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BC FERRIES WRAPS UP BUSY SUMMER SEASON

VICTORIA – As the busy summer season draws to a close, BC Ferries reports an increase in ridership, strong on-time performance figures and fleet reliability score of over 99 per cent.

In July and August combined, BC Ferries carried 5.25 million passengers and 1.86 million vehicles, which is an increase of 2.9 per cent and 3.1 per cent respectively over the previous year. With a fleet of 34 vessels, the company provided over 29,500 sailings on its' 24 routes servicing coastal British Columbia.

“We want to thank the millions of customers who chose BC Ferries as part of their summer travel this year, whether it was a trip to Vancouver Island, the Southern Gulf Islands or Haida Gwaii,” said Corrine Storey, BC Ferries’ Vice President of Customer Services. “We also want to recognize the excellent customer service provided by our staff during our peak season to meet the needs of all of our passengers.”

Both shipboard and terminal crews worked hard to get passengers safely to their destinations in a timely manner. Overall on-time performance was 88.1 per cent in July and 87.3 per cent in August.

Throughout the fleet, BC Ferries responded to nine marine rescues and seven requests for marine assistance. The Occupational First Aid Attendants provided medical aid to 89 passengers and 40 customers required the service of an ambulance.

The tourists and locals kept the Catering Departments on the vessels hopping during the summer. Customers purchased 87,000 cups of soft serve ice cream, 333,000 burgers and over 528,000 cups of coffee.

Customer Care agents handled over 115,000 calls from customers making travel plans. Customers booked over 1,900 travel packages with BC Ferries Vacations, which is 20 per cent more than last summer. Approximately 3,300 people visited the BC Ferries Vacations Centre to enquire about travel and getaways.

BC Ferries website saw 28.5 million page views in the last three months. Over 2,000 stunning images of coastal British Columbia were shared on social media with BC Ferries’ photo contest using #SharetheCoast.

This year, BC Ferries in partnership with Parks Canada celebrated the 10th anniversary of the very popular Coastal Naturalist program. Over 175,000 passengers enjoyed one of the 1,440 fun and educational presentations. Many customers were also entertained by wildlife and the beautiful scenery of the coast. Crews recorded over 650 whale sightings from June through August.

BC Ferries provided summer jobs for 500 seasonal employees, many of whom are post-secondary students and have now returned to school.

Under contract to the Province of British Columbia, BC Ferries is the service provider responsible for the delivery of safe, efficient and dependable ferry service along coastal British Columbia.

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