

Feedback and Engagement Report

Q3 Fiscal 2026

Quarter ended December 31, 2025



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We continued to enhance our engagement with customers and the communities we serve through Q3 2026. Highlights include:

Ongoing Community Engagement Initiatives

We maintained our commitment to engage with communities served by our ferry network. Throughout Q3, we hosted events to support and raise awareness of major infrastructure projects at Horseshoe Bay terminal, as well as significant terminal projects in the Southern and Northern Gulf Islands.

Collaboration with Local Leaders and First Nations

We also strengthened relationships with local leaders, notably through participation in the Vancouver Island Economic Summit. With the appointment of a new Manager of Indigenous Relations, we renewed our outreach and connections with First Nations, demonstrating our commitment to meaningful partnership and dialogue.

Customer Satisfaction

The overall customer satisfaction score increased again in Q3, with overall scores rising across many routes. The Customer Service Centre saw a high satisfaction rate of 95% despite increased call volumes resulting in slower response times. These higher volumes were largely attributed to the travel changes at the Horseshoe Bay terminal and customers seeking vouchers for mechanical cancellations on Routes 2 and 3 in late September. The rate of first call resolutions improved as teams focus on educating customers about available self-serve options.

Addressing Customer Concerns

In Q3, the most common categories of customer concerns remained advance-booking challenges and fare- and fee-related issues. Notably, both areas experienced a decrease in the total percentage of complaints. We continue to enhance customer awareness in these areas by reinforcing communications and ensuring a broader understanding of both areas of concern.

Customer Service Centre

Key Performance Highlights and Metrics

Q3 Fiscal 2026
(OCT, NOV, DEC)

Key Performance Highlights

Comments Received: increased from 3,679 in Q3 F2025 to 5,110 in Q3 F2026. This 38.2% increase is primarily due to customers applying for refunds of their Assured Loading Tickets after they were discontinued for travel from Horseshoe Bay to Departure Bay as part of the alternative service plan that went live on October 15. As well, a significant number of customers whose bookings were cancelled due to mechanical issues on Routes 2 and 3 in late September reached out to request vouchers for future travel.

Abandon Rates: increased YoY in Q3, driven by a 18.7% increase in call volumes. As we make efforts to operate more efficiently, we have seen an increase in both abandon rates YoY and Average Speed of Answer YoY, but both remain well within target for the year.

Call Satisfaction: increased YoY with fewer customer-impacting incidents.

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

Customer Service Centre Metrics	Q3 Fiscal 2025	Q3 Fiscal 2026	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	4.6	4.8	+0.2	-
Customer Service Centre (CSC) Satisfaction Customers satisfied with their CSC experience	93%	95%	+2% pt	93%+
Stale Response Resolution Customers who did not receive a response within target (7 days)	35%	54%	+54%	7 days or fewer
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	138	220	+59%	240 seconds or fewer
First Call Resolution % of callers whose issues are resolved on the first call	91%	92%	+1% pt	90%+
Call Abandon Rate Average % of calls that disconnect prior to being answered	6.7%	8.8%	+2.1% pt	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q3 Fiscal 2025	Q3 Fiscal 2026	YOY Change
Comments	3,697	5,110	+38.2%
Phone Calls	82,667	98,200	+18.8%
Social Media (inbound)	6,127	1,959	-68.0%
X	3,212	639	-80.1%
Facebook	1,134	798	-29.6%
Instagram	1,707	522	-69.4%
LinkedIn	74	0	-100%

Top Three Complaint Areas*	
Major routes (1, 2, 3, 30)	% of all complaints
Fares / Fare Errors	26%
Advance Bookings	21%
Customer Service	11%
Minor routes (All other routes)	% of all complaints
Sailings/Schedules	21%
Fares/Fare Errors	20%
Customer Service	13%

* Total complaints received: 2,105

Customer Satisfaction Tracking

Intercept Surveys (November Wave)

Q3 Fiscal 2026
(OCT, NOV, DEC)

The overall customer satisfaction* score from the November 2025 CST Survey increased by +0.05 to 4.14 from 4.09, which was mirrored by a rise in both customer satisfaction percentage and Net Promoter Score. Nearly all individual routes rose, with a very small decrease in Route 2 (-0.01) and no change in Route 3. Both Route 4 and 19 saw large increases (+0.15 each). Customers from Route 30 showed the highest satisfaction score (4.23) while Route 3 customers were the least satisfied (3.97).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q3 Fiscal 2025	Q3 Fiscal 2026	Change
Total Surveys Completed	7,822	9,137	+1,315
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	4.09	4.14	+0.05
Overall Customer Satisfaction Percentage	84%	86%	+2% pt
Net Promoter Score	5	6	+1

Customer Satisfaction Tracking (CST) Scores by Route			
Route	Q3 Fiscal 2025	Q3 Fiscal 2026	Change
Route 3	3.97	3.97	-
Route 30	4.18	4.23	+0.05
Route 2	4.16	4.15	-0.01
Route 1	4.07	4.16	+0.09
Route 5/5a/9	4.04	4.11	+0.07
Route 4	4.05	4.20	+0.15
Route 19	4.06	4.21	+0.15

Service Areas with the Largest Changes to CST Scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q3 Fiscal 2025	Q3 Fiscal 2026	Change		Q3 Fiscal 2025	Q3 Fiscal 2026	Change
Ability to connect with other sailings	3.21	3.47	+0.26	Parking options at the terminal	3.58	3.44	-0.14
Ferry running on time	3.92	4.05	+0.13	Ease of making reservation	4.20	4.12	-0.08
Pre-boarding passenger lounge at terminal	3.66	3.79	+0.13	Pet Area	3.19	3.11	-0.08

*Overall Customer Satisfaction Question

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

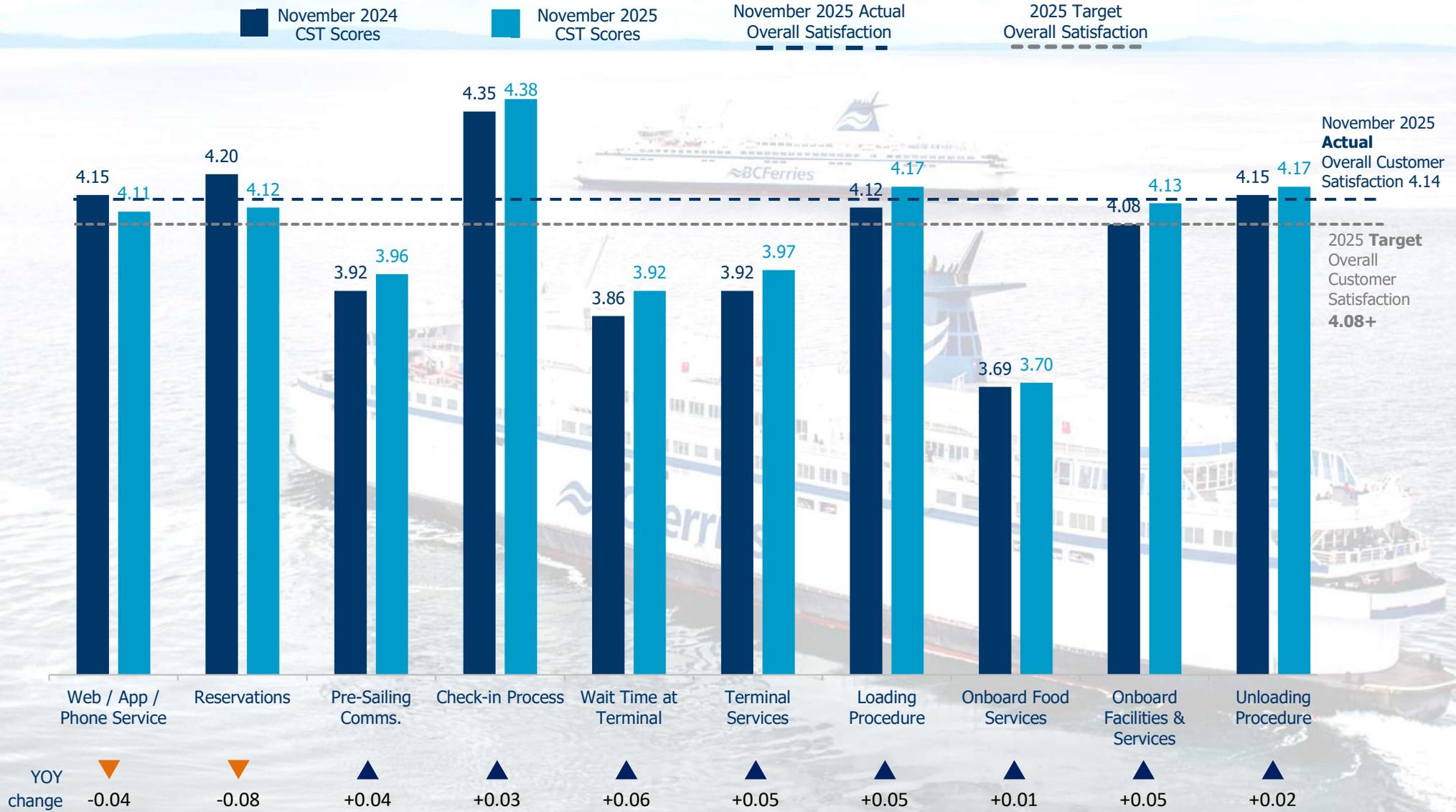
While ability to connect with other sailings (+0.26) and the pre-boarding passenger lounge (+0.13) show significant increase, their scores are still low and may affect the overall experience negatively.

Parking options (-0.14) only affect a portion of foot passengers (25% of all passengers), however the drop in score is significant. The decline is due to full lots, mostly at the major terminals.

Reservation (-0.08) score has gone down across all major routes where the reservation option is available. Although the score is moderately high, the decrease in score signals that fewer customers are able to plan their trip in advance.

Pet Area (-0.08) also affects only a portion of passengers who travel with their pets (10.6%), but this also has a lower score (3.11), indicating opportunities for improvement, which could affect the overall satisfaction score for these customers.

Passenger Satisfaction Throughout the BC Ferries Journey



The blue dashed line represents the "Overall Satisfaction Score" for November 2025 passengers. Looking at the whole journey, passenger "high points" include the check-in process (4.38), the loading procedure (4.17), and the unloading procedure (4.17). Passenger "low points" include onboard food services (3.70), the wait time at the terminal (3.92), pre-sailing communications (3.96), and terminal services (3.97). The 2025 pattern of results typically follows that of 2024, however, satisfaction with all areas except two (web/app/phone services and reservation) has increased since 2024.

Customer Satisfaction Tracking

Central and North Coast (Routes 10, 11)

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Comparisons shown below are year over year for the quarter.

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

Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q3 remained identical to the prior year. This may be due to increases in some areas being balanced with decreases in others.



Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q3 dropped somewhat for both Route 10 (-0.05) and Route 11 (-0.10).



Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q3 suggest that satisfaction has increased for passengers on Route 10 (+0.07) while decreasing for Route 11 (-0.02).



Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q3 suggest that passengers' ratings have increased on both Route 10 (+0.06) and Route 11 (+0.09).



Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q3 suggest that passengers' ratings have increased for both Route 10 (+0.21) and Route 11 (+0.20).



Customer Relations

Compliments

Q3 Fiscal 2026
(OCT, NOV, DEC)

Source	Q3 Fiscal 2025 Number of Compliments	Q3 Fiscal 2026 Number of Compliments	Change YoY
RTEK	172	148	▼ -24
CST	Not tracked in 2025	55	n/a

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

Top Three Compliment Areas (CST Data)	
Major routes (1, 2, 3, 30)	% of all compliments
Staff Professionalism	22%
Overall, Positive Sentiment	22%
Pet Areas	9%
Minor routes (4, 5/9, 19)	% of all compliments
Pet Areas	2%
Information/Announcements	2%
Overall, On the Ship	2%

Top Three Compliment Areas (RTEK Data)	
All routes	% of all compliments
Satisfactory Customer Service	85%
Other Topics	3%
Loading/Directions	3%

Source	Comment
CST	Not this sailing but recently (Oct 24) went for an L run from Langdale to Nanaimo for my partner's grandpa's funeral. Just wanted to say thank you to all the staff that helped make that happen. Between the woman at the call center (I didn't get her name) and the toll booth people and the chief steward on the 7:05 to Departure Bay that day. It's people like you that make the commuting I have to do tolerable.
CST	I am so grateful for the services you provide. Thank you! You are doing exceptional and outstanding support for all travelers!
RTEK	The Queen of Oak Bay had a mechanical causing a 30-minute delay. When we arrived ticket sales were held. The staff working the ticket booth did an exceptional job promptly informing us all and invited us to stand under a heater while a decision was being made. They also did a great job dealing with a big backlog of people. The terminal staff also did a great job keeping us informed, via announcements, on the status of the delay. Tough situation, but the workers handled it very well.
RTEK	My husband and I recently travelled to Galiano Island from Swartz Bay and returned to Vancouver Island via Long Harbour and Vesuvius on Salt Spring. We were impressed with the scheduling and manoeuvring of cars and vehicles. We also climbed Galiano mountain and were entranced watching the ferries move around the islands and waterways with other boats in the mix. Just a good news note for you as there is a lot to your daily activities of getting goods and people around the waters of British Columbia. Thank you.
RTEK	Customer wrote to us with a compliment for an employee at Swartz Bay who went above and beyond to help capture a stray kitten who had been hiding in the engine compartment of the customers car. This occurred while they were waiting to travel to Tsawwassen on November 7.
RTEK	Staff at little River terminal and on Comox ferry and at Saltery Bay today allowed me to make it and many other passengers home safe from the 315 cancellation due to brief weather. The staff were polite in adverse conditions. The Steward's office on the West view bound ship managed to get us a delay on Saltery of 20 minutes. And even after a lower deck door didn't open on the Comox to Prince Rupert ship, the Saltery waited 20 minutes for weary travellers, and we were greeted with smiles and happy holidays. This route needs to be reviewed as I travel it often and commend staff for their good service.

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
1,277	1,264 ▼	5.3	5.2	-0.1

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	26% ▼ from 28%	Unhappy with revised/cancelled bookings	61	0.25
		Double-charged/overcharged	47	0.19
Fare/Fare Errors	23% ▼ from 26%	Refund request	59	0.24
		No-show fee charged in error	45	0.18
Customer Service	12% ▲ from 11%	Poor customer service (Check-in)	44	0.18
		Poor customer service (Terminal staff)	30	0.12

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

Community Engagement Events and Activities		# people
Oct 1	Horseshoe Bay Open House – providing details on construction	111
Oct 14	Horseshoe Bay terminal pop-up undertaking outreach to Route 2 passengers	206
Oct 16	Horseshoe Bay Business Association meeting	20
Oct 22	Horseshoe Bay Project Feedback Group meeting	14
Oct 29 - 30	Vancouver Island Economic Summit	10
Nov 26	Route 2: NMV Pet and Play area engagement and questions about HSB booking requirement	87
Nov 28	Route 1: NMV Pet and Play area engagement	47
Nov - Dec	Project Page Engagement: NMV Pet and Play area	434 informed 646 aware ¹
Dec 11	Horseshoe Bay Project Feedback Group meeting	15
Oct - Dec	Project Page Engagement: Horseshoe Bay Terminal Infrastructure Project	766 informed 2,500 aware ¹

Coastal First Nations' Outreach and Relationship Building	
Squamish Nation	Meeting October 8 regarding participation in the Horseshoe Bay Project Feedback Group Meeting
Tsleil-Waututh Nation	Meeting November 7 regarding participation in the Horseshoe Bay Project Feedback Group Meeting
Tsawwassen First Nation	Continued engagement in respect of the Tsawwassen causeway and surrounding Tsawwassen lands and access management

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
324	434 ▲	2.9	3.8	+0.9

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Fares/Fare Errors	37% ▲ from 32%	No-show fee charged in error	75	0.66
		Travel Assistance Program (TAP) form issues	36	0.32
Advance Bookings	14% ▲ from 13%	Double-charged/overcharged	8	0.07
		Improve process for making booking changes	8	0.07
Customer Service	11% ◄ from 11%	Poor customer service (Check-in)	16	0.14
		Poor customer service (Terminal staff)	12	0.11

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

Community Engagement Events and Activities			# people
Oct 9	Route 8 Vessel pop-up regarding pending changes at Horseshoe Bay		58
Oct 22	Horseshoe Bay Project Feedback Group meeting		14
Dec 11	Horseshoe Bay Project Feedback Group meeting		15
Oct - Dec	Project Page Engagement: Horseshoe Bay Terminal Infrastructure Project		766 informed 2,500 aware ¹

Coastal First Nations' Outreach and Relationship Building	
No activity to report this quarter	

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
198	226 ▲	2.5	2.7	+0.2

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Fares/Fare Errors	21% ▲ from 18%	Incorrect fare charged	17	0.21
		Double-charged/overcharged	6	0.07
Sailings/Schedules	18% ▲ from 17%	Frequency of sailing waits/delays	16	0.19
		Frustration with cancelled sailings	7	0.08
Customer Service	16% ▲ from 15%	Poor customer service (Check-in)	12	0.15
		Poor customer service (Terminal staff)	9	0.11

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

Community Engagement Events and Activities		# people
Oct 4	Crisp Festival on Pender Island: table about Otter Bay Project	43+
Oct 9	Nanaimo Harbour Neighbourhood Chat (Virtual): Descanso Bay and Nanaimo Harbour Terminal Project	13
Nov 7	Community Leader Meeting (virtual): Crofton and Vesuvius Terminal Project	5
Nov 12	Community Leader Meeting (virtual): Descanso Bay and Nanaimo Harbour Terminal Project	5
Nov 14	Project Feedback Group Meeting (virtual): Otter Bay and Village Bay Terminal Projects	12
Nov 15	Open House on Gabriola: Descanso Bay and Nanaimo Harbour Terminal Project	35
Nov 25	Open House in Crofton: Crofton and Vesuvius Terminal Project	52
Dec 2	Open House on Salt Spring: Crofton and Vesuvius Terminal Project	11
Oct - Dec	Project Page Engagement: Otter Bay Terminal Project	179 informed 645 aware ¹
Oct - Dec	Project Page Engagement: Village Bay Terminal Project	119 informed 398 aware ¹
Oct - Dec	Project Page Engagement: Crofton and Vesuvius Terminal Project	23 engaged 117 informed 265 aware ¹

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Customer Relations and Community Engagement

Q3 Fiscal 2026
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Southern Gulf Islands (Routes 4, 5, 6, 9, 12, 19, 20)

Continued...

Coastal First Nations' Outreach and Relationship Building

Tsartlip First Nation	Continued to build our relationship
Halalt First Nation	Continued engagement in respect of the Crofton terminal lease amendment, proposed lay-by berth and life extension project
Malahat Nation	Continued to build our relationship and renewed ongoing services contract with the Nation
Stz'uminus First Nation	Continued engagement in respect of the Crofton terminal lease amendment, proposed lay-by berth and life extension project

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
151	127 ▼	3.5	2.9	-0.6

Top Three Complaint Areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings/Schedules	50% ▼ from 68%	Vessel substitution (larger ferry required) - Rte 25	42	0.95
		Frequency of sailing waits/delays	8	0.18
Loading/Directions	17% ▲ from 5%	Improve loading/traffic management procedures	5	0.11
		Vehicles packed too tightly on deck	4	0.09
Fares/Fare Errors	8% ▲ from 7%	Incorrect fare charged	6	0.14
		Travel Assistance Program (TAP) form issues	2	0.05

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

Community Engagement Events and Activities		# people
Oct 24	Multi-jurisdictional meeting at the SRD office to discuss Quadra ferry traffic	4
Oct 24	Open House on Quadra: Heriot Bay and Whaletown Terminal Project	15
Oct 25	Open House on Cortes: Heriot Bay and Whaletown Terminal Project	72
Dec 3	Commercial Users Meeting (Virtual): Heriot Bay and Whaletown Terminal Projects	12
Oct - Dec	Project Page Engagement: Heriot Bay and Whaletown Terminal Project	399 informed 1,300 aware ¹

Coastal First Nations' Outreach and Relationship Building	
Kwakiutl First Nation	Engagement and Guardian Program monitoring for the Sointula terminal life extension project

¹'Aware' counts people who viewed a project page or related content. 'Informed' includes those who explored materials in more depth (e.g., documents, FAQs or tools). 'Engaged' refers to participants who actively contributed, such as completing a survey, attending an event or posting a comment.

Customer Relations and Community Engagement

Q3 Fiscal 2026
(OCT, NOV, DEC)

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

Customer Relations (ResponseTek)				
Total complaints Q3 Fiscal 2025	Total complaints Q3 Fiscal 2026	Complaints per 10,000 passengers (Q3 Fiscal 2025)	Complaints per 10,000 passengers (Q3 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
44	52 ▲	11.4	14.3	+2.9

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q3 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	23% ▼ from 32%	Double-charged/overcharged	3	0.83
		Unhappy with revised/cancelled bookings	2	0.55
Fares/Fare Errors	19% ▲ from 14%	Travel Assistance Program (TAP) form issues	3	0.83
		No-show fee charged in error	2	0.55
Customer Service	15% ▼ from 16%	Poor customer service (Terminal staff)	3	0.83
		Poor customer service (Phone staff)	2	0.55

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

Community Engagement Events and Activities	# people
No activity to report this quarter	

Coastal First Nations' Outreach and Relationship Building	
Kitasoo Xai'xais	Discussed operations in the North

First Call Resolution (FCR)	Percentage of callers whose issues are resolved on the first call
n	Symbol that represents either sample size (e.g., number of surveys collected) or count (e.g., number of complaints with a comment or rating); the number of complaints used for further analysis excludes general comments and comments without a rating
Net Promoter Score (NPS)	A widely used customer satisfaction measure that considers the percentage difference between “promoters” and “detractors” within a company’s customer base; the NPS is a trademarked measure
Stale Response Resolution	Percentage of passenger comments within the ResponseTek system that did not receive a response from the Customer Relations team within 7 days of the comment having been submitted in Quarters 3 and 4, and within 14 days of the comment having been submitted in Quarters 1 and 2
YoY	Year over Year

Appendix B

Routes and Terminals by Region

Q3 Fiscal 2026
(OCT, NOV, DEC)

Vancouver Island - Mainland

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

Northern Gulf Islands

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

Southern Gulf Islands

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

Sunshine Coast

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

Central and North Coast

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