassen - Gulf Islands		12-Mill Bay - Brentwood		13-Langdale - Gambier Island - Keats Island		17-Comox - Powell River		18-Texada Island - Powell River	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
Tariff Revenue	18,220	17,426	2,313	2,118	193	197	14,650	13,471	1,652	1,567
Ancillary Revenue	2,613	2,358	5	6	22	22	1,657	1,446	17	29
Social Program Fees	268	205	7	7	10	5	1,121	1,074	169	166
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
<b>Total Operating Revenue</b>	<b>21,101</b>	<b>19,989</b>	<b>2,325</b>	<b>2,131</b>	<b>225</b>	<b>224</b>	<b>17,428</b>	<b>15,991</b>	<b>1,838</b>	<b>1,762</b>
<b>Total Operating Expenses</b>	<b>29,890</b>	<b>28,620</b>	<b>5,089</b>	<b>3,502</b>	<b>878</b>	<b>786</b>	<b>23,472</b>	<b>21,833</b>	<b>9,641</b>	<b>7,659</b>
<b>Earnings (Loss) from Operations</b>	<b>(8,789)</b>	<b>(8,631)</b>	<b>(2,764)</b>	<b>(1,371)</b>	<b>(653)</b>	<b>(562)</b>	<b>(6,044)</b>	<b>(5,842)</b>	<b>(7,803)</b>	<b>(5,897)</b>
Depreciation and Amortization	(8,301)	(9,019)	(992)	(646)	(11)	(10)	(5,673)	(6,748)	(3,051)	(2,585)
Net Financing Expense	(2,661)	(2,509)	(121)	(50)	0	0	(1,935)	(2,003)	(973)	(757)
<b>Cost of Capital</b>	<b>(10,962)</b>	<b>(11,528)</b>	<b>(1,113)</b>	<b>(696)</b>	<b>(11)</b>	<b>(10)</b>	<b>(7,608)</b>	<b>(8,751)</b>	<b>(4,024)</b>	<b>(3,342)</b>
<b>(Loss) Gain on Disposal and Impairment of Capital Assets</b>	<b>(316)</b>	<b>(364)</b>	<b>(34)</b>	<b>(39)</b>	<b>(3)</b>	<b>(4)</b>	<b>(254)</b>	<b>(292)</b>	<b>(27)</b>	<b>(32)</b>
<b>Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding &amp; Federal Contract</b>	<b>(20,067)</b>	<b>(20,523)</b>	<b>(3,911)</b>	<b>(2,106)</b>	<b>(667)</b>	<b>(576)</b>	<b>(13,906)</b>	<b>(14,885)</b>	<b>(11,854)</b>	<b>(9,271)</b>
Ferry Transportation Fees	10,756	13,267	1,939	1,989	415	535	8,048	11,222	7,409	6,334
Fare Affordability Funding	1,622	0	190	0	23	0	1,349	0	177	0
Safe Restart Funding	0	0	0	0	0	0	0	0	0	0
Federal-Provincial Subsidy Agreement	2,147	2,585	354	355	74	97	1,603	2,196	1,580	1,279
<b>Net Regulatory Earnings (Loss)</b>	<b>(5,542)</b>	<b>(4,671)</b>	<b>(1,428)</b>	<b>238</b>	<b>(155)</b>	<b>56</b>	<b>(2,906)</b>	<b>(1,467)</b>	<b>(2,688)</b>	<b>(1,658)</b>
<b>Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS</b>										
Fuel Costs (over) under Set Price	474	(412)	1	(42)	(29)	(48)	338	(330)	4	(147)
Fuel Surcharges Collected	168	691	20	104	1	8	117	621	13	76
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-	-	-
Deferred Fare Increase Relief	-	220	-	29	-	2	-	158	-	18
Deferred Carbon Reduction Investment Account	-	1,809	-	-	-	-	-	962	53	-
<b>Net IFRS Earnings (Loss)</b>	<b>(4,900)</b>	<b>(2,363)</b>	<b>(1,407)</b>	<b>329</b>	<b>(183)</b>	<b>18</b>	<b>(2,451)</b>	<b>(56)</b>	<b>(2,618)</b>	<b>(1,711)</b>



**British Columbia Ferry Services Inc.**  
**Route Statement**  
**Minor Routes**  
**For the Twelve Months Ended March 31, 2025**  
**(in \$ 000's)**

	19-Gabriola Island - Nanaimo Harbour		20-Thetis Island - Penelakut Island - Chemainus		21-Denman Island - Buckley Bay		22-Hornby Island - Denman Island		23-Quadra Island - Campbell River	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
Tariff Revenue	7,062	6,710	1,523	1,405	4,207	4,060	2,116	2,029	6,823	6,526
Ancillary Revenue	44	39	6	3	22	24	9	3	27	26
Social Program Fees	471	455	249	219	306	286	21	24	534	512
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
<b>Total Operating Revenue</b>	<b>7,577</b>	<b>7,204</b>	<b>1,778</b>	<b>1,627</b>	<b>4,535</b>	<b>4,370</b>	<b>2,146</b>	<b>2,056</b>	<b>7,384</b>	<b>7,064</b>
<b>Total Operating Expenses</b>	<b>17,751</b>	<b>15,302</b>	<b>6,941</b>	<b>7,008</b>	<b>10,535</b>	<b>9,981</b>	<b>5,862</b>	<b>5,828</b>	<b>19,593</b>	<b>17,371</b>
<b>Earnings (Loss) from Operations</b>	<b>(10,174)</b>	<b>(8,098)</b>	<b>(5,163)</b>	<b>(5,381)</b>	<b>(6,000)</b>	<b>(5,611)</b>	<b>(3,716)</b>	<b>(3,772)</b>	<b>(12,209)</b>	<b>(10,307)</b>
Depreciation and Amortization	(5,608)	(5,423)	(1,725)	(1,537)	(2,570)	(2,503)	(1,948)	(2,062)	(5,757)	(5,716)
Net Financing Expense	(2,466)	(2,068)	(325)	(225)	(844)	(717)	(446)	(397)	(2,716)	(2,268)
<b>Cost of Capital</b>	<b>(8,074)</b>	<b>(7,491)</b>	<b>(2,050)</b>	<b>(1,762)</b>	<b>(3,414)</b>	<b>(3,220)</b>	<b>(2,394)</b>	<b>(2,459)</b>	<b>(8,473)</b>	<b>(7,984)</b>
<b>(Loss) Gain on Disposal and Impairment of Capital Assets</b>	<b>(110)</b>	<b>(132)</b>	<b>(26)</b>	<b>(30)</b>	<b>(66)</b>	<b>(80)</b>	<b>(31)</b>	<b>(38)</b>	<b>(99)</b>	<b>(112)</b>
<b>Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding &amp; Federal Contract</b>	<b>(18,358)</b>	<b>(15,721)</b>	<b>(7,239)</b>	<b>(7,173)</b>	<b>(9,480)</b>	<b>(8,911)</b>	<b>(6,141)</b>	<b>(6,269)</b>	<b>(20,781)</b>	<b>(18,403)</b>
Ferry Transportation Fees	10,881	5,125	3,956	4,892	4,802	5,778	3,419	3,582	8,740	6,212
Fare Affordability Funding	714	0	165	0	433	0	170	0	683	0
Safe Restart Funding	0	0	0	0	0	0	0	0	0	0
Federal-Provincial Subsidy Agreement	2,200	899	833	998	949	1,095	718	723	1,772	1,169
<b>Net Regulatory Earnings (Loss)</b>	<b>(4,563)</b>	<b>(9,697)</b>	<b>(2,285)</b>	<b>(1,283)</b>	<b>(3,296)</b>	<b>(2,038)</b>	<b>(1,834)</b>	<b>(1,964)</b>	<b>(9,586)</b>	<b>(11,022)</b>
<b>Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS</b>										
Fuel Costs (over) under Set Price	8	(292)	2	(78)	1	(36)	1	(50)	7	(277)
Fuel Surcharges Collected	51	283	13	66	29	178	13	84	52	291
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-	-	-
Deferred Fare Increase Relief	-	75	-	19	-	49	-	24	-	78
Deferred Carbon Reduction Investment Account	-	-	-	-	-	-	-	-	104	-
<b>Net IFRS Earnings (Loss)</b>	<b>(4,504)</b>	<b>(9,631)</b>	<b>(2,270)</b>	<b>(1,276)</b>	<b>(3,266)</b>	<b>(1,847)</b>	<b>(1,820)</b>	<b>(1,906)</b>	<b>(9,423)</b>	<b>(10,930)</b>



**British Columbia Ferry Services Inc.**  
**Route Statement**  
**Minor Routes**  
**For the Twelve Months Ended March 31, 2025**  
**(in \$ 000's)**

	24-Cortes Island - Quadra Island		25-Alert Bay - Sointula - Port McNeill		26-Skidegate - Alliford Bay		Minor Routes	
	2025	2024	2025	2024	2025	2024	2025	2024
Tariff Revenue	1,285	1,182	2,286	2,236	930	896	104,061	98,578
Ancillary Revenue	5	6	17	38	36	27	7,079	6,381
Social Program Fees	168	183	151	152	42	46	6,075	5,768
Contracted Routes Fee	0	0	0	0	0	0	0	0
<b>Total Operating Revenue</b>	<b>1,458</b>	<b>1,371</b>	<b>2,454</b>	<b>2,426</b>	<b>1,008</b>	<b>969</b>	<b>117,215</b>	<b>110,727</b>
<b>Total Operating Expenses</b>	<b>6,349</b>	<b>6,997</b>	<b>10,904</b>	<b>8,886</b>	<b>7,768</b>	<b>7,027</b>	<b>262,852</b>	<b>234,179</b>
<b>Earnings (Loss) from Operations</b>	<b>(4,891)</b>	<b>(5,626)</b>	<b>(8,450)</b>	<b>(6,460)</b>	<b>(6,760)</b>	<b>(6,058)</b>	<b>(145,637)</b>	<b>(123,452)</b>
Depreciation and Amortization	(3,112)	(3,487)	(3,759)	(3,028)	(1,842)	(1,787)	(69,478)	(66,315)
Net Financing Expense	(337)	(367)	(1,309)	(1,080)	(253)	(243)	(20,420)	(17,021)
<b>Cost of Capital</b>	<b>(3,449)</b>	<b>(3,854)</b>	<b>(5,068)</b>	<b>(4,108)</b>	<b>(2,095)</b>	<b>(2,030)</b>	<b>(89,898)</b>	<b>(83,336)</b>
<b>(Loss) Gain on Disposal and Impairment of Capital Assets</b>	(21)	(25)	(36)	(45)	(14)	(18)	(1,720)	(2,019)
<b>Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding &amp; Federal Contract</b>	<b>(8,361)</b>	<b>(9,505)</b>	<b>(13,554)</b>	<b>(10,613)</b>	<b>(8,869)</b>	<b>(8,106)</b>	<b>(237,255)</b>	<b>(208,807)</b>
Ferry Transportation Fees	6,355	4,791	8,872	7,004	4,057	5,395	131,017	126,841
Fare Affordability Funding	137	0	233	0	91	0	9,870	0
Safe Restart Funding	0	0	0	0	0	0	0	0
Federal-Provincial Subsidy Agreement	1,373	987	1,899	1,431	877	1,116	27,081	24,989
<b>Net Regulatory Earnings (Loss)</b>	<b>(496)</b>	<b>(3,727)</b>	<b>(2,550)</b>	<b>(2,178)</b>	<b>(3,844)</b>	<b>(1,595)</b>	<b>(69,287)</b>	<b>(56,977)</b>
<b>Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS</b>								
Fuel Costs (over) under Set Price	3	(112)	4	(237)	2	(69)	1,282	(4,521)
Fuel Surcharges Collected	11	60	17	95	7	37	814	4,292
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-
Deferred Fare Increase Relief	-	15	-	26	-	12	-	1,201
Deferred Carbon Reduction Investment Account	-	-	50	-	-	-	207	3,587
<b>Net IFRS Earnings (Loss)</b>	<b>(482)</b>	<b>(3,764)</b>	<b>(2,479)</b>	<b>(2,294)</b>	<b>(3,835)</b>	<b>(1,615)</b>	<b>(66,984)</b>	<b>(52,418)</b>



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## **D. NOTES & GLOSSARY**

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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. For comparative purposes, the FY2024 numbers presented in this report are based on these new parameters, and may differ from the FY2024 numbers reported during the previous fiscal year. However, in this report, the respective FY2024 AEQs, passengers and round trips combined with the alternative service numbers (Section 2G) will reconcile to the equivalent numbers reported in the previous fiscal year. Similarly, capacity utilization and overload numbers presented in the FY2024 reports include alternative services but this report's numbers do not (Sections 1A, 4A and 4C.) Unless otherwise noted, any variances are immaterial.
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	Tariffs charged to customers on all routes were below price cap at September 30, 2024 and 2023.
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.
Section 2F	28 Port Hardy - Central Coast	A reduction of seven round trips is attributed to Northern Sea Wolf's annual refits, which occurred in two periods within the fiscal year. The Northern Sea Wolf's 2024 refit resulted in a reduction of four round trips over 32 days from April 1, 2024, to May 3, 2024 reportable within Q1. The Northern Sea Wolf's 2025 refit, starting on March 14, 2025, and extending beyond the March 31 fiscal year-end, resulted in a reduction of three round trips over 18 days reportable within Q4. Paragraph 2(c) of Schedule A of the CFSC indicates the core service level for the route includes an annual allowance for a temporary service disruption of up to 65 consecutive days for the purposes of carrying out surveys and refits. Alternative service was provided during this outage by water taxi and tug & barge, and has been included in Section 2G.
Section 3A and 3C	All Routes	All routes: the year-to-date sailing cancellation totals will show slight variances when reconciled to the sum of the quarters due to minor revisions to the number of cancellations on some routes. These differences are not material.
Section 4A and 4B	All Routes	All routes: On-time performance is based on sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Section 4C	All Routes	All routes: the overload reporting methodology for PT6 has been changed for increased accuracy. Previously, the overloads reported were based on manually reported (i.e., flagged) figures. The new methodology is drawn from the data itself. This will result in some variances with numbers reported in previous fiscal years.
Section 4C	13 Langdale - Gambier Island - Keats Landing	Route 13 is not included in this overloads report as this is a passenger-only route and no vehicles are carried.
Section 5B	All Routes	All routes: Ferry Transportation Fees paid do not include the notional amount for the Senior Discounts, as described in section 1(b) of Schedule B of the CFSC.

## Section 6B - Glossary

Term	Definition
%	Abbreviation for "percentage" as in, for example, "% of Sailings cancelled"
Actual Round Trips	Round Trips that were provided by BC Ferries
Actual Sailings	Sailings that were provided by BC Ferries
AEQ	Automobile equivalent; an AEQ is a standard vehicle measure representing the amount of vessel capacity occupied by a particular vehicle type, expressed as the number of under height vehicles it displaces (e.g. a bus which displaces three under height vehicles – or cars – would have an AEQ of three)
Allowable Cancellations	Cancellations of Required Round Trips for reasons specified in section 2(a) of Schedule "A" of the CFSC
Alternative Service	Service provided by water taxi, tug & barge, etc.
Cancelled Round Trips	Round Trips that BC Ferries cancelled
Cancelled Sailings	Sailings that BC Ferries cancelled
Capacity Utilization	AEQs carried as a percentage of vessel capacity provided
CFSC	Coastal Ferry Services Contract, as amended for Performance Term Six (April 1, 2024 to March 31, 2028)
CFSC Minimum(s)	The 'core' or minimum service levels (daily or by FY) in the CFSC, expressed as Required Round Trips
Controllable Delays	Delays of Round Trips for reasons under the control of BC Ferries (e.g., loading procedure, fuelling, etc.)
Core Service Levels	See "CFSC Minimum(s)"
Delayed Sailing	A departure (or arrival for the Northern routes) more than 10 minutes after the scheduled time
FY	Fiscal Year. At BC Ferries the Fiscal Year is from April 1 to March 31
Mech	Abbreviation for "mechanical"
Min	Abbreviation for "minimum"
Minimum (Daily / Annual) Round Trips	The designated ferry route overviews in Appendix 1 of Schedule "A" of the CFSC specify each route's minimum number of daily and annual required round trips. On some of these routes, the sum of the daily minimums for a year will be less than the annual minimum. This provides BC Ferries flexibility to schedule more sailings on certain days of the week or during peak travel times. BC Ferries reports on performance against daily minimums in its quarterly reports, and on annual minimums in its year-end report
Mtce	Abbreviation for "maintenance"
Non-Allowable Cancellations	Cancellations of Required Round Trips for reasons other than those specified in section 2(a) of Schedule "A" of the CFSC
Non-Controllable Delays	Delays of Round Trips for reasons outside the control of BC Ferries (e.g., bad weather, medical emergency, marine rescue, etc.)
OTP	Acronym for "on-time performance"; a sailing that departed within 10 minutes of the scheduled departure for the Minor and Major routes, and arrived within 10 minutes of scheduled arrival for the Northern routes
Overload	One or more vehicles that were at the terminal, but unable to travel on the next sailing
PT6	Acronym for "Performance Term 6" (April 1, 2024 to March 31, 2028)
Quarter 1 (Q1)	April 1 - June 30
Quarter 2 (Q2)	July 1 - September 30
Quarter 3 (Q3)	October 1 - December 31
Quarter 4 (Q4)	January 1 - March 31
Required Round Trips	Round trips required to meet CFSC Minimum service levels in the CFSC
Round Trip	A round trip is a ferry's journey between terminals as stipulated in the designated route overviews in Appendix 1 of Schedule "A" of the CFSC, and constitutes a voyage from homeport back to homeport inclusive of any terminal stops
RT	Acronym for "Round Trip"
Sailing	A scheduled voyage on a designated ferry route between two terminals as published within seven days of departure
Scheduled Round Trips	The number of Round Trips that were originally scheduled (Actual Round Trips + Cancelled Round Trips = Scheduled Round Trips)
Scheduled Sailings	The number of Sailings that were originally scheduled (Actual Sailings + Cancelled Sailings = Scheduled Sailings)
YTD	Acronym for fiscal "year to date"

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## **PART 2**

# **CUSTOMER FEEDBACK**

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## PART 2: CUSTOMER FEEDBACK

### Overview

In accordance with the reporting requirements set out in Section 66(1)(a)(ii) of the Act, BC Ferries provides this section to address the quality of services delivered on the Designated Routes through comprehensive customer feedback and engagement activities. This fulfills the Company's obligation to submit any surveys, analyses, or other records required by the Commission respecting service quality.

Earning the trust of customers, communities and First Nations is a key priority for BC Ferries. As an essential public service, we are committed to fostering a customer- and community-focused culture across all levels of the Company. Our goal is to ensure that customers have access to a safe, reliable, and affordable travel experience now and for years to come.

BC Ferries is aware there are always opportunities for continuous improvement and welcomes input from and dialogue with customers, coastal and Indigenous communities, businesses, and others. The Company receives customer input through many channels, including its online feedback form at [www.bcferrries.com](http://www.bcferrries.com), letters, emails, phone calls and social media posts, as well as through its feedback portal, [www.ferryfeedback.ca](http://www.ferryfeedback.ca). We also hear feedback through work with Indigenous communities and through public engagement and community outreach. In fiscal 2025, BC Ferries launched [\*Let's Connect: Shaping Future Engagement\*](#), a dedicated initiative to develop a new engagement framework with community input that will guide future public and interest holder engagement.

During the fiscal year, BC Ferries provided quarterly reports and an annual report to the Commission detailing customer feedback results as well as community, interest holder and Indigenous engagement activities<sup>9</sup>.

### Customer Satisfaction Tracking Report

The Company also obtains essential feedback through its annual customer satisfaction survey, which is required under the Contract and has been conducted each year on select routes since 2003. The survey helps us to understand our customers' sentiments and is an important part of BC Ferries' ongoing market research program that supports various operational and customer service initiatives. BC Ferries commissions an independent professional consulting organization to conduct and document the survey, and to present the findings.

BC Ferries had one of its busiest fiscal years ever, carrying record levels of traffic. At the same time, the Customer Satisfaction Tracking Report for calendar year 2024 indicates that surveyed customers reported an improved overall satisfaction score of 4.10 (+0.07 compared to calendar year 2023), while an increased number of customers surveyed reported that they were satisfied with their overall experience (84%; +2% compared to 2023 calendar year)<sup>10</sup>.

<sup>9</sup> BC Ferries' Fiscal 2025 quarterly feedback and engagement reports to the Commission may be found on the Company's website at <https://www.bcferrries.com/in-the-community/resources>. The Company's Fiscal 2025 *Annual Report to the British Columbia Ferries Commission on Public Engagement Activities* can be found on the Commission's website at [www.bcferrycommission.ca](http://www.bcferrycommission.ca), with the Commission's accompanying response.

<sup>10</sup> Score was out of 5, where 5 is very satisfied. Three 'waves' of Customer Tracking Surveys are also conducted throughout the calendar year. The reports for June, August and November 2024 may be found on the Company's website at <https://www.bcferrries.com/in-the-community/resources>.

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## **A. CUSTOMER SATISFACTION TRACKING REPORT**

**2024**

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# Customer Satisfaction Tracking

All Waves - 2024



MALATEST



BCFerries







This report was prepared by R.A. Malatest & Associates Ltd. for  
BC Ferries' *Customer Satisfaction Tracking Research*.

## BACKGROUND AND INTRODUCTION

Since 2003, BC Ferries has been conducting Customer Satisfaction Tracking (CST) research on select routes, in accordance with the Coastal Ferry Services Contract between BC Ferries and the Province of British Columbia. In 2019, BC Ferries in conjunction with R.A. Malatest & Associates Ltd. (Malatest), an independent research firm, developed and implemented a new, more comprehensive CST data collection methodology.

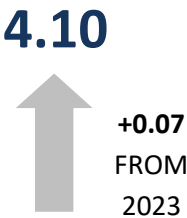
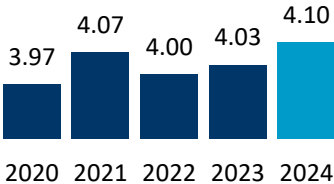
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year. This report presents findings from 2024.

Passengers who were surveyed reported an overall satisfaction score of 4.10 (+0.07 compared to 2023), and 84% of passengers surveyed reported that they were satisfied with their overall experience (+2% compared to 2023).

Customer Satisfaction Survey Highlights

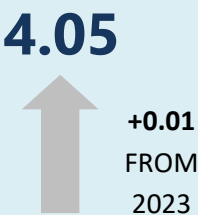
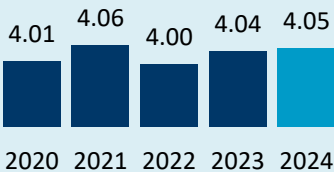
Overall Satisfaction

Overall satisfaction scores increased this year compared to 2023. The 2024 score is the highest score achieved in the past 5 years.



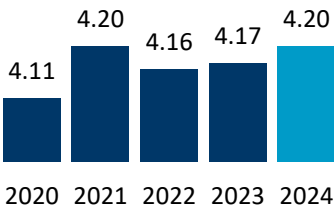
Terminal Satisfaction

Terminal satisfaction scores increased this year compared to 2023.



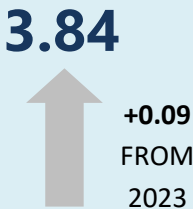
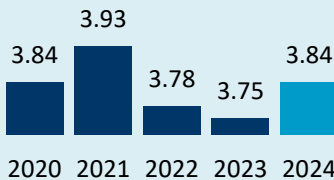
Onboard Satisfaction

Onboard satisfaction scores increased this year compared to 2023.



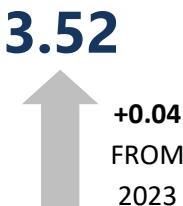
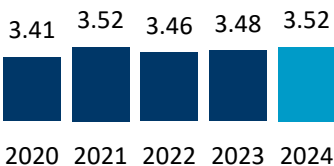
Ferry Running On Time

Passenger assessments of whether the ferry was running on time were higher this year compared to last.



Value for Money of Fares

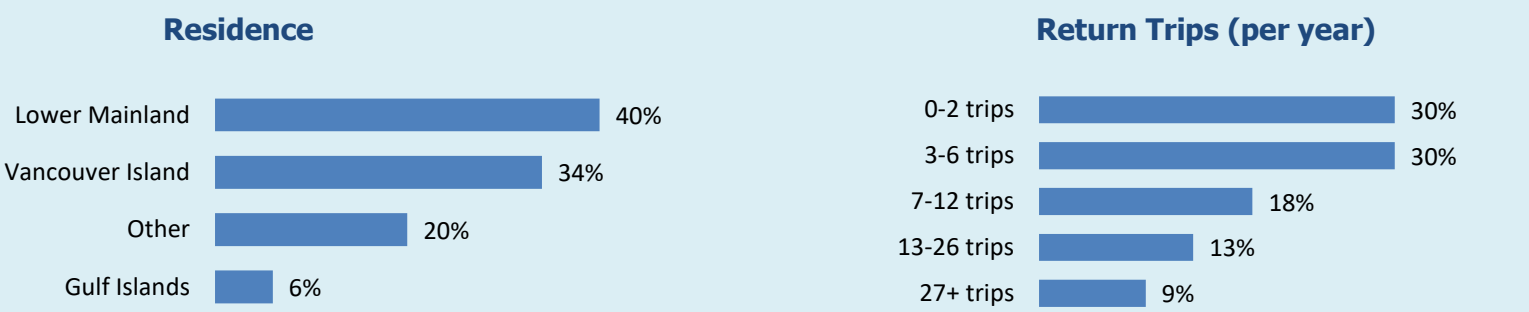
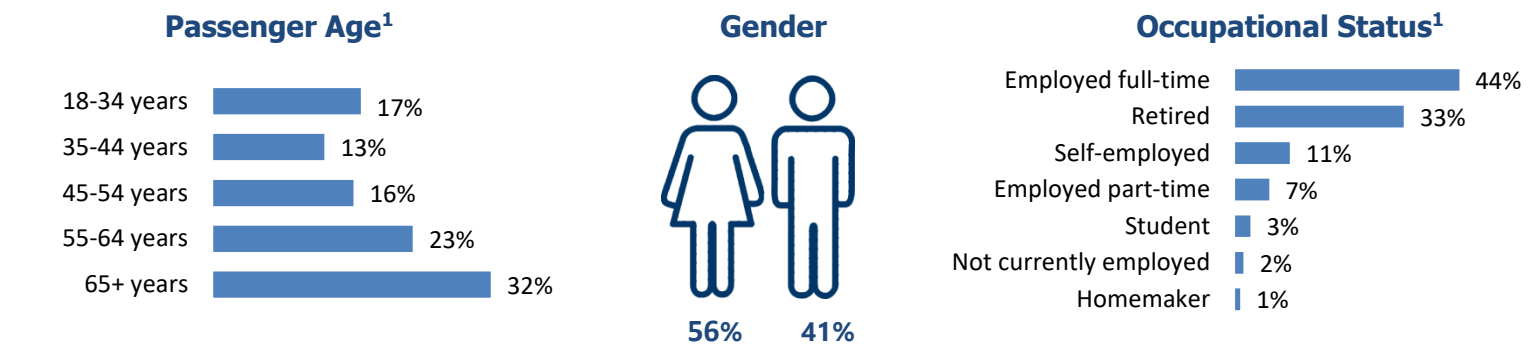
Value for Money of Fares scores increased this year compared to 2023.



EXECUTIVE SUMMARY

Passenger Characteristics\*

All Waves 2024



PASSENGER AND TRIP OVERVIEW

This page showcases the demographics of the 26,176 passengers who completed a CST survey in June, August or November, on Routes 1, 2, 3, 30, 4, 5/9 or 19.

\*Data is based on survey responses and may not be representative of all BC Ferries’ passengers.

<sup>1</sup> Does not total to 100% due to rounding.

## Customer Satisfaction Survey Highlights

## KEY DRIVERS OF CUSTOMER SATISFACTION

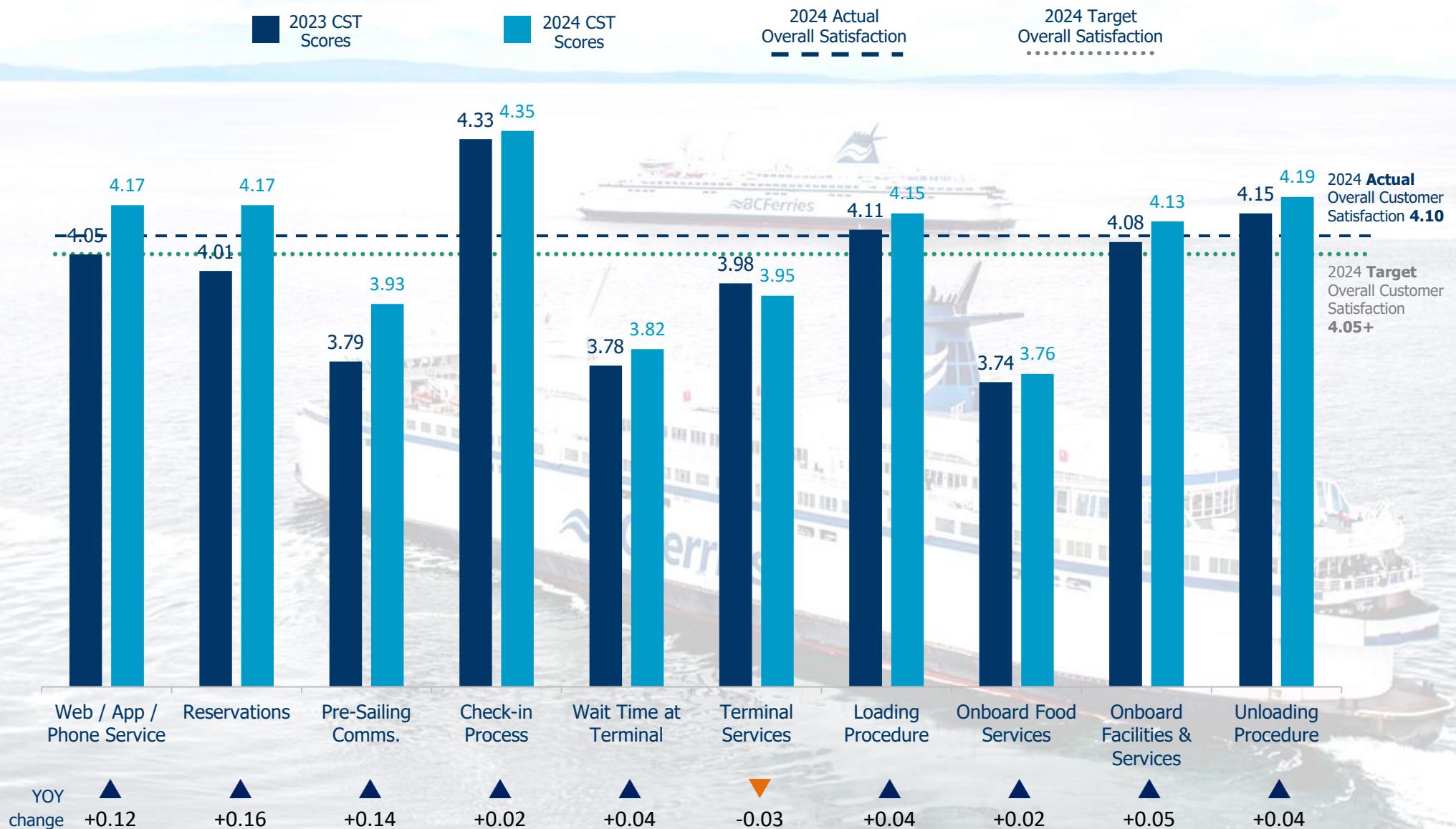
- The key driver analysis focuses on identifying service areas that have a high correlation with customer satisfaction (correlation score  $>.40$ ). Service areas that have high correlation scores and CST scores greater than 4.0 (out of a possible 5) are **success areas**. Service areas that have high correlation scores and CST scores lower than 4.0 (out of a possible 5) are **areas of opportunity** (improvements in these areas could have a tangible impact on customer satisfaction).
- This page summarizes the findings for three separate analyses: key drivers of overall satisfaction (p.11), key drivers of terminal services (p.14) and key drivers of onboard services (p.17).

OVERALL CUSTOMER SATISFACTION	Success Areas <i>Correlation Score (High), CST Score (High)</i>	Areas of Opportunity <i>Correlation Score (High), CST Score (Low)</i>
	Atmosphere on the ferry overall	Ability to get onto desired sailing
	Ease of access, overall	Ability to connect with other sailings
	Procedures for loading	Ferry running on time
	Procedures for unloading	Wait time at the terminal
	Ease of finding facilities/ services	Effective communication of service updates and current conditions

TERMINAL SERVICES SATISFACTION	Success Areas <i>Correlation Score (High), CST Score (High)</i>	Areas of Opportunity <i>Correlation Score (High), CST Score (Low)</i>
	Procedure for loading	Pre-boarding lounge at terminal
	Efficiency of the check in process	Wait time at terminal
	Staff customer service	Usefulness of digital information screens
	Announcements when you need to be informed	Quality and variety of food/beverages/merchandise offered at the terminal
	Clarity of staff directions	Parking options at the terminal

ONBOARD SERVICES SATISFACTION	Success Areas <i>Correlation Score (High), CST Score (High)</i>	Areas of Opportunity <i>Correlation Score (High), CST Score (Low)</i>
	Atmosphere on the ferry overall	SeaWest Lounge
	Ease of access, overall	Usefulness of digital information screens onboard
	Procedures for unloading	Washrooms
	Ease of finding facilities/services	Quality and variety of food/beverages offered
	Professionalism of onboard staff	Value for money for food services

# Passenger Satisfaction Throughout the BC Ferries Journey



The blue dashed line represents the "Overall Satisfaction Score" for 2024 passengers. Looking at the whole journey, passenger "high points" include the check-in process (4.35), and the unloading procedure (4.19). Passenger "low points" include onboard food services (3.76), the wait time at the terminal (3.82) and pre-sailing communications (3.93). The 2024 pattern of results typically follows that of 2023, however, satisfaction with the majority of areas has increased since 2023.



## PASSENGER SATISFACTION THROUGHOUT THE BC FERRIES JOURNEY – *Cont.*

The journey map scores presented on the previous page are either customer satisfaction scores for a single survey item or a composite score of two or more survey questions. The following table outlines the item(s) for each score.

Journey Map Category	Customer Satisfaction scores for...
Website/App/Phone Service	Usefulness of BC Ferries website Usefulness of BC Ferries app BC Ferries phone service Ease of using/understanding sailing schedules
Reservations	Ease of making a reservation
Pre-Sailing Communications	Effective communication of service updates and current conditions
Check-in Process	Efficiency of the check-in process Electronic boarding pass Clarity of staff directions Staff customer service
Wait Time at Terminal	Wait time at the terminal
Terminal Services	Announcements when you needed to be informed Usefulness of digital information screens at the terminal Quality and variety of food/beverages/merchandise offered at the terminal Washrooms
Loading Procedure	Procedure for loading
Onboard Food Services	Quality and variety of food/beverages offered Value for money (of food services) Staff customer service
Onboard Facilities & Services	Passages Retail Store Washrooms Play area for children Pet area Lounge seating SeaWest Lounge Usefulness of digital information screens onboard Ease of access overall Ease of finding facilities/services Announcements when you need to be informed Atmosphere on the ferry overall Professionalism of onboard staff
Unloading Procedure	Procedures for unloading

For categories with a single item, the weighted customer satisfaction score for that item was used. For composite scores, an average of the items was mapped. A composite score is also informed by the number of respondents who answered each of the individual items. For example, the check-in process score of 4.35 is not calculated by taking the average of the aggregate scores listed in Appendix A. Rather, each item contributes a weighted amount that is proportionate to the number of respondents who completed each item.

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# Panel Engagement

Similar to surveying efforts in 2023, BC Ferries panel members (n=45,057) were invited to complete the CST survey based on their most recent experience with BC Ferries. Email invitations were sent to approximately one third of the panel membership list in each of June 2024 (Wave 1), August 2024 (Wave 2) and November 2024 (Wave 3).

In addition to the intercept routes, panel members were able to report on any BC Ferries route, as long as travel had occurred in the past 7 days. A total of 4,407 panel members reported having sailed within this period and completed a survey (Table 1). Of panel member respondents, 88% reported having travelled on one of the main intercept routes.

The overall satisfaction score of panel members is lower than that obtained through intercept efforts (3.93 compared to 4.10). This comparison should be made tentatively, however, as the panel scores are unweighted and represent a more diverse mix of routes.

**Table 1: Survey Completions and Overall Satisfaction Scores by BC Ferries Panel Members**

ROUTE		# Surveys	Change (2023-24)	All Waves 2023	All Waves 2024	Change (2023-24)
<b>INTERCEPT ROUTES</b>						
1	Tsawwassen - Swartz Bay	1,043	(+246)	4.06	4.09	(+0.03)
2	Horseshoe Bay – Departure Bay	530	(+175)	3.91	3.92	(+0.01)
3	Horseshoe Bay - Langdale	820	(+203)	3.39	3.76	(+0.37)
4	Swartz Bay - Fulford Harbour	132	(+26)	3.80	4.05	(+0.25)
5/9	Swartz Bay/Tsawwassen - Southern Gulf Islands	559	(+72)	3.93	3.93	(0)
19	Nanaimo Harbour – Descanso Bay	248	(+128)	3.91	3.72	(-0.19)
30	Tsawwassen - Duke Point	485	(+174)	4.04	4.00	(-0.04)
<b>OTHER ROUTES</b>						
6	Vesuvius - Crofton	72	(-3)	4.01	3.85	(-0.16)
7	Earls Cove - Saltery Bay	58	(+18)	3.70	3.93	(+0.23)
8	Horseshoe Bay - Snug Cove	57	(-2)	3.39	3.47	(+0.08)
10	Bear Cove - Prince Rupert	11	(+7)	-	4.64	-
11	Prince Rupert - Skidegate	17	(+9)	3.88	3.71	(-0.17)
12	Brentwood Bay - Mill Bay	40	(+18)	4.05	4.28	(+0.23)
13	Langdale – New Brighton – Keats Landing	15	(+5)	3.40	3.93	(+0.53)
17	Westview - Little River	115	(+60)	3.73	3.89	(+0.16)
18	Westview - Blubber Bay	26	(+11)	3.47	3.62	(+0.15)
20	Chemainus - Preedy Harbour - Penelakut Island	14	(+6)	3.63	4.21	(+0.58)
21	Denman Island West - Buckley Bay	40	(+17)	4.09	3.95	(-0.14)
22	Gravelly Bay - Shingle Spit	15	(+7)	3.13	3.73	(+0.60) ▲
23	Campbell River - Quatiaski Cove	68	(+12)	4.04	3.99	(-0.05)
24	Heriot Bay - Whaletown	13	(+11)	-	3.38	-
25	Port McNeill - Sointula - Alert Bay	15	(+9)	4.50	4.13	(-0.37) ▼
26	Skidegate - Alliford Bay	11	(+4)	4.00	3.73	(-0.27)
28	Bear Cove - Bella Coola	3	(+2)	-	-	-
28a	Bella Bella - Ocean Falls - Bella Coola - Shearwater	0	(0)	-	-	-
<b>TOTAL</b>		<b>4,407</b>	<b>(+1,215)</b>	<b>3.84</b>	<b>3.93</b>	<b>(+0.09)</b>

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

# CST Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 2024), Wave 2 (August 2024) and Wave 3 (November 2024) data collection periods, were eligible to complete a 2024 CST Survey.

Passengers who agreed to participate were able to rate their satisfaction with various aspects of their sailing experience, provide feedback on their perception of BC Ferries as a company, as well as make suggestions for possible improvements. To ensure that the research was as representative of passengers as possible, three surveying modes were used.

**INTERCEPT SURVEYS** Surveyors moved throughout the vessel and engaged passengers in various areas (e.g., upper vehicle decks, lounge areas, outer decks). Surveyors administered a demographic screener survey and then offered passengers the option of completing the remainder of the survey online (via a secure email link) or on paper, which was provided along with a postage-paid return envelope.

**POSTCARDS** Surveyors provided postcards (Appendix E) to passengers who did not wish to engage long enough to complete the demographic screener.

**RECRUITMENT OF RESERVATION HOLDERS** A survey invitation was emailed to a random selection of passengers who fulfilled a reservation on one of the intercept routes during each Wave. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 9% more surveys were completed this year than in 2023.

**Table 2: Survey Completions Overall and by Route (2024 – All Waves)**

	All Waves 2023	All Waves 2024	Change (2023-24)
<b>Major Routes (1, 2, 3, 30)</b>	<b>17,339</b>	<b>19,164</b>	<b>1,825 (+11%)</b>
Route 1	5,117	5,953	836 (+16%)
Route 2	4,620	4,989	369 (+8%)
Route 3	3,470	3,929	459 (+13%)
Route 30	4,132	4,293	161 (+4%)
<b>Minor Routes (4, 5/9, 19)</b>	<b>6,712</b>	<b>7,012</b>	<b>300 (+4%)</b>
Route 4	1,396	1,575	179 (+13%)
Routes 5/9	3,336	3,808	472 (+14%)
Route 19	1,980	1,629	-351 (-18%)
<b>Total</b>	<b>24,051</b>	<b>26,176</b>	<b>2125 (+9%)</b>

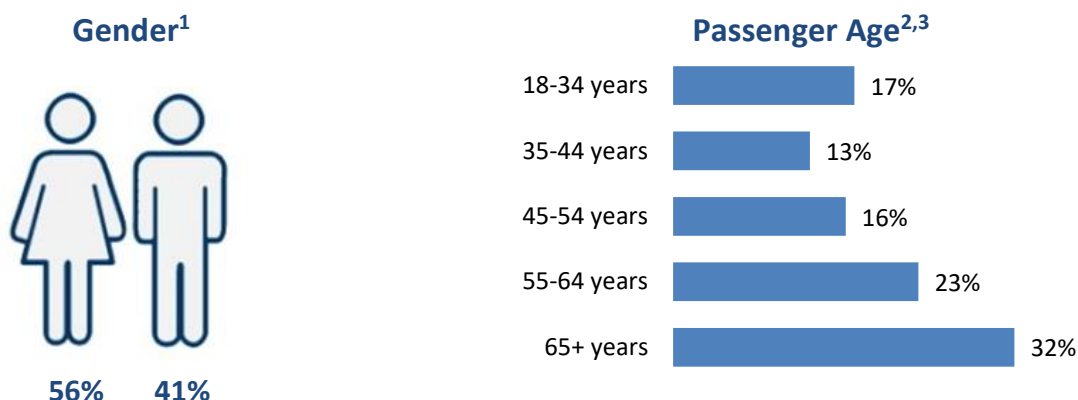
*Source:* 2024 CST Survey – All Waves (R.A. Malatest & Associates)

To correct for any imbalances in the data collection process, the results in this report have been weighted according to:

- Route
- Day type (weekend vs. weekday)
- Day part (morning, afternoon, and evening),
- Passenger type (walk-on vs. vehicle), and
- Reservation status (reserved vs. non-reserved).

# Passenger and Trip Characteristics

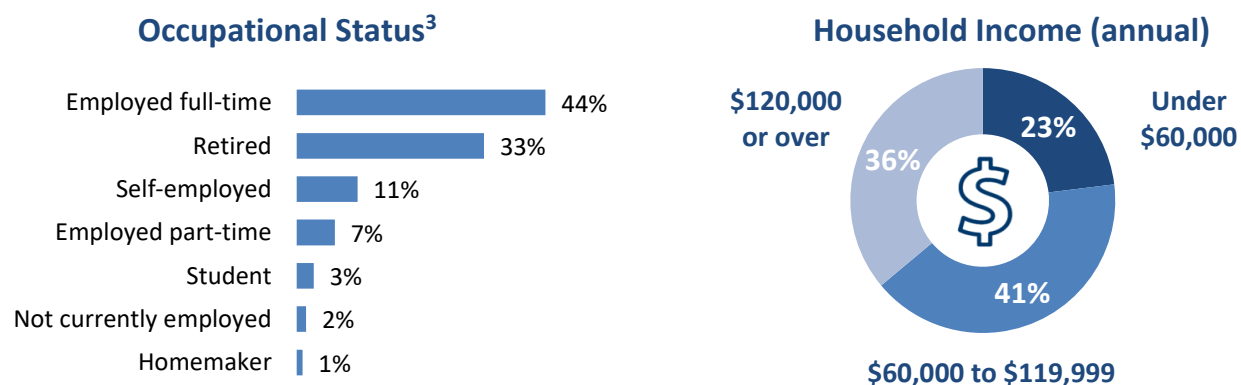
This section summarizes the demographic and other passenger and trip characteristics of those individuals who completed a CST intercept survey during the June, August, and November 2024 data collection periods. As such, the data in this report may not be representative of all BC Ferries' passengers.



Of the passengers who completed a CST survey, over one-half were female<sup>1</sup> and over one-half were 55+ years of age.<sup>2</sup> Because survey distribution was limited to those passengers who were 18 years and older, the age composition above should not be used as a proxy of the age distribution of all BC Ferries passengers.

The majority of passengers reported that they work, either full-time, part-time or are self-employed (62%). An additional 33% are retired. Routes with the highest percentage of retired passengers (in descending order) are: Route 19 (41%), Route 30 (38%), Route 3 (37%), Routes 5/9 (36%), Route 4 (34%), Route 2 (34%), and Route 1 (29%).

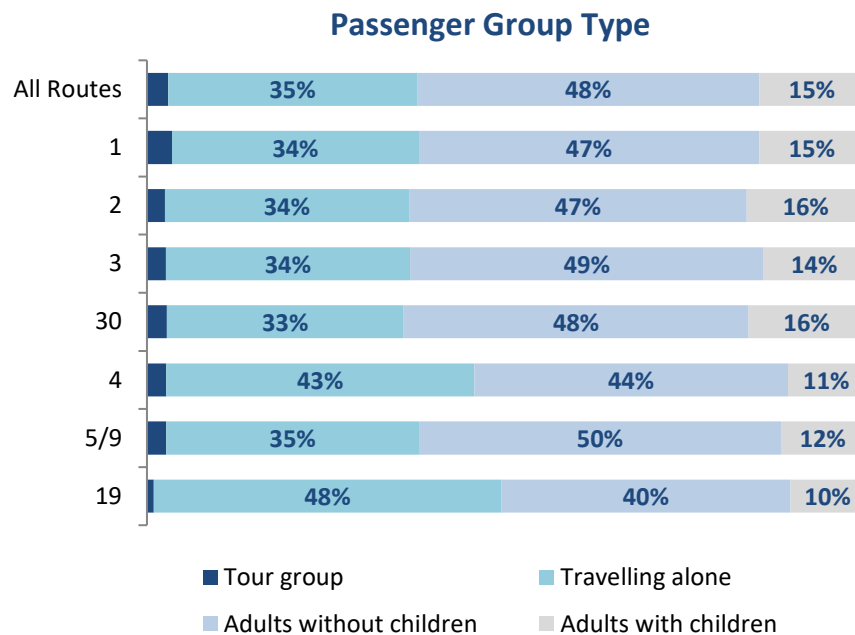
Almost one-quarter of respondents (23%) reported household incomes under \$60,000. Over one-third of respondents (36%) reported household incomes of \$120,000 or over. The remaining 41% of respondents reported household incomes between \$60,000 and \$119,999.



<sup>1</sup> 3% of passengers reported their gender as "unspecified".

<sup>2</sup> Passengers reported their year of birth, from which age was approximated.

<sup>3</sup> Does not total to 100% due to rounding.



Average party size:

**2.5**



Passengers travelling  
with children:

**14.7%**

The majority of survey respondents reported that they were either travelling alone or with other adults (no children). The proportion of passengers travelling in tour groups did not change this year compared to last (0% YOY change). The average party size decreased slightly compared to the previous year (-0.1 YOY change).

The majority of survey respondents reported residing in either the Lower Mainland (40%) or Vancouver Island (34%). The regional breakdown in 2024 is similar to that of 2023.



	All Waves 2023	All Waves 2024	Change (2023-24)
<b>Vancouver Island</b>	<b>35%</b>	<b>34%</b>	<b>-1%</b>
Greater Victoria	19.5%	19.3%	-0.2%
North of Victoria but south of Nanaimo	3.2%	3.2%	0.0%
Nanaimo	5.5%	5.2%	-0.3%
North of Nanaimo	6.5%	6.6%	+0.1%
<b>Gulf Islands</b>	<b>6%</b>	<b>6%</b>	<b>0%</b>
<b>Lower Mainland</b>	<b>39%</b>	<b>40%</b>	<b>+1%</b>
Vancouver	11.7%	11.7%	0.0%
Lower Mainland	21.7%	22.3%	+0.6%
Sunshine Coast	5.6%	5.8%	+0.2%
<b>Other</b>	<b>20%</b>	<b>20%</b>	<b>0%</b>
BC	4.9%	4.9%	0.0%
Canada (Outside of BC)	7.0%	7.2%	+0.2%
USA/International	7.7%	8.1%	+0.4%



Overwhelmingly, passengers who answered the survey were travelling for personal reasons (89%) with “vacationing” and “visiting friends/relatives” being the top two reasons for sailing with BC Ferries.

### Trip Purpose



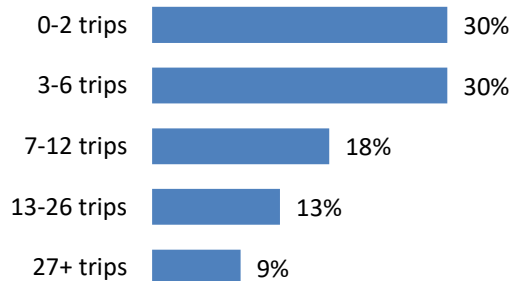
Personal (88.9%)	
Vacation / getaway / recreation	34.4%
Visiting friends / relatives	33.7%
Required personal travel	11.5%
Attending special event / entertainment	6.4%
Shopping	2.4%
Other	0.5%



Business (11.1%)	
Business trip or on company business	6.9%
Commuting to / from work	2.8%
Attending school, college or course	0.9%
Hauling freight or operating a commercial vehicle	0.5%

Passengers reported making the same amount of return trips per year in 2024 compared to the previous year (0% YOY change across all categories).

### Return Trips (per year)





### Vehicle Passengers (70.3%)

TYPE OF VEHICLE	
Standard Vehicle	90.8%
Oversize Vehicle	5.1%
Van/Recreational Vehicle	2.0%
Motorcycle	1.1%
Commercial Vehicle	0.6%
Bus	0.4%
Semi-Trailer	0.2%



### Foot Passengers (29.7%)

	To Terminal	From Terminal
Dropped off/Picked up	31.0%	36.1%
Drove private vehicle to/from parking lot	23.4%	16.3%
Public transit	22.9%	25.7%
Taxi	9.5%	8.4%
Bicycle	3.6%	4.0%
Car share	3.3%	1.5%
Other	2.8%	3.1%
Walked	1.4%	2.8%
Charter bus/School bus	1.3%	1.3%
Non-chartered bus	0.9%	0.9%

The majority of passengers (70%) who completed the survey travelled by vehicle, of which, nearly all drove a vehicle of standard size (91%). The top three modes of transportation to the terminal for foot passengers were: getting dropped off (31%), driving a private vehicle and parking (23%), and public transit (23%). The top three modes of transportation from the terminal for foot passengers were: getting picked up (36%), public transit (26%), and driving a private vehicle that was parked (16%).



Foot passengers  
travelling with a  
bicycle:

**6.8%**

6.8% of survey respondents who were foot passengers indicated that they were travelling with a bicycle. This has increased slightly (+0.3%) from last year which saw 6.5% of foot passengers report the same.



**10.5%**

Of survey participants indicated that  
they were travelling with a pet



**0.8%**

Of survey participants indicated that they  
were travelling for commercial purposes

Just over two-thirds of passengers who completed the survey made an advanced booking (67.4%) compared to 32.6% who did not make an advanced booking, with the majority of reservation holders using the BC Ferries Website to make their booking in advance (82.6%). Of those who did not book in advance, 15.5% reported that they wanted to make a booking but there were no reservations available for their desired sailing.



#### Made an advanced booking (67.4%)

How did you make your booking:

BC Ferries website	82.6%
BC Ferries mobile app	14.3%
BC Ferries Customer Service phone line	3.2%



#### Did not book in advance (32.6%)

Why did you not make a booking:

I did not want to make a booking	61.9%
I travelled on a non-bookable route	22.6%
I tried to make a booking, but none were available	15.5%

Passengers were also asked what sort of fare type they purchased for their sailing. The most common fare types reported by those who completed a survey were the “Prepaid Fare” (33%) and the “At Terminal Fare” (28%).

#### FARE TYPE

Prepaid fare	32.5%
At Terminal fare	27.5%
Reservation Only fare	13.8%
Saver fare	13.5%
BC Senior’s fare (weekday sailings)	9.3%
Not applicable (Travelled on a non-fare paying route)	1.7%
Travel Assistance Program (TAP)	1.1%
Group fare	0.5%



## 13.5%

of survey participants  
reported purchasing a  
“Saver Fare”

# Overall Customer Satisfaction

Customers were also asked to rate their overall satisfaction with their recent experience travelling with BC Ferries.

**Table 3. Overall Customer Satisfaction**

	2020	2021	2022	2023	2024	Change (2023-24)
<b>Major Routes (1, 2, 3, 30)</b>	<b>3.96</b>	<b>4.08</b>	<b>3.99</b>	<b>4.01</b>	<b>4.11</b>	+0.10
Route 1	4.07	4.15	4.09	4.12	4.15	+0.03
Route 2	3.94	4.09	3.94	3.99	4.06	+0.07
Route 3	3.70	3.93	3.69	3.75	3.99	+0.24 ▲
Route 30	4.08	4.06	4.09	3.98	4.15	+0.17
<b>Minor Routes (4, 5/9, 19)</b>	<b>4.03</b>	<b>4.00</b>	<b>4.03</b>	<b>4.14</b>	<b>4.07</b>	-0.07
Route 4	4.18	4.15	4.11	4.13	4.14	+0.01
Routes 5/9	4.09	4.06	3.95	4.15	4.06	-0.09 ▼
Route 19	3.76	3.62	4.25	4.10	4.05	-0.05
<b>Total</b>	<b>3.97</b>	<b>4.07</b>	<b>4.00</b>	<b>4.03</b>	<b>4.10</b>	+0.07

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

**QUESTION:** How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2023.

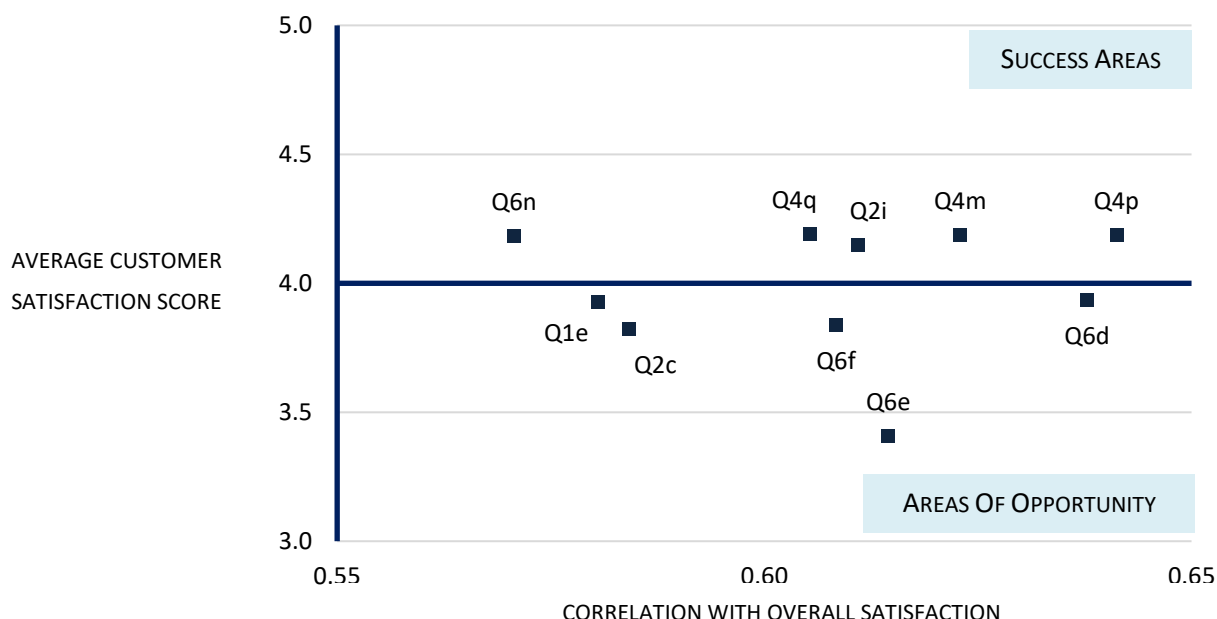
**Note:** Weighted averages reported.

Overall customer satisfaction scores increased compared to last year's score (change of +0.07 points). Analysis by route shows the passengers on Routes 1 and 30 are the most satisfied with their overall experiences (4.15) while passengers travelling on Route 3 are the least satisfied (3.99). Routes 5/9 showed the most marked reduction in overall customer satisfaction score since last year (-0.09), while Route 3 showed the largest increase over the same period (+0.24).

**84% of passengers stated that they were satisfied with their overall experience.**

## KEY DRIVERS OF OVERALL CUSTOMER SATISFACTION

Correlation scores between all CST questions and overall satisfaction were calculated to determine the strongest key drivers. The top 5 **success areas** (items with high correlation scores and CST scores  $\geq 4.0$ ) and the top 5 **areas of opportunity** (items with high correlation scores and CST Scores  $< 4.0$ ) are graphed below.



SUCCESS AREAS (TOP 5)	AREAS OF OPPORTUNITY (TOP 5)
Atmosphere on the ferry overall (Q4p)	Ability to get onto desired sailing (Q6d)
Ease of access, overall (Q4m)	Ability to connect with other sailings (Q6e)
Procedures for loading (Q2i)	Ferry running on time (Q6f)
Procedures for unloading (Q4q)	Wait time at the terminal (Q2c)
Ease of finding facilities/ services (Q6n)	Effective communication of service updates and current conditions (Q1e)

## KEY DRIVERS OF OVERALL CUSTOMER SATISFACTION BY ROUTE TYPE

The key drivers for overall customer satisfaction were also considered separately for major routes and minor routes. The top five **areas of opportunity** for each are listed in the table below.

MAJOR ROUTES: AREAS OF OPPORTUNITY	CORR	MINOR ROUTES: AREAS OF OPPORTUNITY	CORR
Ability to get onto desired sailing	r=0.64	Ability to get onto desired sailing	r=0.63
Ability to connect with other sailings	r=0.62	Wait time at terminal	r=0.61
Ferry running on time	r=0.61	Ability to connect with other sailings	r=0.60
Effective communication of service updates and current conditions	r=0.58	Ferry running on time	r=0.58
Wait time at terminal	r=0.58	Value for money of fares	r=0.57

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

**Note:** Reported correlations are significant to a minimum of  $p \leq .05$ .

# Terminal Services Customer Satisfaction

The customer satisfaction score for overall experience at the terminal before boarding increased over the previous year (+0.01).

**Table 4. Customer Satisfaction with the Overall Experience at the Terminal before Boarding**

	2020	2021	2022	2023	2024	Change (2023-24)
<b>BC Ferries Total</b>	<b>4.01</b>	<b>4.06</b>	<b>4.00</b>	<b>4.04</b>	<b>4.05</b>	+0.01
Tsawwassen	4.13	4.11	4.07	4.10	4.09	-0.01
Swartz Bay	4.10	4.13	4.06	4.13	4.06	-0.07 ▼
Horseshoe Bay	3.88	4.00	3.85	3.87	3.97	+0.10
Departure Bay	3.96	4.08	3.98	4.06	4.04	-0.02
Langdale	3.75	3.87	3.68	3.69	3.92	+0.23 ▲
Duke Point	4.09	4.10	4.12	4.06	4.13	+0.07
Fulford Harbour	4.13	4.03	4.14	4.06	4.01	-0.05
Nanaimo Harbour	3.81	3.68	4.03	4.05	3.99	-0.06
Gabriola	3.54	3.50	4.12	3.97	3.94	-0.03

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

**QUESTION:** How satisfied or dissatisfied were you with your overall experience at the terminal before boarding?  
(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2023.

**Note:** Weighted averages reported.

Analysis by individual terminal shows that passengers at most of the terminals are less satisfied this year with their overall terminal experience compared to 2023. The Swartz Bay terminal passengers showed the greatest negative change compared to last year (-0.07) while Langdale passengers showed the greatest positive change over the same period (+0.23). Passengers sailing from Duke Point reported the highest levels of satisfaction (4.13) with their terminal experience while those departing from the Langdale terminal appear to be the least satisfied (3.92).

**Overall, 82% of passengers stated that they were satisfied with their terminal experience.**



For specific aspects of service within terminals, overall, passenger satisfaction has increased for almost all measures, compared to 2023. “Washrooms at the terminal” showed the biggest increase in score (+0.09) while “Staff customer service” showed the only decrease compared to 2023 (-0.01). Satisfaction scores for each terminal are presented in Appendix B.

**Table 5. Overall Satisfaction Scores for Individual Terminal Services**

TERMINAL SERVICES	2023	2024	Change (2023-24)
Wait time at terminal	3.78	3.82	+0.04
Efficiency of the check-in process	4.30	4.33	+0.03
Electronic boarding pass	4.28	4.38	+0.01
Clarity of staff directions	4.33	4.36	+0.03
Staff customer service	4.37	4.36	-0.01 ▼
Announcements when you needed to be informed	4.00	4.05	+0.05
Usefulness of digital information screens at the terminal	3.90	3.95	+0.05
Quality and variety of food/beverages/merchandise offered at the terminal*	-	3.63	-
Washrooms at the terminal	3.87	3.96	+0.09 ▲
Procedure for loading	4.11	4.15	+0.04
Parking options at the terminal	3.64	3.66	+0.02
Ease of using passenger pickup/drop-off area	4.11	4.15	+0.04
Self-serve kiosk (ticket purchase)	4.27	4.29	+0.02
Pre-boarding passenger lounge at terminal	3.74	3.78	+0.04

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

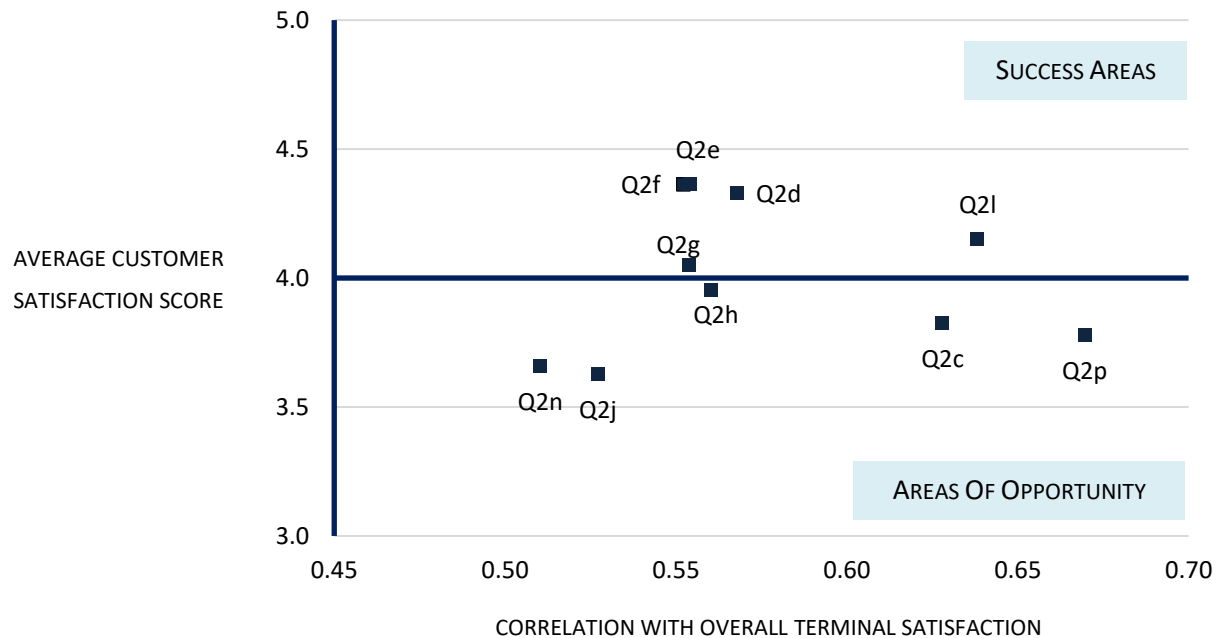
\*New question, added 2024.

**Note:** Arrows indicate the largest positive and negative changes in satisfaction scores since 2023.

**Note:** Weighted averages reported.

## KEY DRIVERS OF CUSTOMER SATISFACTION AT TERMINALS

Correlation scores between CST questions about terminal services and overall terminal satisfaction were calculated to determine the strongest key drivers. The top 5 **success areas** (items with high correlation scores and CST scores  $\geq 4.0$ ) and the top 5 **areas of opportunity** (items with high correlation scores and CST Scores  $< 4.0$ ) are graphed below.



SUCCESS AREAS (TOP 5)	AREAS OF OPPORTUNITY (TOP 5)
Procedure for loading (Q2l)	Pre-boarding lounge at terminal (Q2p)
Efficiency of the check in process (Q2d)	Wait time at terminal (Q2c)
Staff customer service (Q2e)	Usefulness of digital information screens (Q2h)
Announcements when you need to be informed (Q2g)	Quality and variety of food/beverages/merchandise offered at the terminal (Q2j)
Clarity of staff directions (Q2f)	Parking options at the terminal (Q2n)

## KEY DRIVERS OF TERMINAL SERVICES SATISFACTION BY TERMINAL TYPE

The key drivers for overall customer satisfaction were also considered separately for major terminals and minor terminals. The top five **areas of opportunity** for each are listed in the table below.

MAJOR TERMINALS: AREAS OF OPPORTUNITY	CORR	MINOR TERMINALS: AREAS OF OPPORTUNITY	CORR
Pre-boarding lounge at terminal	r=0.68	Wait time at terminal	r=0.63
Wait time at terminal	r=0.63	Pre-boarding lounge at terminal	r=0.61
Usefulness of digital information screens at terminal	r=0.56	Ease of using passenger pickup/drop off area	r=0.57
Quality and variety of food/beverages/merchandise offered at the terminal	r=0.53	Announcements when you need to be informed	r=0.56
Parking options at the terminal	r=0.51	Usefulness of digital information screens at terminal	r=0.55

**Note:** Reported correlations are significant to a minimum of  $p \leq .05$ .

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

# Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has increased compared to last year (increase of +0.03).

**Table 6. Overall Satisfaction with Onboard Services**

	2020	2021	2022	2023	2024	Change (2023-24)
<b>Major Routes (1, 2, 3, 30)</b>	<b>4.10</b>	<b>4.20</b>	<b>4.15</b>	<b>4.15</b>	<b>4.20</b>	+0.05
Route 1	4.17	4.24	4.22	4.22	4.22	0.00
Route 2	4.03	4.18	4.10	4.13	4.16	+0.03
Route 3	3.99	4.14	3.99	4.01	4.14	+0.13 ▲
Route 30	4.17	4.19	4.22	4.14	4.23	+0.09
<b>Minor Routes (4, 5/9, 19)</b>	<b>4.17</b>	<b>4.17</b>	<b>4.19</b>	<b>4.28</b>	<b>4.22</b>	-0.06
Route 4	4.31	4.25	4.23	4.24	4.21	-0.03
Routes 5/9	4.20	4.19	4.14	4.30	4.23	-0.07 ▼
Route 19	3.98	4.01	4.36	4.27	4.22	-0.05
<b>Total</b>	<b>4.11</b>	<b>4.20</b>	<b>4.16</b>	<b>4.17</b>	<b>4.20</b>	+0.03

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

**QUESTION:** How satisfied or dissatisfied were you with your overall experience onboard the ferry?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2023.

**Note:** Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 and 30 are the most satisfied with their onboard services experience (4.23). While passengers travelling on Route 3 are the least satisfied (4.14), they showed the most marked increase in score since 2023 (+0.13).

**Overall, 88% of passengers stated that they were satisfied with their onboard experience.**

Table 7 shows that passenger satisfaction with onboard services has increased for almost all measures, compared to 2023. The service area that experienced the largest increase since 2023 was the “Pet area” (+0.17). The only service area with a decrease in satisfaction levels compared to 2023 was the “Play area for children” (-0.05). Route specific scores for each of these questions are available in Appendix A.

**Table 7. Overall Satisfaction Scores for Individual Onboard Services**

ONBOARD SERVICES	2023	2024	Change (2023-24)
Quality and variety of food/beverages offered	3.69	3.71	+0.02
Value for money (food services)	3.21	3.23	+0.02
Staff customer service (food services)	4.24	4.25	+0.01
Passages Retail Store	4.02	4.04	+0.02
Washrooms	3.94	3.99	+0.05
Play area for children	3.54	3.49	-0.05 ▼
Pet area	3.18	3.35	+0.17 ▲
Outside decks	4.23	4.28	+0.05
Lounge seating	4.12	4.16	+0.04
The SeaWest Lounge experience	3.83	3.89	+ 0.06
Usefulness of digital information screens onboard	3.78	3.83	+0.05
Ease of access, overall	4.16	4.19	+0.03
Ease of finding facilities/services	4.15	4.18	+0.03
Announcements when you need to be informed	4.02	4.09	+0.07
Atmosphere on the ferry overall	4.16	4.19	+0.03
Procedures for unloading	4.15	4.19	+0.04
Professionalism of onboard staff	4.36	4.41	+0.05

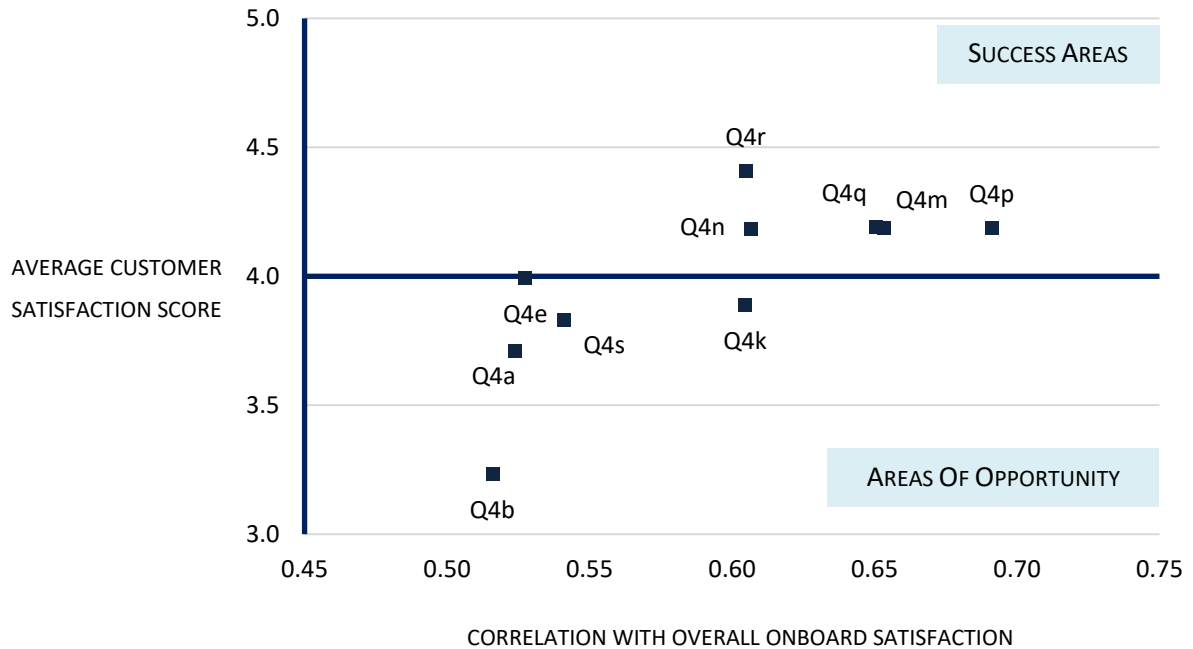
**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

**Note:** Arrows indicate the largest positive and negative changes in satisfaction scores since 2023.

**Note:** Weighted averages reported.

## KEY DRIVERS OF ONBOARD SERVICES SATISFACTION

Correlation scores between CST questions about onboard services and overall onboard satisfaction were calculated to determine the strongest key drivers. The top 5 **success areas** (items with high correlation scores and CST scores  $\geq 4.0$ ) and the top 5 **areas of opportunity** (items with high correlation scores and CST Scores  $< 4.0$ ) are graphed below.



SUCCESS AREAS (TOP 5)	AREAS OF OPPORTUNITY (TOP 5)
Atmosphere on the ferry overall (Q4p)	SeaWest Lounge (Q4k)
Ease of access, overall (Q4m)	Usefulness of digital information screens onboard (Q4s)
Procedures for unloading (Q4q)	Washrooms (Q4e)
Ease of finding facilities/services (Q4n)	Quality and variety of food/beverages offered (Q4a)
Professionalism of onboard staff (Q4r)	Value for money for food services (Q4b)

## KEY DRIVERS OF ONBOARD SERVICES SATISFACTION BY ROUTE TYPE

The key drivers for overall customer satisfaction were also considered separately for major routes and minor routes. The top five **areas of opportunity** for each are listed in the table below.

MAJOR ROUTES: AREAS OF OPPORTUNITY	CORR	MINOR ROUTES: AREAS OF OPPORTUNITY	CORR
SeaWest Lounge	r=0.60	Value for money (food services)	r=0.49
Usefulness of digital information screens onboard	r=0.55	Usefulness of digital information screens onboard	r=0.48
Washrooms	r=0.53	Passages store	r=0.48
Quality and variety of food/beverages offered	r=0.53	Quality and variety of food/beverages offered	r=0.47
Value for money (food services)	r=0.52	Pet area	r=0.45

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

**Note:** Reported correlations are significant to a minimum of  $p \leq 0.05$ .

# Value for Money of Fares

Passenger ratings of “Value for Money of Fares” has climbed since 2023 (increase of +0.04).

**Table 8. Value for Money of Fares**

	2020	2021	2022	2023	2024	Change (2023-24)
<b>Major Routes (1, 2, 3, 30)</b>	<b>3.36</b>	<b>3.50</b>	<b>3.43</b>	<b>3.43</b>	<b>3.49</b>	+0.06
Route 1	3.36	3.49	3.47	3.48	3.51	+0.03
Route 2	3.29	3.49	3.36	3.40	3.49	+0.09 ▲
Route 3	3.51	3.55	3.40	3.42	3.49	+0.07
Route 30	3.28	3.46	3.44	3.36	3.44	+0.08
<b>Minor Routes (4, 5/9, 19)</b>	<b>3.68</b>	<b>3.70</b>	<b>3.69</b>	<b>3.75</b>	<b>3.70</b>	-0.05
Route 4	3.71	3.72	3.73	3.70	3.69	-0.01
Routes 5/9	3.74	3.73	3.67	3.80	3.72	-0.08 ▼
Route 19	3.47	3.56	3.76	3.64	3.63	-0.01
<b>Total</b>	<b>3.41</b>	<b>3.52</b>	<b>3.46</b>	<b>3.48</b>	<b>3.52</b>	+0.04

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

**QUESTION:** How satisfied or dissatisfied were you, overall, with value for money of fares?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2023.

**Note:** Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with value for money of fares (3.72) while passengers travelling on Route 30 are the least satisfied (3.44). The largest positive change was experienced by Route 2 (+0.09), while Routes 5/9 passengers experienced the largest drop in satisfaction with value for money of fares compared to 2023 (-0.08).

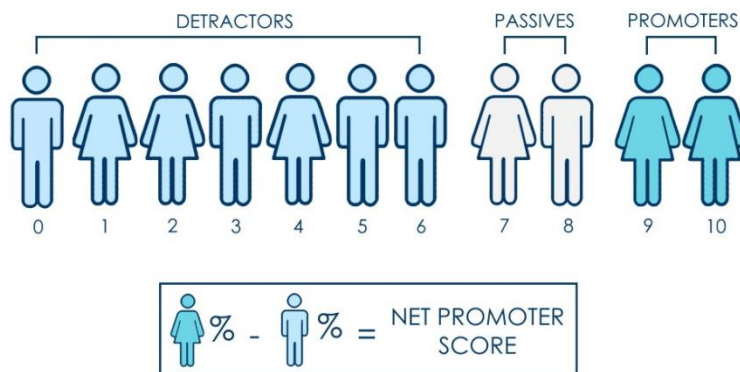
**Overall, 58% of passengers stated that they were satisfied with value for money of fares.**



# Customer Perceptions of BC Ferries

## NET PROMOTER SCORE

The CST survey asks passengers: “Based on your experiences with BC Ferries in the past year, how likely are you to recommend BC Ferries to a friend or colleague?” In answering this question, passengers can be categorized as either promoters or detractors.



**Promoters**, customers who answer “9” or “10” on the question, are likely to refer others to a brand, thus fueling growth, while those who provide a score of “6” or less are **detractors** (customers who are more likely to damage a brand and impede growth). A Net Promoter Score (NPS) is essentially a balance between these two customer types. Net Promoter Scores range from a low of -100 (every customer is a detractor) to a high of +100 (every customer is a promoter).

While comparison of NPS scores to industry benchmarks are helpful, within-company NPS tracking year-over-year is the recommended approach when a company does not have direct comparators, such as the case with BC Ferries.

The 2024 Net Promoter Score is 4 points higher this year compared to last.

In 2024, BC Ferries achieved  
a Net Promoter Score of:

9

(2023 score: 5)

## ENVIRONMENTALLY CONSCIOUS

The CST survey asks passengers whether or not they believe BC Ferries operates in an environmentally conscious manner. Passenger evaluations of BC Ferries' environmental programs increased this year compared to the previous year (8% change).

**59%**

of BC Ferries passengers agree that BC Ferries is operating in an environmentally conscious manner.

(2023 score: 51%)

## APPROACHED BY STAFF

The CST survey also asks passengers whether a BC Ferries staff member approached them during the trip. There was no change reported in the percentage of passengers being approached by staff during their trip this year compared to last year (0%).

Percentage of passengers who were approached by a BC Ferries staff member during their trip:

**2024: 24%**

**2023: 24%**

## BC FERRIES' DIGITAL PRODUCTS

New to 2023, passengers were asked about their use of BC Ferries digital products and whether or not they feel supported by these products overall. Seventy-three percent (73%) of passengers reported using digital products during their journey. Of those, 87% felt well-supported by the available BC Ferries' digital products, more so than the previous year (+5% YoY change). Out of all BC Ferries digital products, passengers rated the "Electronic boarding pass" the highest (4.38 out of 5), while the "Usefulness of digital information screens onboard" was the lowest rated item (3.83 out of 5) of those measured in 2023.

Of the BC Ferries passengers who reported using BC Ferries' digital products...

**87%**

felt well-supported by them during their journey with BC Ferries.

## FERRY RUNNING ON TIME

The CST Survey asks passengers to rate their satisfaction with the ferry running on time. In 2024, 73% of passengers were satisfied with the BC Ferries' performance in this regard. Satisfaction in this area has increased slightly compared to the previous year (up +2% from 2023).

## CUSTOMER IMPRESSIONS OF THE BC FERRIES' BRAND

New to 2024, the CST survey asked passengers a series of questions to evaluate customer impressions of the BC Ferries Brand and their overall impression of BC Ferries.

### OF THE CUSTOMERS SURVEYED...



**72%**

Trust BC Ferries to provide  
an essential public  
transportation service



**68%**

Agree BC Ferries services  
meet their travel needs and  
lifestyle



**43%**

Believe BC Ferries is  
forward thinking

**70%**

Of customers said their  
overall impression of  
BC Ferries was

**POSITIVE**

Across passenger types, foot passengers (74%) were more likely to have a positive impression of BC Ferries compared to vehicle passengers (69%).

Those travelling for pleasure (72%) were more likely to rate BC Ferries positively than those travelling for business purposes (59%).

Frequent travellers<sup>4</sup> (60%) were less likely to have a positive impression of BC Ferries relative to infrequent travellers<sup>4</sup> (78%).

Residents of coastal BC (66%) were less likely to have a positive opinion of BC Ferries compared to non-residents (88%).

<sup>4</sup> Frequent travellers are those who reported travelling 7 or more round trips per year. Infrequent travellers are those who reported travelling fewer than 7 round trips per year.

Customer impressions of the BC Ferries brand by route are shown in Tables 9 and 10.

Table 9. Customer Impressions of the BC Ferries’ Brand

	I trust BC Ferries to provide an essential public transportation service	BC Ferries services meet my travel needs and lifestyle	BC Ferries is forward thinking
<b>Major Routes (1, 2, 3, 30)</b>	<b>73%</b>	<b>68%</b>	<b>44%</b>
Route 1	75%	71%	48%
Route 2	72%	67%	41%
Route 3	63%	58%	33%
Route 30	75%	70%	46%
<b>Minor Routes (4, 5/9, 19)</b>	<b>70%</b>	<b>65%</b>	<b>39%</b>
Route 4	72%	67%	37%
Routes 5/9	72%	65%	39%
Route 19	64%	62%	39%
<b>Total</b>	<b>72%</b>	<b>68%</b>	<b>43%</b>

Source: 2024 CST Survey – All Waves (R.A. Malatest & Associates).

QUESTION: Thinking of your experience with BC Ferries how much would you agree or disagree with the following statements? (1 = strongly disagree; 5 = strongly agree). Percent positive scores are those who reported a 4 or 5 on the question.

Note: Weighted scores reported.



Table 10. Customer Overall Impression of BC Ferries

	Holds an overall POSITIVE impression of BC Ferries
<b>Major Routes (1, 2, 3, 30)</b>	<b>71%</b>
Route 1	74%
Route 2	70%
Route 3	61%
Route 30	73%
<b>Minor Routes (4, 5/9, 19)</b>	<b>69%</b>
Route 4	70%
Routes 5/9	70%
Route 19	65%
<b>Total</b>	<b>70%</b>

Source: 2024 CST Survey – All Waves (R.A. Malatest & Associates).

QUESTION: What is your overall impression of BC Ferries? (1 = very negative; 5 = very positive). The percent positive score reflects those who reported a 4 or 5 on the question.

Note: Weighted scores reported.

Customers travelling on Route 1 were more likely to rate BC Ferries positively (74%), while Route 3 had the fewest customers offering the same positive rating (61%).

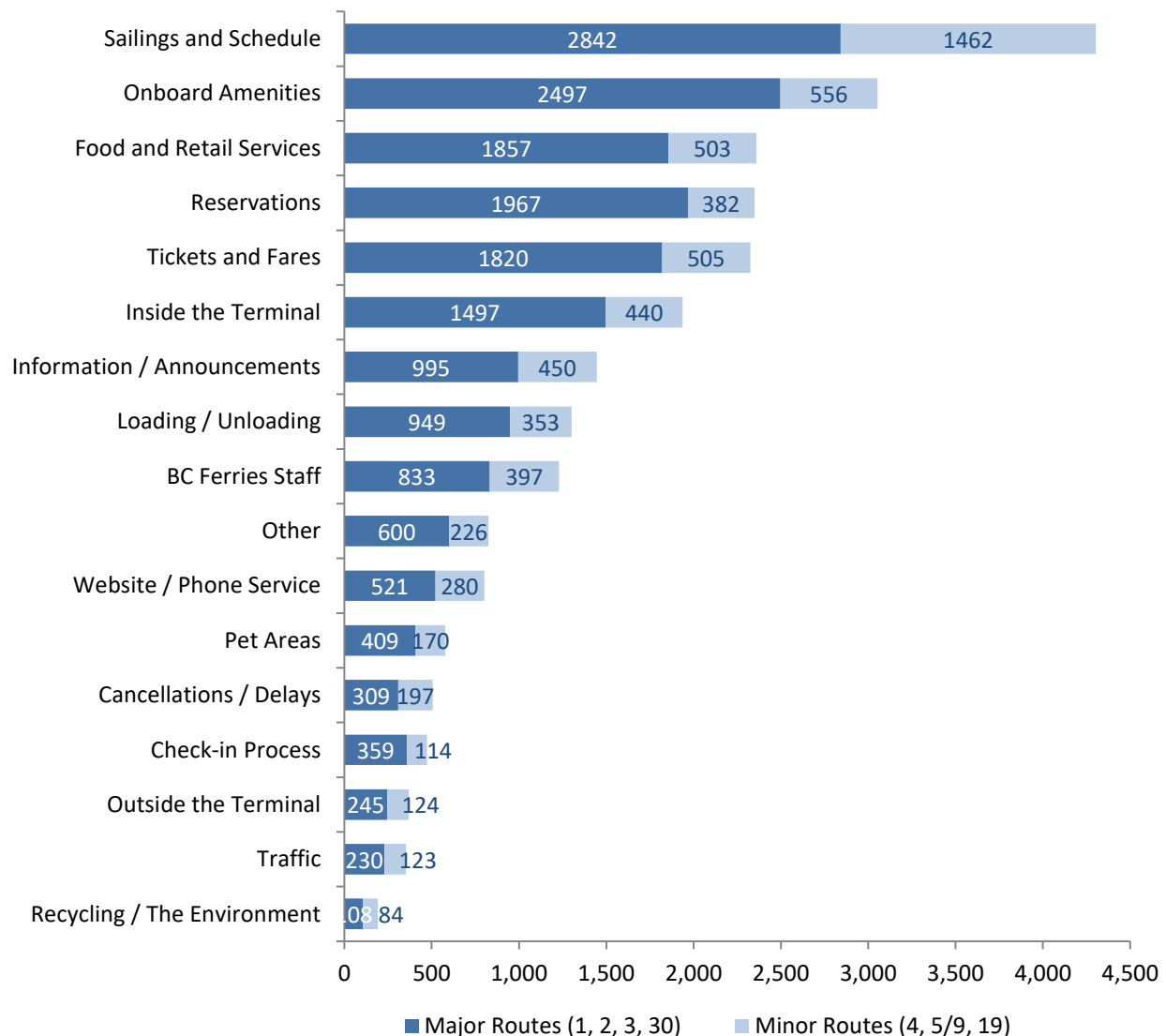
# Passenger Suggestions

Passengers were invited to provide comments at the end of the survey in response to the question:

**Do you have any suggestions on how to improve the services and facilities offered by BC Ferries?**

Passenger responses to this question were transcribed and coded according to 17 unique themes. For situations in which a single passenger suggestion contained multiple themes, each theme was included in the analysis.

**Figure 1. Number of Passenger Suggestions by Theme**



**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)

Passenger suggestions in 2024 focused mostly on possible improvements to *Sailings and Schedules* and *Onboard Amenities* (4,304 and 3,053 comments respectively). The next two categories with the highest number of suggestions were *Food and Retail Services* (2,360 comments) and *Reservations* (2,349 comments).

Within the *Sailings and Schedule* category, passengers most frequently commented on increasing the frequency of sailings; improving wait times / reducing delays; and increasing connectivity between sailings. Within the *Onboard Amenities* category, passengers most frequently focused their feedback on making Wi-Fi available to passengers onboard; improving washroom availability and cleanliness; and improving the seating areas onboard.

**Table 9. Examples of Passenger Comments for Most Frequently Suggested Categories**

Sailings and Schedules		Onboard Amenities	
More frequent sailings on the Gabriola to Nanaimo route. The two vessel sailings stop too early. (Route 19)		It was difficult for me to work on the sailing as there was no ability to connect to the internet. Wi-Fi access would be very helpful (Route 2)	
There is often a pile up at Mayne Island when the morning ferry arrives. We sit out in the water waiting for other ferries to leave. I also wish the schedule from Mayne Island returning to Tsawwassen could take into account the fact that the bus runs ONCE an hour on the hour. If the ferry is supposed to arrive at 6:50 and it's late we miss the bus and wait an hour. (Route 5/9)		This year there seem to be increased problems with the washroom facilities. This takes away from the overall experience. (Route 1)	
Make connections achievable; this is a big problem with BC Ferries. "Thru-fare" does not work, you are not prioritized, and sailings are rarely on time. It's rare that you can make a transfer. (Route 1)		The seating is so uncomfortable on the boat and in the waiting room. (Route 4)	
Food and Retail Services		Reservations	
The restaurant menu doesn't offer any food for people with allergies (dairy, gluten, etc.). I would suggest at least one of each allergy free offerings. (Route 2)		I book a lot of ferries for commercial vehicles at my work and the biggest improvement I can think of is having connecting ferries be easier to book. When I go to book the second ferry, I always have to write down the arrival time of the previous ferry. Even just a little banner or something indicating the earliest time I could make the connecting ferry would be very helpful. (Route 3)	
Maybe more merchandise for "outdoors" folks, more Indigenous and BC artisanal merchandise, and crafty things for people to use on the ferry to pass the time. Also, I would suggest nature pamphlets (identify coastal plants, trees, birds, etc.). Sell binoculars! (Route 3)		They should have a booth open at the terminal for paid reservations only. This way it would speed up the entry process. It is a little discouraging when you get in a lane and all the other lanes go faster because cars in front of you are having to make payments. Once I got to the booth it was very quick and efficient with scanning my bar code. (Route 5/9)	
My only complaint is about the food. A lot of it is tasteless and quite pricey. Please bring back fish and chips on the menu. (Route 30)		Sometimes, I need to stay in my vehicle (mobility issues and I travel with a dog that does not want to leave the vehicle). It would be great if you could indicate my need to be placed on the open car deck when I place my reservation. (Route 30)	

**Source:** 2024 CST Survey – All Waves (R.A. Malatest & Associates)



## APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – ALL WAVES HISTORICAL DATA

Average Satisfaction Ratings by Route - All Waves Historical Data									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	<b>2024</b>	<b>4.10</b>	<b>4.15</b>	<b>4.06</b>	<b>3.99</b>	<b>4.15</b>	<b>4.14</b>	<b>4.06</b>	<b>4.05</b>
	2023	4.03	4.12	3.99	3.75	3.98	4.13	4.15	4.10
	2022	4.00	4.09	3.94	3.69	4.09	4.11	3.95	4.25
	2021	4.07	4.15	4.09	3.93	4.06	4.15	4.06	3.62
	2020	3.97	4.07	3.94	3.70	4.08	4.18	4.09	3.76
<i>(2023-24 Comparison)</i>		<i>0.07</i>	<i>0.03</i>	<i>0.07</i>	<i>0.24</i>	<i>0.17</i>	<i>0.01</i>	<i>-0.09</i>	<i>-0.05</i>
Terminal Overall	<b>2024</b>	<b>4.05</b>	<b>4.09</b>	<b>4.01</b>	<b>3.93</b>	<b>4.11</b>	<b>4.05</b>	<b>4.02</b>	<b>3.97</b>
	2023	4.04	4.11	4.00	3.76	4.05	4.07	4.16	4.01
	2022	4.00	4.06	3.96	3.71	4.13	4.11	4.00	4.07
	2021	4.06	4.14	4.07	3.89	4.07	4.10	4.06	3.60
	2020	4.01	4.12	3.96	3.75	4.09	4.18	4.15	3.68
<i>(2023-24 Comparison)</i>		<i>0.01</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.17</i>	<i>0.06</i>	<i>-0.02</i>	<i>-0.14</i>	<i>-0.04</i>
Onboard Overall	<b>2024</b>	<b>4.20</b>	<b>4.22</b>	<b>4.16</b>	<b>4.14</b>	<b>4.23</b>	<b>4.21</b>	<b>4.23</b>	<b>4.22</b>
	2023	4.17	4.22	4.13	4.01	4.14	4.24	4.30	4.27
	2022	4.16	4.22	4.10	3.99	4.22	4.23	4.14	4.36
	2021	4.20	4.24	4.18	4.14	4.19	4.25	4.19	4.01
	2020	4.11	4.17	4.03	3.99	4.17	4.31	4.20	3.98
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>0.00</i>	<i>0.03</i>	<i>0.13</i>	<i>0.09</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.05</i>
Value for money of fares	<b>2024</b>	<b>3.52</b>	<b>3.51</b>	<b>3.49</b>	<b>3.49</b>	<b>3.44</b>	<b>3.69</b>	<b>3.72</b>	<b>3.63</b>
	2023	3.48	3.48	3.40	3.42	3.36	3.70	3.80	3.64
	2022	3.46	3.47	3.36	3.40	3.44	3.73	3.67	3.76
	2021	3.52	3.49	3.49	3.55	3.46	3.72	3.73	3.56
	2020	3.41	3.36	3.29	3.51	3.28	3.71	3.74	3.47
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.03</i>	<i>0.09</i>	<i>0.07</i>	<i>0.08</i>	<i>-0.01</i>	<i>-0.08</i>	<i>-0.01</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	<b>2024</b>	<b>4.14</b>	<b>4.22</b>	<b>4.16</b>	<b>3.99</b>	<b>4.21</b>	<b>3.94</b>	<b>4.03</b>	<b>3.87</b>
	2023	4.00	4.12	4.02	3.75	4.03	3.86	3.94	3.82
	2022	3.94	4.05	4.01	3.62	4.08	3.82	3.64	3.88
	2021	3.96	4.10	4.01	3.73	4.00	3.90	3.70	3.76
	2020	3.96	4.01	3.93	3.83	4.09	4.07	3.89	3.76
<i>(2023-24 Comparison)</i>		<i>0.14</i>	<i>0.10</i>	<i>0.14</i>	<i>0.24</i>	<i>0.18</i>	<i>0.08</i>	<i>0.09</i>	<i>0.05</i>
Usefulness of BC Ferries Mobile App <i>(New question added 2023)</i>	<b>2024</b>	<b>3.93</b>	<b>3.95</b>	<b>3.97</b>	<b>3.84</b>	<b>4.05</b>	<b>3.75</b>	<b>3.86</b>	<b>3.61</b>
	2023	3.75	3.87	3.78	3.47	3.84	3.56	3.77	3.55
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.18</i>	<i>0.08</i>	<i>0.19</i>	<i>0.37</i>	<i>0.21</i>	<i>0.19</i>	<i>0.09</i>	<i>0.06</i>
Ease of making a reservation <i>(2019-2022 question wording: Ease of using online reservations)</i>	<b>2024</b>	<b>4.17</b>	<b>4.28</b>	<b>4.16</b>	<b>3.81</b>	<b>4.24</b>	-	<b>4.12</b>	-
	2023	4.01	4.15	3.99	3.56	4.02	-	4.10	-
	2022	3.99	4.10	3.99	3.57	4.15	-	3.86	-
	2021	3.99	4.09	4.03	3.69	4.03	-	3.85	-
	2020	3.88	4.02	3.86	3.59	4.01	-	3.70	-
<i>(2023-24 Comparison)</i>		<i>0.16</i>	<i>0.13</i>	<i>0.17</i>	<i>0.25</i>	<i>0.22</i>	-	<i>0.02</i>	-
BC Ferries phone service	<b>2024</b>	<b>3.70</b>	<b>3.77</b>	<b>3.73</b>	<b>3.48</b>	<b>3.77</b>	<b>3.42</b>	<b>3.75</b>	<b>3.23</b>
	2023	3.45	3.54	3.45	3.06	3.42	3.28	3.74	3.22
	2022	3.31	3.42	3.25	2.89	3.47	3.43	3.40	3.25
	2021	3.38	3.45	3.45	3.10	3.28	3.28	3.53	3.23
	2020	3.32	3.42	3.27	3.02	3.48	3.45	3.40	3.31
<i>(2023-24 Comparison)</i>		<i>0.25</i>	<i>0.23</i>	<i>0.28</i>	<i>0.42</i>	<i>0.35</i>	<i>0.14</i>	<i>0.01</i>	<i>0.01</i>
Ease of using/understanding sailing schedules	<b>2024</b>	<b>4.26</b>	<b>4.34</b>	<b>4.31</b>	<b>4.16</b>	<b>4.35</b>	<b>4.04</b>	<b>3.98</b>	<b>4.06</b>
	2023	4.18	4.28	4.22	3.99	4.23	4.04	3.95	4.12
	2022	4.12	4.22	4.21	3.89	4.29	4.03	3.62	4.14
	2021	4.19	4.33	4.27	4.06	4.29	4.03	3.70	3.97
	2020	4.20	4.32	4.23	4.06	4.28	4.22	3.91	4.16
<i>(2023-24 Comparison)</i>		<i>0.08</i>	<i>0.06</i>	<i>0.09</i>	<i>0.17</i>	<i>0.12</i>	<i>0.00</i>	<i>0.03</i>	<i>-0.06</i>
Effective communication of service updates and current conditions <i>(2019-2022 question wording: Effective communication of service updates)</i>	<b>2024</b>	<b>3.93</b>	<b>3.99</b>	<b>3.94</b>	<b>3.81</b>	<b>4.06</b>	<b>3.78</b>	<b>3.71</b>	<b>3.58</b>
	2023	3.79	3.94	3.83	3.41	3.79	3.70	3.76	3.46
	2022	3.77	3.90	3.81	3.35	3.94	3.74	3.54	3.60
	2021	3.93	4.08	3.97	3.67	3.95	3.90	3.78	3.48
	2020	3.94	4.05	3.95	3.74	4.03	4.14	3.81	3.70
<i>(2023-24 Comparison)</i>		<i>0.14</i>	<i>0.05</i>	<i>0.11</i>	<i>0.40</i>	<i>0.27</i>	<i>0.08</i>	<i>-0.05</i>	<i>0.12</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Wait time at the terminal	<b>2024</b>	<b>3.82</b>	<b>3.92</b>	<b>3.78</b>	<b>3.71</b>	<b>3.84</b>	<b>3.82</b>	<b>3.66</b>	<b>3.73</b>
	2023	3.78	3.94	3.74	3.30	3.77	3.82	3.89	3.77
	2022	3.74	3.86	3.70	3.35	3.89	3.79	3.63	3.95
	2021	3.82	3.96	3.84	3.59	3.83	3.82	3.75	3.03
	2020	3.73	3.90	3.75	3.33	3.87	3.94	3.80	3.03
(2023-24 Comparison)		0.04	-0.02	0.04	0.41	0.07	0.00	-0.23	-0.04
Ticket Purchase									
Efficiency of the check-in process	<b>2024</b>	<b>4.33</b>	<b>4.35</b>	<b>4.33</b>	<b>4.23</b>	<b>4.33</b>	<b>4.32</b>	<b>4.38</b>	<b>4.28</b>
	2023	4.30	4.35	4.30	4.10	4.28	4.34	4.38	4.32
	2022	4.27	4.30	4.28	4.05	4.31	4.33	4.36	4.34
	2021	4.32	4.39	4.32	4.14	4.34	4.34	4.37	4.14
	2020	4.22	4.30	4.21	4.03	4.27	4.38	4.30	3.98
(2023-24 Comparison)		0.03	0.00	0.03	0.13	0.05	-0.02	0.00	-0.04
Electronic boarding pass (New question added 2023)	<b>2024</b>	<b>4.38</b>	<b>4.40</b>	<b>4.38</b>	<b>4.23</b>	<b>4.42</b>	-	<b>4.34</b>	-
	2023	4.28	4.35	4.25	4.06	4.26	-	4.29	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
(2023-24 Comparison)		0.10	0.05	0.13	0.17	0.16	-	0.05	-
Staff customer service	<b>2024</b>	<b>4.36</b>	<b>4.38</b>	<b>4.37</b>	<b>4.29</b>	<b>4.36</b>	<b>4.32</b>	<b>4.40</b>	<b>4.38</b>
	2023	4.37	4.41	4.33	4.21	4.36	4.37	4.49	4.47
	2022	4.34	4.36	4.35	4.16	4.39	4.42	4.42	4.44
	2021	4.39	4.43	4.38	4.26	4.40	4.38	4.43	4.37
	2020	4.31	4.32	4.29	4.18	4.35	4.44	4.40	4.34
(2023-24 Comparison)		-0.01	-0.03	0.04	0.08	0.00	-0.05	-0.09	-0.09

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Clarity of staff directions	<b>2024</b>	<b>4.36</b>	<b>4.39</b>	<b>4.35</b>	<b>4.29</b>	<b>4.40</b>	<b>4.30</b>	<b>4.35</b>	<b>4.34</b>
	2023	4.33	4.38	4.31	4.17	4.33	4.32	4.39	4.43
	2022	4.32	4.36	4.31	4.13	4.39	4.42	4.35	4.43
	2021	4.36	4.42	4.37	4.21	4.36	4.37	4.35	4.30
	2020	4.30	4.35	4.26	4.16	4.35	4.37	4.33	4.33
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.04</i>	<i>0.12</i>	<i>0.07</i>	<i>-0.02</i>	<i>-0.04</i>	<i>-0.09</i>
Announcements when you need to be informed	<b>2024</b>	<b>4.05</b>	<b>4.07</b>	<b>4.08</b>	<b>3.93</b>	<b>4.16</b>	<b>4.06</b>	<b>3.93</b>	<b>3.89</b>
	2023	4.00	4.05	4.02	3.77	4.04	4.05	4.01	3.90
	2022	3.98	4.03	4.02	3.77	4.03	4.10	3.87	3.94
	2021	4.01	4.07	4.03	3.88	3.98	4.05	3.93	3.87
	2020	3.96	3.98	3.96	3.83	4.08	4.14	3.93	3.82
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.02</i>	<i>0.06</i>	<i>0.16</i>	<i>0.12</i>	<i>0.01</i>	<i>-0.08</i>	<i>-0.01</i>
Usefulness of digital information screens	<b>2024</b>	<b>3.95</b>	<b>4.02</b>	<b>3.96</b>	<b>3.75</b>	<b>4.03</b>	<b>3.88</b>	<b>3.79</b>	<b>-</b>
	2023	3.90	3.99	3.93	3.58	3.90	3.94	3.90	-
<i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2022	3.81	3.88	3.82	3.53	3.92	3.95	3.68	-
	2021	3.89	3.95	3.96	3.69	3.87	3.95	3.81	-
	2020	3.88	3.95	3.84	3.67	4.03	4.06	3.85	-
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.03</i>	<i>0.03</i>	<i>0.17</i>	<i>0.13</i>	<i>-0.06</i>	<i>-0.11</i>	<i>-</i>
Quality and variety of food/beverages/merchandise offered at the terminal	<b>2024</b>	<b>3.63</b>	<b>3.63</b>	<b>3.66</b>	<b>-</b>	<b>3.77</b>	<b>3.13</b>	<b>3.47</b>	<b>-</b>
<i>(Question added in 2024)</i>	2023	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Washrooms	<b>2024</b>	<b>3.96</b>	<b>3.97</b>	<b>3.88</b>	<b>3.84</b>	<b>4.03</b>	<b>3.96</b>	<b>4.13</b>	<b>4.02</b>
	2023	3.87	3.91	3.76	3.61	3.94	3.92	4.12	3.97
	2022	3.90	3.93	3.83	3.62	4.03	3.97	4.05	4.05
	2021	4.01	4.05	3.97	3.88	4.13	4.00	4.07	3.76
	2020	4.01	4.10	3.97	3.73	4.17	4.05	4.13	3.70
<i>(2023-24 Comparison)</i>		<i>0.09</i>	<i>0.06</i>	<i>0.12</i>	<i>0.23</i>	<i>0.09</i>	<i>0.04</i>	<i>0.01</i>	<i>0.05</i>
Procedure for loading	<b>2024</b>	<b>4.15</b>	<b>4.17</b>	<b>4.13</b>	<b>4.07</b>	<b>4.23</b>	<b>4.18</b>	<b>4.08</b>	<b>4.16</b>
	2023	4.11	4.17	4.08	3.91	4.11	4.21	4.15	4.20
	2022	4.12	4.19	4.09	3.88	4.23	4.19	4.05	4.22
	2021	4.17	4.25	4.18	4.03	4.21	4.22	4.08	3.89
	2020	4.12	4.23	4.07	3.86	4.25	4.22	4.14	4.05
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.00</i>	<i>0.05</i>	<i>0.16</i>	<i>0.12</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.04</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services – Cont. (Foot Passengers ONLY)									
Parking options at the terminal	<b>2024</b>	<b>3.66</b>	<b>3.73</b>	<b>3.77</b>	<b>3.59</b>	<b>3.79</b>	<b>3.43</b>	<b>3.53</b>	<b>2.70</b>
	2023	3.64	3.71	3.55	3.52	3.64	3.52	4.00	2.62
	2022	3.67	3.82	3.51	3.63	3.95	3.44	3.78	2.64
	2021	3.67	3.82	3.77	3.66	3.61	3.38	3.70	2.57
	2020	3.70	3.94	3.72	3.59	4.01	3.77	3.97	2.31
(2023-24 Comparison)		0.02	0.02	0.22	0.07	0.15	-0.09	-0.47	0.08
Ease of using passenger drop-off/pick-up area	<b>2024</b>	<b>4.15</b>	<b>4.17</b>	<b>4.27</b>	<b>4.08</b>	<b>4.20</b>	<b>4.05</b>	<b>4.08</b>	<b>3.52</b>
	2023	4.11	4.16	4.12	4.07	4.16	3.85	4.22	3.42
	2022	4.13	4.24	4.08	4.07	4.25	3.87	4.09	3.48
	2021	4.20	4.28	4.28	4.11	4.24	4.05	4.29	3.25
	2020	4.10	4.33	4.12	3.94	4.18	4.13	4.33	2.94
(2023-24 Comparison)		0.04	0.01	0.15	0.01	0.04	0.20	-0.14	0.10
Self-serve kiosk (ticket purchase) (New question added 2023)	<b>2024</b>	<b>4.29</b>	<b>4.32</b>	<b>4.31</b>	<b>4.21</b>	<b>4.28</b>	<b>4.30</b>	<b>4.00</b>	-
	2023	4.27	4.34	4.23	4.19	4.21	4.21	4.11	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
(2023-24 Comparison)		0.02	-0.02	0.08	0.02	0.07	0.09	-0.11	-
Pre-boarding passenger lounge at terminal	<b>2024</b>	<b>3.78</b>	<b>3.72</b>	<b>3.93</b>	<b>3.81</b>	<b>3.77</b>	<b>3.93</b>	<b>3.72</b>	<b>3.67</b>
	2023	3.74	3.70	3.77	3.73	3.69	3.80	3.95	3.71
	2022	3.76	3.76	3.76	3.74	3.82	3.92	3.75	3.64
	2021	3.80	3.78	3.87	3.83	3.79	4.02	3.80	3.47
	2020	3.86	3.83	3.87	3.90	3.77	3.96	4.25	3.13
(2023-24 Comparison)		0.04	0.02	0.16	0.08	0.08	0.13	-0.23	-0.04
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	<b>2024</b>	<b>3.71</b>	<b>3.69</b>	<b>3.74</b>	<b>3.71</b>	<b>3.80</b>	-	<b>3.58</b>	-
	2023	3.69	3.67	3.72	3.66	3.77	-	3.68	-
	2022	3.67	3.68	3.67	3.67	3.79	-	3.41	-
	2021	3.69	3.68	3.71	3.74	3.82	-	3.44	-
	2020	3.60	3.70	3.54	3.61	3.62	-	3.43	-
(2023-24 Comparison)		0.02	0.02	0.02	0.05	0.03	-	-0.10	-
Value for money	<b>2024</b>	<b>3.23</b>	<b>3.26</b>	<b>3.21</b>	<b>3.18</b>	<b>3.23</b>	-	<b>3.26</b>	-
	2023	3.21	3.25	3.16	3.09	3.13	-	3.39	-
	2022	3.21	3.25	3.15	3.14	3.25	-	3.23	-
	2021	3.29	3.30	3.24	3.31	3.31	-	3.33	-
	2020	3.23	3.29	3.14	3.26	3.16	-	3.36	-
(2023-24 Comparison)		0.02	0.01	0.05	0.09	0.10	-	-0.13	-

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Food Services – Cont.									
Staff customer service (Food services)	<b>2024</b>	<b>4.25</b>	<b>4.25</b>	<b>4.26</b>	<b>4.19</b>	<b>4.26</b>	-	<b>4.30</b>	-
	2023	4.24	4.27	4.21	4.13	4.21	-	4.36	-
	2022	4.20	4.19	4.21	4.13	4.27	-	4.19	-
	2021	4.27	4.30	4.25	4.20	4.28	-	4.24	-
	2020	4.14	4.15	4.12	4.13	4.18	-	4.13	-
(2023-24 Comparison)		0.01	-0.02	0.05	0.06	0.05	-	-0.06	-
Onboard Facilities/Services									
Passages Retail Store	<b>2024</b>	<b>4.04</b>	<b>4.04</b>	<b>4.04</b>	<b>4.06</b>	<b>4.07</b>	-	<b>3.92</b>	-
	2023	4.02	4.06	4.00	3.96	3.98	-	4.03	-
	2022	4.01	4.03	4.00	4.01	4.05	-	3.85	-
	2021	4.05	4.08	4.05	4.05	4.05	-	3.86	-
	2020	3.88	3.98	3.84	3.78	3.98	-	3.66	-
(2023-24 Comparison)		0.02	-0.02	0.04	0.10	0.09	-	-0.11	-
Washrooms	<b>2024</b>	<b>3.99</b>	<b>3.98</b>	<b>3.86</b>	<b>3.97</b>	<b>4.06</b>	<b>4.00</b>	<b>4.25</b>	<b>4.03</b>
	2023	3.94	3.98	3.78	3.87	3.90	3.98	4.23	4.02
	2022	3.96	3.99	3.82	3.88	4.05	3.94	4.11	4.15
	2021	4.08	4.09	4.05	4.07	4.10	4.01	4.19	3.62
	2020	4.07	4.17	4.00	3.97	4.16	3.95	4.16	3.65
(2023-24 Comparison)		0.05	0.00	0.08	0.10	0.16	0.02	0.02	0.01
Play area for children	<b>2024</b>	<b>3.49</b>	<b>3.58</b>	<b>3.43</b>	<b>3.38</b>	<b>3.51</b>	-	<b>3.28</b>	-
(Question not asked in 2020 – service closed due to COVID-19 pandemic)	2023	3.54	3.66	3.42	3.38	3.45	-	3.62	-
	2022	3.43	3.54	3.27	3.36	3.52	-	3.25	-
	2021	3.48	3.64	3.39	3.51	3.38	-	3.18	-
	2020	-	-	-	-	-	-	-	-
(2023-24 Comparison)		-0.05	-0.08	0.01	0.00	0.06	-	-0.34	-
Pet area	<b>2024</b>	<b>3.35</b>	<b>3.37</b>	<b>3.38</b>	<b>3.52</b>	<b>3.32</b>	-	<b>3.02</b>	-
	2023	3.18	3.11	3.25	3.20	3.12	-	3.31	-
	2022	3.06	3.05	2.99	3.13	3.17	-	2.99	-
	2021	3.00	3.09	2.82	3.21	2.97	-	2.87	-
	2020	3.21	3.07	3.15	3.45	3.19	-	3.29	-
(2023-24 Comparison)		0.17	0.26	0.13	0.32	0.20	-	-0.29	-
Outside decks	<b>2024</b>	<b>4.28</b>	<b>4.31</b>	<b>4.22</b>	<b>4.22</b>	<b>4.29</b>	<b>4.12</b>	<b>4.31</b>	<b>4.38</b>
	2023	4.23	4.28	4.15	4.14	4.16	4.12	4.33	4.36
	2022	4.23	4.27	4.20	4.11	4.21	4.17	4.21	4.47
	2021	4.24	4.29	4.22	4.21	4.24	4.11	4.30	3.83
	2020	4.18	4.31	4.08	4.12	4.22	4.21	4.20	3.74
(2023-24 Comparison)		0.05	0.03	0.07	0.08	0.13	0.00	-0.02	0.02



Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
<b>Onboard Facilities/Services – <i>Cont.</i></b>									
Lounge Seating	<b>2024</b>	<b>4.16</b>	<b>4.16</b>	<b>4.09</b>	<b>4.20</b>	<b>4.15</b>	<b>-</b>	<b>4.22</b>	<b>-</b>
	2023	4.12	4.14	4.03	4.13	4.09	-	4.27	-
	2022	4.14	4.17	4.05	4.13	4.17	-	4.18	-
	2021	4.17	4.18	4.12	4.22	4.15	-	4.22	-
	2020	4.05	4.15	3.86	4.09	4.09	-	4.13	-
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.02</i>	<i>0.06</i>	<i>0.07</i>	<i>0.06</i>	<i>-</i>	<i>-0.05</i>	<i>-</i>
SeaWest Lounge <i>(Service closed from 2020 through 2022, due to COVID-19 pandemic. Reopened on Route 1 in 2023)</i>	<b>2024</b>	<b>3.89</b>	<b>3.89</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	2023	3.83	3.83	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.06</i>	<i>0.06</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Usefulness of digital information screens onboard <i>(New question added 2023)</i>	<b>2024</b>	<b>3.83</b>	<b>3.88</b>	<b>3.83</b>	<b>3.71</b>	<b>3.88</b>	<b>-</b>	<b>3.73</b>	<b>3.70</b>
	2023	3.78	3.84	3.76	3.59	3.79	-	3.83	3.70
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.04</i>	<i>0.07</i>	<i>0.12</i>	<i>0.09</i>	<i>-</i>	<i>-0.10</i>	<i>0</i>
Ease of access, overall <i>(all passengers)</i>	<b>2024</b>	<b>4.19</b>	<b>4.22</b>	<b>4.16</b>	<b>4.12</b>	<b>4.22</b>	<b>4.15</b>	<b>4.15</b>	<b>4.17</b>
	2023	4.16	4.23	4.11	3.98	4.11	4.15	4.22	4.26
	2022	4.19	4.25	4.15	4.03	4.23	4.17	4.14	4.32
	2021	4.22	4.28	4.20	4.16	4.23	4.19	4.17	3.88
	2020	4.17	4.29	4.11	4.02	4.22	4.25	4.19	3.98
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.14</i>	<i>0.11</i>	<i>0.00</i>	<i>-0.07</i>	<i>-0.09</i>
Ease of access, overall <i>(for people with accessibility requirements)</i>	<b>2024</b>	<b>3.98</b>	<b>4.02</b>	<b>3.92</b>	<b>3.80</b>	<b>4.05</b>	<b>4.03</b>	<b>4.07</b>	<b>3.80</b>
	2023	3.92	4.01	3.93	3.61	3.94	4.07	3.99	3.85
	2022	3.96	4.09	3.97	3.74	4.03	4.05	3.76	3.92
	2021	3.95	3.99	3.98	3.87	4.06	3.93	3.80	3.72
	2020	3.85	3.89	3.77	3.68	4.25	3.91	3.60	3.77
<i>(2023-24 Comparison)</i>		<i>-0.04</i>	<i>-0.08</i>	<i>-0.04</i>	<i>-0.13</i>	<i>-0.09</i>	<i>0.02</i>	<i>0.23</i>	<i>-0.07</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
<b>Onboard Facilities/Services – <i>Cont.</i></b>									
Ease of finding facilities / services	<b>2024</b>	<b>4.18</b>	<b>4.18</b>	<b>4.18</b>	<b>4.16</b>	<b>4.22</b>	<b>4.11</b>	<b>4.22</b>	<b>4.17</b>
	2023	4.15	4.17	4.12	4.03	4.13	4.15	4.24	4.24
	2022	4.17	4.18	4.14	4.06	4.21	4.09	4.20	4.34
	2021	4.17	4.18	4.17	4.17	4.19	4.10	4.20	3.98
	2020	4.16	4.23	4.11	4.08	4.18	4.12	4.24	3.97
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.06</i>	<i>0.13</i>	<i>0.09</i>	<i>-0.04</i>	<i>-0.02</i>	<i>-0.07</i>
Announcements when you need to be informed	<b>2024</b>	<b>4.09</b>	<b>4.09</b>	<b>4.11</b>	<b>4.04</b>	<b>4.17</b>	<b>4.04</b>	<b>4.04</b>	<b>3.97</b>
	2023	4.02	4.04	4.03	3.86	4.05	4.02	4.07	3.97
	2022	4.04	4.06	4.06	3.89	4.13	4.04	3.99	4.06
	2021	4.04	4.06	4.06	3.97	4.07	4.01	4.01	3.87
	2020	3.96	3.97	3.96	3.86	4.07	4.07	3.94	3.85
<i>(2023-24 Comparison)</i>		<i>0.07</i>	<i>0.05</i>	<i>0.08</i>	<i>0.18</i>	<i>0.12</i>	<i>0.02</i>	<i>-0.03</i>	<i>0.00</i>
Atmosphere on the ferry overall	<b>2024</b>	<b>4.19</b>	<b>4.18</b>	<b>4.15</b>	<b>4.17</b>	<b>4.22</b>	<b>4.15</b>	<b>4.27</b>	<b>4.23</b>
	2023	4.16	4.19	4.10	4.05	4.12	4.17	4.28	4.30
	2022	4.15	4.18	4.10	4.05	4.21	4.15	4.18	4.39
	2021	4.15	4.16	4.14	4.12	4.18	4.12	4.21	3.90
	2020	4.04	4.08	3.96	3.98	4.07	4.16	4.17	3.97
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.12</i>	<i>0.10</i>	<i>-0.02</i>	<i>-0.01</i>	<i>-0.07</i>
Procedures for unloading	<b>2024</b>	<b>4.19</b>	<b>4.21</b>	<b>4.14</b>	<b>4.13</b>	<b>4.24</b>	<b>4.20</b>	<b>4.24</b>	<b>4.22</b>
	2023	4.15	4.21	4.09	3.98	4.13	4.19	4.24	4.24
	2022	4.19	4.26	4.13	4.00	4.25	4.20	4.18	4.30
	2021	4.21	4.27	4.19	4.10	4.23	4.21	4.22	3.96
	2020	4.17	4.28	4.14	3.94	4.24	4.27	4.18	3.95
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.00</i>	<i>0.05</i>	<i>0.15</i>	<i>0.11</i>	<i>0.01</i>	<i>0.00</i>	<i>-0.02</i>
Professionalism of onboard staff	<b>2024</b>	<b>4.41</b>	<b>4.42</b>	<b>4.39</b>	<b>4.35</b>	<b>4.41</b>	<b>4.35</b>	<b>4.47</b>	<b>4.44</b>
	2023	4.36	4.40	4.33	4.26	4.33	4.35	4.45	4.46
	2022	4.36	4.39	4.35	4.23	4.37	4.39	4.36	4.48
	2021	4.39	4.45	4.37	4.31	4.39	4.37	4.40	4.34
	2020	4.30	4.36	4.25	4.18	4.33	4.39	4.37	4.31
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.02</i>	<i>0.06</i>	<i>0.09</i>	<i>0.08</i>	<i>0.00</i>	<i>0.02</i>	<i>-0.02</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule									
Earliest ferry early enough	<b>2024</b>	<b>3.95</b>	<b>3.95</b>	<b>3.93</b>	<b>3.96</b>	<b>3.96</b>	<b>4.01</b>	<b>3.89</b>	<b>3.94</b>
	2023	3.91	3.91	3.89	3.87	3.93	4.02	3.93	3.97
	2022	3.91	3.90	3.93	3.85	3.99	4.04	3.85	4.05
	2021	3.92	3.94	3.92	3.92	3.94	3.98	3.83	3.92
	2020	3.89	3.89	3.89	3.85	3.96	3.94	3.86	3.97
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.04</i>	<i>0.04</i>	<i>0.09</i>	<i>0.03</i>	<i>-0.01</i>	<i>-0.04</i>	<i>-0.03</i>
Latest ferry late enough	<b>2024</b>	<b>3.78</b>	<b>3.77</b>	<b>3.79</b>	<b>3.83</b>	<b>3.86</b>	<b>3.65</b>	<b>3.72</b>	<b>3.67</b>
	2023	3.73	3.71	3.74	3.75	3.79	3.66	3.75	3.69
	2022	3.75	3.74	3.77	3.73	3.87	3.53	3.65	3.85
	2021	3.80	3.82	3.84	3.76	3.86	3.61	3.71	3.74
	2020	3.77	3.77	3.79	3.77	3.89	3.52	3.67	3.76
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.06</i>	<i>0.05</i>	<i>0.08</i>	<i>0.07</i>	<i>-0.01</i>	<i>-0.03</i>	<i>-0.02</i>
Ferry sailing frequent enough	<b>2024</b>	<b>3.59</b>	<b>3.85</b>	<b>3.41</b>	<b>3.23</b>	<b>3.62</b>	<b>3.62</b>	<b>3.24</b>	<b>3.59</b>
	2023	3.49	3.78	3.33	2.87	3.46	3.61	3.32	3.66
	2022	3.47	3.76	3.39	2.87	3.56	3.55	3.10	3.93
	2021	3.52	3.79	3.52	3.08	3.61	3.62	3.15	3.17
	2020	3.36	3.74	3.26	2.71	3.52	3.70	3.15	3.23
<i>(2023-24 Comparison)</i>		<i>0.10</i>	<i>0.07</i>	<i>0.08</i>	<i>0.36</i>	<i>0.16</i>	<i>0.01</i>	<i>-0.08</i>	<i>-0.07</i>
Ability to get onto desired sailing	<b>2024</b>	<b>3.93</b>	<b>4.07</b>	<b>3.83</b>	<b>3.64</b>	<b>3.90</b>	<b>4.01</b>	<b>4.06</b>	<b>3.78</b>
	2023	3.85	4.00	3.77	3.44	3.78	4.03	4.09	3.83
	2022	3.80	3.93	3.72	3.30	3.91	3.98	3.92	4.06
	2021	3.91	4.04	3.91	3.67	3.89	3.99	4.00	3.16
	2020	3.81	4.03	3.76	3.34	3.87	4.06	4.04	3.33
<i>(2023-24 Comparison)</i>		<i>0.08</i>	<i>0.07</i>	<i>0.06</i>	<i>0.2</i>	<i>0.12</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.05</i>
Ability to connect with other sailings <i>(based on those connecting)</i>	<b>2024</b>	<b>3.41</b>	<b>3.50</b>	<b>3.40</b>	<b>3.11</b>	<b>3.63</b>	<b>3.38</b>	<b>3.53</b>	<b>3.54</b>
	2023	3.41	3.56	3.40	3.05	3.39	3.49	3.62	3.50
	2022	3.32	3.28	3.30	3.22	3.63	3.59	3.25	3.62
	2021	3.40	3.62	3.32	3.14	3.42	3.58	3.61	2.95
	2020	3.36	3.44	3.25	3.17	3.51	3.46	3.51	3.32
<i>(2023-24 Comparison)</i>		<i>0.00</i>	<i>-0.06</i>	<i>0.00</i>	<i>0.06</i>	<i>0.24</i>	<i>-0.11</i>	<i>-0.09</i>	<i>0.04</i>
Ferry running on time	<b>2024</b>	<b>3.84</b>	<b>4.05</b>	<b>3.83</b>	<b>3.55</b>	<b>3.84</b>	<b>3.88</b>	<b>3.47</b>	<b>3.60</b>
	2023	3.75	3.99	3.79	3.10	3.69	3.97	3.72	3.65
	2022	3.78	3.99	3.73	3.33	3.89	4.04	3.45	3.91
	2021	3.93	4.18	3.95	3.67	3.82	3.91	3.75	2.62
	2020	3.84	3.94	3.97	3.54	3.97	4.23	3.71	2.88
<i>(2023-24 Comparison)</i>		<i>0.09</i>	<i>0.06</i>	<i>0.04</i>	<i>0.45</i>	<i>0.15</i>	<i>-0.09</i>	<i>-0.25</i>	<i>-0.05</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
			Route						
	All Waves	Total	1	2	3	30	4	5/9	19
Safety									
Safety of ferry operations	<b>2024</b>	<b>4.37</b>	<b>4.43</b>	<b>4.34</b>	<b>4.29</b>	<b>4.36</b>	<b>4.37</b>	<b>4.39</b>	<b>4.34</b>
	2023	4.31	4.37	4.29	4.16	4.27	4.33	4.37	4.34
	2022	4.33	4.37	4.32	4.19	4.33	4.38	4.32	4.44
	2021	4.37	4.42	4.38	4.29	4.32	4.38	4.37	4.26
	2020	4.28	4.32	4.23	4.17	4.32	4.33	4.36	4.35
<i>(2023-24 Comparison)</i>		<i>0.06</i>	<i>0.06</i>	<i>0.05</i>	<i>0.13</i>	<i>0.09</i>	<i>0.04</i>	<i>0.02</i>	<i>0.00</i>

## APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - ALL WAVES HISTORICAL DATA

Average Satisfaction Ratings by Terminal - All Waves Historical Data											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2024	4.10	4.15	4.13	4.03	4.06	3.99	4.15	4.10	4.05	4.04
	2023	4.03	4.10	4.13	3.90	4.00	3.64	3.98	4.08	4.12	4.09
	2022	4.00	4.08	4.08	3.87	3.93	3.62	4.09	4.10	4.20	4.32
	2021	4.07	4.14	4.12	4.05	4.06	3.90	4.05	4.11	3.64	3.61
	2020	3.97	4.06	4.10	3.83	3.91	3.79	4.07	4.08	3.84	3.67
(2023-24 Comparison)		0.07	0.05	0.00	0.13	0.06	0.35	0.17	0.02	-0.07	-0.05
Terminal Overall	2024	4.05	4.09	4.06	3.97	4.04	3.92	4.13	4.01	3.99	3.94
	2023	4.04	4.10	4.13	3.87	4.06	3.69	4.06	4.06	4.05	3.97
	2022	4.00	4.07	4.06	3.85	3.98	3.68	4.12	4.14	4.03	4.12
	2021	4.06	4.11	4.13	4.00	4.08	3.87	4.10	4.03	3.68	3.50
	2020	4.01	4.13	4.10	3.88	3.96	3.75	4.09	4.13	3.81	3.54
(2023-24 Comparison)		0.01	-0.01	-0.07	0.10	-0.02	0.23	0.07	-0.05	-0.06	-0.03
Value for money of fares	2024	3.52	3.53	3.53	3.50	3.47	3.48	3.42	3.71	3.60	3.67
	2023	3.48	3.50	3.53	3.44	3.39	3.32	3.34	3.69	3.61	3.68
	2022	3.46	3.47	3.52	3.38	3.38	3.36	3.43	3.73	3.74	3.78
	2021	3.52	3.52	3.52	3.56	3.45	3.50	3.44	3.66	3.62	3.49
	2020	3.41	3.35	3.51	3.41	3.18	3.57	3.24	3.55	3.39	3.55
(2023-24 Comparison)		0.04	0.03	0.00	0.06	0.08	0.16	0.08	0.02	-0.01	-0.01
At the Terminal											
Wait time at the terminal	2024	3.82	3.87	3.88	3.74	3.82	3.65	3.88	3.75	3.73	3.72
	2023	3.78	3.89	3.94	3.53	3.79	3.23	3.79	3.82	3.83	3.72
	2022	3.74	3.84	3.84	3.57	3.71	3.30	3.91	3.75	3.87	4.06
	2021	3.82	3.89	3.95	3.75	3.86	3.51	3.84	3.79	3.05	3.00
	2020	3.73	3.88	3.87	3.62	3.72	3.30	3.89	3.88	3.25	2.79
(2023-24 Comparison)		0.04	-0.02	-0.06	0.21	0.03	0.42	0.09	-0.07	-0.10	0.00
Efficiency of the check in process	2024	4.33	4.35	4.34	4.29	4.35	4.18	4.34	4.29	4.32	4.22
	2023	4.30	4.33	4.37	4.21	4.33	4.04	4.29	4.35	4.39	4.23
	2022	4.27	4.32	4.29	4.17	4.30	4.02	4.34	4.34	4.32	4.37
	2021	4.32	4.39	4.37	4.24	4.33	4.13	4.36	4.23	4.18	4.08
	2020	4.22	4.32	4.26	4.12	4.23	4.07	4.25	4.31	4.05	3.87
(2023-24 Comparison)		0.03	0.02	-0.03	0.08	0.02	0.14	0.05	-0.06	-0.07	-0.01

Average Satisfaction Ratings by Terminal - All Waves Historical Data - <i>Cont.</i>											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Electronic boarding pass <i>(New question added 2023)</i>	2024	4.38	4.41	4.39	4.35	4.37	4.17	4.41	-	-	-
	2023	4.28	4.31	4.38	4.16	4.28	4.04	4.26	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		0.10	0.10	0.01	0.19	0.09	0.13	0.15	-	-	-
Staff customer service	2024	4.36	4.38	4.37	4.34	4.37	4.28	4.36	4.33	4.43	4.33
	2023	4.37	4.40	4.42	4.28	4.33	4.17	4.37	4.37	4.52	4.40
	2022	4.34	4.37	4.35	4.25	4.37	4.17	4.41	4.40	4.44	4.44
	2021	4.39	4.43	4.41	4.34	4.36	4.25	4.41	4.31	4.42	4.30
	2020	4.31	4.34	4.33	4.26	4.28	4.18	4.34	4.46	4.32	4.35
<i>(2023-24 Comparison)</i>		-0.01	-0.02	-0.05	0.06	0.04	0.11	-0.01	-0.04	-0.09	-0.07
Clarity of staff directions	2024	4.36	4.39	4.37	4.33	4.34	4.26	4.41	4.31	4.37	4.31
	2023	4.33	4.37	4.38	4.25	4.32	4.11	4.35	4.33	4.47	4.39
	2022	4.32	4.38	4.33	4.22	4.32	4.13	4.41	4.40	4.41	4.46
	2021	4.36	4.39	4.40	4.32	4.35	4.20	4.39	4.34	4.34	4.25
	2020	4.30	4.35	4.32	4.21	4.29	4.18	4.38	4.38	4.37	4.29
<i>(2023-24 Comparison)</i>		0.03	0.02	-0.01	0.08	0.02	0.15	0.06	-0.02	-0.10	-0.08
Terminal Services											
Announcements when you need to be informed	2024	4.05	4.11	4.00	4.01	4.10	3.92	4.19	4.06	3.90	3.87
	2023	4.00	4.07	4.02	3.90	4.06	3.70	4.05	4.09	3.95	3.84
	2022	3.98	4.03	3.98	3.95	4.00	3.73	4.03	4.09	3.90	3.98
	2021	4.01	4.00	4.06	4.01	4.00	3.85	4.05	4.07	3.88	3.85
	2020	3.96	4.02	3.91	3.95	3.85	3.87	4.16	4.16	3.83	3.82
<i>(2023-24 Comparison)</i>		0.05	0.04	-0.02	0.11	0.04	0.22	0.14	-0.03	-0.05	0.03
Usefulness of digital information screens	2024	3.95	4.01	3.98	3.87	3.96	3.75	4.03	3.86	-	-
	2023	3.90	3.97	3.98	3.75	4.00	3.49	3.91	3.92	-	-
	2022	3.81	3.90	3.83	3.72	3.82	3.47	3.91	3.94	-	-
	2021	3.89	3.87	3.97	3.86	3.95	3.69	3.87	3.98	-	-
	2020	3.88	3.96	3.93	3.85	3.71	3.66	4.05	4.06	-	-
<i>(2023-24 Comparison)</i>		0.05	0.04	0.00	0.12	-0.04	0.26	0.12	-0.06	-	-
Quality and variety of food/beverages/merchandise offered at the terminal* <i>(Question added in 2024)</i>	2024	3.63	3.69	3.53	-	3.66	-	-	-	-	-
	2023	-	-	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		-	-	-	-	-	-	-	-	-	-

Average Satisfaction Ratings by Terminal - All Waves Historical Data - <i>Cont.</i>											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – <i>Cont.</i>											
Washrooms	<b>2024</b>	<b>3.96</b>	<b>4.03</b>	<b>3.95</b>	<b>3.86</b>	<b>3.91</b>	<b>3.82</b>	<b>4.02</b>	<b>3.96</b>	<b>4.01</b>	<b>4.03</b>
	2023	3.87	3.95	3.94	3.67	3.80	3.59	3.95	3.95	4.02	3.92
	2022	3.90	3.98	3.93	3.72	3.87	3.60	4.01	3.99	4.04	4.06
	2021	4.01	4.09	4.01	3.90	4.03	3.87	4.14	3.99	3.79	3.73
	2020	4.01	4.18	4.03	3.84	4.00	3.77	4.14	4.03	3.60	3.79
<i>(2023-24 Comparison)</i>		<i>0.09</i>	<i>0.08</i>	<i>0.01</i>	<i>0.19</i>	<i>0.11</i>	<i>0.23</i>	<i>0.07</i>	<i>0.01</i>	<i>-0.01</i>	<i>0.11</i>
Procedure for loading	<b>2024</b>	<b>4.15</b>	<b>4.18</b>	<b>4.16</b>	<b>4.12</b>	<b>4.11</b>	<b>4.02</b>	<b>4.25</b>	<b>4.15</b>	<b>4.18</b>	<b>4.13</b>
	2023	4.11	4.15	4.18	4.02	4.10	3.82	4.14	4.18	4.28	4.12
	2022	4.12	4.20	4.15	4.00	4.11	3.86	4.23	4.19	4.18	4.26
	2021	4.17	4.23	4.22	4.14	4.16	3.98	4.21	4.24	3.91	3.87
	2020	4.12	4.22	4.21	4.00	4.04	3.87	4.27	4.27	4.14	3.95
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.03</i>	<i>-0.02</i>	<i>0.10</i>	<i>0.01</i>	<i>0.20</i>	<i>0.11</i>	<i>-0.03</i>	<i>-0.10</i>	<i>0.01</i>
Terminal Services (Foot Passengers ONLY)											
Parking options at the terminal	<b>2024</b>	<b>3.66</b>	<b>3.70</b>	<b>3.72</b>	<b>3.66</b>	<b>3.84</b>	<b>3.58</b>	<b>3.85</b>	<b>3.10</b>	<b>2.57</b>	<b>2.84</b>
	2023	3.64	3.64	3.82	3.53	3.55	3.52	3.76	3.33	2.62	2.62
	2022	3.67	3.78	3.87	3.50	3.54	3.72	3.87	3.34	2.83	2.44
	2021	3.67	3.75	3.78	3.71	3.74	3.75	3.59	2.61	2.57	2.56
	2020	3.70	3.84	3.96	3.69	3.65	3.60	4.04	3.92	2.27	2.35
<i>(2023-24 Comparison)</i>		0.02	<i>0.06</i>	<i>-0.10</i>	<i>0.13</i>	<i>0.29</i>	<i>0.06</i>	<i>0.09</i>	<i>-0.23</i>	<i>-0.05</i>	<i>0.22</i>
Ease of using passenger drop-off/pick-up area	<b>2024</b>	<b>4.15</b>	<b>4.18</b>	<b>4.17</b>	<b>4.20</b>	<b>4.27</b>	<b>4.04</b>	<b>4.19</b>	<b>3.86</b>	<b>3.41</b>	<b>3.63</b>
	2023	4.11	4.14	4.18	4.10	4.11	4.06	4.17	3.63	3.32	3.50
	2022	4.13	4.23	4.21	4.06	4.13	4.03	4.21	3.75	3.44	3.54
	2021	4.20	4.27	4.28	4.24	4.27	4.07	4.25	3.47	3.05	3.43
	2020	4.10	4.40	4.19	4.06	4.12	3.93	4.21	4.21	3.00	2.88
<i>(2023-24 Comparison)</i>		0.04	<i>0.04</i>	<i>-0.01</i>	<i>0.10</i>	<i>0.16</i>	<i>-0.02</i>	<i>0.02</i>	<i>0.23</i>	<i>0.09</i>	<i>0.13</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	<b>2024</b>	<b>4.29</b>	<b>4.28</b>	<b>4.31</b>	<b>4.30</b>	<b>4.25</b>	-	<b>4.32</b>	-	-	-
	2023	4.27	4.25	4.36	4.24	4.19	-	4.24	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.02</i>	<i>0.03</i>	<i>-0.05</i>	<i>0.06</i>	<i>0.06</i>	-	<i>0.08</i>	-	-	-
Pre-boarding passenger lounge at terminal	<b>2024</b>	<b>3.78</b>	<b>3.69</b>	<b>3.75</b>	<b>3.84</b>	<b>4.03</b>	<b>3.76</b>	<b>3.82</b>	<b>3.98</b>	<b>3.77</b>	<b>3.54</b>
	2023	3.74	3.63	3.85	3.71	3.90	3.62	3.74	3.70	3.82	3.61
	2022	3.76	3.73	3.83	3.68	3.89	3.69	3.81	3.86	3.68	3.59
	2021	3.80	3.68	3.95	3.88	3.90	3.65	3.73	3.74	3.47	3.48
	2020	3.86	3.83	3.99	3.91	3.98	3.74	3.71	3.87	3.21	3.06
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.06</i>	<i>-0.10</i>	<i>0.13</i>	<i>0.13</i>	<i>0.14</i>	<i>0.08</i>	<i>0.28</i>	<i>-0.05</i>	<i>-0.07</i>



## APPENDIX C - AVERAGE SATISFACTION RATINGS FOR PANEL MEMBERS

Average Satisfaction Rating			
	All Waves 2023	All Waves 2024	Change (2023-24)
Overall satisfaction with most recent experience travelling with BC Ferries	<b>3.84</b>	<b>3.93</b>	<b>+0.09</b>
Net Promoter Score (NPS)	<b>-10</b>	<b>-9</b>	<b>+1</b>

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## **B. CUSTOMER SATISFACTION TRACKING SURVEY**

**2024**

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What is your overall impression of BC Ferries? [Q22]

Very Negative

Negative

Neutral

Positive

Very Positive

Prefer not to Answer

1

2

3

4

5

99

If someone asked you whether you would recommend BC Ferries, how likely would you be to... [Q11]

Very unlikely

Very likely

0

1

2

3

4

5

6

7

8

9

10

Recommend BC Ferries, based on your most recent experience

What fare type did you purchase for this sailing? [Q13b]

1

2

3

4

5

6

7

9

99

Saver fare - Best value fare, includes free reservation. Paid in full at time of booking.

Prepaid fare - Paid in full at time of booking, includes reservation.

Reservation Only fare - Paid reservation fee at time of booking, balance due at the terminal

At Terminal fare - Did not book in advance. Fare purchased at the terminal

Group fare

Travel Assistance Program (TAP)

BC Senior's fare (weekday sailings)

Not applicable – Travelled on a non-fare paying route

I don't know

Do you have any suggestions on how to improve the services and facilities offered by BC Ferries? If yes, please explain. Please be specific. [Q14]

Transportation To and From the Terminal

Foot Passengers ONLY (i.e., walk-ons, bus passengers, cyclists): How did you get to and from the terminal? Please select only one in each column.

Travel TO departure terminal [Q15]

Travel FROM arrival terminal [Q16]

1

2

3

4

5

6

7

8

10

11

Dropped off by friend or relative

Drove private vehicle to terminal and parked at / near terminal

Drove car share vehicle to terminal and parked at / near terminal

Bicycle

BC Transit bus / TransLink bus / local city bus

Non-chartered bus (e.g., BC Ferries Connector operated by Wilsons)

Walked

Taxi

Chartered bus / school bus

Other

1

2

3

4

5

6

7

8

10

11

Picked up by friend or relative

Used private vehicle that I parked at or near the terminal

Drove car share vehicle and parked at / near terminal

Bicycle

BC Transit bus / TransLink bus / local city bus

Non-chartered bus (e.g., BC Ferries Connector operated by Wilsons)

Walked

Taxi

Chartered bus / school bus

Other

Vehicle drivers / vehicle passengers ONLY: What kind of vehicle did you travel in for the sailing on which you received this questionnaire? Please select only one. [Q17]

1

2

3

4

5

6

7

Standard Vehicle (under 7 ft. high and under 20 ft. in length)

Oversize Vehicle (over 7 ft. high and over 20 ft. in length)

Van / Recreational Vehicle

Commercial vehicle (over 5,500 kg in weight)

Motorcycle

Semi-trailer

Bus

Demographics

Do you, or does someone you are travelling with, have accessibility requirements (e.g., a physical condition that affects your mobility or requires the use of an aid such as a wheelchair, cane, or walker)? [Q18]

1

2

99

Yes

No

Prefer not to disclose

Which of the following best describes your current occupational status? Please select only one. [Q19]

1

2

3

4

5

6

7

99

Employed full-time

Employed part-time

Self-employed

Not currently employed

Retired

Homemaker

Student

Prefer not to disclose

Which of the following categories best describes the total combined annual income for your household, before taxes? [Q20]

1

2

3

4

5

6

99

Under \$30,000

\$30,000 to \$59,999

\$60,000 to \$99,999

\$100,000 to \$124,999

\$125,000 to \$199,999

\$200,000 or more

Prefer not to disclose

The BC Ferries Research Panel

BC Ferries conducts a variety of different online surveys from time to time.

Would it be okay for BC Ferries, or their appointed research firm, to contact you for a future survey? If so, please fill in your contact information below and join our research panel.

As a panel member, you will contribute to decision-making processes that will help shape BC Ferries products and services.

You will also be eligible for prize draws when you complete online surveys!

All responses and data from this survey are strictly confidential and are separated from the contact information before being reported.

Phone number: AREA CODE PHONE NUMBER

Email:

First name:

Postal Code:

Your privacy is important to us. Contact information you provide will only be used to invite you to participate in future research, and for no other purpose.

Thank you for your participation in this research.

Survey ID:



MM / DD / YYYY

/ /

Dear Ferry Customer,

Thank you for participating in our survey. Your feedback is invaluable in helping us improve our services. We appreciate the time you've taken to share your thoughts.

Your responses will be kept confidential and will contribute to a comprehensive understanding of our passengers' experiences. We encourage you to complete the entire survey to ensure the results accurately reflect our community's views.

R.A. Malatest & Associates Ltd., a reputable research firm based in BC, is handling the collection and analysis of your responses. You can return the completed survey to any Malatest staff member on board or use the enclosed pre-paid envelope to mail it back within the next one or two days.

Should you have any questions about the survey, please feel free to reach out to Malatest at 1-855-412-1930 or BC Ferries' Customer Service at 1-888-223-3779.

Your opinions are important to us, and fundamental for enhancing the BC Ferries experience. Thank you once again for your interest and participation in this research.

Sincerely,  
British Columbia Ferry Services Inc.

Trip Details

(To be completed by Malatest surveyor) Thinking only of the LAST sailing you took...

Which route was your last sailing? Indicate the departure terminal:

1

2

3

4

Tsawwassen <-> Swartz Bay

Horseshoe Bay <-> Nanaimo

Horseshoe Bay <-> Langdale

Swartz Bay <-> Fulford Harbour

5

9

19

30

Swartz Bay <-> Southern Gulf Islands

Tsawwassen <-> Southern Gulf Islands

Nanaimo Harbour <-> Gabriola Island

Tsawwassen <-> Duke Point

On which day was that sailing?

Month:

June

August

November

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

What was the scheduled departure time?

Hour:

1

2

3

4

5

6

7

8

9

10

11

12

Minute:

00

05

10

15

20

25

30

35

40

45

50

55

Time of Day:

am

pm

What was the main purpose of your last ferry trip, business or personal? Please provide one response. If you were going home, what activity were you returning from? [S1]

Business

Personal

1

2

3

4

Business trip or on company business

Commuting to or from work

Hauling freight or operating a commercial vehicle

Attending school, college or course

5

6

7

8

9

10

Required personal travel (e.g., doctor's appt, moving, funeral, etc.)

Shopping

Visiting friends / relatives

Vacation / getaway / recreation

Attending special event / entertainment

Other (specify)

Including your last trip, how many return trips (i.e., two-way trips) have you taken with BC Ferries in the past 12 months? Take time to think back over the past year, especially if you travel often. [S2]

1

2

3

0-2 trips

3-6 trips

7-12 trips

4

5

13-26 trips

27 or more trips

What city or community did you leave from when you headed to the ferry terminal? [S4]

When you got off the ferry, which city or community were you headed to? [S5]

In which city or community do you live? [S6]

Were you a vehicle passenger or a foot passenger? If you boarded the ferry as a bus passenger or on bicycle, please consider yourself a foot passenger. [S7]

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1 ☐ Vehicle passenger (including driver)2 ☐ Foot passenger (including bus passengers and cyclists)

Did you book your sailing in advance (i.e., make a reservation)? [S13]

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## APPENDIX E - INTERCEPT POSTCARD

Figure 1: Postcard Front



Figure 2: Postcard Back

