
British Columbia Ferry Services Inc.

Annual Report
to the
British Columbia Ferries Commission

Year Ended March 31, 2026



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Introduction

British Columbia Ferry Services Inc. ("BC Ferries", "we", "our", or the "Company") is pleased to submit our annual report for the year ended March 31, 2026¹ ("fiscal 2026" or the "fiscal year") to the British Columbia Ferries Commission (the "Commission".)

In fiscal 2026, 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")². The Designated Routes are regulated under the Coastal Ferry Act (the "Act")³. 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 Customer Satisfaction Tracking Report for the year ended December 31, 2025, completed by an independent professional consulting organization commissioned by the Company to conduct and document a comprehensive customer satisfaction survey.

The complete reports are attached as schedules.

¹ Fiscal years at BC Ferries are from April 1 to March 31.

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

³ 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.

Fiscal 2026: Summary by the Numbers

- **37** vessels operating on **25** routes out of **47** terminals spread over **1,600** kilometres of coastline
- **91,275** round trips delivered, which is **2,690** more than the annual number contractually required and an increase of **590** round trips over the previous fiscal year
- **10.0 million** vehicles and **23.3 million** passengers carried, the busiest fiscal year on record
- **67.9%** capacity utilization system wide, up from **66.6%** the year prior
- **3.1%** increase in vehicle traffic and **2.6%** increase in passenger traffic, compared to the previous fiscal year
- **\$802.3 million** total passenger and tariff revenue
- **86.1%** of sailings departed or arrived, as applicable, within 10 minutes of their scheduled time
- **86%** of customers surveyed were satisfied with their overall experience, an improvement of **2%** compared to the previous year.

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.

Part 1 of this report contains financial statistics and information on traffic levels, as well as operating and performance statistics for the year ended March 31, 2026 for each Designated Route. This includes the Operations Report, the Temporary Service Disruptions Report and the Route Financial Report.

A. Operations Report

The Operations Report (Schedule A) provides the information for the Designated Routes, presented in numeric format for each route.

Round Trips

This report shows the total number of round trips⁴ BC Ferries delivered on each Designated Route. In fiscal 2026, BC Ferries delivered 91,275 round trips compared to 90,685 in the prior year, an increase of 590 round trips, primarily on the Major Routes. We also exceeded the number of annual round trips required by the Contract by 2,690 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.

In fiscal 2026, BC Ferries provided capacity sufficient to carry the previous year's traffic. Average capacity utilization on Designated Routes ranged from 38.8% to 89.9%. The overall capacity utilization was 67.9%, an increase of 1.3% compared to a capacity utilization of 66.6% 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 (measured as AEQs) and passenger traffic carried on each Designated Route during fiscal 2026, compares it to the traffic carried in the previous fiscal

⁴ 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.

year, and includes the associated tariff revenue generated from each route.

During fiscal 2026, we carried the highest number of vehicles and passengers on record: 10.0 million vehicles and 23.3 million passengers. This represents an increase of 3.1% and 2.6%, respectively, compared to fiscal 2025⁵. Additionally, our overall passenger and tariff revenue increased to \$802.3 million in fiscal 2026; an increase of 5.7% over fiscal 2025.

On-Time Performance

On-time performance is defined as the percentage of sailings departing or arriving, as applicable, within 10 minutes of the scheduled time⁶ and is provided for each of the Designated Routes.

In fiscal 2026 overall on-time performance increased 2.1% from 8.4% to 86.1% 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 Report⁷.

B. Temporary Service Disruptions Report

The Temporary Service Disruptions Report (Schedule B) 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. There are three distinct sections of this report, showing for each Designated Route.

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 2026. These levels are considered the contractual core service obligations that BC Ferries must meet, including:

1. Canceled 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. Canceled 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

⁵ 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.

⁶ 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.

⁷ "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.

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

This section compares the number of scheduled sailings to the number of actual sailings delivered for each Designated Route during fiscal 2026. 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.

In fiscal 2026, BC Ferries sailed 197,809 or 99.3% of the 199,241 scheduled sailings.

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 time⁸. 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 2026 BC Ferries delivered 2,690 more round trips than required under the Contract. During the fiscal year, 17% of the sailings on the Designated Routes overall were overloaded, an increase of 1.5 percentage points over fiscal 2025.

C. Route Financial Report

The Route Financial Report (Schedule C) provides financial information for fiscal 2026 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 expense⁹.

D. Notes & Glossary

The Notes and Glossary section (Schedule D) 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.

⁸ 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.

⁹ 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, 2026*, available at bcferries.com/our-company/investor-relations.

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, letters, emails, phone calls and social media posts, as well as through its feedback portal, 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. This work continued in fiscal 2026.

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 activities¹⁰.

Customer Satisfaction Tracking Report

The Company also obtains essential feedback through its annual customer satisfaction survey (Schedule F), 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.

The Customer Satisfaction Tracking Report (Schedule E) for calendar year 2025 indicates that surveyed customers reported an improved overall satisfaction score of 4.14 (+0.04 compared to calendar year 2024), while an increased number of customers surveyed reported that they were satisfied with their overall experience (86%; +2% compared to 2024 calendar year).¹¹

¹⁰ 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, with the Commission's accompanying response.

¹¹ 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 2025 may be found on the Company's website at <https://www.bcferrries.com/in-the-community/resources>.

SCHEDULE A: OPERATIONS REPORT
YEAR ENDED MARCH 31, 2026



Operations Reports

Fiscal Year Ended March 31, 2026



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 2026, BC Ferries delivered strong operational performance across the coastal ferry system while continuing to manage sustained demand growth, aging assets, weather-related disruptions, and ongoing system capacity pressures. During the fiscal year, BC Ferries delivered 91,274 round trips and continued to exceed annual Coastal Ferry Services Contract (CFSC) minimum service requirements across the network.

Operational reliability improved significantly compared to the previous fiscal year. Scheduled round trip cancellations declined to 0.7% of scheduled service, down from 1.4% in FY25, while system-wide on-time performance improved to 86.1%, compared to 84.0% in FY25.

Demand remained strong throughout the fiscal year, with passenger volumes increasing by more than 551,000 and vehicle traffic increasing by more than 283,000 AEQs year over year. Total vehicle and passenger tariff revenues increased by approximately \$43.2 million compared to FY25, reflecting continued travel demand and sustained utilization across the system.

Throughout the year, BC Ferries continued to operate within a complex marine environment shaped by increasing customer demand, aging vessels, infrastructure constraints, weather events, rising operating costs, fuel volatility, and the need to maintain service continuity across a large and diverse route network. While demand and revenues continued to increase during the fiscal year, these pressures continued to create operational and financial challenges across the system.

The following report provides detailed operational and financial results by service group, including CFSC compliance, cancellation trends, on-time performance, overloads, alternative service utilization, and related performance metrics for Fiscal 2026.

○ ○ ○ ○

Section 1

Operations Summary



○ ○ ○ ○



Section 1A - Fiscal Year Ended March 31, 2026



FY26 Operations Summary Report

	Actual Round Trips	AEQ Capacity Provided	AEQ Carried (FY26)	Capacity Utilization (FY26)	AEQ Carried (FY25)	Capacity Utilization (FY25)	AEQ Growth	AEQ Tariff Revenue (FY26)	AEQ Tariff Revenue (FY25)	AEQ Tariff Revenue Growth
☐ Majors	13,572.0	8,533,893	6,663,104	78.1%	6,534,734	78.0%	128,371	\$459,803,644	\$434,985,450	\$24,818,194
01 Tsawwassen - Swartz Bay	4,543.0	2,991,596	2,660,479	88.9%	2,553,445	89.6%	107,034	\$212,196,005	\$196,132,438	\$16,063,567
02 Horseshoe Bay - Nanaimo	2,814.5	1,742,990	1,277,855	73.3%	1,310,992	74.5%	-33,138	\$96,686,652	\$95,356,256	\$1,330,396
03 Horseshoe Bay - Langdale	3,315.0	2,055,695	1,407,984	68.5%	1,388,514	67.9%	19,470	\$40,995,372	\$39,689,845	\$1,305,527
30 Nanaimo - Tsawwassen	2,899.5	1,743,612	1,316,787	75.5%	1,281,783	74.3%	35,004	\$109,925,615	\$103,806,911	\$6,118,704
☐ Minors	77,308.5	8,122,438	4,642,833	57.2%	4,489,510	54.9%	153,324	\$73,465,081	\$67,837,419	\$5,627,662
04 Swartz Bay - Fulford Harbour	3,003.0	546,546	384,130	70.3%	369,600	66.5%	14,530	\$5,220,458	\$4,741,360	\$479,098
05 Swartz Bay - Southern Gulf Islands	3,519.0	895,864	352,981	39.4%	349,202	38.6%	3,780	\$4,976,002	\$4,747,826	\$228,176
06 Crofton - Vesuvius	4,718.0	594,468	358,101	60.2%	326,480	54.9%	31,621	\$4,944,756	\$4,271,335	\$673,421
07 Earls Cove - Saltery Bay	2,884.0	646,016	250,744	38.8%	241,242	37.3%	9,502	\$6,396,102	\$5,870,101	\$526,001
08 Horseshoe Bay - Snug Cove	5,541.0	964,134	616,978	64.0%	603,673	61.0%	13,306	\$7,771,992	\$7,301,791	\$470,201
09 Tsawwassen - Southern Gulf Islands	1,051.0	345,414	246,412	71.3%	241,683	71.2%	4,729	\$12,569,170	\$11,793,581	\$775,589
12 Brentwood Bay - Mill Bay	3,202.0	121,676	109,406	89.9%	105,639	85.9%	3,768	\$1,485,882	\$1,362,613	\$123,269
13 Langdale - Gambier Island - Keats Landing	5,456.0							(\$1,433)	(\$1,465)	\$32
17 Little River - Powell River	1,451.0	400,476	242,032	60.4%	232,614	58.6%	9,418	\$10,838,961	\$9,936,691	\$902,270
18 Powell River - Blubber Bay	2,969.0	279,086	125,939	45.1%	124,562	45.4%	1,378	\$1,175,812	\$1,090,188	\$85,624
19 Nanaimo Harbour - Gabriola	8,255.0	775,970	512,667	66.1%	496,101	64.2%	16,566	\$4,925,256	\$4,549,992	\$375,264
20 Chemainus - Thetis - Penelakut	3,690.0	191,906	111,740	58.2%	110,791	57.8%	950	\$992,229	\$933,330	\$58,899
21 Buckley Bay - Denman West	6,518.5	562,957	356,655	63.4%	344,513	61.0%	12,142	\$2,914,941	\$2,689,573	\$225,368
22 Denman East - Hornby Island	4,466.5	298,338	163,273	54.7%	156,687	53.5%	6,586	\$1,421,277	\$1,298,378	\$122,899
23 Campbell River - Quathiaski Cove	10,093.5	948,789	546,448	57.6%	520,703	55.8%	25,746	\$4,777,116	\$4,398,059	\$379,057
24 Heriot Bay - Whaletown	2,090.5	108,706	78,423	72.1%	78,803	69.3%	-381	\$918,649	\$850,843	\$67,806
25 Port McNeill - Alert Bay - Sointula	3,922.0	298,780	125,129	41.9%	124,093	37.1%	1,036	\$1,531,430	\$1,395,909	\$135,521
26 Skidegate - Alliford Bay	4,478.5	143,312	61,780	43.1%	63,128	44.2%	-1,349	\$606,481	\$607,314	(\$833)
☐ North	394.0	68,704	54,970	80.0%	52,731	75.8%	2,240	\$12,982,501	\$11,826,664	\$1,155,837
10 Port Hardy - Prince Rupert	113.0	24,814	21,438	86.4%	20,252	81.2%	1,187	\$6,781,087	\$6,097,269	\$683,818
11 Prince Rupert - Skidegate	199.5	38,185	30,247	79.2%	29,692	76.1%	556	\$5,348,954	\$4,994,314	\$354,640
28 Port Hardy - Central Coast	81.5	5,705	3,285	57.6%	2,788	49.5%	498	\$852,460	\$735,081	\$117,379
Total	91,274.5	16,725,035	11,360,907	67.9%	11,076,974	66.6%	283,934	\$546,251,226	\$514,649,533	\$31,601,693

Obligation Deferred (Settled)

\$13,751

\$0

Total Vehicle Fare Revenue

\$546,264,977

\$514,649,533

FY26 Operations Summary Report							% Sailings Within 10 Minutes		
	Passengers (FY26)	Passengers (FY25)	Passenger Growth	Passenger Tariff Revenue (FY26)	Passenger Tariff Revenue (FY25)	Passenger Tariff Revenue Growth	FY24	FY25	FY26
☐ Majors	14,587,851	14,334,334	253,517	\$208,614,081	\$200,262,152	\$8,351,929	70.9%	72.4%	80.8%
01 Tsawwassen - Swartz Bay	6,569,050	6,402,824	166,226	\$110,187,731	\$104,700,729	\$5,487,002	72.3%	77.6%	83.0%
02 Horseshoe Bay - Nanaimo	3,002,352	3,040,891	-38,539	\$48,518,697	\$48,048,804	\$469,893	72.3%	70.2%	84.6%
03 Horseshoe Bay - Langdale	2,819,262	2,753,954	65,308	\$15,539,474	\$14,550,379	\$989,095	66.8%	72.2%	79.9%
30 Nanaimo - Tsawwassen	2,197,187	2,136,665	60,522	\$34,368,179	\$32,962,240	\$1,405,939	72.0%	67.0%	74.6%
☐ Minors	8,598,982	8,301,656	297,326	\$38,916,329	\$36,223,692	\$2,692,637	85.2%	85.8%	87.0%
04 Swartz Bay - Fulford Harbour	655,487	639,207	16,280	\$3,011,460	\$2,804,032	\$207,428	88.4%	87.6%	87.0%
05 Swartz Bay - Southern Gulf Islands	548,703	539,970	8,733	\$2,309,545	\$2,213,234	\$96,311	69.0%	67.4%	67.0%
06 Crofton - Vesuvius	586,542	542,686	43,856	\$2,279,357	\$2,014,319	\$265,038	88.4%	84.2%	69.9%
07 Earls Cove - Saltery Bay	407,671	393,650	14,021	\$2,437,650	\$2,265,521	\$172,129	85.0%	87.3%	86.5%
08 Horseshoe Bay - Snug Cove	1,382,960	1,316,520	66,440	\$5,058,154	\$4,571,244	\$486,910	68.9%	68.8%	85.8%
09 Tsawwassen - Southern Gulf Islands	579,945	569,558	10,387	\$6,733,443	\$6,426,402	\$307,041	69.6%	66.4%	62.8%
12 Brentwood Bay - Mill Bay	209,524	199,114	10,410	\$1,019,860	\$950,164	\$69,696	73.1%	93.9%	86.6%
13 Langdale - Gambier Island - Keats Landing	52,871	50,628	2,243	\$206,260	\$194,654	\$11,606	99.8%	99.5%	99.0%
17 Little River - Powell River	462,501	448,024	14,477	\$5,061,576	\$4,712,951	\$348,625	84.1%	89.1%	93.3%
18 Powell River - Blubber Bay	190,205	189,818	387	\$576,942	\$561,548	\$15,394	90.5%	94.2%	97.7%
19 Nanaimo Harbour - Gabriola	937,099	888,148	48,951	\$2,760,221	\$2,512,012	\$248,209	86.1%	82.8%	84.1%
20 Chemainus - Thetis - Penelakut	265,185	257,742	7,443	\$625,428	\$590,019	\$35,409	72.2%	81.2%	93.4%
21 Buckley Bay - Denman West	592,714	578,970	13,744	\$1,607,270	\$1,517,553	\$89,717	97.5%	98.0%	97.9%
22 Denman East - Hornby Island	280,739	271,407	9,332	\$884,745	\$818,179	\$66,566	92.8%	93.9%	93.4%
23 Campbell River - Quathiaski Cove	968,037	933,793	34,244	\$2,630,349	\$2,425,095	\$205,254	90.9%	92.8%	95.0%
24 Heriot Bay - Whaletown	117,590	121,712	-4,122	\$455,567	\$434,057	\$21,510	74.3%	82.6%	78.0%
25 Port McNeill - Alert Bay - Sointula	255,309	251,321	3,988	\$933,385	\$890,358	\$43,027	87.2%	74.9%	77.9%
26 Skidegate - Alliford Bay	105,900	109,388	-3,488	\$325,117	\$322,350	\$2,767	98.1%	97.3%	97.1%
☐ North	105,657	104,606	1,051	\$8,493,009	\$7,937,162	\$555,847	84.9%	80.5%	75.4%
10 Port Hardy - Prince Rupert	44,903	44,519	384	\$5,715,671	\$5,263,490	\$452,181	83.7%	75.9%	67.2%
11 Prince Rupert - Skidegate	54,184	53,855	329	\$2,017,343	\$1,926,537	\$90,806	88.6%	90.0%	89.2%
28 Port Hardy - Central Coast	6,570	6,232	338	\$759,995	\$747,135	\$12,860	81.2%	76.2%	72.3%
Total	23,292,490	22,740,596	551,894	\$256,023,419	\$244,423,006	\$11,600,413	83.2%	84.0%	86.1%

Obligation Deferred (Settled)	\$6,445	\$0
Total Passenger Fare Revenue	\$256,029,864	\$244,423,006
Total Vehicle & Passenger Fare Revenue per Financial Statements	\$802,294,841	\$759,072,539

SCHEDULE B: TEMPORARY SERVICE DISRUPTIONS REPORT
YEAR ENDED MARCH 31, 2026

○ ○ ○ ○

Section 2

Performance Against CFSC
Minimums



○ ○ ○ ○



FY26 Scheduled Round Trips

91.9K
FY25: 92.0K

FY26 Actual Round Trips

91.3K
FY25: 90.7K

FY26 Cancelled Round Trips

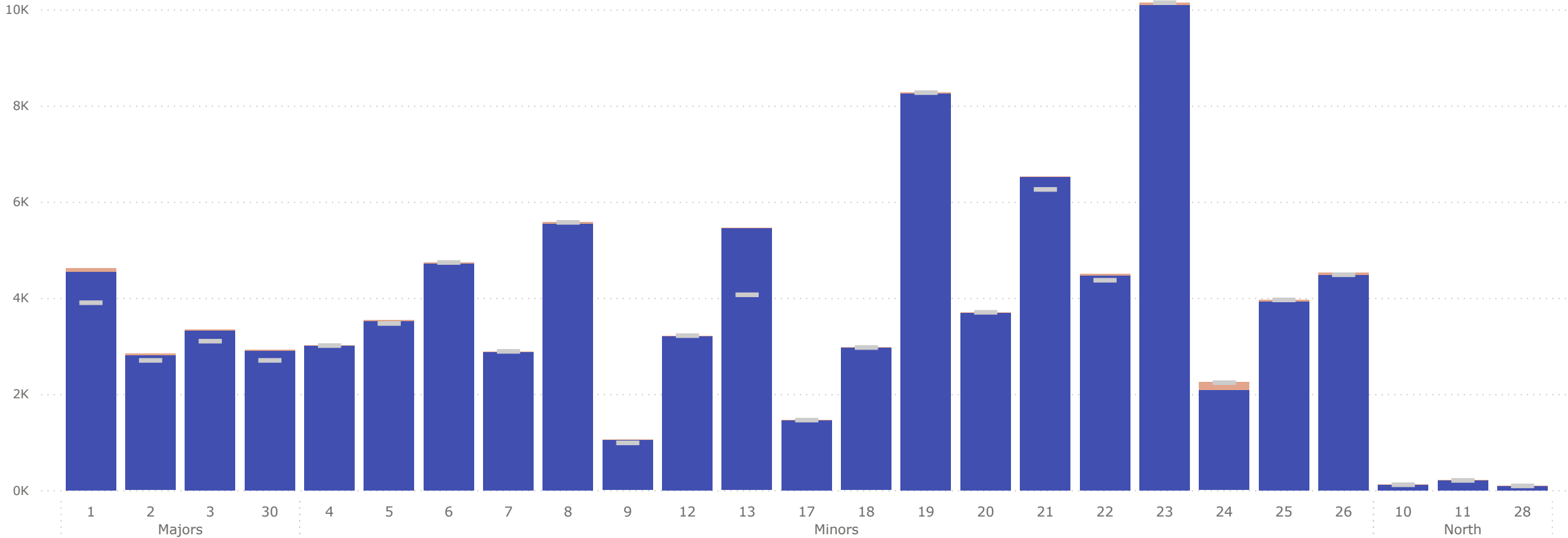
644.5
FY25: 1.3K

FY26 Scheduled Round Trips Cancelled

0.7%
FY25: 1.4%

FY26 Actual & Cancelled Round Trips versus Minimum (Annual) Core Service Levels

Actual Round Trips Cancelled Round Trips Total Q. Mins



FY26 Scheduled Round Trips

91.9K
FY25: 92.0K

FY26 Actual Round Trips

91.3K
FY25: 90.7K

FY26 Cancelled Round Trips

644.5
FY25: 1.3K

FY26 Scheduled Round Trips Cancelled

0.7%
FY25: 1.4%

FY26 Cancellations of Minimum (Annual) Round Trips by Route

	Allowable							Total	Crew	Not Allowable		Total	Total
	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather			Traffic	Other		
☐ Majors	0.0	0.0	0.0	0.0	0.0	10.5	9.0	19.5	1.0	0.0	0.0	1.0	20.5
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	5.0	4.0	9.0	1.0	0.0	0.0	1.0	10.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	4.0	0.0	4.0	0.0	0.0	0.0	0.0	4.0
30 Nanaimo - Tsawwassen	0.0	0.0	0.0	0.0	0.0	1.5	4.0	5.5	0.0	0.0	0.0	0.0	5.5
☐ Minors	6.0	19.0	126.5	1.0	7.5	70.0	116.5	346.5	31.5	2.0	6.5	40.0	386.5
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	1.0	3.0	1.0	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	8.0	0.0	8.0	3.0	0.0	0.0	3.0	11.0
06 Crofton - Vesuvius	2.0	1.0	0.0	0.0	2.0	10.0	2.0	17.0	2.0	0.0	0.0	2.0	19.0
07 Earls Cove - Saltery Bay	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
08 Horseshoe Bay - Snug Cove	0.5	2.0	4.0	1.0	0.5	12.5	0.0	20.5	6.5	2.0	1.5	10.0	30.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	2.0	2.0
12 Brentwood Bay - Mill Bay	0.0	2.0	0.0	0.0	0.0	2.0	2.0	6.0	7.0	0.0	0.0	7.0	13.0
13 Langdale - Gambier Island - Keats Landing	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0
17 Little River - Powell River	1.0	0.0	0.0	0.0	0.0	0.0	4.0	5.0	2.0	0.0	0.0	2.0	7.0
18 Powell River - Blubber Bay	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
19 Nanaimo Harbour - Gabriola	1.5	5.0	5.0	0.0	0.0	2.0	1.0	14.5	1.0	0.0	0.0	1.0	15.5
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	1.0	6.0	3.0	10.0	0.0	0.0	0.0	0.0	10.0
21 Buckley Bay - Denman West	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
22 Denman East - Hornby Island	0.0	0.0	0.0	0.0	0.0	4.5	11.0	15.5	0.0	0.0	0.0	0.0	15.5
23 Campbell River - Quathiaski Cove	0.0	9.0	0.0	0.0	0.0	10.0	24.5	43.5	2.0	0.0	3.0	5.0	48.5
24 Heriot Bay - Whaletown	0.0	0.0	117.5	0.0	0.0	0.0	24.0	141.5	5.0	0.0	0.0	5.0	146.5
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	2.0	7.0	25.0	34.0	1.0	0.0	2.0	3.0	37.0
26 Skidegate - Alliford Bay	0.0	0.0	0.0	0.0	1.0	5.0	18.0	24.0	0.0	0.0	0.0	0.0	24.0
☐ North	0.0	0.0	0.0	0.0	0.5	0.0	7.0	7.5	0.0	0.0	0.0	0.0	7.5
10 Port Hardy - Prince Rupert	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	0.0	0.0	0.0	0.0	0.0	0.0	5.0	5.0	0.0	0.0	0.0	0.0	5.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	0.5	0.0	2.0	2.5	0.0	0.0	0.0	0.0	2.5
Total	6.0	19.0	126.5	1.0	8.0	80.5	132.5	373.5	32.5	2.0	6.5	41.0	414.5

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FY26 Scheduled Round Trips

91.9K

FY25: 92.0K

FY26 Actual Round Trips

91.3K

FY25: 90.7K

FY26 Cancelled Round Trips

644.5

FY25: 1.3K

FY26 Scheduled Round Trips Cancelled

0.7%

FY25: 1.4%

FY26 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	0.0	0.0	2.0	0.0	1.0	107.0	34.0	144.0	1.0	0.0	0.0	1.0	145.0
01 Tsawwassen - Swartz Bay	0.0	0.0	0.0	0.0	0.0	51.5	20.0	71.5	0.0	0.0	0.0	0.0	71.5
02 Horseshoe Bay - Nanaimo	0.0	0.0	0.0	0.0	0.0	24.0	6.0	30.0	1.0	0.0	0.0	1.0	31.0
03 Horseshoe Bay - Langdale	0.0	0.0	0.0	0.0	0.0	24.0	0.0	24.0	0.0	0.0	0.0	0.0	24.0
30 Nanaimo - Tsawwassen	0.0	0.0	2.0	0.0	1.0	7.5	8.0	18.5	0.0	0.0	0.0	0.0	18.5
☐ Minors	10.0	23.0	135.0	1.0	8.5	85.0	156.5	419.0	43.5	5.0	10.0	58.5	477.5
04 Swartz Bay - Fulford Harbour	0.0	0.0	0.0	0.0	1.0	3.0	1.0	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	9.0	1.0	10.0	4.0	1.0	0.0	5.0	15.0
06 Crofton - Vesuvius	2.0	1.0	0.0	0.0	2.0	10.0	2.0	17.0	2.0	0.0	0.0	2.0	19.0
07 Earls Cove - Saltery Bay	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0
08 Horseshoe Bay - Snug Cove	0.5	2.0	4.0	1.0	0.5	12.5	0.0	20.5	6.5	2.0	2.5	11.0	31.5
09 Tsawwassen - Southern Gulf Islands	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	0.0	2.0	3.0
12 Brentwood Bay - Mill Bay	0.0	2.0	0.0	0.0	0.0	2.0	2.0	6.0	7.0	0.0	0.0	7.0	13.0
13 Langdale - Gambier Island - Keats Landing	0.0	1.0	0.0	0.0	0.0	0.0	5.0	6.0	0.0	0.0	0.0	0.0	6.0
17 Little River - Powell River	1.0	0.0	0.0	0.0	0.0	0.0	4.0	5.0	2.0	0.0	0.0	2.0	7.0
18 Powell River - Blubber Bay	1.0	2.0	0.0	0.0	0.0	0.0	1.0	4.0	0.0	0.0	0.0	0.0	4.0
19 Nanaimo Harbour - Gabriola	1.5	5.0	5.0	0.0	0.0	2.0	1.0	14.5	4.5	0.0	0.0	4.5	19.0
20 Chemainus - Thetis - Penelakut	0.0	0.0	0.0	0.0	1.0	6.0	3.0	10.0	1.0	2.0	0.0	3.0	13.0
21 Buckley Bay - Denman West	2.0	0.0	0.0	0.0	0.0	7.0	0.0	9.0	2.0	0.0	0.0	2.0	11.0
22 Denman East - Hornby Island	1.0	0.0	0.0	0.0	0.0	5.0	29.0	35.0	1.5	0.0	0.0	1.5	36.5
23 Campbell River - Quathiaski Cove	0.0	9.0	0.0	0.0	0.0	10.0	24.5	43.5	2.0	0.0	4.5	6.5	50.0
24 Heriot Bay - Whaletown	0.0	0.0	126.0	0.0	0.0	2.0	30.0	158.0	6.0	0.0	1.0	7.0	165.0
25 Port McNeill - Alert Bay - Sointula	0.0	0.0	0.0	0.0	2.0	7.0	25.0	34.0	1.0	0.0	2.0	3.0	37.0
26 Skidegate - Alliford Bay	0.0	1.0	0.0	0.0	2.0	9.5	27.0	39.5	2.0	0.0	0.0	2.0	41.5
☐ North	1.0	0.0	0.0	0.0	1.0	1.5	17.5	21.0	0.5	0.0	0.5	1.0	22.0
10 Port Hardy - Prince Rupert	0.5	0.0	0.0	0.0	0.0	0.0	3.0	3.5	0.0	0.0	0.0	0.0	3.5
11 Prince Rupert - Skidegate	0.5	0.0	0.0	0.0	0.0	1.5	10.0	12.0	0.5	0.0	0.5	1.0	13.0
28 Port Hardy - Central Coast	0.0	0.0	0.0	0.0	1.0	0.0	4.5	5.5	0.0	0.0	0.0	0.0	5.5
Total	11.0	23.0	137.0	1.0	10.5	193.5	208.0	584.0	45.0	5.0	10.5	60.5	644.5

FY26 Actual Round Trips

91.3K

Annual Minimums: 88.6K

FY26 Cancelled Core Service Round Trips

414.5

FY25: 789.5

FY26 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	Allowable (Annual) Cancelled RT	Non-Allowable (Annual) Cancelled RT		
Majors	13,572.0	12,400.0	1,172.0	19.5	1.0	0.0	0.0	20.5	1,192.5
01 Tsawwassen - Swartz Bay	4,543.0	3,900.0	643.0	1.0	0.0	0.0	0.0	1.0	644.0
02 Horseshoe Bay - Nanaimo	2,814.5	2,700.0	114.5	9.0	1.0	0.0	0.0	10.0	124.5
03 Horseshoe Bay - Langdale	3,315.0	3,100.0	215.0	4.0	0.0	0.0	0.0	4.0	219.0
30 Nanaimo - Tsawwassen	2,899.5	2,700.0	199.5	5.5	0.0	0.0	0.0	5.5	205.0
Minors	77,308.5	75,778.0	1,530.5	227.0	15.0	119.5	25.0	386.5	1,917.0
04 Swartz Bay - Fulford Harbour	3,003.0	3,008.0	-5.0	2.0	0.0	3.0	0.0	5.0	0.0
05 Swartz Bay - Southern Gulf Islands	3,519.0	3,468.0	51.0	8.0	3.0	0.0	0.0	11.0	62.0
06 Crofton - Vesuvius	4,718.0	4,737.0	-19.0	6.0	0.0	11.0	2.0	19.0	0.0
07 Earls Cove - Saltery Bay	2,884.0	2,888.0	-4.0	0.0	0.0	1.0	0.0	1.0	-3.0
08 Horseshoe Bay - Snug Cove	5,541.0	5,571.5	-30.5	3.0	0.0	17.5	10.0	30.5	0.0
09 Tsawwassen - Southern Gulf Islands	1,051.0	984.0	67.0	0.0	2.0	0.0	0.0	2.0	69.0
12 Brentwood Bay - Mill Bay	3,202.0	3,215.0	-13.0	2.0	3.0	4.0	4.0	13.0	0.0
13 Langdale - Gambier Island - Keats Landing	5,456.0	4,065.0	1,391.0	1.0	0.0	0.0	0.0	1.0	1,392.0
17 Little River - Powell River	1,451.0	1,458.0	-7.0	5.0	2.0	0.0	0.0	7.0	0.0
18 Powell River - Blubber Bay	2,969.0	2,968.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0
19 Nanaimo Harbour - Gabriola	8,255.0	8,270.5	-15.5	1.5	0.0	13.0	1.0	15.5	0.0
20 Chemainus - Thetis - Penelakut	3,690.0	3,700.0	-10.0	5.0	0.0	5.0	0.0	10.0	0.0
21 Buckley Bay - Denman West	6,518.5	6,257.0	261.5	0.0	0.0	0.0	0.0	0.0	261.5
22 Denman East - Hornby Island	4,466.5	4,368.0	98.5	15.5	0.0	0.0	0.0	15.5	114.0
23 Campbell River - Quathiaski Cove	10,093.5	10,142.0	-48.5	14.5	0.0	29.0	5.0	48.5	0.0
24 Heriot Bay - Whaletown	2,090.5	2,237.0	-146.5	116.5	5.0	25.0	0.0	146.5	0.0
25 Port McNeill - Alert Bay - Sointula	3,922.0	3,959.0	-37.0	23.0	0.0	11.0	3.0	37.0	0.0
26 Skidegate - Alliford Bay	4,478.5	4,482.0	-3.5	24.0	0.0	0.0	0.0	24.0	20.5
North	394.0	405.5	-11.5	7.5	0.0	0.0	0.0	7.5	-4.0
10 Port Hardy - Prince Rupert	113.0	113.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11 Prince Rupert - Skidegate	199.5	203.5	-4.0	5.0	0.0	0.0	0.0	5.0	1.0
28 Port Hardy - Central Coast	81.5	89.0	-7.5	2.5	0.0	0.0	0.0	2.5	-5.0
Total	91,274.5	88,583.5	2,691.0	254.0	16.0	119.5	25.0	414.5	3,105.5

FY26 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)
☐ Majors		
01 Tsawwassen - Swartz Bay	1	1
02 Horseshoe Bay - Nanaimo	5	2
03 Horseshoe Bay - Langdale	4	2
30 Nanaimo - Tsawwassen	4	1
☐ Minors		
04 Swartz Bay - Fulford Harbour	3	1
05 Swartz Bay - Southern Gulf Islands	4	2
06 Crofton - Vesuvius	11	2
07 Earls Cove - Saltery Bay	1	1
08 Horseshoe Bay - Snug Cove	18	4
09 Tsawwassen - Southern Gulf Islands	0	0
12 Brentwood Bay - Mill Bay	4	1
13 Langdale - Gambier Island - Keats Landing	1	1
17 Little River - Powell River	5	1
18 Powell River - Blubber Bay	0	0
19 Nanaimo Harbour - Gabriola	11	2
20 Chemainus - Thetis - Penelakut	5	1
21 Buckley Bay - Denman West	0	0
22 Denman East - Hornby Island	8	1
23 Campbell River - Quathiaski Cove	17	3
24 Heriot Bay - Whaletown	29	21
25 Port McNeill - Alert Bay - Sointula	11	2
26 Skidegate - Alliford Bay	10	1
☐ North		
10 Port Hardy - Prince Rupert	0	0
11 Prince Rupert - Skidegate	9	2
28 Port Hardy - Central Coast	5	2

Section 2G - Fiscal Year Ended March 31, 2026



FY26 Actual Round Trips

293.5
FY25: 293.5

FY26 AEQ Carried

636.0
FY25: 244.5

FY26 Passengers Carried

4,581
FY25: 5,392

FY26 Alternative Service Round Trips by Route

	Sailed Round Trips	FY25 AEQ Carried	Passengers	Sailed Round Trips	FY26 AEQ Carried	Passengers
☐ Majors	19.0	0	469	34.5	0	948
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	19.0	0	469	34.5	0	948
30 Nanaimo - Tsawwassen	0.0	0	0	0.0	0	0
☐ Minors	257.5	0	4,601	245.0	509	3,457
04 Swartz Bay - Fulford Harbour	0.0	0	0	8.5	0	179
05 Swartz Bay - Southern Gulf Islands	0.0	0	0	0.0	0	0
06 Crofton - Vesuvius	0.0	0	0	5.5	0	61
07 Earls Cove - Saltery Bay	0.0	0	0	0.0	0	0
08 Horseshoe Bay - Snug Cove	155.0	0	3,345	39.0	0	635
09 Tsawwassen - Southern Gulf Islands	0.0	0	1	0.0	0	0
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	65.0	0	757	0.0	0	0
19 Nanaimo Harbour - Gabriola	12.0	0	194	2.5	0	21
20 Chemainus - Thetis - Penelakut	13.0	0	133	11.0	0	189
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	170.5	507	2,204
25 Port McNeill - Alert Bay - Sointula	11.0	0	158	2.0	3	99
26 Skidegate - Alliford Bay	1.5	0	13	6.0	0	69
☐ North	17.0	245	322	14.0	127	176
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	17.0	245	322	14.0	127	176
Total	293.5	245	5,392	293.5	636	4,581

○ ○ ○ ○

Section 3

Performance Against Scheduled
Sailings



○ ○ ○ ○



FY26 Scheduled Sailing Count

199.2K

FY25: 199.3K

FY26 Actual Sailing Count

197.8K

FY25: 196.5K

FY26 Cancelled Sailing Count

1.4K

FY25: 2.8K

FY26 Scheduled & Actual Sailings by Route

	Scheduled Sailing Count	Actual Sailing Count	Variance
Majors	27,434.0	27,144.0	-290
01 Tsawwassen - Swartz Bay	9,229.0	9,086.0	-143
02 Horseshoe Bay - Nanaimo	5,691.0	5,629.0	-62
03 Horseshoe Bay - Langdale	6,678.0	6,630.0	-48
30 Nanaimo - Tsawwassen	5,836.0	5,799.0	-37
Minors	170,422.0	169,345.0	-1,077
04 Swartz Bay - Fulford Harbour	6,016.0	6,006.0	-10
05 Swartz Bay - Southern Gulf Islands	12,202.0	12,111.0	-91
06 Crofton - Vesuvius	9,474.0	9,436.0	-38
07 Earls Cove - Saltery Bay	5,770.0	5,768.0	-2
08 Horseshoe Bay - Snug Cove	11,145.0	11,082.0	-63
09 Tsawwassen - Southern Gulf Islands	6,354.0	6,338.0	-16
12 Brentwood Bay - Mill Bay	6,430.0	6,404.0	-26
13 Langdale - Gambier Island - Keats Landing	11,648.0	11,603.0	-45
17 Little River - Powell River	2,916.0	2,902.0	-14
18 Powell River - Blubber Bay	5,946.0	5,938.0	-8
19 Nanaimo Harbour - Gabriola	16,548.0	16,510.0	-38
20 Chemainus - Thetis - Penelakut	11,370.0	11,333.0	-37
21 Buckley Bay - Denman West	13,059.0	13,037.0	-22
22 Denman East - Hornby Island	9,006.0	8,933.0	-73
23 Campbell River - Quathiaski Cove	20,287.0	20,187.0	-100
24 Heriot Bay - Whaletown	4,511.0	4,181.0	-330
25 Port McNeill - Alert Bay - Sointula	8,700.0	8,619.0	-81
26 Skidegate - Alliford Bay	9,040.0	8,957.0	-83
North	1,385.0	1,320.0	-65
10 Port Hardy - Prince Rupert	538.0	521.0	-17
11 Prince Rupert - Skidegate	425.0	399.0	-26
28 Port Hardy - Central Coast	422.0	400.0	-22
Total	199,241.0	197,809.0	-1,432

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Section 3C - Fiscal Year Ended March 31, 2026



FY26 Scheduled Round Trips

91.9K
FY25: 92.0K

FY26 Actual Round Trips

91.3K
FY25: 90.7K

FY26 Cancelled Round Trips

644.5
FY25: 1.3K

FY26 Scheduled Round Trips Cancelled

0.7%
FY25: 1.4%

FY26 Sailing Cancellations by Route

	Crew	Emergency	Safety	Terminal (Dock)	Terminal (Mech)	Vessel (Mtce)	Vessel (Mech)	Weather	Traffic	Other	Total
☒ Majors	2	0	0	4	0	2	214	68	0	0	290
01 Tsawwassen - Swartz Bay	0	0	0	0	0	0	103	40	0	0	143
02 Horseshoe Bay - Nanaimo	2	0	0	0	0	0	48	12	0	0	62
03 Horseshoe Bay - Langdale	0	0	0	0	0	0	48	0	0	0	48
30 Nanaimo - Tsawwassen	0	0	0	4	0	2	15	16	0	0	37
☒ Minors	107	20	52	272	2	18	192	347	44	23	1,077
04 Swartz Bay - Fulford Harbour	0	0	0	0	0	2	6	2	0	0	10
05 Swartz Bay - Southern Gulf Islands	18	0	0	0	0	0	34	2	35	2	91
06 Crofton - Vesuvius	4	4	2	0	0	4	20	4	0	0	38
07 Earls Cove - Saltery Bay	0	2	0	0	0	0	0	0	0	0	2
08 Horseshoe Bay - Snug Cove	13	1	4	8	2	1	25	0	4	5	63
09 Tsawwassen - Southern Gulf Islands	11	0	0	0	0	0	2	3	0	0	16
12 Brentwood Bay - Mill Bay	14	0	4	0	0	0	4	4	0	0	26
13 Langdale - Gambier Island - Keats Landing	0	0	8	2	0	0	0	35	0	0	45
17 Little River - Powell River	4	2	0	0	0	0	0	8	0	0	14
18 Powell River - Blubber Bay	0	2	4	0	0	0	0	2	0	0	8
19 Nanaimo Harbour - Gabriola	9	3	10	10	0	0	4	2	0	0	38
20 Chemainus - Thetis - Penelakut	4	0	0	0	0	3	16	9	5	0	37
21 Buckley Bay - Denman West	4	4	0	0	0	0	14	0	0	0	22
22 Denman East - Hornby Island	3	2	0	0	0	0	10	58	0	0	73
23 Campbell River - Quathiaski Cove	4	0	18	0	0	0	20	49	0	9	100
24 Heriot Bay - Whaletown	12	0	0	252	0	0	4	60	0	2	330
25 Port McNeill - Alert Bay - Sointula	3	0	0	0	0	4	14	55	0	5	81
26 Skidegate - Alliford Bay	4	0	2	0	0	4	19	54	0	0	83
☒ North	1	4	0	0	0	8	3	48	0	1	65
10 Port Hardy - Prince Rupert	0	3	0	0	0	0	0	14	0	0	17
11 Prince Rupert - Skidegate	1	1	0	0	0	0	3	20	0	1	26
28 Port Hardy - Central Coast	0	0	0	0	0	8	0	14	0	0	22
Total	110	24	52	276	2	28	409	463	44	24	1,432

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Section 4

On Time Performance and
Overloads



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FY26 Actual Sailings

197.8K

FY25: 196.5K

FY26 On Time Sailings

170.3K

FY25: 165.0K

FY26 Delayed Sailings

27.5K

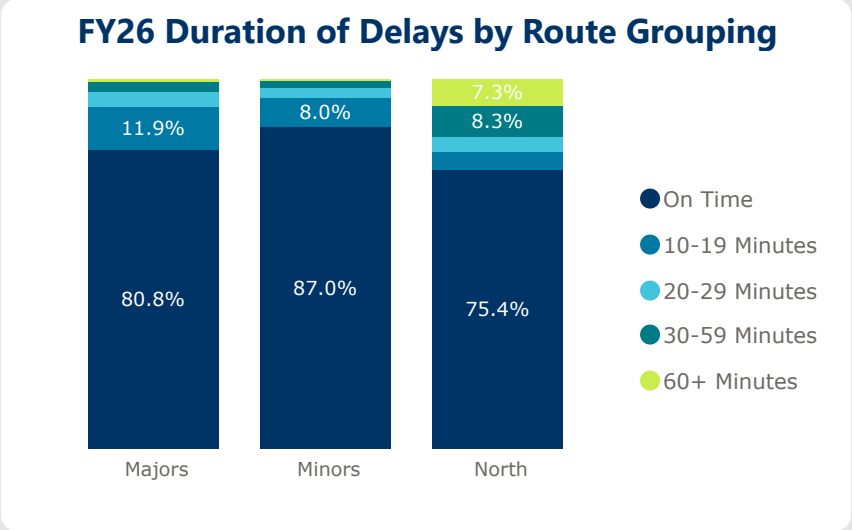
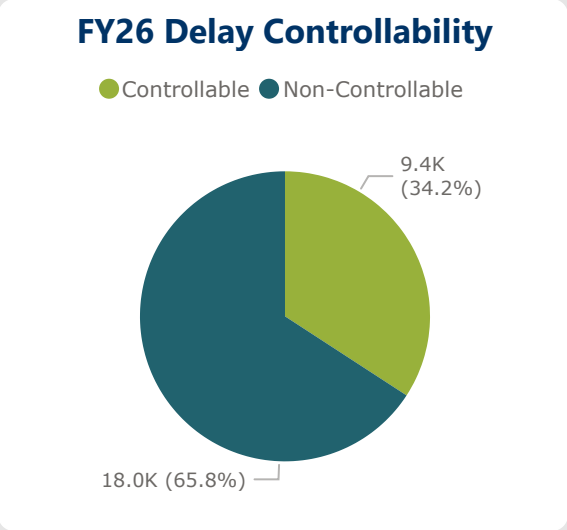
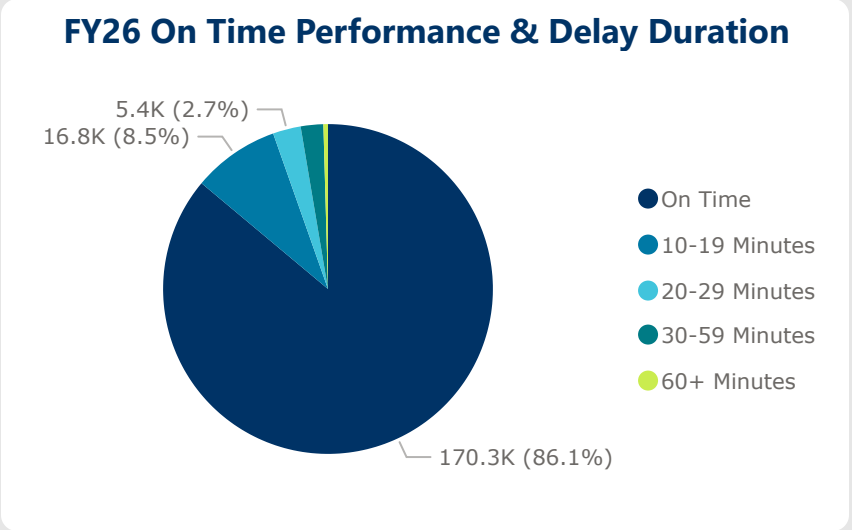
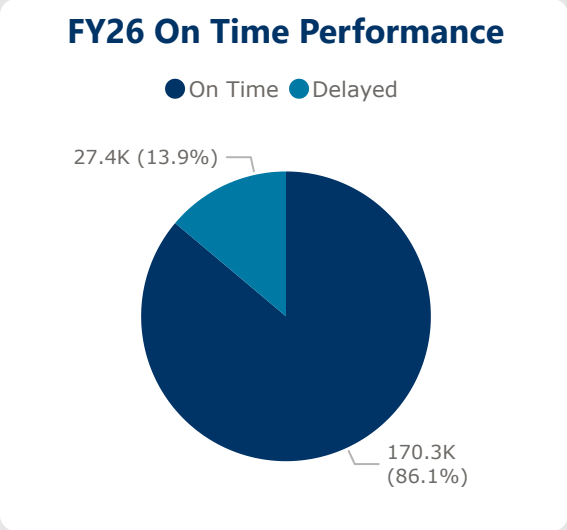
FY25: 31.5K

FY26 On Time Performance

86.1%

FY25: 84.0%

FY26 On Time Performance by Route			
	On Time Sailings	Delayed Sailings	On Time Performance
☐ Majors	21,921	5,223	80.8%
01 Tsawwassen - Swartz Bay	7,537	1,549	83.0%
02 Horseshoe Bay - Nanaimo	4,762	867	84.6%
03 Horseshoe Bay - Langdale	5,297	1,333	79.9%
30 Nanaimo - Tsawwassen	4,325	1,474	74.6%
☐ Minors	147,367	21,978	87.0%
04 Swartz Bay - Fulford Harbour	5,224	782	87.0%
05 Swartz Bay - Southern Gulf Islands	8,111	4,000	67.0%
06 Crofton - Vesuvius	6,595	2,841	69.9%
07 Earls Cove - Saltery Bay	4,988	780	86.5%
08 Horseshoe Bay - Snug Cove	9,505	1,577	85.8%
09 Tsawwassen - Southern Gulf Islands	3,982	2,356	62.8%
12 Brentwood Bay - Mill Bay	5,543	861	86.6%
13 Langdale - Gambier Island - Keats Landing	11,485	118	99.0%
17 Little River - Powell River	2,708	194	93.3%
18 Powell River - Blubber Bay	5,800	138	97.7%
19 Nanaimo Harbour - Gabriola	13,881	2,629	84.1%
20 Chemainus - Thetis - Penelakut	10,588	745	93.4%
21 Buckley Bay - Denman West	12,757	280	97.9%
22 Denman East - Hornby Island	8,345	588	93.4%
23 Campbell River - Quathiaski Cove	19,176	1,011	95.0%
24 Heriot Bay - Whaletown	3,263	918	78.0%
25 Port McNeill - Alert Bay - Sointula	6,715	1,904	77.9%
26 Skidegate - Alliford Bay	8,701	256	97.1%
☐ North	995	325	75.4%
10 Port Hardy - Prince Rupert	350	171	67.2%
11 Prince Rupert - Skidegate	356	43	89.2%
28 Port Hardy - Central Coast	289	111	72.3%
Total	170,283	27,526	86.1%



Section 4C - Fiscal Year Ended March 31, 2026

FY26 Sailings with Overloads

31.7K

FY25: 28.7K

FY26 % of Overloaded Sailings

17.0%

FY25: 15.5%

FY26 Sailings with Overloads by Route

	FY25		FY26	
	Overloaded Sailings	% of Sailings	Overloaded Sailings	% of Sailings
☒ Majors	10,832	40.6%	10,394	38.3%
01 Tsawwassen - Swartz Bay	4,783	55.2%	4,689	51.6%
02 Horseshoe Bay - Nanaimo	1,970	34.7%	1,630	29.0%
03 Horseshoe Bay - Langdale	2,020	30.6%	1,997	30.1%
30 Nanaimo - Tsawwassen	2,059	35.7%	2,078	35.8%
☒ Minors	17,859	11.4%	21,337	13.5%
04 Swartz Bay - Fulford Harbour	601	9.8%	821	13.7%
05 Swartz Bay - Southern Gulf Islands	1,071	8.8%	1,084	9.0%
06 Crofton - Vesuvius	638	6.8%	1,133	12.0%
07 Earls Cove - Saltery Bay	215	3.7%	252	4.4%
08 Horseshoe Bay - Snug Cove	1,399	12.8%	1,402	12.7%
09 Tsawwassen - Southern Gulf Islands	89	1.4%	74	1.2%
12 Brentwood Bay - Mill Bay	1,936	30.4%	2,708	42.3%
17 Little River - Powell River	192	6.7%	227	7.8%
18 Powell River - Blubber Bay	124	2.1%	108	1.8%
19 Nanaimo Harbour - Gabriola	3,355	20.4%	4,072	24.7%
20 Chemainus - Thetis - Penelakut	714	6.3%	889	7.8%
21 Buckley Bay - Denman West	2,327	17.8%	2,508	19.2%
22 Denman East - Hornby Island	523	6.0%	708	7.9%
23 Campbell River - Quathiaski Cove	3,198	16.1%	3,663	18.1%
24 Heriot Bay - Whaletown	883	20.2%	1,090	26.1%
25 Port McNeill - Alert Bay - Sointula	178	2.1%	234	2.7%
26 Skidegate - Alliford Bay	416	4.7%	364	4.1%
☒ North	4	0.3%	4	0.3%
10 Port Hardy - Prince Rupert	0	0.0%	0	0.0%
11 Prince Rupert - Skidegate	4	1.0%	4	1.0%
28 Port Hardy - Central Coast	0	0.0%	0	0.0%
Total	28,695	15.5%	31,735	17.0%

SCHEDULE C: ROUTE FINANCIAL REPORT
YEAR ENDED MARCH 31, 2026

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Section 5

Financials



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Section 5A - Fiscal Year Ended March 31, 2026

FY26 Fiscal Year End Senior Passengers & Discount Amount

	Q1		Q2		Q3		Q4		FY26	
	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount	Passengers	Amount
☐ Majors	272,087	\$5,272,308	312,043	\$6,045,179	218,493	\$4,230,205	174,285	\$3,368,962	976,908	\$18,916,654
01 Tsawwassen - Swartz Bay	108,478	\$2,169,560	124,800	\$2,495,959	86,009	\$1,720,180	70,031	\$1,400,618	389,318	\$7,786,317
02 Horseshoe Bay - Nanaimo	70,347	\$1,406,925	74,131	\$1,482,620	54,159	\$1,083,160	43,103	\$862,019	241,740	\$4,834,724
03 Horseshoe Bay - Langdale	38,944	\$609,463	44,971	\$703,780	32,100	\$502,365	26,826	\$419,826	142,841	\$2,235,434
30 Nanaimo - Tsawwassen	54,318	\$1,086,360	68,141	\$1,362,820	46,225	\$924,500	34,325	\$686,499	203,009	\$4,060,179
☐ Minors	179,277	\$2,118,615	200,372	\$2,388,789	149,170	\$1,756,576	130,357	\$1,522,231	659,176	\$7,786,211
04 Swartz Bay - Fulford Harbour	10,548	\$129,213	11,060	\$135,485	9,666	\$118,409	8,454	\$103,562	39,728	\$486,669
05 Swartz Bay - Southern Gulf Islands	14,097	\$182,328	13,892	\$179,543	12,186	\$158,228	10,672	\$138,450	50,847	\$658,549
06 Crofton - Vesuvius	10,009	\$122,611	10,737	\$131,528	9,053	\$110,900	7,631	\$93,480	37,430	\$458,519
07 Earls Cove - Saltery Bay	5,673	\$87,364	7,377	\$113,606	4,221	\$65,003	2,993	\$46,093	20,264	\$312,066
08 Horseshoe Bay - Snug Cove	16,731	\$199,935	18,817	\$224,863	14,132	\$168,878	12,783	\$152,757	62,463	\$746,433
09 Tsawwassen - Southern Gulf Islands	18,687	\$270,045	26,376	\$379,665	13,935	\$198,509	11,063	\$156,815	70,061	\$1,005,034
12 Brentwood Bay - Mill Bay	12,318	\$96,080	13,625	\$106,275	10,457	\$81,565	9,620	\$75,036	46,020	\$358,956
13 Langdale - Gambier Island - Keats Landing	3,097	\$23,383	3,473	\$26,222	2,388	\$18,029	2,169	\$16,376	11,127	\$84,010
17 Little River - Powell River	13,943	\$215,419	16,243	\$250,932	11,493	\$177,567	9,456	\$146,095	51,135	\$790,013
18 Powell River - Blubber Bay	4,697	\$52,371	5,157	\$57,500	4,421	\$49,295	3,773	\$42,069	18,048	\$201,235
19 Nanaimo Harbour - Gabriola	21,031	\$234,496	21,167	\$236,012	18,868	\$210,379	17,385	\$193,843	78,451	\$874,730
20 Chemainus - Thetis - Penelakut	4,133	\$43,604	4,305	\$45,418	3,609	\$38,075	3,321	\$35,037	15,368	\$162,134
21 Buckley Bay - Denman West	13,482	\$136,842	14,669	\$148,891	10,728	\$108,848	9,835	\$99,826	48,714	\$494,407
22 Denman East - Hornby Island	4,338	\$44,030	5,122	\$51,988	2,902	\$29,456	2,512	\$25,497	14,874	\$150,971
23 Campbell River - Quathiaski Cove	18,280	\$185,542	19,169	\$194,566	14,976	\$152,006	13,549	\$137,522	65,974	\$669,636
24 Heriot Bay - Whaletown	1,915	\$22,884	2,063	\$24,653	1,480	\$17,685	1,150	\$13,742	6,608	\$78,964
25 Port McNeill - Alert Bay - Sointula	4,746	\$56,715	5,208	\$62,235	3,609	\$43,127	3,067	\$36,652	16,630	\$198,729
26 Skidegate - Alliford Bay	1,552	\$15,753	1,912	\$19,407	1,046	\$10,617	924	\$9,379	5,434	\$55,156
☐ North	3,647	\$134,535	5,639	\$228,993	1,742	\$49,814	1,225	\$33,869	12,253	\$447,211
10 Port Hardy - Prince Rupert	1,753	\$97,055	2,606	\$157,490	991	\$34,064	638	\$21,909	5,988	\$310,518
11 Prince Rupert - Skidegate	1,826	\$32,568	2,807	\$48,258	718	\$14,899	565	\$11,699	5,916	\$107,424
28 Port Hardy - Central Coast	68	\$4,912	226	\$23,245	33	\$851	22	\$261	349	\$29,269
Total	455,011	\$7,525,458	518,054	\$8,662,961	369,405	\$6,036,595	305,867	\$4,925,062	1,648,337	\$27,150,076

FY26 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	\$324,565.07
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Goods and Services Tax (5%) on Route 13 due from the Province	<u>\$16,228.25</u>
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FY26 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)

\$100,000

	Non-Allowable Cancelled Round Trips	Fee Reduction per Round Trip	Annual Penalty
☐ Majors	0.0		
01 Tsawwassen - Swartz Bay	0.0	\$7,000	
02 Horseshoe Bay - Nanaimo	0.0	\$7,000	
03 Horseshoe Bay - Langdale	0.0	\$7,000	
30 Nanaimo - Tsawwassen	0.0	\$7,000	
☐ Minors	25.0		\$25,000
04 Swartz Bay - Fulford Harbour	0.0	\$1,000	
05 Swartz Bay - Southern Gulf Islands	0.0	\$1,000	
06 Crofton - Vesuvius	2.0	\$1,000	\$2,000
07 Earls Cove - Saltery Bay	0.0	\$1,000	
08 Horseshoe Bay - Snug Cove	10.0	\$1,000	\$10,000
09 Tsawwassen - Southern Gulf Islands	0.0	\$1,000	
12 Brentwood Bay - Mill Bay	4.0	\$1,000	\$4,000
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	1.0	\$1,000	\$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	5.0	\$1,000	\$5,000
24 Heriot Bay - Whaletown	0.0	\$1,000	
25 Port McNeill - Alert Bay - Sointula	3.0	\$1,000	\$3,000
26 Skidegate - Alliford Bay	0.0	\$1,000	
☐ North	0.0		
10 Port Hardy - Prince Rupert	0.0	\$60,000	
11 Prince Rupert - Skidegate	0.0	\$34,000	
28 Port Hardy - Central Coast	0.0	\$13,000	
Total	25.0		\$25,000

Additional penalties attributed to annual minimums (B)

\$25,000

Total Penalties

\$125,000

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)

\$125,000



British Columbia Ferry Services Inc.
Route Statement
For the Twelve Months Ended March 31, 2026
(in \$ 000's)

	Corporate Total		Major Routes		Northern Routes		Minor Routes		Unregulated Routes	
	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025
Tariff Revenue	802,275	759,073	668,418	635,248	21,475	19,764	112,382	104,061	-	-
Ancillary Revenue	91,478	88,031	78,306	75,124	5,728	5,828	7,444	7,079	-	-
Social Program Fees	15,162	13,043	7,280	5,733	1,393	1,235	6,489	6,075	-	-
Contracted Routes Fee	5,876	5,513	-	-	-	-	-	-	5,876	5,513
Total Operating Revenue	914,791	865,660	754,004	716,105	28,596	26,827	126,315	117,215	5,876	5,513
Total Operating Expenses	978,506	985,196	626,084	634,876	77,694	81,587	268,852	263,220	5,876	5,513
(Loss) Earnings from Operations	(63,715)	(119,536)	127,920	81,229	(49,098)	(54,760)	(142,537)	(146,005)	-	-
Depreciation and Amortization	(204,218)	(202,468)	(111,568)	(116,460)	(16,838)	(16,530)	(75,812)	(69,478)	-	-
Net Financing Expense	(55,332)	(46,815)	(25,637)	(20,826)	(6,336)	(5,569)	(23,359)	(20,420)	-	-
Cost of Capital	(259,550)	(249,283)	(137,205)	(137,286)	(23,174)	(22,099)	(99,171)	(89,898)	-	-
(Loss) Gain on Disposal and Impairment of Capital Assets	(9,636)	(12,531)	(8,020)	(10,421)	(304)	(390)	(1,312)	(1,720)	-	-
Route (Loss) Earnings Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(332,901)	(381,350)	(17,305)	(66,478)	(72,576)	(77,249)	(243,020)	(237,623)	-	-
Ferry Transportation Fees	193,990	194,014	18,917	17,593	45,196	45,404	129,877	131,017	-	(0)
Fare Affordability Funding	110,756	68,833	92,102	57,199	2,829	1,764	15,825	9,870	-	-
Federal-Provincial Subsidy Agreement	37,834	36,924	-	-	10,145	9,843	27,689	27,081	-	-
Net Regulatory Earnings (Loss)	9,679	(81,579)	93,714	8,314	(14,406)	(20,238)	(69,629)	(69,655)	-	(0)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(5,566)	3,860	(3,710)	3,023	(1,097)	(445)	(759)	1,282	-	-
Fuel Surcharges Collected	-	5,757	-	4,664	-	279	-	814	-	-
Fuel Price Risk Recoveries Receivable from the Province	510	27	-	-	510	27	-	-	-	-
Tariffs in Excess of Price Cap	20	-	13	-	4	-	3	-	-	-
Deferred Carbon Reduction Investment Account	1,893	207	1,052	-	1	-	840	207	-	-
Net IFRS Earnings (Loss)	6,536	(71,728)	91,069	16,001	(14,988)	(20,377)	(69,545)	(67,352)	-	(0)

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. Fuel surcharge was removed effective June 1, 2024.

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, 2026, the Province paid \$0.5 million (March 31, 2025: less than \$0.1 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.



British Columbia Ferry Services Inc.
Route Statement
Major Routes
For the Twelve Months Ended March 31, 2026
(in \$ 000's)

	01-Tsawwassen - Swartz Bay		02-Horseshoe Bay - Nanaimo		03-Horseshoe Bay - Langdale		30-Nanaimo - Tsawwassen		Major Routes	
	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025
Tariff Revenue	322,384	300,833	145,205	143,406	56,535	54,240	144,294	136,769	668,418	635,248
Ancillary Revenue	37,933	35,863	16,780	17,021	8,958	8,390	14,635	13,850	78,306	75,124
Social Program Fees	2,228	1,979	1,945	1,574	2,118	1,437	989	743	7,280	5,733
Contracted Routes Fee	-	-	-	-	-	-	-	-	-	-
Total Operating Revenue	362,545	338,675	163,930	162,001	67,611	64,067	159,918	151,362	754,004	716,105
Total Operating Expenses	251,683	257,662	146,826	148,957	79,200	78,260	148,375	149,997	626,084	634,876
Earnings (Loss) from Operations	110,862	81,013	17,104	13,044	(11,589)	(14,193)	11,543	1,365	127,920	81,229
Depreciation and Amortization	(48,276)	(51,320)	(24,676)	(26,911)	(13,447)	(13,928)	(25,169)	(24,301)	(111,568)	(116,460)
Net Financing Expense	(12,040)	(10,179)	(4,054)	(3,156)	(2,461)	(1,917)	(7,082)	(5,574)	(25,637)	(20,826)
Cost of Capital	(60,316)	(61,499)	(28,730)	(30,067)	(15,908)	(15,845)	(32,251)	(29,875)	(137,205)	(137,286)
(Loss) Gain on Disposal and Impairment of Capital Assets	(3,857)	(4,929)	(1,743)	(2,357)	(719)	(932)	(1,701)	(2,203)	(8,020)	(10,421)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	46,689	14,585	(13,369)	(19,380)	(28,216)	(30,970)	(22,409)	(30,713)	(17,305)	(66,478)
Ferry Transportation Fees	7,787	7,171	4,835	4,690	2,235	2,073	4,060	3,659	18,917	17,593
Fare Affordability Funding	43,081	26,723	21,498	13,379	7,811	4,855	19,712	12,242	92,102	57,199
Federal-Provincial Subsidy Agreement	-	-	-	-	-	-	-	-	-	-
Net Regulatory Earnings (Loss)	97,557	48,479	12,964	(1,311)	(18,170)	(24,042)	1,363	(14,812)	93,714	8,314
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs under (over) Set Price	1,727	2,831	(1,955)	74	(866)	30	(2,616)	88	(3,710)	3,023
Fuel Surcharges Collected	-	2,192	-	1,151	-	377	-	944	-	4,664
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	8	-	4	-	1	-	-	-	13	-
Deferred Carbon Reduction Investment Account	1,049	-	1	-	1	-	1	-	1,052	-
Net IFRS Earnings (Loss)	100,341	53,502	11,014	(86)	(19,034)	(23,635)	(1,252)	(13,780)	91,069	16,001

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. Fuel surcharge was removed effective June 1, 2024.

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, 2026, the Province paid \$0.5 million (March 31, 2025: less than \$0.1 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.



British Columbia Ferry Services Inc.
Route Statement
Northern Routes
For the Twelve Months Ended March 31, 2026
(in \$ 000's)

	10-Bear Cove - Bella Bella - Prince Rupert		11-Prince Rupert - Skidegate		28-Port Hardy - Bella Coola		Northern Routes	
	2026	2025	2026	2025	2026	2025	2026	2025
Tariff Revenue	12,497	11,361	7,366	6,921	1,612	1,482	21,475	19,764
Ancillary Revenue	3,114	2,981	2,540	2,711	74	136	5,728	5,828
Social Program Fees	487	381	902	846	4	8	1,393	1,235
Contracted Routes Fee	-	-	-	-	-	-	-	-
Total Operating Revenue	16,098	14,723	10,808	10,478	1,690	1,626	28,596	26,827
Total Operating Expenses	37,460	38,517	28,695	30,403	11,539	12,667	77,694	81,587
(Loss) Earnings from Operations	(21,362)	(23,794)	(17,887)	(19,925)	(9,849)	(11,041)	(49,098)	(54,760)
Depreciation and Amortization	(6,609)	(6,760)	(5,132)	(5,156)	(5,097)	(4,614)	(16,838)	(16,530)
Net Financing Expense	(2,791)	(2,530)	(1,752)	(1,617)	(1,793)	(1,422)	(6,336)	(5,569)
Cost of Capital	(9,400)	(9,290)	(6,884)	(6,773)	(6,890)	(6,036)	(23,174)	(22,099)
(Loss) Gain on Disposal and Impairment of Capital Assets	(171)	(214)	(115)	(152)	(18)	(24)	(304)	(390)
Route (Loss) Earnings Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(30,933)	(33,298)	(24,886)	(26,850)	(16,757)	(17,101)	(72,576)	(77,249)
Ferry Transportation Fees	18,425	18,743	18,006	18,084	8,765	8,577	45,196	45,404
Fare Affordability Funding	1,641	1,025	1,034	643	154	96	2,829	1,764
Federal-Provincial Subsidy Agreement	4,107	4,041	4,058	3,934	1,980	1,868	10,145	9,843
Net Regulatory (Loss) Earnings	(6,760)	(9,489)	(1,788)	(4,189)	(5,858)	(6,560)	(14,406)	(20,238)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS								
Fuel Costs (over) under Set Price	(594)	(238)	(422)	(171)	(81)	(36)	(1,097)	(445)
Fuel Surcharges Collected	-	160	-	96	-	23	-	279
Fuel Price Risk Recoveries Receivable from the Province	276	14	196	10	38	3	510	27
Tariffs in Excess of Price Cap	-	-	-	-	4	-	4	-
Deferred Carbon Reduction Investment Account	1	-	-	-	-	-	1	-
Net IFRS (Loss) Earnings	(7,077)	(9,553)	(2,014)	(4,254)	(5,897)	(6,570)	(14,988)	(20,377)

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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. Fuel surcharge was removed effective June 1, 2024.

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, 2026, the Province paid \$0.5 million (March 31, 2025: less than \$0.1 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.



British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2026
(in \$ 000's)

	04-Swartz Bay - Fulford Harbour		05-Swartz Bay - Gulf Islands		06-Vesuvius Bay - Crofton		07-Saltery Bay - Earls Cove		08-Horseshoe Bay - Snug Cove	
	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025
Tariff Revenue	8,233	7,546	7,285	6,961	7,225	6,285	8,833	8,136	12,829	11,873
Ancillary Revenue	279	286	1,119	1,283	21	18	471	444	701	568
Social Program Fees	495	469	606	558	405	377	324	295	903	859
Contracted Routes Fee	-	-	-	-	-	-	-	-	-	-
Total Operating Revenue	9,007	8,301	9,010	8,802	7,651	6,680	9,628	8,875	14,433	13,300
Total Operating Expenses	17,256	16,983	37,133	38,170	10,120	9,669	21,733	20,609	22,909	22,869
(Loss) Earnings from Operations	(8,249)	(8,682)	(28,123)	(29,368)	(2,469)	(2,989)	(12,105)	(11,734)	(8,476)	(9,569)
Depreciation and Amortization	(3,424)	(4,022)	(9,449)	(9,710)	(2,615)	(3,029)	(3,156)	(3,243)	(5,397)	(5,125)
Net Financing Expense	(884)	(776)	(3,277)	(3,177)	(287)	(274)	(979)	(899)	(1,136)	(908)
Cost of Capital	(4,308)	(4,798)	(12,726)	(12,887)	(2,902)	(3,303)	(4,135)	(4,142)	(6,533)	(6,033)
(Loss) Gain on Disposal and Impairment of Capital Assets	(96)	(121)	(82)	(142)	(81)	(97)	(102)	(129)	(153)	(194)
Route (Loss) Earnings Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(12,653)	(13,601)	(40,931)	(42,397)	(5,452)	(6,389)	(16,342)	(16,005)	(15,162)	(15,796)
Ferry Transportation Fees	7,377	7,674	21,189	21,045	3,225	3,533	9,508	9,792	8,710	9,324
Fare Affordability Funding	1,160	723	1,078	661	961	598	1,189	740	1,871	1,161
Federal-Provincial Subsidy Agreement	1,562	1,577	4,655	4,470	628	683	2,085	2,079	1,810	1,893
Net Regulatory (Loss) Earnings	(2,554)	(3,627)	(14,009)	(16,221)	(638)	(1,575)	(3,560)	(3,394)	(2,771)	(3,418)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(205)	8	131	429	(79)	3	(315)	14	(317)	12
Fuel Surcharges Collected	-	56	-	57	-	48	-	55	-	86
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-	1	-
Deferred Carbon Reduction Investment Account	-	-	212	-	-	-	-	-	-	-
Net IFRS (Loss) Earnings	(2,759)	(3,563)	(13,666)	(15,735)	(717)	(1,524)	(3,875)	(3,325)	(3,087)	(3,320)

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British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2026
(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	
	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025
Tariff Revenue	19,303	18,220	2,506	2,313	205	193	15,899	14,650	1,752	1,652
Ancillary Revenue	2,864	2,613	6	5	22	22	1,761	1,657	13	17
Social Program Fees	294	268	5	7	20	10	1,223	1,121	173	169
Contracted Routes Fee	-	-	-	-	-	-	-	-	-	-
Total Operating Revenue	22,461	21,101	2,517	2,325	247	225	18,883	17,428	1,938	1,838
Total Operating Expenses	30,968	29,871	3,876	5,096	899	878	26,219	23,575	8,497	9,657
(Loss) Earnings from Operations	(8,507)	(8,770)	(1,359)	(2,771)	(652)	(653)	(7,336)	(6,147)	(6,559)	(7,819)
Depreciation and Amortization	(7,617)	(8,301)	(1,227)	(992)	(9)	(11)	(6,973)	(5,673)	(2,489)	(3,051)
Net Financing Expense	(2,941)	(2,661)	(194)	(121)	-	-	(2,818)	(1,935)	(1,012)	(973)
Cost of Capital	(10,558)	(10,962)	(1,421)	(1,113)	(9)	(11)	(9,791)	(7,608)	(3,501)	(4,024)
(Loss) Gain on Disposal and Impairment of Capital Assets	(230)	(316)	(27)	(34)	(3)	(3)	(201)	(254)	(21)	(27)
Route (Loss) Earnings Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(19,295)	(20,048)	(2,807)	(3,918)	(664)	(667)	(17,328)	(14,009)	(10,081)	(11,870)
Ferry Transportation Fees	10,195	10,756	1,862	1,939	414	415	7,570	8,048	7,422	7,409
Fare Affordability Funding	2,638	1,622	304	190	37	23	2,174	1,349	281	177
Federal-Provincial Subsidy Agreement	2,084	2,147	344	354	75	74	1,536	1,603	1,637	1,580
Net Regulatory (Loss) Earnings	(4,378)	(5,523)	(297)	(1,435)	(138)	(155)	(6,048)	(3,009)	(741)	(2,704)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	512	474	(25)	1	(44)	(29)	317	338	(77)	4
Fuel Surcharges Collected	-	168	-	20	-	1	-	117	-	13
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	1	-	-	-	-	-	1	-	-	-
Deferred Carbon Reduction Investment Account	206	-	-	-	-	-	158	-	40	53
Net IFRS (Loss) Earnings	(3,659)	(4,881)	(322)	(1,414)	(182)	(183)	(5,572)	(2,554)	(778)	(2,634)



British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2026
(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	
	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025
Tariff Revenue	7,686	7,062	1,618	1,523	4,523	4,207	2,306	2,116	7,408	6,823
Ancillary Revenue	40	44	3	6	16	22	23	9	26	27
Social Program Fees	505	471	269	249	329	306	19	21	548	534
Contracted Routes Fee	-	-	-	-	-	-	-	-	-	-
Total Operating Revenue	8,231	7,577	1,890	1,778	4,868	4,535	2,348	2,146	7,982	7,384
Total Operating Expenses	19,145	17,783	6,244	6,953	11,795	10,548	6,817	5,871	21,179	19,629
(Loss) Earnings from Operations	(10,914)	(10,206)	(4,354)	(5,175)	(6,927)	(6,013)	(4,469)	(3,725)	(13,197)	(12,245)
Depreciation and Amortization	(6,721)	(5,608)	(1,655)	(1,725)	(3,158)	(2,570)	(1,949)	(1,948)	(6,822)	(5,757)
Net Financing Expense	(2,831)	(2,466)	(380)	(325)	(1,025)	(844)	(586)	(446)	(3,144)	(2,716)
Cost of Capital	(9,552)	(8,074)	(2,035)	(2,050)	(4,183)	(3,414)	(2,535)	(2,394)	(9,966)	(8,473)
(Loss) Gain on Disposal and Impairment of Capital Assets	(88)	(110)	(19)	(26)	(52)	(66)	(25)	(31)	(76)	(99)
Route (Loss) Earnings Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(20,554)	(18,390)	(6,408)	(7,251)	(11,162)	(9,493)	(7,029)	(6,150)	(23,239)	(20,817)
Ferry Transportation Fees	11,407	10,881	3,917	3,956	4,741	4,802	3,437	3,419	9,257	8,740
Fare Affordability Funding	1,145	714	266	165	696	433	273	170	1,095	683
Federal-Provincial Subsidy Agreement	2,388	2,200	851	833	963	949	745	718	1,947	1,772
Net Regulatory (Loss) Earnings	(5,614)	(4,595)	(1,374)	(2,297)	(4,762)	(3,309)	(2,574)	(1,843)	(10,940)	(9,622)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(174)	8	(46)	2	(26)	1	(28)	1	(156)	7
Fuel Surcharges Collected	-	51	-	13	-	29	-	13	-	52
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	-	-	-	-
Deferred Carbon Reduction Investment Account	80	-	-	-	1	-	-	-	96	104
Net IFRS (Loss) Earnings	(5,708)	(4,536)	(1,420)	(2,282)	(4,787)	(3,279)	(2,602)	(1,829)	(11,000)	(9,459)



British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2026
(in \$ 000's)

	24-Cortes Island - Quadra Island		25-Alert Bay - Sointula - Port Mcneill		26-Skidegate - Alliford Bay		Minor Routes	
	2026	2025	2026	2025	2026	2025	2026	2025
Tariff Revenue	1,374	1,285	2,465	2,286	932	930	112,382	104,061
Ancillary Revenue	13	5	37	17	29	36	7,444	7,079
Social Program Fees	184	168	148	151	39	42	6,489	6,075
Contracted Routes Fee	-	-	-	-	-	-	-	-
Total Operating Revenue	1,571	1,458	2,650	2,454	1,000	1,008	126,315	117,215
Total Operating Expenses	6,081	6,358	10,387	10,920	7,594	7,781	268,852	263,220
(Loss) Earnings from Operations	(4,510)	(4,900)	(7,737)	(8,466)	(6,594)	(6,773)	(142,537)	(146,005)
Depreciation and Amortization	(5,766)	(3,112)	(6,074)	(3,759)	(1,311)	(1,842)	(75,812)	(69,478)
Net Financing Expense	(288)	(337)	(1,306)	(1,309)	(271)	(253)	(23,359)	(20,420)
Cost of Capital	(6,054)	(3,449)	(7,380)	(5,068)	(1,582)	(2,095)	(99,171)	(89,898)
(Loss) Gain on Disposal and Impairment of Capital Assets	(17)	(21)	(28)	(36)	(11)	(14)	(1,312)	(1,720)
Route (Loss) Earnings Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(10,581)	(8,370)	(15,145)	(13,570)	(8,187)	(8,882)	(243,020)	(237,623)
Ferry Transportation Fees	6,412	6,355	9,163	8,872	4,071	4,057	129,877	131,017
Fare Affordability Funding	221	137	286	233	150	91	15,825	9,870
Federal-Provincial Subsidy Agreement	1,436	1,373	2,033	1,899	910	877	27,689	27,081
Net Regulatory (Loss) Earnings	(2,512)	(505)	(3,663)	(2,566)	(3,056)	(3,857)	(69,629)	(69,655)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS								
Fuel Costs (over) under Set Price	(68)	3	(118)	4	(41)	2	(759)	1,282
Fuel Surcharges Collected	-	11	-	17	-	7	-	814
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	-	-	-	-	-	3	-
Deferred Carbon Reduction Investment Account	-	-	47	50	-	-	840	207
Net IFRS (Loss) Earnings	(2,580)	(491)	(3,734)	(2,495)	(3,097)	(3,848)	(69,545)	(67,352)

SCHEDULE 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. In this report, Section 2G reports on the AEQs, passengers and round trips explicitly attributed to alternative service. All other sections in this report do not include alternative service and report only on core service.
Applicable Sections	All Routes	All routes: Deadhead sailings have been excluded from applicable sailing counts, on-time performance and capacity utilization as they are not customer-serving sailings.
Section 1A	All Routes	At March 31, 2026, the routes were over price cap by \$20,196 (Vehicles \$13,751 and Passengers \$6,445), with the obligation deferred during the year. At March 31, 2025, the routes were below price cap.
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 2E	07 Earls Cove - Saltery Bay	On October 14-16, 2025 Jervis Inlet was closed to all marine traffic from 08:00 to 18:00 due to a BC Hydro overhead powerline project, during which time Route 7 was diverted to a 40 minute longer voyage via Agamemnon channel. The longer trip resulted in one round trip cancellation per day, meeting the daily minimum of 7 round trips, but resulting in an unexplained variance against the annual minimums. These previously unreported cancellations are allowable and reportable at YE. Due to a technicality, in building the alternate service, these round trips were omitted from the original schedule without a corresponding cancellation code and are therefore not captured by the automated reporting within Year End Section 2A, 2B, 2D, 2E, 2F, or 3C as allowable cancellations due to "situations that compromise safety" under Schedule A 2(a)(ii), nor counted as days of temporary service disruption under Schedule A 2 a(i) and (ii). (3 round trips; 3 consecutive days; 3 additional cumulative days of service disruption.)
Section 2E	10 Port Hardy - Prince Rupert	The Route 10 Estimated Schedule was overstated by 1 round trip during the ANBT. Appendix 1 Schedule A Note 2 acknowledges that minor schedule variations may occur around the All Native Basketball Tournament and other specified times of the year. The originally modified ferry schedule had to be realigned with the revised ANBT dates. A round trip above contract on Feb 15 & 16 was originally added to get participants home, but was no longer needed the following week which already contained a bi-weekly mid-week trip that was used for that purpose. Actual contract minimums total 113 instead of the 114 trips in the Estimated Schedule.
Section 2E	28 Port Hardy - Central Coast	The Route 28 variance in Section 2E of -5 is a combination of -6.5 round trips cancelled during the Northern Sea Wolf's 2025 annual refit over a period commencing April 1, 2025 and concluding May 17, 2025, within Q1 plus 1.5 extra round trips provided this Fiscal year. The refit began in Q4 of FY2025 and continued into Q1 of FY2026 as part of the allowable 65-day refit window under Paragraph 2(c) of Schedule A of the CFSC. An additional 0.5 trip was cancelled on May 18, 2025 due to the refit and is reportable under Schedule A 2(a)(ii). Paragraph 2(c) of Schedule A of the CFSC indicates the core service level for the route includes an allowance for a temporary service disruption of up to 65 consecutive days for the purposes of carrying out surveys and refits. Alternative service delivered during this outage by water taxi and tug & barge have been included in Section 2G. The extra Route 28 trips occurred on October 6 & 9 repositioning to and from Port Hardy for scheduled maintenance as well as March 30 repositioning southbound for this year's annual refit. These repositioning sailings were above contract, but made available to the public.
Section 2F	24 Heriot Bay - Whaletown	Route 24 required berth closures for terminal construction requirements prior to the arrival of an Island Class vessel on the route. A Section 43 application was approved to exempt cancellations during this 21 day period from February 9 to March 1, 2026.
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 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". On Sunday December 14, 2025 10 round trips were provided on Route 13 compared to the daily minimum of 12 due to a lack of requests for on-demand sailings.

Section	Route	Notes to Report
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 2D	All Routes	All routes: Some cancellations reported in 2D were simply rescheduled to another time and/or day.
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 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 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"

SCHEDULE E: CUSTOMER SATISFACTION TRACKING REPORT

YEAR ENDED DECEMBER 31, 2025

Customer Satisfaction Tracking

All Waves - 2025



MALATEST

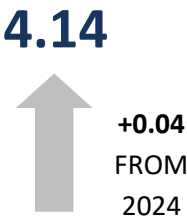
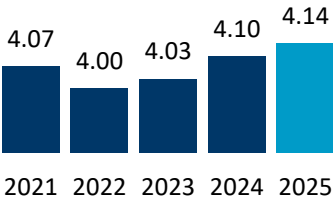


BC Ferries

Customer Satisfaction Survey Highlights

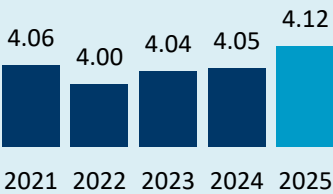
Overall Satisfaction

Overall satisfaction scores increased this year compared to 2024.



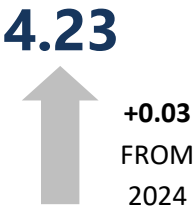
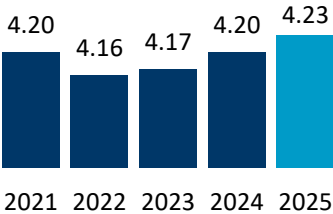
Terminal Satisfaction

Terminal satisfaction scores increased significantly this year compared to 2024.



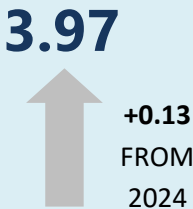
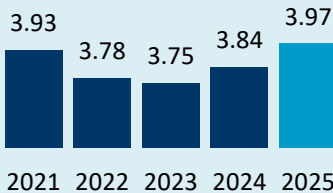
Onboard Satisfaction

Onboard satisfaction scores increased this year compared to 2024.



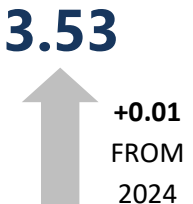
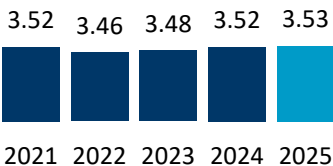
Ferry Running On Time

Passenger assessments of whether the ferry was running on time were higher this year compared to last. The 2023 score is the lowest score achieved in the past 5 years.



Value for Money of Fares

Value for Money of Fares scores slightly increased this year compared to 2024.





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 2025.

Passengers who were surveyed reported an overall satisfaction score of 4.14 (+0.04 compared to 2024), and 86% of passengers surveyed reported that they were satisfied with their overall experience (+2% compared to 2024).

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CST Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 2025), Wave 2 (August 2025) and Wave 3 (November 2025) data collection periods, were eligible to complete a 2025 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 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, 4% more surveys were completed this year than in 2024.

Table 1: Survey Completions Overall and by Route (2025 – All Waves)

	All Waves 2024	All Waves 2025	Change (2024-25)
Major Routes (1, 2, 3, 30)	19,164	21,213	2,049 (+11%)
Route 1	5,953	7,678	1,725 (+29%)
Route 2	4,989	6,158	1,169 (+23%)
Route 3	3,929	3,862	-67 (-2%)
Route 30	4,293	3,515	-778 (-18%)
Minor Routes (4, 5/9, 19)	7,012	6,008	-1,004 (-14%)
Route 4	1,575	1,809	234 (+15%)
Routes 5/9	3,808	2,847	-961 (-25%)
Route 19	1,629	1,352	-277 (-17%)
Total	26,176	27,221	1,045 (+4%)

Source: 2025 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).

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	2021	2022	2023	2024	2025	Change (2024-25)
Major Routes (1, 2, 3, 30)	4.08	3.99	4.01	4.11	4.15	+0.04
Route 1	4.15	4.09	4.12	4.15	4.19	+0.04
Route 2	4.09	3.94	3.99	4.06	4.09	+0.03
Route 3	3.93	3.69	3.75	3.99	4.10	+0.11 ▲
Route 30	4.06	4.09	3.98	4.15	4.17	+0.02
Minor Routes (4, 5/9, 19)	4.00	4.03	4.14	4.07	4.09	+0.02
Route 4	4.15	4.11	4.13	4.14	4.20	+0.06
Routes 5/9	4.06	3.95	4.15	4.06	4.06	0.00
Route 19	3.62	4.25	4.10	4.05	4.10	+0.05
Total	4.07	4.00	4.03	4.10	4.14	+0.04

Source: 2025 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 2024.

Note: Weighted averages reported.

Overall customer satisfaction scores increased compared to last year's score (change of +0.04 points). Analysis by route shows the passengers on Route 4 are the most satisfied with their overall experiences (4.20) while passengers travelling on Routes 5/9 are the least satisfied (4.06). No route showed any reduction in overall satisfaction score, while Route 3 showed the largest increase over the same period (+0.11).

86% of passengers stated that they were satisfied with their overall experience.

Terminal Services Customer Satisfaction

The customer satisfaction score for overall experience at the terminal before boarding increased over the previous year (+0.07).

Table 3. Customer Satisfaction with the Overall Experience at the Terminal before Boarding

	2021	2022	2023	2024	2025	Change (2024-25)
BC Ferries Total	4.06	4.00	4.04	4.05	4.12	+0.07
Tsawwassen	4.11	4.07	4.10	4.09	4.16	+0.07
Swartz Bay	4.13	4.06	4.13	4.06	4.15	+0.09
Horseshoe Bay	4.00	3.85	3.87	3.97	4.04	+0.07
Departure Bay	4.08	3.98	4.06	4.04	4.17	+0.13 ▲
Langdale	3.87	3.68	3.69	3.92	4.00	+0.08
Duke Point	4.10	4.12	4.06	4.13	4.15	+0.02
Fulford Harbour	4.03	4.14	4.06	4.01	4.09	+0.08
Nanaimo Harbour	3.68	4.03	4.05	3.99	4.05	+0.06
Gabriola	3.50	4.12	3.97	3.94	3.97	+0.03

Source: 2025 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 2024.

Note: Weighted averages reported.

Analysis by individual terminal shows that passengers at all of the terminals are more satisfied this year with their overall terminal experience compared to 2024. Departure Bay passengers showed the greatest positive change over the same period (+0.13). Passengers sailing from Departure Bay also reported the highest levels of satisfaction (4.17) with their terminal experience while those departing from the Gabriola terminal appear to be the least satisfied (3.97).

Overall, 84% 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 2024. “Wait time at terminal” showed the biggest increase in score (+0.07) while “Parking options at the terminal” showed the biggest decrease compared to 2024 (-0.11). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2024	2025	Change (2024-25)
Wait time at terminal	3.82	3.89	+0.07 ▲
Efficiency of the check-in process	4.33	4.38	+0.05
Electronic boarding pass	4.38	4.42	+0.04
Clarity of staff directions	4.36	4.40	+0.04
Staff customer service	4.36	4.39	+0.03
Announcements when you needed to be informed	4.05	4.10	+0.05
Usefulness of digital information screens at the terminal	3.95	3.97	+0.02
Quality and variety of food/beverages/merchandise offered at the terminal	3.63	3.64	+0.01
Washrooms at the terminal	3.96	3.97	+0.01
Procedure for loading	4.15	4.20	+0.05
Parking options at the terminal	3.66	3.55	-0.11 ▼
Ease of using passenger pickup/drop-off area	4.15	4.13	-0.02
Self-serve kiosk (ticket purchase)	4.29	4.34	+0.05
Pre-boarding passenger lounge at terminal	3.78	3.80	+0.02

Source: 2025 CST Survey – All Waves (R.A. Malatest & Associates)

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2024.

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

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

Table 5. Overall Satisfaction with Onboard Services

	2021	2022	2023	2024	2025	Change (2024-25)
Major Routes (1, 2, 3, 30)	4.20	4.15	4.15	4.20	4.23	+0.03
Route 1	4.24	4.22	4.22	4.22	4.24	+0.02
Route 2	4.18	4.10	4.13	4.16	4.19	+0.03
Route 3	4.14	3.99	4.01	4.14	4.19	+0.05 ▲
Route 30	4.19	4.22	4.14	4.23	4.26	+0.03
Minor Routes (4, 5/9, 19)	4.17	4.19	4.28	4.22	4.24	+0.02
Route 4	4.25	4.23	4.24	4.21	4.23	+0.02
Routes 5/9	4.19	4.14	4.30	4.23	4.23	0.00
Route 19	4.01	4.36	4.27	4.22	4.25	+0.03
Total	4.20	4.16	4.17	4.20	4.23	+0.03

Source: 2025 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 2024.

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 30 are the most satisfied with their onboard services experience (4.26). While passengers travelling on Route 2 and 3 are the least satisfied (4.19). No route experienced a reduction in the onboard satisfaction. Route 3 showed the most marked increase in score since 2024 (+0.05).

Overall, 89% of passengers stated that they were satisfied with their onboard experience.

Table 6 shows that passenger satisfaction with onboard services has increased or stayed the same for almost all measures (14 out of 17 measures), compared to 2024. The service area that experienced the largest increase since 2024 was the “Procedure for unloading” (+0.03). The service area with the highest decrease in satisfaction levels compared to 2024 was the “Paid lounges onboard” (-0.17). The change in “Paid lounges onboard” may come from the opening of the Seascapes lounge in 2025, not necessarily a decrease in satisfaction with the Seawest lounge, as this question now applies about both lounges. Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2024	2025	Change (2024-25)
Quality and variety of food/beverages offered	3.71	3.73	+0.02
Value for money (food services)	3.23	3.22	-0.01
Staff customer service (food services)	4.25	4.26	+0.01
Passages Retail Store	4.04	4.04	0.00
Washrooms	3.99	4.00	+0.01
Play area for children	3.49	3.50	+0.01
Pet area	3.35	3.34	-0.01
Outside decks	4.28	4.28	0.00
Lounge seating	4.16	4.16	0.00
Paid lounges onboard*	3.89	3.72	-0.17 ▼
Usefulness of digital information screens onboard	3.83	3.84	+0.01
Ease of access, overall	4.19	4.20	+0.01
Ease of finding facilities/services	4.18	4.19	+0.01
Announcements when you need to be informed	4.09	4.11	+0.02
Atmosphere on the ferry overall	4.19	4.21	+0.02
Procedures for unloading	4.19	4.22	+0.03 ▲
Professionalism of onboard staff	4.41	4.42	+0.01

Source: 2025 CST Survey – All Waves (R.A. Malatest & Associates)

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2024.

Note: Weighted averages reported.

* in 2024, the question was only asking about Seawest lounge services. In 2025 BC Ferries opened a second paid lounge (Seascapes Lounge) and the 2025 score is for both Seawest and Seascapes lounges. As such the drop in the score may not necessarily indicate a drop in the Seawest lounge satisfaction between 2024 and 2025.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” has climbed slightly since 2024 (increase of +0.01).

Table 7. Value for Money of Fares

	2021	2022	2023	2024	2025	Change (2024-25)
Major Routes (1, 2, 3, 30)	3.50	3.43	3.43	3.49	3.51	+0.02
Route 1	3.49	3.47	3.48	3.51	3.49	-0.02
Route 2	3.49	3.36	3.40	3.49	3.50	+0.01
Route 3	3.55	3.40	3.42	3.49	3.52	+0.03
Route 30	3.46	3.44	3.36	3.44	3.53	+0.09 ▲
Minor Routes (4, 5/9, 19)	3.70	3.69	3.75	3.70	3.68	-0.02
Route 4	3.72	3.73	3.70	3.69	3.71	+0.02
Routes 5/9	3.73	3.67	3.80	3.72	3.69	-0.03 ▼
Route 19	3.56	3.76	3.64	3.63	3.62	-0.01
Total	3.52	3.46	3.48	3.52	3.53	+0.01

Source: 2025 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 2024.

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 4 are the most satisfied with value for money of fares (3.71) while passengers travelling on Route 1 are the least satisfied (3.49). The largest positive change was experienced by Route 30 (+0.09), while Routes 5/9 passengers experienced the largest drop in satisfaction with value for money of fares compared to 2024 (-0.03).

Overall, 59% of passengers stated that they were satisfied with value for money of fares.

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	2025	4.14	4.19	4.09	4.10	4.17	4.20	4.06	4.10
	2024	4.10	4.15	4.06	3.99	4.15	4.14	4.06	4.05
	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
<i>(2024-25 Comparison)</i>		<i>0.04</i>	<i>0.04</i>	<i>0.03</i>	<i>0.11</i>	<i>0.02</i>	<i>0.06</i>	<i>0.00</i>	<i>0.05</i>
Terminal Overall	2025	4.12	4.17	4.10	4.03	4.17	4.12	4.03	4.02
	2024	4.05	4.09	4.01	3.93	4.11	4.05	4.02	3.97
	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
<i>(2024-25 Comparison)</i>		<i>0.07</i>	<i>0.08</i>	<i>0.09</i>	<i>0.10</i>	<i>0.06</i>	<i>0.07</i>	<i>0.01</i>	<i>0.05</i>
Onboard Overall	2025	4.23	4.24	4.19	4.19	4.26	4.23	4.23	4.25
	2024	4.20	4.22	4.16	4.14	4.23	4.21	4.23	4.22
	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
<i>(2024-25 Comparison)</i>		<i>0.03</i>	<i>0.02</i>	<i>0.03</i>	<i>0.05</i>	<i>0.03</i>	<i>0.02</i>	<i>0.00</i>	<i>0.03</i>
Value for money of fares	2025	3.53	3.49	3.50	3.52	3.53	3.71	3.69	3.62
	2024	3.52	3.51	3.49	3.49	3.44	3.69	3.72	3.63
	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
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.03</i>	<i>0.09</i>	<i>0.02</i>	<i>-0.03</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	2025	4.11	4.19	4.13	3.97	4.18	3.89	3.99	3.91
	2024	4.14	4.22	4.16	3.99	4.21	3.94	4.03	3.87
	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
<i>(2024-25 Comparison)</i>		<i>-0.03</i>	<i>-0.03</i>	<i>-0.03</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.05</i>	<i>-0.04</i>	<i>0.04</i>
Usefulness of BC Ferries Mobile App <i>(New question added 2023)</i>	2025	3.95	4.02	3.97	3.82	4.01	3.80	3.87	3.82
	2024	3.93	3.95	3.97	3.84	4.05	3.75	3.86	3.61
	2023	3.75	3.87	3.78	3.47	3.84	3.56	3.77	3.55
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>(2024-25 Comparison)</i>		<i>0.02</i>	<i>0.07</i>	<i>0.00</i>	<i>-0.02</i>	<i>-0.04</i>	<i>0.05</i>	<i>0.01</i>	<i>0.21</i>
Ease of making a reservation <i>(2019-2022 question wording: Ease of using online reservations)</i>	2025	4.14	4.22	4.14	3.88	4.17	-	4.13	-
	2024	4.17	4.28	4.16	3.81	4.24	-	4.12	-
	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	-
<i>(2024-25 Comparison)</i>		<i>-0.03</i>	<i>-0.06</i>	<i>-0.02</i>	<i>0.07</i>	<i>-0.07</i>	-	<i>0.01</i>	-
BC Ferries phone service	2025	3.68	3.73	3.70	3.41	3.81	3.41	3.80	3.38
	2024	3.70	3.77	3.73	3.48	3.77	3.42	3.75	3.23
	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
<i>(2024-25 Comparison)</i>		<i>-0.02</i>	<i>-0.04</i>	<i>-0.03</i>	<i>-0.07</i>	<i>0.04</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.15</i>
Ease of using/understanding sailing schedules	2025	4.26	4.35	4.30	4.17	4.35	4.07	4.02	4.09
	2024	4.26	4.34	4.31	4.16	4.35	4.04	3.98	4.06
	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
<i>(2024-25 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.01</i>	<i>0.01</i>	<i>0.00</i>	<i>0.03</i>	<i>0.04</i>	<i>0.03</i>
Effective communication of service updates and current conditions <i>(2019-2022 question wording: Effective communication of service updates)</i>	2025	3.99	4.11	4.01	3.87	4.10	3.89	3.71	3.65
	2024	3.93	3.99	3.94	3.81	4.06	3.78	3.71	3.58
	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
<i>(2024-25 Comparison)</i>		<i>0.06</i>	<i>0.12</i>	<i>0.07</i>	<i>0.06</i>	<i>0.04</i>	<i>0.11</i>	<i>0.00</i>	<i>0.07</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	2025	3.89	3.98	3.86	3.84	3.99	3.86	3.62	3.73
	2024	3.82	3.92	3.78	3.71	3.84	3.82	3.66	3.73
	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
(2024-25 Comparison)		0.07	0.06	0.08	0.13	0.15	0.04	-0.04	0.00
Ticket Purchase									
Efficiency of the check-in process	2025	4.38	4.40	4.38	4.28	4.39	4.39	4.39	4.34
	2024	4.33	4.35	4.33	4.23	4.33	4.32	4.38	4.28
	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
(2024-25 Comparison)		0.05	0.05	0.05	0.05	0.06	0.07	0.01	0.06
Electronic boarding pass (New question added 2023)	2025	4.42	4.43	4.45	4.27	4.46	-	4.39	-
	2024	4.38	4.40	4.38	4.23	4.42	-	4.34	-
	2023	4.28	4.35	4.25	4.06	4.26	-	4.29	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
(2024-25 Comparison)		0.04	0.03	0.07	0.04	0.04	-	0.05	-
Staff customer service	2025	4.39	4.40	4.39	4.33	4.42	4.39	4.38	4.44
	2024	4.36	4.38	4.37	4.29	4.36	4.32	4.40	4.38
	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
(2024-25 Comparison)		0.03	0.02	0.02	0.04	0.06	0.07	-0.02	0.06

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Clarity of staff directions	2025	4.40	4.44	4.39	4.29	4.45	4.36	4.34	4.40
	2024	4.36	4.39	4.35	4.29	4.40	4.30	4.35	4.34
	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
<i>(2024-25 Comparison)</i>		<i>0.04</i>	<i>0.05</i>	<i>0.04</i>	<i>0.00</i>	<i>0.05</i>	<i>0.06</i>	<i>-0.01</i>	<i>0.06</i>
Announcements when you need to be informed	2025	4.10	4.16	4.08	3.99	4.15	4.11	3.96	4.02
	2024	4.05	4.07	4.08	3.93	4.16	4.06	3.93	3.89
	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
<i>(2024-25 Comparison)</i>		<i>0.05</i>	<i>0.09</i>	<i>0.00</i>	<i>0.06</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.03</i>	<i>0.13</i>
Usefulness of digital information screens	2025	3.97	4.04	3.98	3.81	4.05	3.96	3.75	-
	2024	3.95	4.02	3.96	3.75	4.03	3.88	3.79	-
	2023	3.90	3.99	3.93	3.58	3.90	3.94	3.90	-
	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	-
<i>(2024-25 Comparison)</i>		<i>0.02</i>	<i>0.02</i>	<i>0.02</i>	<i>0.06</i>	<i>0.02</i>	<i>0.08</i>	<i>-0.04</i>	<i>-</i>
Quality and variety of food/beverages/ merchandise offered at the terminal <i>(Question added in 2024)</i>	2025	3.64	3.64	3.71	-	3.81	3.16	3.51	-
	2024	3.63	3.63	3.66	-	3.77	3.13	3.47	-
	2023	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>0.01</i>	<i>0.05</i>	<i>-</i>	<i>0.04</i>	<i>0.03</i>	<i>0.04</i>	<i>-</i>
Washrooms	2025	3.97	3.94	3.91	3.85	4.10	4.00	4.15	4.07
	2024	3.96	3.97	3.88	3.84	4.03	3.96	4.13	4.02
	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
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.03</i>	<i>0.03</i>	<i>0.01</i>	<i>0.07</i>	<i>0.04</i>	<i>0.02</i>	<i>0.05</i>
Procedure for loading	2025	4.20	4.23	4.15	4.10	4.28	4.24	4.13	4.24
	2024	4.15	4.17	4.13	4.07	4.23	4.18	4.08	4.16
	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
<i>(2024-25 Comparison)</i>		<i>0.05</i>	<i>0.06</i>	<i>0.02</i>	<i>0.03</i>	<i>0.05</i>	<i>0.06</i>	<i>0.05</i>	<i>0.08</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
Terminal Services – <i>Cont.</i> (Foot Passengers ONLY)									
Parking options at the terminal	2025	3.55	3.64	3.71	3.41	3.45	3.41	3.72	2.73
	2024	3.66	3.73	3.77	3.59	3.79	3.43	3.53	2.70
	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
<i>(2024-25 Comparison)</i>		<i>-0.11</i>	<i>-0.09</i>	<i>-0.06</i>	<i>-0.18</i>	<i>-0.34</i>	<i>-0.02</i>	<i>0.19</i>	<i>0.03</i>
Ease of using passenger drop-off/pick-up area	2025	4.13	4.15	4.24	4.07	4.12	3.96	4.19	3.66
	2024	4.15	4.17	4.27	4.08	4.20	4.05	4.08	3.52
	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
<i>(2024-25 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.01</i>	<i>-0.08</i>	<i>-0.09</i>	<i>0.11</i>	<i>0.14</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2025	4.34	4.38	4.42	4.15	4.17	4.42	4.23	-
	2024	4.29	4.32	4.31	4.21	4.28	4.30	4.00	-
	2023	4.27	4.34	4.23	4.19	4.21	4.21	4.11	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>(2024-25 Comparison)</i>		<i>0.05</i>	<i>0.06</i>	<i>0.11</i>	<i>-0.06</i>	<i>-0.11</i>	<i>0.12</i>	<i>0.23</i>	<i>-</i>
Pre-boarding passenger lounge at terminal	2025	3.80	3.73	3.95	3.85	3.77	3.92	3.84	3.77
	2024	3.78	3.72	3.93	3.81	3.77	3.93	3.72	3.67
	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
<i>(2024-25 Comparison)</i>		<i>0.02</i>	<i>0.01</i>	<i>0.02</i>	<i>0.04</i>	<i>0.00</i>	<i>-0.01</i>	<i>0.12</i>	<i>0.10</i>
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2025	3.73	3.72	3.75	3.70	3.84	-	3.66	-
	2024	3.71	3.69	3.74	3.71	3.80	-	3.58	-
	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	-
<i>(2024-25 Comparison)</i>		<i>0.02</i>	<i>0.03</i>	<i>0.01</i>	<i>-0.01</i>	<i>0.04</i>	<i>-</i>	<i>0.08</i>	<i>-</i>
Value for money (food services)	2025	3.22	3.22	3.22	3.15	3.25	-	3.28	-
	2024	3.23	3.26	3.21	3.18	3.23	-	3.26	-
	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	-
<i>(2024-25 Comparison)</i>		<i>-0.01</i>	<i>-0.04</i>	<i>0.01</i>	<i>-0.03</i>	<i>0.02</i>	<i>-</i>	<i>0.02</i>	<i>-</i>

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)	2025	4.26	4.25	4.28	4.21	4.28	-	4.31	-
	2024	4.25	4.25	4.26	4.19	4.26	-	4.30	-
	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	-
(2024-25 Comparison)		0.01	0.00	0.02	0.02	0.02	-	0.01	-
Onboard Facilities/Services									
Passages Retail Store	2025	4.04	4.04	4.03	4.06	4.07	-	3.95	-
	2024	4.04	4.04	4.04	4.06	4.07	-	3.92	-
	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	-
(2024-25 Comparison)		0.00	0.00	-0.01	0.00	0.00	-	0.03	-
Washrooms	2025	4.00	3.96	3.88	3.98	4.11	4.02	4.26	4.07
	2024	3.99	3.98	3.86	3.97	4.06	4.00	4.25	4.03
	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
(2024-25 Comparison)		0.01	-0.02	0.02	0.01	0.05	0.02	0.01	0.04
Play area for children	2025	3.50	3.55	3.41	3.52	3.52	-	3.41	-
	2024	3.49	3.58	3.43	3.38	3.51	-	3.28	-
	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	-
(2024-25 Comparison)		0.01	-0.03	-0.02	0.14	0.01	-	0.13	-
Pet area	2025	3.34	3.35	3.25	3.39	3.30	-	3.42	-
	2024	3.35	3.37	3.38	3.52	3.32	-	3.02	-
	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	-
(2024-25 Comparison)		-0.01	-0.02	-0.13	-0.13	-0.02	-	0.40	-
Outside decks	2025	4.28	4.30	4.24	4.24	4.25	4.17	4.34	4.39
	2024	4.28	4.31	4.22	4.22	4.29	4.12	4.31	4.38
	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
(2024-25 Comparison)		0.00	-0.01	0.02	0.02	-0.04	0.05	0.03	0.01

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Lounge Seating	2025	4.16	4.17	4.08	4.22	4.15	-	4.24	-
	2024	4.16	4.16	4.09	4.20	4.15	-	4.22	-
	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	-
<i>(2024-25 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.01</i>	<i>0.02</i>	<i>0.00</i>	<i>-</i>	<i>0.02</i>	<i>-</i>
Paid Lounges Onboard <i>Service closed in 2021 and 2022, due to the COVID-19 pandemic. Reopened on Route 1 in 2023. A new paid lounge opened on Route 1 in 2025. (Question label prior to 2025: SeaWest Lounge)</i>	2025	3.72	3.72	-	-	-	-	-	-
	2024	3.89	3.89	-	-	-	-	-	-
	2023	3.83	3.83	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>(2024-25 Comparison)</i>		<i>-0.17</i>	<i>-0.17</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>	2025	3.84	3.89	3.82	3.72	3.92	-	3.74	3.69
	2024	3.83	3.88	3.83	3.71	3.88	-	3.73	3.70
	2023	3.78	3.84	3.76	3.59	3.79	-	3.83	3.70
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>0.01</i>	<i>-0.01</i>	<i>0.01</i>	<i>0.04</i>	<i>-</i>	<i>0.01</i>	<i>-0.01</i>
Ease of access, overall <i>(all passengers)</i>	2025	4.20	4.24	4.18	4.14	4.21	4.13	4.20	4.21
	2024	4.19	4.22	4.16	4.12	4.22	4.15	4.15	4.17
	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
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>0.02</i>	<i>0.02</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.02</i>	<i>0.05</i>	<i>0.04</i>
Ease of access, overall <i>(for people with accessibility requirements)</i>	2025	3.97	4.04	3.91	3.90	3.96	3.90	3.95	3.93
	2024	3.98	4.02	3.92	3.80	4.05	4.03	4.07	3.80
	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
<i>(2024-25 Comparison)</i>		<i>-0.01</i>	<i>0.02</i>	<i>-0.01</i>	<i>0.10</i>	<i>-0.09</i>	<i>-0.13</i>	<i>-0.12</i>	<i>0.13</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
Onboard Facilities/Services – <i>Cont.</i>									
Ease of finding facilities / services	2025	4.19	4.19	4.18	4.13	4.22	4.10	4.25	4.19
	2024	4.18	4.18	4.18	4.16	4.22	4.11	4.22	4.17
	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
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>0.01</i>	<i>0.00</i>	<i>-0.03</i>	<i>0.00</i>	<i>-0.01</i>	<i>0.03</i>	<i>0.02</i>
Announcements when you need to be informed	2025	4.11	4.14	4.10	4.05	4.18	4.07	4.09	4.01
	2024	4.09	4.09	4.11	4.04	4.17	4.04	4.04	3.97
	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
<i>(2024-25 Comparison)</i>		<i>0.02</i>	<i>0.05</i>	<i>-0.01</i>	<i>0.01</i>	<i>0.01</i>	<i>0.03</i>	<i>0.05</i>	<i>0.04</i>
Atmosphere on the ferry overall	2025	4.21	4.19	4.17	4.18	4.25	4.15	4.28	4.28
	2024	4.19	4.18	4.15	4.17	4.22	4.15	4.27	4.23
	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
<i>(2024-25 Comparison)</i>		<i>0.02</i>	<i>0.01</i>	<i>0.02</i>	<i>0.01</i>	<i>0.03</i>	<i>0.00</i>	<i>0.01</i>	<i>0.05</i>
Procedures for unloading	2025	4.22	4.25	4.18	4.12	4.26	4.21	4.21	4.26
	2024	4.19	4.21	4.14	4.13	4.24	4.20	4.24	4.22
	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
<i>(2024-25 Comparison)</i>		<i>0.03</i>	<i>0.04</i>	<i>0.04</i>	<i>-0.01</i>	<i>0.02</i>	<i>0.01</i>	<i>-0.03</i>	<i>0.04</i>
Professionalism of onboard staff	2025	4.42	4.43	4.41	4.37	4.44	4.39	4.45	4.46
	2024	4.41	4.42	4.39	4.35	4.41	4.35	4.47	4.44
	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
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>0.01</i>	<i>0.02</i>	<i>0.02</i>	<i>0.03</i>	<i>0.04</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	2025	3.98	3.99	3.95	3.97	4.00	4.03	3.91	3.98
	2024	3.95	3.95	3.93	3.96	3.96	4.01	3.89	3.94
	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
<i>(2024-25 Comparison)</i>		<i>0.03</i>	<i>0.04</i>	<i>0.02</i>	<i>0.01</i>	<i>0.04</i>	<i>0.02</i>	<i>0.02</i>	<i>0.04</i>
Latest ferry late enough	2025	3.81	3.80	3.84	3.82	3.88	3.57	3.75	3.85
	2024	3.78	3.77	3.79	3.83	3.86	3.65	3.72	3.67
	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
<i>(2024-25 Comparison)</i>		<i>0.03</i>	<i>0.03</i>	<i>0.05</i>	<i>-0.01</i>	<i>0.02</i>	<i>-0.08</i>	<i>0.03</i>	<i>0.18</i>
Ferry sailing frequent enough	2025	3.63	3.90	3.49	3.31	3.65	3.59	3.26	3.65
	2024	3.59	3.85	3.41	3.23	3.62	3.62	3.24	3.59
	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
<i>(2024-25 Comparison)</i>		<i>0.04</i>	<i>0.05</i>	<i>0.08</i>	<i>0.08</i>	<i>0.03</i>	<i>-0.03</i>	<i>0.02</i>	<i>0.06</i>
Ability to get onto desired sailing	2025	3.96	4.11	3.83	3.73	3.95	3.99	4.07	3.71
	2024	3.93	4.07	3.83	3.64	3.90	4.01	4.06	3.78
	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
<i>(2024-25 Comparison)</i>		<i>0.03</i>	<i>0.04</i>	<i>0.00</i>	<i>0.09</i>	<i>0.05</i>	<i>-0.02</i>	<i>0.01</i>	<i>-0.07</i>
Ability to connect with other sailings <i>(based on those connecting)</i>	2025	3.51	3.70	3.35	3.44	3.69	3.22	3.51	3.60
	2024	3.41	3.50	3.40	3.11	3.63	3.38	3.53	3.54
	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
<i>(2024-25 Comparison)</i>		<i>0.10</i>	<i>0.20</i>	<i>-0.05</i>	<i>0.33</i>	<i>0.06</i>	<i>-0.16</i>	<i>-0.02</i>	<i>0.06</i>
Ferry running on time	2025	3.97	4.16	3.99	3.86	4.07	3.96	3.35	3.75
	2024	3.84	4.05	3.83	3.55	3.84	3.88	3.47	3.60
	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
<i>(2024-25 Comparison)</i>		<i>0.13</i>	<i>0.11</i>	<i>0.16</i>	<i>0.31</i>	<i>0.23</i>	<i>0.08</i>	<i>-0.12</i>	<i>0.15</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	2025	4.38	4.43	4.36	4.31	4.39	4.37	4.35	4.36
	2024	4.37	4.43	4.34	4.29	4.36	4.37	4.39	4.34
	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
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>0.00</i>	<i>0.02</i>	<i>0.02</i>	<i>0.03</i>	<i>0.00</i>	<i>-0.04</i>	<i>0.02</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	2025	4.14	4.18	4.17	4.10	4.10	4.08	4.17	4.22	4.10	4.09
	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
(2024-25 Comparison)		0.04	0.03	0.04	0.07	0.04	0.09	0.02	0.12	0.05	0.05
Terminal Overall	2025	4.12	4.16	4.15	4.04	4.17	4.00	4.15	4.09	4.05	3.97
	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
(2024-25 Comparison)		0.07	0.07	0.09	0.07	0.13	0.08	0.02	0.08	0.06	0.03
Value for money of fares	2025	3.53	3.52	3.54	3.52	3.51	3.47	3.54	3.72	3.65	3.58
	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
(2024-25 Comparison)		0.01	-0.01	0.01	0.02	0.04	-0.01	0.12	0.01	0.05	-0.09
At the Terminal											
Wait time at the terminal	2025	3.89	3.95	3.93	3.85	3.91	3.79	3.98	3.87	3.78	3.66
	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
(2024-25 Comparison)		0.07	0.08	0.05	0.11	0.09	0.14	0.10	0.12	0.05	-0.06
Efficiency of the check in process	2025	4.38	4.40	4.40	4.33	4.42	4.24	4.39	4.35	4.33	4.35
	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
(2024-25 Comparison)		0.05	0.05	0.06	0.04	0.07	0.06	0.05	0.06	0.01	0.13

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>	2025	4.42	4.44	4.42	4.38	4.48	4.22	4.45	-	-	-
	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	-	-	-	-	-	-	-	-	-	-
<i>(2024-25 Comparison)</i>		0.04	0.03	0.03	0.03	0.11	0.05	0.04	-	-	-
Staff customer service	2025	4.39	4.40	4.40	4.37	4.42	4.28	4.44	4.39	4.46	4.40
	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
<i>(2024-25 Comparison)</i>		0.03	0.02	0.03	0.03	0.05	0.00	0.08	0.06	0.03	0.07
Clarity of staff directions	2025	4.40	4.43	4.41	4.35	4.41	4.25	4.46	4.34	4.40	4.40
	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
<i>(2024-25 Comparison)</i>		0.04	0.04	0.04	0.02	0.07	-0.01	0.05	0.03	0.03	0.09
Terminal Services											
Announcements when you need to be informed	2025	4.10	4.16	4.10	4.05	4.10	3.95	4.18	4.08	4.06	3.97
	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
<i>(2024-25 Comparison)</i>		0.05	0.05	0.10	0.04	0.00	0.03	-0.01	0.02	0.16	0.10
Usefulness of digital information screens	2025	3.97	4.04	3.98	3.90	4.01	3.76	4.04	3.96	-	-
	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	-	-
<i>(2024-25 Comparison)</i>		0.02	0.03	0.00	0.03	0.05	0.01	0.01	0.10	-	-
Quality and variety of food/beverages/merchandise offered at the terminal* <i>(Question added in 2024)</i>	2025	3.64	3.69	3.56	-	3.71	-	-	-	-	-
	2024	3.63	3.69	3.53	-	3.66	-	-	-	-	-
	2023	-	-	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
<i>(2024-25 Comparison)</i>		0.01	0.00	0.03	-	0.05	-	-	-	-	-

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	2025	3.97	4.01	3.95	3.84	3.98	3.85	4.09	4.01	4.12	4.00
	2024	3.96	4.03	3.95	3.86	3.91	3.82	4.02	3.96	4.01	4.03
	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
<i>(2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.02</i>	<i>0.00</i>	<i>-0.02</i>	<i>0.07</i>	<i>0.03</i>	<i>0.07</i>	<i>0.05</i>	<i>0.11</i>	<i>-0.03</i>
Procedure for loading	2025	4.20	4.23	4.23	4.12	4.17	4.09	4.26	4.23	4.24	4.24
	2024	4.15	4.18	4.16	4.12	4.11	4.02	4.25	4.15	4.18	4.13
	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
<i>(2024-25 Comparison)</i>		<i>0.05</i>	<i>0.05</i>	<i>0.07</i>	<i>0.00</i>	<i>0.06</i>	<i>0.07</i>	<i>0.01</i>	<i>0.08</i>	<i>0.06</i>	<i>0.11</i>
Terminal Services (Foot Passengers ONLY)											
Parking options at the terminal	2025	3.55	3.58	3.66	3.48	3.83	3.48	3.50	3.21	2.80	2.67
	2024	3.66	3.70	3.72	3.66	3.84	3.58	3.85	3.10	2.57	2.84
	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
<i>(2024-25 Comparison)</i>		<i>-0.11</i>	<i>-0.12</i>	<i>-0.06</i>	<i>-0.18</i>	<i>-0.01</i>	<i>-0.10</i>	<i>-0.35</i>	<i>0.11</i>	<i>0.23</i>	<i>-0.17</i>
Ease of using passenger drop-off/pick-up area	2025	4.13	4.11	4.20	4.15	4.27	4.06	4.17	3.76	3.83	3.48
	2024	4.15	4.18	4.17	4.20	4.27	4.04	4.19	3.86	3.41	3.63
	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
<i>(2024-25 Comparison)</i>		<i>-0.02</i>	<i>-0.07</i>	<i>0.03</i>	<i>-0.05</i>	<i>0.00</i>	<i>0.02</i>	<i>-0.02</i>	<i>-0.10</i>	<i>0.42</i>	<i>-0.15</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2025	4.34	4.33	4.39	4.28	4.45	-	4.12	-	-	-
	2024	4.29	4.28	4.31	4.30	4.25	-	4.32	-	-	-
	2023	4.27	4.25	4.36	4.24	4.19	-	4.24	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
<i>(2024-25 Comparison)</i>		<i>0.05</i>	<i>0.05</i>	<i>0.08</i>	<i>-0.02</i>	<i>0.20</i>	<i>-</i>	<i>-0.20</i>	<i>-</i>	<i>-</i>	<i>-</i>
Pre-boarding passenger lounge at terminal	2025	3.80	3.66	3.84	3.85	4.06	3.80	3.96	3.87	3.86	3.64
	2024	3.78	3.69	3.75	3.84	4.03	3.76	3.82	3.98	3.77	3.54
	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
<i>(2024-25 Comparison)</i>		<i>0.02</i>	<i>-0.03</i>	<i>0.09</i>	<i>0.01</i>	<i>0.03</i>	<i>0.04</i>	<i>0.14</i>	<i>-0.11</i>	<i>0.09</i>	<i>0.10</i>

**SCHEDULE F: CUSTOMER SATISFACTION TRACKING
SURVEY**

YEAR ENDED DECEMBER 31, 2025

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

Which factors are most important to you when selecting a specific fare type? [Q13c]

- 1

2

3

4

5

6
- ☐ Guaranteed Spot

☐ Ability to Change Booking

☐ Flexible Cancellations

☐ Discounted Prices

☐ Faster check-in at terminal

☐ Unsure / No Response

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

☐ 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

5

9

19

30
- ☐ Tsawwassen <-> Swartz Bay

☐ Horseshoe Bay <-> Nanaimo

☐ Horseshoe Bay <-> Langdale

☐ Swartz Bay <-> Fulford Harbour

☐ 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

5

6

7

8

9

10

☐ Business trip or on company business

☐ Commuting to or from work

☐ Hauling freight or operating a commercial vehicle

☐ Attending school, college or course

☐ 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

4

5
- ☐ 0-2 trips

☐ 3-6 trips

☐ 7-12 trips

☐ 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]

- 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]

- 1

☐ Yes
- 2

☐ No

If “Yes”, how did you book?

- 6

☐ I called the BC Ferries Customer Service line
- 7

☐ I used the BC Ferries website
- 8

☐ I used the BC Ferries mobile app

If “No”, why did you not make a booking?

- 3

☐ I tried to make a booking but none were available
- 4

☐ I travelled on a non-bookable route
- 5

☐ I did not want to make a booking

IF FOOT PASSENGER: Were you on a bicycle? [S7a]

- 1

☐ Yes
- 2

☐ No

Were you travelling with a pet? [S8]

- 1

☐ Yes
- 2

☐ No

Were you travelling as part of an organized tour group? [S9]

- 1

☐ Yes → About how many people are in the tour group?
- 2

☐ No

How many people were you travelling with? [S10]

- ☐ I was travelling by myself

people were traveling with me

And how many of the people travelling with you were:

- 18 years, or older
- 5-17 years of age
- Younger than 5 years of age

What is your year of birth? [S11]

I identify as... [S12]

- 1

☐ Male
- 2

☐ Female
- 3

☐ Non-binary
- 4

☐ I prefer to self-describe:

Did you connect with another BC Ferries vessel? [S16]

- 1

☐ Yes
- 2

☐ No

Satisfaction with BC Ferries Services

Please rate how satisfied or dissatisfied you were with each of the following. [Q1]

If you did not use this service, please check “Not Used / Not Applicable” on the right.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Usefulness of BC Ferries website [1a]	☐	☐	☐	☐	☐	☐
Usefulness of BC Ferries mobile app [1f]	☐	☐	☐	☐	☐	☐
Ease of making a reservation [1b]	☐	☐	☐	☐	☐	☐
BC Ferries phone service [1c]	☐	☐	☐	☐	☐	☐
Ease of using / understanding sailing schedules [1d]	☐	☐	☐	☐	☐	☐
Effective communication of service updates and current conditions [1e]	☐	☐	☐	☐	☐	☐

Please rate how satisfied or dissatisfied you were with each of the following at the terminal before your trip. If you did not use this service, please check “Not Used / Not Applicable” on the right. [Q2]

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
At the terminal: All Passengers						
Wait time at terminal [2c]	☐	☐	☐	☐	☐	☐
Ticket Purchase						
Efficiency of the check in process [2d]	☐	☐	☐	☐	☐	☐
Electronic boarding pass [2q]	☐	☐	☐	☐	☐	☐
Clarity of staff directions [2f]	☐	☐	☐	☐	☐	☐
Staff customer service [2e]	☐	☐	☐	☐	☐	☐
Terminal Services						
Announcements when you needed to be informed [2g]	☐	☐	☐	☐	☐	☐
Usefulness of digital information screens at the terminal [2h]	☐	☐	☐	☐	☐	☐
Quality and variety of food/beverages/merchandise offered at the terminal [2j]	☐	☐	☐	☐	☐	☐
Washrooms [2k]	☐	☐	☐	☐	☐	☐
Procedure for loading [2l]	☐	☐	☐	☐	☐	☐
At the terminal: Foot Passengers (Foot Passengers ONLY, vehicle drivers / passengers skip to next question [Q3])						
Parking options at the terminal [2n]	☐	☐	☐	☐	☐	☐
Ease of using passenger pickup / drop off area [2o]	☐	☐	☐	☐	☐	☐
Self-serve kiosk (ticket purchase) [2r]	☐	☐	☐	☐	☐	☐
Pre-boarding lounge at terminal [2p]	☐	☐	☐	☐	☐	☐

How satisfied or dissatisfied were you with your overall experience at the terminal before boarding? [Q3]

- Very Dissatisfied

1

☐
- Dissatisfied

2

☐
- Neither Satisfied nor Dissatisfied

3

☐
- Satisfied

4

☐
- Very Satisfied

5

☐
- Not Used / Not Applicable

99

☐

Please rate how satisfied or dissatisfied you were with each of the following on board the ferry. If you did not use this service, please check “Not Used / Not Applicable” on the right. [Q4]

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Food Services						
Quality and variety of food / beverages offered [4a]	☐	☐	☐	☐	☐	☐
Value for money [4b]	☐	☐	☐	☐	☐	☐
Staff customer service [4c]	☐	☐	☐	☐	☐	☐
Onboard Facilities / Services						
Passages Store [4d]	☐	☐	☐	☐	☐	☐
Washrooms [4e]	☐	☐	☐	☐	☐	☐
Play area for children [4f]	☐	☐	☐	☐	☐	☐
Pet area [4g]	☐	☐	☐	☐	☐	☐
Outside decks [4i]	☐	☐	☐	☐	☐	☐
Lounge seating [4j]	☐	☐	☐	☐	☐	☐
Paid Lounges Onboard [4k]	☐	☐	☐	☐	☐	☐
Usefulness of digital information screens onboard [4s]	☐	☐	☐	☐	☐	☐
Ease of access, overall [4m]	☐	☐	☐	☐	☐	☐
Ease of finding facilities / services [4n]	☐	☐	☐	☐	☐	☐
Announcements when you need to be informed [4o]	☐	☐	☐	☐	☐	☐
Atmosphere on the ferry overall [4p]	☐	☐	☐	☐	☐	☐
Procedures for unloading [4q]	☐	☐	☐	☐	☐	☐
Professionalism of onboard staff [4r]	☐	☐	☐	☐	☐	☐

How satisfied or dissatisfied were you with your overall experience on board the ferry? [Q5]

- Very Dissatisfied

1

☐
- Dissatisfied

2

☐
- Neither Satisfied nor Dissatisfied

3

☐
- Satisfied

4

☐
- Very Satisfied

5

☐
- Not Used / Not Applicable

99

☐

How satisfied or dissatisfied were you with each of the following? If you did not use this service, please check “Not Used / Not Applicable” on the right. [Q6]

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Experience with the sailing schedule						
Ability to get onto desired sailing [6d]	☐	☐	☐	☐	☐	☐
Ferry running on time [6f]	☐	☐	☐	☐	☐	☐
Safety						
Safety of ferry operations [6g]	☐	☐	☐	☐	☐	☐
Overall value						
Value for money of fares [6h]	☐	☐	☐	☐	☐	☐

Thinking about this ferry route only, how satisfied or dissatisfied are you with each of the following? [Q6B]

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Experience with the sailing schedule						
Earliest ferry early enough [6a]	☐	☐	☐	☐	☐	
Latest ferry late enough [6b]	☐	☐	☐	☐	☐	
Ferry sailings frequent enough [6c]	☐	☐	☐	☐	☐	
Ability to connect with other sailings [6e]	☐	☐	☐	☐	☐	☐

How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries? [Q7]

- Very Dissatisfied

1

☐
- Dissatisfied

2

☐
- Neither Satisfied nor Dissatisfied

3

☐
- Satisfied

4

☐
- Very Satisfied

5

☐
- Not Used / Not Applicable

99

☐

Did BC Ferries staff approach you during your trip (e.g., to greet you or offer assistance?) [Q9]

- 1

☐ Yes
- 2

☐ No

Thinking about your entire journey, do you feel you were well-supported by BC Ferries digital products (e.g.: website, app, service updates, ticketing, digital screens)? [Q21]

- 1

☐ Yes
- 2

☐ No
- 3

☐ N/A (I did not use digital products during my journey)

Thinking of your experience with BC Ferries how much would you agree or disagree with the following statements:

"BC Ferries operates in an environmentally conscious manner." [Q10a]

- Strongly Disagree

1

☐
- 2

☐
- 3

☐
- 4

☐
- Strongly Agree

5

☐
- Prefer not to Answer

99

☐

"I trust BC Ferries to provide an essential public transportation service." [Q10b]

- Strongly Disagree

1

☐
- 2

☐
- 3

☐
- 4

☐
- Strongly Agree

5

☐
- Prefer not to Answer

99

☐

"BC Ferries services meet my travel needs and lifestyle." [Q10c]

- Strongly Disagree

1

☐
- 2

☐
- 3

☐
- 4

☐
- Strongly Agree

5

☐
- Prefer not to Answer

99

☐

"BC Ferries is forward thinking."[Q10d]

- Strongly Disagree

1

☐
- 2

☐
- 3

☐
- 4

☐
- Strongly Agree

5

☐
- Prefer not to Answer

99

☐

END OF REPORT

