

# Feedback and Engagement Report

Q2 Fiscal 2026

*Quarter ended September 30, 2025*



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

## Q2 Fiscal 2026 Summary

This quarter, BC Ferries continued to strengthen how we engage with, hear from, and respond to customers and communities.

Q2 represented months 3-5 of the new Let's Connect framework, with steady activity as major terminal projects progressed across the system, including at Horseshoe Bay and terminals in the Southern and Northern Gulf Islands. Engagement also continued through discussions with several First Nations and participation in a UBCM conference session with local leaders.

Customer satisfaction remained above target, with improved scores in nearly all areas compared with Q2 last year. Only web/app/phone service (-0.03%) and reservations (-0.07%) saw slight declines, while pre-sailing communications showed the strongest improvement (+0.7%).

Comments received by Customer Relations decreased by 7.3% year-over-year, driven by fewer mechanical issues and service disruptions compared with the same period last year. In Q2 of the previous fiscal year, the Queen of New Westminster's mechanical failure led to multiple cancellations on Route 1, significantly increasing customer contacts at the time. Fewer disruptions in Q2 F2026 led to fewer comments overall.

The largest overall categories of customer concerns continue to be fare- and fee-related issues and advance-booking challenges, which are now appearing in equal measure across major routes. While these themes surface consistently in route-level feedback, they also represent the two most significant complaint groupings overall. Work continues to improve clarity, transparency, and customer understanding in both areas.

We will continue building on this progress through Q3 as major projects advance and customer expectations remain high.

# Customer Service Centre

## Key Performance Highlights & Metrics

Q2 Fiscal 2026  
(JUL, AUG, SEP)

### Key Performance Highlights

**Comments Received:** Comments decreased from 5,958 in Q2 F2025 to 5,525 in Q2 F2026. This 7.3% decrease reflects significantly fewer sailing cancellations when compared with the same time last year. In Q2 F2025, the Queen of New Westminster experienced a major mechanical issue when it lost a propellor, causing multiple sailing cancellations and schedule changes on Route 1. Additional Major route cancellations in July F2025 also contributed to increased customer feedback during that time. Fewer customer disruptions in Q2 F2026 resulted in a reduction in customer comments received.

**Abandon Rates:** Increased in Q2 YoY with a 9% increase in summer 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.

**Call Satisfaction:** has increased YoY with less customer impacting incidents.

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

Customer Service Centre Metrics	Q2 Fiscal 2025	Q2 Fiscal 2026	Change YoY	Target
<b>Customer Complaints</b> Complaints received for every 10,000 customers travelling	5.0	4.8	-0.2	-
<b>Customer Service Centre (CSC) Satisfaction</b> Customers satisfied with their CSC experience	94%	94%	+0%	93%+
<b>Stale Response Resolution</b> Customers who did not receive a response within target (14 days)	28%	63%	+125%	14 days or less
<b>Average Speed of Call Answer</b> Average wait time before a call is answered (in seconds)	75	139	+85.3%	240 seconds or less
<b>First Call Resolution</b> % of callers whose issues are resolved on the first call	91%	92%	+1%	90%+
<b>Call Abandon Rate</b> Avg. % of calls that disconnect prior to being answered	3.5%	5.6%	+2.1%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q2 Fiscal 2025	Q2 Fiscal 2026	YOY Change
Comments	5,958	5,525	-7.3%
Phone Calls	144,842	158,300	+9.3%
<b>Social Media (inbound)</b>	7,565	11,385	+50.5%
X	3,159	4,614	+46.1%
Facebook	1,573	3,622	+130.3%
Instagram	2,754	2,970	+7.8%
LinkedIn	79	179	+126.6%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Advance Bookings	24%
Fares / Fare Errors	24%
Customer Service	12%
Minor routes (All other routes)	% of all complaints
Fares / Fare Errors	20%
Sailings / Schedules	15%
Customer Service	12%

# Customer Satisfaction Tracking

## Intercept Surveys (August Wave)

Q2 Fiscal 2026  
(JUL, AUG, SEP)

The overall customer satisfaction\* score increased (0.4%) compared to the Q2 Fiscal 2025 score. Analysis by route shows that passengers on Route 4 (Fulford Harbour – Swartz Bay) are the most satisfied with their overall experience (4.22) while passengers travelling on Routes 19 (Nanaimo Harbour – Descanso Bay) and 5/5a/9 (Swartz Bay – Southern Gulf Islands / Tsawwassen – Southern Gulf Islands) are the least satisfied (both at 3.99).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q2 Fiscal 2025	Q2 Fiscal 2026	Change
Total Surveys Completed	9,958	7,453	-2,505
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	4.09	4.13	+0.4%
Overall Customer Satisfaction Percentage	83%	85%	+2%
Net Promoter Score	10	12	+2

Customer Satisfaction Tracking (CST) scores by route			
Route	Q2 Fiscal 2025	Q2 Fiscal 2026	Change
Route 3	4.20	4.21	+0.01
Route 30	4.10	4.14	+0.04
Route 2	4.03	4.11	+0.08
Route 1	4.09	4.15	+0.06
Route 5/5a/9	4.04	3.99	-0.05
Route 4	4.14	4.22	+0.08
Route 19	4.00	3.99	-0.01

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q2 Fiscal 2025	Q2 Fiscal 2026	Change		Q2 Fiscal 2025	Q2 Fiscal 2026	Change
Wait time at Terminal	3.78	3.84	+0.06	Paid lounges onboard **	3.94	3.73	-0.21
Self-serve Kiosk (ticket purchase)	4.22	4.28	+0.06	Parking options at the terminal	3.67	3.56	-0.11
Staff customer service (food services)	4.22	4.26	+0.04	Play area for children	3.53	3.44	-0.09

Source: August 2025 CST Survey

Source: August 2025 CST Survey

### \*Overall Customer Satisfaction Question

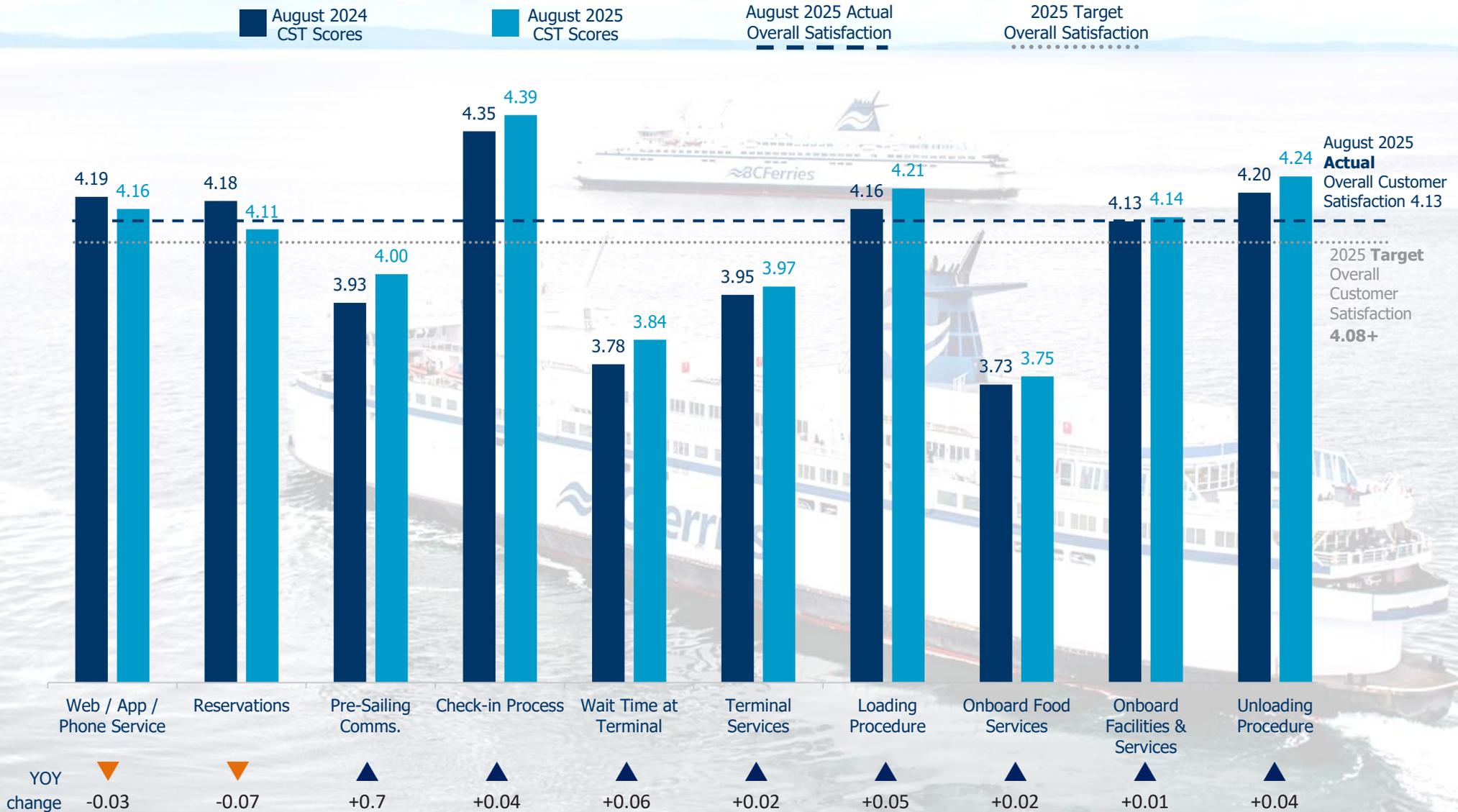
How satisfied, or dissatisfied, were you, overall, with your recent experience travelling with BC Ferries?  
(1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neither Satisfied nor Dissatisfied, 4 - Satisfied, 5 - Very Satisfied)

\*\* Paid Lounges onboard - in 2024 (Q2 Fiscal 2025) this only asked about Seawest Lounge. 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 score between 2024 and 2025.

Paid lounges drop –0.21 Paid Lounge scores appear to be declining mainly due to noise, disruptive behaviour, and unpaid entry in the Seawest Lounge when the desk is unstaffed. Seascapes has generated minimal feedback.

Parking options –0.11 Parking scores have declined due to frequent reports of full lots at major terminals, especially Horseshoe Bay and Tsawwassen. Customers are frustrated with high parking rates and limited time options that don't meet their needs. Many are particularly upset that short-term parking is more expensive.

# Passenger Satisfaction throughout the BC Ferries Journey



The blue dashed line represents the "Overall Satisfaction Score" for August 2025 passengers. Looking at the whole journey, passenger "high points" include the check-in process (4.39), the unloading procedure (4.24), and the loading procedure (4.21). Passenger "low points" include onboard food services (3.75), the wait time at the terminal (3.84), terminal services (3.97) and pre-sailing communications (4.00). The 2024 pattern of results typically follows that of 2024, however, satisfaction with most of areas has increased since 2024, with the exception of Web / App / Phone Services and Reservations.

# Customer Satisfaction Tracking

## Central and North Coast (Routes 10 and 11)

Q2 Fiscal 2026  
(JUL, AUG, SEP)

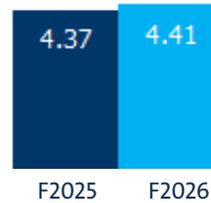
Customer Satisfaction Tracking data for the Central and North Coast is collected throughout the year via a post-travel survey that is emailed to customers travelling on these routes. This data collection method is used instead of onboard intercepts.

Comparisons shown below are year-over-year for the quarter.

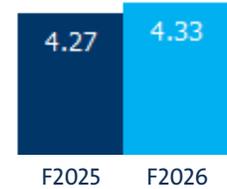
Scores range from 1 to 5. 1 = Very dissatisfied, 5 = Very satisfied.

### Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q2 suggest that satisfaction has increased for passengers on both Route 10 (+0.03) and Route 11 (+0.06).



Route 10



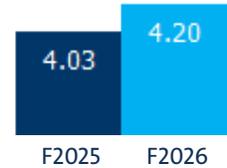
Route 11

### Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q2 suggests that passengers' terminal satisfaction ratings have increased on both Route 10 (+0.11) and Route 11 (+0.17).



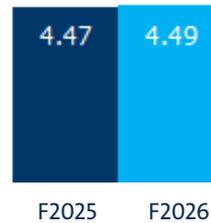
Route 10



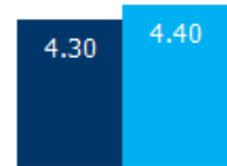
Route 11

### Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q2 suggest that satisfaction has increased for passengers on both Route 10 (+0.02) and Route 11 (+0.10).



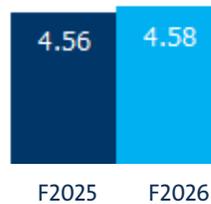
Route 10



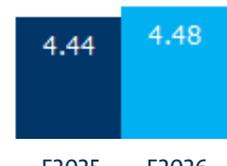
Route 11

### Safety of Ferry Operations

Year-over-year comparisons of satisfaction levels with safety of ferry operations for Q2 suggest that passengers' rating of safety has increased on both Route 10 (+0.02) and Route 11 (+0.04).



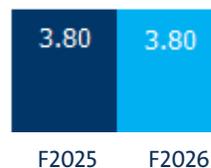
Route 10



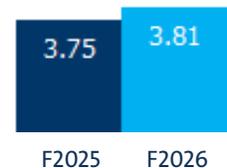
Route 11

### Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q2 suggest that passengers' ratings have stayed the same on Route 10 (no change) and increased on Route 11 (+0.06).



Route 10



Route 11

# Customer Relations

## Compliments

COMPLIMENT	Q2 Fiscal 2026 Number of Compliments	Q2 Fiscal 2025 Per 10,000 passengers	Q2 Fiscal 2026 Per 10,000 passengers	Change YoY (Per 10,000 passengers)
RTEK	249	0.38	0.31	▼ -0.7 / -18%
CST	316	Not Tracked in 2025	424	Not Tracked in 2025

• RTEK compliments reflect exceptional experiences (reported by customers self-motivated to contact BC Ferries about it), while the CST survey feedback captures broader customer sentiment (when asked for suggestions to improve services and facilities). Given the differences, the number of compliments per 10,000 passengers will differ for each source, as may the direction of the year-over-year (YoY) change.

TOP THREE COMPLIMENT AREAS (CST Data)		RTEK/ CST	COMMENT
Major routes (1, 2, 3, 30)	% of all compliments		
Overall positive	28%	CST	[We are] looking forward to some renovations at the Horseshoe Bay terminal. Since we travel with a pet, more walking area would be good to [spend] time before sailing.
Sailings / schedules	10%	CST	BC Ferries staff do a great job. It's always a pleasure to travel through such a scenic area with you.
BC Ferries staff	10%	CST	Staff member in the gift shop was very helpful with the TransLink pass purchase.
Minor routes (all other routes)	% of all compliments	RTEK	Customer [a frequent traveler between Brentwood and Mil Bay] commend[s] employee for their exceptional service.
Overall postivity	13%	RTEK	Huge thank you to Chief Steward...and crew on the Salish Raven...We took our dog to [an] animal hospital to say goodbye...I asked [staff member] if we could be assured the open deck so as not to leave our dog alone. She arranged everything...contacting the captain and the terminal [and even gave me her text # to keep her informed of our arrival]. On the day...the booth was aware of our situation and ushered us to the appropriate area. When the boat arrived, the crew put us on the open deck as promised. [Staff member] even had some dog treats! She and the crew made this difficult day a bit easier...Please recognize...their heartfelt efforts.
BC Ferries staff	9%		
Sailings / schedules	3%		

### KEY PERFORMANCE HIGHLIGHTS

- **Customer feedback** highlights satisfaction across all routes in three key areas: 1) The overall travel experience, from booking to disembarking and everything in between, 2) The reliability and availability of sailings, which provides customers with confidence and options in planning their travel, and 3) The professionalism of BC Ferries employees, who deliver safe, dependable, and customer-focused service, even during challenging circumstances.

Q2 represented a busy period of connection and engagement for BC Ferries, particularly as part of capital projects that impact communities, including the Horseshoe Bay Terminal Infrastructure Project, and other terminal construction at Otter Bay, Village Bay, Nanaimo Harbour, Descanso Bay, Heriot Bay and Whaletown. Guided by the Let's Connect engagement framework, BC Ferries engaged with approximately 1,600 people over these three months through:

- 20 meetings (virtual and in-person)
- 3 vessel pop-up events
- 2 community open houses
- 2 business walkabouts
- 1 terminal pop-up event
- 1 online survey
- 1 in-person workshop
- 1 community event
- 1 terminal site tour

Community Engagement Events and Activities		# people
Sep 25	BC Ferries workshop at Union of BC Municipalities convention	75
Various dates	CEO check-ins with MLAs	5

# Customer Relations & Engagement

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

Q2 Fiscal 2026  
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
2,364	2,127 ▼	5.7	5.1	-0.6

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	26% ▼ from 32%	Double-charged / overcharged	110	0.26
		Check-in time	61	0.15
Fare / Fare Errors	20% ▼ from 21%	Incorrect fare charged	74	0.18
		Fare refund not yet received	66	0.16
Customer Service	13% ▲ from 11%	Poor customer service (Check-in)	95	0.23
		Poor customer service (Terminal staff)	61	0.15

\*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
Sep 22	Meeting with Lands End Residents Association about New Major Vessel design and operational feedback	5
Sep 9	Site tour with Horseshoe Bay Project Feedback Group	8
Aug 29	Tent and table next to Horseshoe Bay vehicle staging lanes to share information and answer questions	159
Aug 20	Horseshoe Bay business walkabout in the village	12
Aug 18	Meeting with Horseshoe Bay terminal business neighbours	1
Aug 8	Engagement with customers onboard Rt 2 (Horseshoe Bay-Departure Bay)	202
Aug 7	Briefing with local and regional governments, MLAs, Islands Trust, and interest holders on Rt 2, 3, and 8 about the Horseshoe Bay terminal program	22

Coastal First Nation's Outreach and Relationship Building	
Tsawwassen First Nation	Continued engagement in respect of the Tsawwassen terminal causeway and access management and maintenance
Tsleil-Waututh Nation	Continued engagement in respect of the Horseshoe Bay Program
Musqueam Indian Band	Continued engagement in respect of the Horseshoe Bay Program
Squamish Nation	Continued engagement in respect of the Horseshoe Bay Program

# Customer Relations & Engagement

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

Q2 Fiscal 2026  
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
682	763 ▲	3.9	4.3	+0.4

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Fares / Fare Errors	35% ▲ from 29%	No-show fee charged in error	120	0.67
		Incorrect fare charged	44	0.25
Advance Bookings	14% ▲ from 12%	Double-charged / overcharged	15	0.08
		Change / cancellation policy	12	0.07
Sailings / Schedules	11% ▼ from 21%	Sailing waits / delays (frequency of delays and waits)	21	0.12
		Add more sailings	16	0.09

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

Community Engagement Events and Activities			# people
Sept 26	BC Ferries' executive representation met with Route 3 MLA and community leaders at UBCM		9
Sep 25	Engagement with customers onboard Rt 3 (Horseshoe Bay-Langdale)		21
Sep 9	Site tour with Horseshoe Bay Project Feedback Group		8
Sep 9	Presentation and discussion with the Sunshine Coast Tourism Board		14
Aug 29	Tent and table at Horseshoe Bay vehicle staging lanes to share information and answer questions		159
Aug 15	Tent and table at Blackberry Festival (Powell River) to engage with community		334
Aug 12	Meeting with Sunshine Coast Tourism about Rt 3 summer service		1
Aug 12	Engagement with customers onboard Rt 3 (Horseshoe Bay-Langdale)		32
Aug 7	Briefing with local and regional governments, MLAs, Islands Trust, and interest holders on Rt 2, 3, and 8 about the Horseshoe Bay terminal program		22

Coastal First Nation's Outreach and Relationship Building	
NA	NA

# Customer Relations & Engagement

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

Q2 Fiscal 2026  
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
416	408 ▼	3.5	3.3	-0.2

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings / Schedules	17% ▼ from 20%	Sailing waits / delays (frequency of delays and waits)	42	0.34
		Unable to make connections	6	0.05
Fares / Fare Errors	16% ▲ from 15%	Incorrect fare charged	18	0.15
		Experience Card™ issue	11	0.09
Customer Service	13% ▲ from 11%	Poor customer service (Terminal staff)	17	0.14
		Poor customer service (Check-in)	10	0.08

\*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
Sep 28	Village Bay terminal project community open house on Mayne Island		38
Sep 16	Otter Bay terminal project community open house on Pender Island		49
Sep 3	Meeting with the Otter Bay/Village Bay terminal projects Project Feedback Group		10
Aug 12	Virtual meeting with Nanaimo Harbour terminal neighbours about construction		19
July 22	Meeting with Otter Bay commercial users about terminal project		1
July 17	Survey completed with customers of Rt 19 (Nanaimo Harbour-Descanso Bay) about terminal projects		567

Coastal First Nation's Outreach and Relationship Building	
Tsartlip First Nation	Met with the Nation to continue to work on the workplan and budget.
Malahat Nation	Continued engagement in respect of services and contracting opportunities between Malahat Nation and BC Ferries
Lyackson First Nation	Continued engagement in respect of the Village Bay and Vesuvius Bay terminal life extension project
Halalt First Nation	Continued engagement in respect of the upcoming Crofton terminal life extension and lay-by-berth project

# Customer Relations & Engagement

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

Q2 Fiscal 2026  
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
133	89 ▼	1.7	1.1	-0.6

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Sailings / Schedules	29% ▲ from 20%	Sailing waits / delays (frequency of delays and waits)	8	0.10
		Add more sailings	4	0.05
Loading / Directions	17% ▼ from 22%	Improve loading / unloading procedure	4	0.05
		Increase traffic management at / outside the terminal	3	0.04
Fares / Fare Errors	17% ▼ from 21%	Double-charged / overcharged	6	0.08
		Incorrect fare charged	5	0.06

\*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
Sep 15	Heriot Bay-Whaletown terminal project engagement with commercial users	20

Coastal First Nation's Outreach and Relationship Building	
Snuneymuxw First Nation	Continued engagement in respect of the Nanaimo Harbour and Descanso Bay terminal life extension project
Kwakiutl Band Council	Continued engagement in respect of the Sointula terminal life extension project

# Customer Relations & Engagement

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

Q2 Fiscal 2026  
(JUL, AUG, SEP)

Customer Relations (ResponseTek)				
Total complaints Q2 Fiscal 2025	Total complaints Q2 Fiscal 2026	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (Q2 Fiscal 2026)	Complaints per 10,000 passengers (YoY)
105	106 ▲	12.4	12.3	-0.1

Top three complaint areas				
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2026	Number of complaints per 10,000 passengers
Advance Bookings	23% ▼ from 24%	Waitlist policy	10	1.16
		Improve email communications	3	0.35
Fares / Fare Errors	20% ▼ from 25%	Unauthorized charge	6	0.70
		No-show fee charged in error	5	0.58
Customer Service	13% ▲ from 9%	Poor customer service (Phone)	6	0.70
		Poor customer service (Onboard staff)	3	0.35

\*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
NA	NA	

### Coastal First Nation's Outreach and Relationship Building

Kitasoo Xais'xais First Nation      The Nation requested to meet to discuss concerns they had with BC Ferries (schedules, availability, ect;)

<b>First Call Resolution (FCR)</b>	Percentage of callers whose issues are resolved on the first call
<b>n</b>	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.
<b>Net Promoter Score (NPS)</b>	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.
<b>Stale Response Resolution</b>	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.
<b>YoY</b>	Year over Year

# Appendix B

## Routes and Terminals by Region

Q2 Fiscal 2026  
(JUL, AUG, SEP)

### 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)