Feedback and Engagement Report

Q4 Fiscal 2026

Quarter ended March 31, 2026



BCFerries

Feedback and Engagement Report

Table of Contents

Q4 Fiscal 2026
(JAN, FEB, MAR)

	Page
Executive Summary	2
Customer Service Centre	
Key Performance Highlights and Metrics	3
Customer Satisfaction Tracking	
Intercept Surveys (Routes 1, 2, 3, 4, 5, 5a, 9, 19, 30)	4
Passenger Satisfaction throughout the BC Ferries Journey	5
Central and North Coast Routes (10, 11)	6
Customer Relations & Community Engagement	
Customer Relations - Compliments	7
All Routes	8
Vancouver Island - Mainland Routes (1, 2, 30)	9
Sunshine Coast Routes (3, 7, 8, 13, 17, 18)	10
Southern Gulf Islands Routes (4, 5, 6, 9, 12, 19, 20)	11-12
Northern Gulf Islands Routes (21, 22, 23, 24, 25)	13
Central and North Coast Routes (10, 11, 26, 28, 28a)	14
Appendices	
Appendix A - Definition of Terms	15
Appendix B - Routes and Terminals by Region	16

Executive Summary

Q4 Fiscal 2026
(JAN, FEB, MAR)

Q4 Fiscal 2026 Summary

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

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

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

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

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

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

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

Customer Service Centre
Key Performance Highlights and Metrics

Q4 Fiscal 2026
(JAN, FEB, MAR)

Key Performance Highlights

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

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

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

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

Customer Service Centre Metrics	Q4 Fiscal 2025	Q4 Fiscal 2026	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	10.4	4.3	**-6.1**	-
Customer Service Centre (CSC) Satisfaction Customers satisfied with their CSC experience	93%	95%	**+2% pt**	93%+
Stale Response Resolution Customers who did not receive a response within target (7 days)	<1%	18%	**+1,700%**	7 days or less
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	90	239	**+166%**	240 seconds or less
First Call Resolution % of callers whose issues are resolved on the first call	91%	94%	**+3% pt**	90%
Call Abandon Rate Average % of calls that disconnect prior to being answered	4.0%	7.4%	**+3.4% pt**	7.5% or less

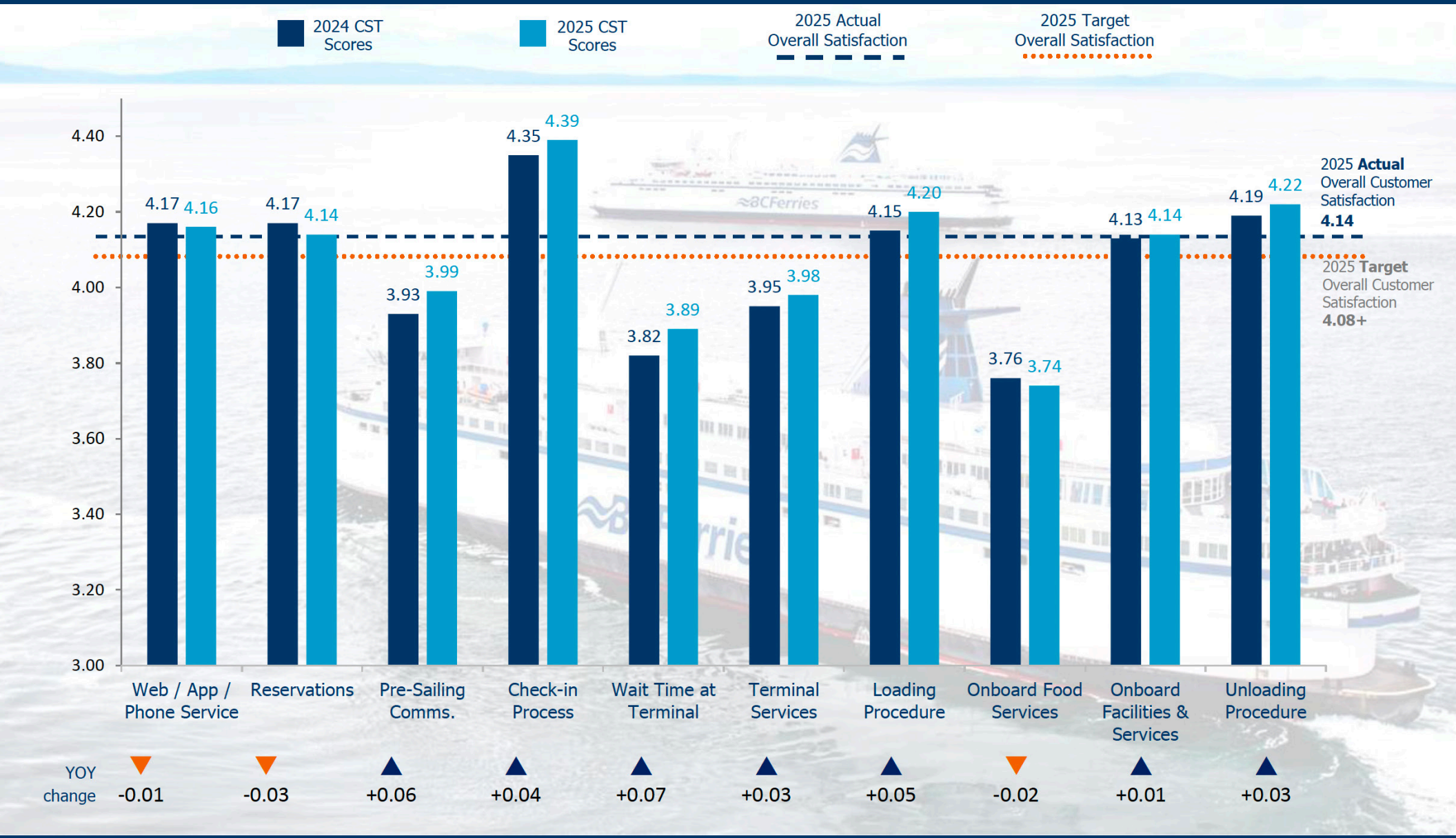
Comments, Inquiries and Phone Calls

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

Top Three Complaint Areas

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

Passenger Satisfaction Throughout the BC Ferries Journey



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

Customer Satisfaction Tracking
Central and North Coast (Routes 10, 11)

Q4 Fiscal 2026
(JAN, FEB, MAR)

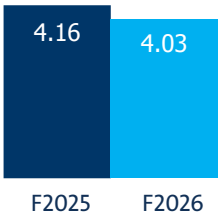
Customer Satisfaction Tracking data for the Central and North Coast is collected throughout the year via a post-travel survey that is emailed to customers travelling on these routes. This data collection method is used instead of onboard intercepts.

Comparisons shown below are year over year for the quarter.

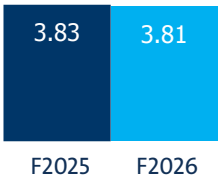
Scores range from 1 to 5. 1 = Very dissatisfied, 5 = Very satisfied.

Overall Satisfaction

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



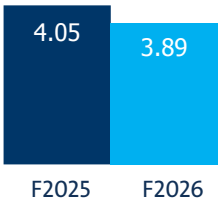
Route 10



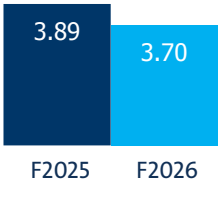
Route 11

Terminal Satisfaction

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



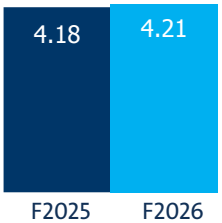
Route 10



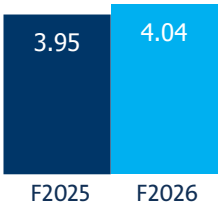
Route 11

Onboard Satisfaction

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



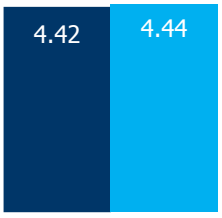
Route 10



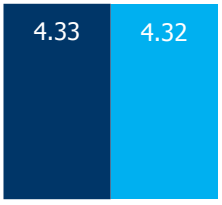
Route 11

Safety of Ferry Operations

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



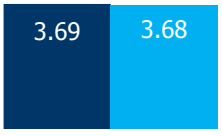
Route 10



Route 11

Value for Money of Fares

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



Route 10



Route 11

Customer Relations
Compliments

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

- RTEK compliments reflect exceptional experiences (reported by customers self-motivated to contact BC Ferries about their experiences).
- CST survey feedback captures broader customer sentiment (positive comments given when asked for suggestions to improve services and facilities).
- CST intercept surveys and reporting are undertaken in Q1, Q2 and Q3.
- Caution should be exercised when considering year-over-year change due to the nature of the data (positive comments sometimes being incidental to the main comment) and due to the fact that the number of RTEK compliments will vary with passenger volumes, while the number of CST compliments will vary with the number of surveys completed (can change a lot from year to year).

Top Three Compliment Areas (CST Data)	
Major routes (1, 2, 3, 30)	% of all compliments
No CST report in Q4	
Minor routes (4, 5/9, 19)	% of all compliments
No CST report in Q4	

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

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

Community Engagement
All Routes

Q4 Fiscal 2026
(JAN, FEB, MAR)

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

Customer Relations and Community Engagement

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

Q4 Fiscal 2026
(JAN, FEB, MAR)

Customer Relations (ResponseTek)

Total complaints Q4 Fiscal 2025	Total complaints Q4 Fiscal 2026	Complaints per 10,000 passengers (Q4 Fiscal 2025)	Complaints per 10,000 passengers (Q4 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
1,955	1,016 ▼	9.5	4.8	-4.7

Top Three Complaint Areas

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

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

Community Engagement Events and Activities

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

Coastal First Nations' Outreach and Relationship Building

Snuneymuxw First Nation	Relationship table discussions

Customer Relations and Community Engagement

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

Q4 Fiscal 2026
(JAN, FEB, MAR)

Customer Relations (ResponseTek)

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

Top Three Complaint Areas

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

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

Community Engagement Events and Activities

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

Customer Relations and Community Engagement

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

Q4 Fiscal 2026
(JAN, FEB, MAR)

Customer Relations (ResponseTek)

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

Top Three Complaint Areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q4 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings/ Schedules	27% ▲ from 15%	Vessel substitution (larger ferry required)	28	0.38
		Frequency of sailing waits/delays	13	0.17
Fares/ Fare Errors	25% ▲ from 15%	Incorrect fare charged	20	0.27
		Experience Card™ issue	8	0.11
Customer Service	15% ▲ from 11%	Poor customer service (Check-in)	11	0.15
		Poor customer service (Onboard)	7	0.09

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

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

Continued on next page...

Customer Relations and Community Engagement

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

Q4 Fiscal 2026
(JAN, FEB, MAR)

Continued...

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

Coastal First Nations' Outreach and Relationship Building

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

Customer Relations and Community Engagement

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

Q4 Fiscal 2026
(JAN, FEB, MAR)

Customer Relations (ResponseTek)

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

Top Three Complaint Areas

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

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

Community Engagement Events and Activities

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

Coastal First Nations' Outreach and Relationship Building

Wei Wai Kum	Building relationship and discussing upcoming arrival of new Island Class vessel (Island Kasa)

Customer Relations and Community Engagement

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

Q4 Fiscal 2026
(JAN, FEB, MAR)

Customer Relations (ResponseTek)

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

Top Three Complaint Areas

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

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

Community Engagement Events and Activities

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

Coastal First Nations' Outreach and Relationship Building

Council of the Haida Nation	Discussed ways to support community programs

Appendix A
Definition of Terms

First Call Resolution (FCR)	Percentage of callers whose issues are resolved on the first call
n	Symbol that represents either sample size (e.g., number of surveys collected) or count (e.g., number of complaints with a comment or rating); the number of complaints used for further analysis excludes general comments and comments without a rating
Net Promoter Score (NPS)	A widely used customer satisfaction measure that considers the percentage difference between "promoters" and "detractors" within a company's customer base; the NPS is a trademarked measure
Stale Response Resolution	Percentage of passenger comments within the ResponseTek system that did not receive a response from the Customer Relations team within 7 days of the comment having been submitted in Quarters 3 and 4, and within 14 days of the comment having been submitted in Quarters 1 and 2
YoY	Year over Year
% and % pt YoY Change	For year-over-year changes for key indicators, "%" indicates a proportionate change in the value, computed as the difference between the two values divided by the previous year's value = (Q4 this year – Q4 last year) / Q4 last year, while "% pt" indicates the percentage-point change, or the difference between the percentages in each year = % in Q4 this year – % in Q4 last year

Appendix B
Routes and Terminals by Region

Q4 Fiscal 2026
(JAN, FEB, MAR)

Vancouver Island - Mainland

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

Northern Gulf Islands

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

Southern Gulf Islands

Route	Terminals
Route 4	Fulford Harbour - Swartz Bay
Route 5	Swartz Bay - Southern Gulf Islands
Route 6	Vesuvius Bay - Crofton
Route 9	Tsawwassen - Southern Gulf Islands
Route 12	Brentwood Bay - Mill Bay
Route 19	Nanaimo Harbour - Gabriola Island
Route 20	Chemainus - Penelakut Island - Thetis

Sunshine Coast

Route	Terminals
Route 3	Horseshoe Bay - Langdale
Route 7	Earls Cove - Saltery Bay
Route 8	Bowen Island - Horseshoe Bay
Route 13	Gambier Island - Keats Landing - Langdale
Route 17	Comox - Powell River
Route 18	Powell River - Texada Island

Central and North Coast

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