

Feedback and Engagement Report

Q2 Fiscal 2025

Quarter ended September 30, 2024



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Feedback and Engagement Report

Executive Summary

Q2 Fiscal 2025
(JUL, AUG, SEP)

Customers Served				Sailings Delivered			
Customer Type	Q2 Fiscal 2024	Q2 Fiscal 2025	YOY Change	Service Delivery	Q2 Fiscal 2024	Q2 Fiscal 2025	YOY Change
Foot passengers	1,313,187	1,260,317	-4.0%	Total sailings scheduled	52,788	53,256	+0.9%
Vehicle passengers	6,454,197	6,682,480	+3.5%	Total sailings delivered	52,280	52,860	+1.1%
Total passengers*	7,767,384	7,942,461	+2.3%	Cancelled sailings	508	396	-22.0%
Total vehicles	3,013,114	3,136,796	+4.1%	% of sailings cancelled	0.96%	0.74%	-22.9%
				On-time performance <i>Target 88%+</i>	76.3%	76.9%	+0.8%

Q2 Fiscal 2025 Summary

In the second quarter of this year, our peak season, BC Ferries made significant progress in improving service for our customers. We served almost 200,000 more customers than the previous year – continuing a trend of ongoing passenger growth. The increase in passengers was supported by fewer cancelled sailings (-22%) and improved on-time performance (+0.8%), despite significant mechanical issues with the 60-year-old *Queen of New Westminster* in early September, resulting in the cancellation of six months of its sailings on our major routes.

This mechanical issue with the *Queen of New Westminster* only emphasized the need to renew our fleet. In Q2, we announced plans to seek approval for five new major vessels in order to meet the public interest and our customers' expectations, by being prepared for the significant population growth that's anticipated for our region over the coming years. Adding five new major vessels will add one additional vessel to our major routes, and ensure we have resiliency to deal with unexpected breakdowns or during refits and to mitigate longer wait times and delays. The additional vessel will reduce impacts to the supply chain which is essential for goods, services and tourism that support the local economies of these island communities.

During Q2, BC Ferries continued with other significant improvements to the travel experience for our customers. Five new web cameras were added at our minor route terminals and new point of interest announcements were put in place on our northern routes. We also added more service, with two ships serving Buckley Bay and Denman Island, and more capacity, with the larger *Quinitsa* serving Hornby Island.

Our customers are feeling the benefits of all of this progress. We have received fewer complaints, enabling those customers who do have concerns or questions to get through to our customer service more quickly (82% improvement in how quickly calls are answered) and they're more satisfied when they do (+3%). Similarly, fewer people are initiating contact through our social media channels (-54%); a good indicator that frustrations and travel complaints are also decreasing. When we ask people directly, more customers (+2%) were more satisfied about their travel as well (+0.09).

It was also during this quarter that we held a meeting with the Ferry Advisory Committee chairs as part of our Annual General Meeting, which this year included a fireside chat with the Chair of the BC Ferry Services Board, Chair of the BC Ferry Authority Board, BC Ferries Commissioner and BC Ferries executive.

The Community Prioritization Panel (CPP) met to review their eagerly anticipated report at the end of October. The CPP process included in-person community meetings as well as online engagement. The online engagement had strong participation and will set BC Ferries up well to better connect and engage effectively with a more diverse, representative group of our customers and the communities we serve moving forward.

*Excludes alternative service (e.g. water taxis) delivered in Q2 Fiscal 2025.

Feedback and Engagement Report

Executive Summary

Q2 Fiscal 2025
(JUL, AUG, SEP)

Customer Service Centre - Key Performance Highlights

Total complaints were down by 10% in Q2 Fiscal 2025 and the number of complaints had decreased across all regions, with the exception of the Southern Gulf Islands. A reduction in sailing cancellations due to crewing and mechanical reasons was a significant contributing factor YoY, along with the change to our Service Notice process. Two-ship service on Route 3 and Route 21 helped to reduce the number of complaints.

Comments Received went from 8,208 in Q2 Fiscal 2024 to 5,958 in Q2 Fiscal 2025. The reduction correlates with significantly fewer sailing cancellations, a change to our Service Notice process, and changes to Saver fare terms and conditions, which allow for partial refunds of unused bookings.

Customer Care has seen success in hiring and retaining employees this fiscal, leading to improved staffing levels in Q2. This has contributed to the reduction in average speed of answer and call abandon rates.

Call Satisfaction had increased YoY with fewer customer impacting incidents and lower wait times to speak to an agent.

First Call Resolution had decreased as lower waits can incentivize some customers to call back multiple times for current conditions or booking information rather than using self serve options.

Customer Service Centre Metrics	Q2 Fiscal 2024	Q2 Fiscal 2025	Change YoY	Target
Customer Complaints Complaints received for every 10,000 customers travelling	5.6	5.0	-0.6	-
Customer Service Centre (CSC) Satisfaction Customers satisfied with their CSC experience	91%	94%	+3%	93%+
Stale Response Resolution Customers who did not receive a response within target (14 days)	44%	28%	-57%	14 days or fewer
Average Speed of Call Answer Average wait time before a call is answered (in seconds)	408	75	-82%	240 seconds or fewer
First Call Resolution % of callers whose issues are resolved on the first call	94%	91%	-3%	90%+
Call Abandon Rate Avg. % of calls that disconnect prior to being answered	10.2%	3.5%	-191%	7.5% or less

Comments, Inquiries and Phone Calls			
Channels	Q2 Fiscal 2024	Q2 Fiscal 2025	YOY Change
Comments	8,208	5,958	-27%
Phone Calls	154,300	144,842	-6%
Social Media (inbound)	16,432	7,565	-54%
X	9,667	3,159	-67%
Facebook	3,193	1,573	-51%
Instagram	3,553	2,754	-22%
LinkedIn	19	79	+316%

Top Three Complaint Areas	
Major routes (1, 2, 3, 30)	% of all complaints
Advanced bookings	29%
Fares/fare errors	23%
Customer Service	10%
Minor routes (All other routes)	% of all complaints
Sailings/Schedules	23%
Fares/fare errors	19%
Loading/Directions	14%

Customer Satisfaction Tracking

Intercept Surveys (August Wave)

Q2 Fiscal 2025
(JUL, AUG, SEP)

The overall customer satisfaction* score increased (+0.09) compared to the Q2 Fiscal 2024 score. Analysis by route shows that passengers on Route 3 (Horseshoe Bay - Langdale) are the most satisfied with their overall experience (4.20) while passengers travelling on Route 19 (Nanaimo Harbour – Descanso Bay) are the least satisfied (4.00).

Customer Satisfaction Tracking (CST) Results Summary			
Customer Satisfaction Tracking (CST)	Q2 Fiscal 2024	Q2 Fiscal 2025	Change
Total Surveys Completed	8,600	9,958	+1,358
Overall Customer Satisfaction Score <i>Target: 4.05+</i>	4.00	4.09	+0.09
Overall Customer Satisfaction Percentage	81%	83%	+2%
Net Promoter Score	3	10	+7

Customer Satisfaction Tracking (CST) scores by route			
Route	Q2 Fiscal 2024	Q2 Fiscal 2025	Change
Route 3	3.71	4.20	+0.49
Route 30	3.87	4.10	+0.23
Route 2	3.84	4.03	+0.19
Route 1	4.13	4.09	-0.04
Route 4	4.21	4.14	-0.07
Route 19	4.14	4.00	-0.14
Route 5/5a/9	4.26	4.04	-0.22

Service areas with the Largest Changes to CST scores YoY							
Service Areas (increases)				Service Areas (decreases)			
	Q2 Fiscal 2024	Q2 Fiscal 2025	Change		Q2 Fiscal 2024	Q2 Fiscal 2025	Change
BC Ferries phone service	3.33	3.73	+0.40	n/a	-	-	-
Pet Area	3.18	3.49	+0.31	n/a	-	-	-
Usefulness of BC Ferries Mobile App	3.70	3.96	+0.26	n/a	-	-	-

Source: August 2024 CST Survey

Source: August 2024 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)

Customer Satisfaction Tracking

Central and North Coast (Routes 10 and 11)

Q2 Fiscal 2025
(JUL, AUG, SEP)

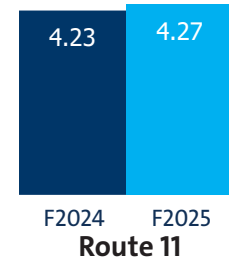
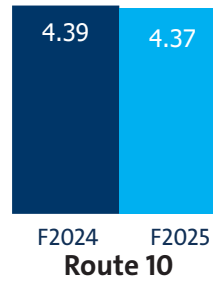
Customer Satisfaction Tracking data for the Central and North Coast is collected throughout the year via a post-travel survey that is emailed to customers travelling on these routes. This data collection method is used instead of onboard intercepts.

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

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

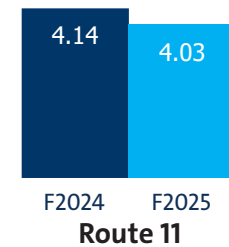
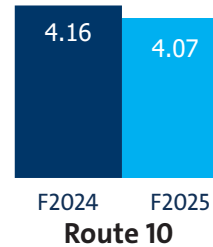
Overall Satisfaction

Year-over-year comparisons of overall satisfaction scores for Q2 suggest that satisfaction has decreased slightly for passengers on Route 10 (-0.02) but increased on Route 11 (+0.04).



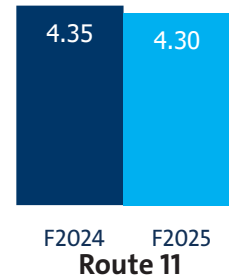
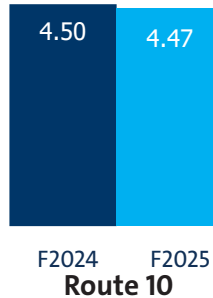
Terminal Satisfaction

Year-over-year comparisons of terminal satisfaction scores for Q2 suggest that passengers' terminal satisfaction rating has decreased on both Route 10 (-0.09) and Route 11 (-0.11).



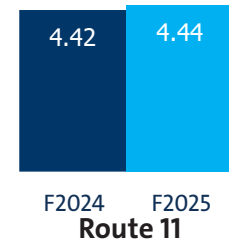
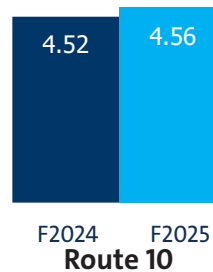
Onboard Satisfaction

Year-over-year comparisons of onboard satisfaction scores for Q2 suggest that satisfaction has decreased for passengers on both Route 10 (-0.03) and Route 11 (-0.05).



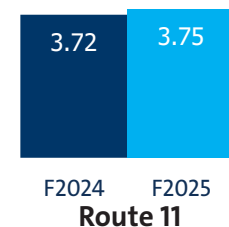
Safety of Ferry Operations

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 (+0.04) and Route 11 (+0.02).



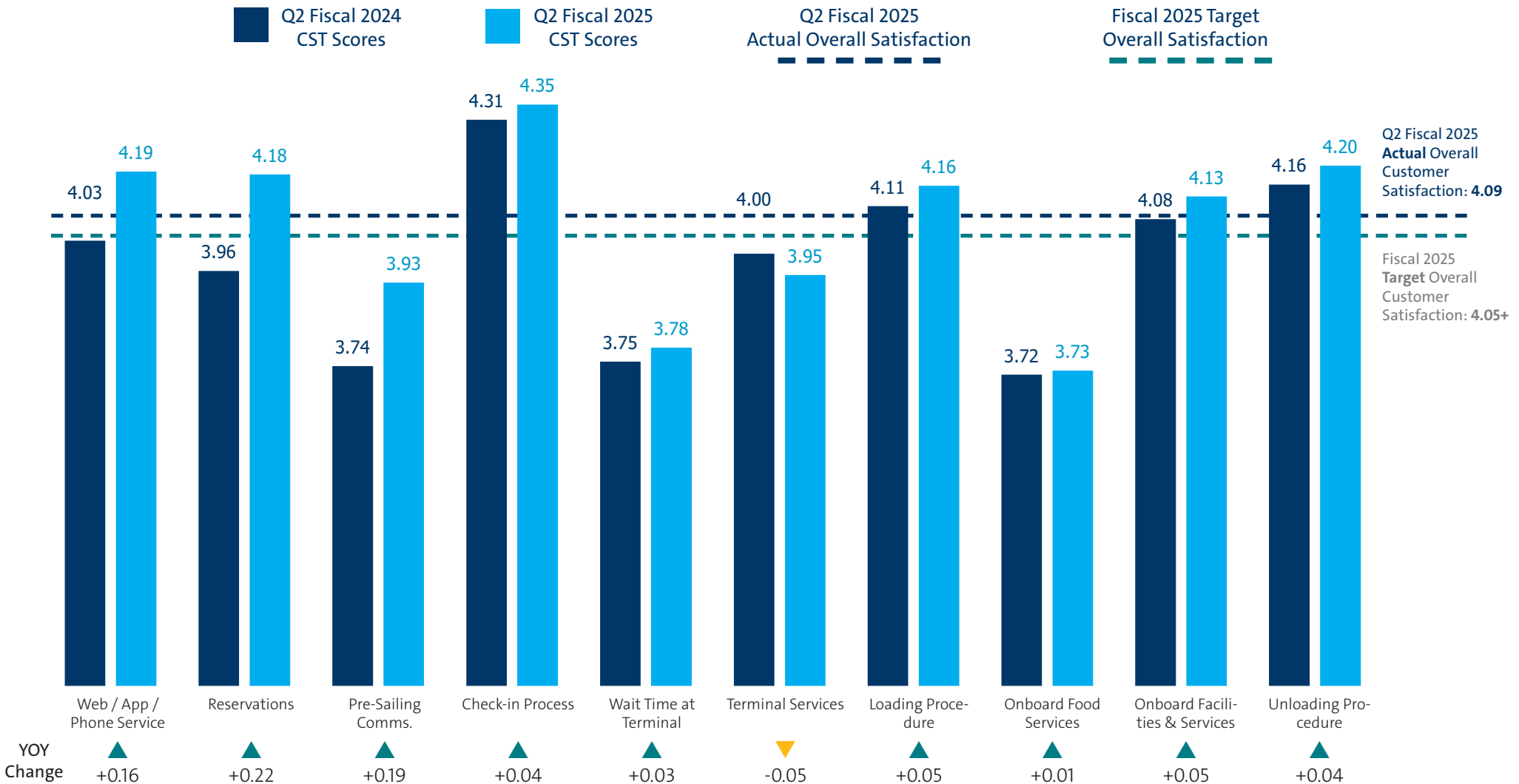
Value for Money of Fares

Year-over-year comparisons of passenger assessments of value for money of fares for Q2 suggest that passengers' ratings have not changed on Route 10 (0.00) but have increased on Route 11 (+0.03).



Passenger Satisfaction throughout the BC Ferries Journey

Q2 Fiscal 2025
(JUL, AUG, SEP)



The blue dashed line represents the “Overall Satisfaction Score” for Q2 Fiscal 2025 passengers. Customer Satisfaction is measured using a 5 point Likert scale: 1 (very dissatisfied), 2 (dissatisfied), 3 (neither satisfied nor dissatisfied), 4 (satisfied), 5 (very satisfied).

Looking at the whole journey, passenger “high points” include the check-in process (4.35), and the unloading procedure (4.20). Passenger “low points” include on-board food services (3.73), the wait time at the terminal (3.78) and pre-sailing communications (3.93). The Q2 Fiscal 2025 pattern of results typically follows that of Fiscal 2024, however, satisfaction with almost all areas has increased since Q2 Fiscal 2024.

Feedback and Engagement Report

Press releases, media advisories, events

Q2 Fiscal 2025
(JUL, AUG, SEP)

Press Releases and Media Advisories Issued in Q2		
Date	Description	Link
July 9	<p>BC Ferries supports provincial wildfire response</p> <p><i>“As the 2024 wildfire season approaches, BC Ferries is enhancing its support for emergency responders by streamlining the booking process and offering expedited loading and priority boarding for those aiding wildfire responses both in B.C. and across the country.”</i></p>	Link
July 16	<p>Steel cutting begins on new hybrid Island Class vessels</p> <p><i>“Island travellers are another step closer to being served by one of four new Island Class vessels as BC Ferries reaches a significant milestone in our fleet renewal strategy.”</i></p>	Link
August 10	<p>Lions and BC Ferries to accommodate Touchdown Pacific ticket holders with later sailing on August 31</p> <p><i>“The BC Lions and BC Ferries have huddled up for a big play to make Touchdown Pacific presented by WestJet more accessible to fans travelling from the lower mainland.”</i></p>	Link
September 5	<p>BC Ferries wraps historic summer and prepares for refit season</p> <p><i>“As BC Ferries wraps up another busy summer season, focus now shifts to preparations for annual repairs, refits, and vessel maintenance.”</i></p>	Link
September 7	<p>Significant vessel repairs highlight need for fleet resiliency</p> <p><i>“Following the recovery of the 60-year-old Queen of New Westminster’s propeller from the seabed this morning, the repairs required will keep the ship out of service for approximately six months.”</i></p>	Link
September 16	<p>New Major Vessels to increase capacity and reliability</p> <p><i>“BC Ferries is taking a major step forward in its New Major Vessels (NMV) project, marking a critical milestone in the company’s largest capital investment ever.”</i></p>	Link
September 25	<p>BC Ferries urges long weekend passengers to book early amid limited capacity</p> <p><i>“With the National Day for Truth and Reconciliation and Thanksgiving long weekends fast approaching, BC Ferries is advising passengers to book in advance due to limited capacity and the risk of being turned away.”</i></p>	Link

Feedback and Engagement Report

Customer Experience Initiatives

Q2 Fiscal 2025
(JUL, AUG, SEP)

Accessibility	
Implementation	Next steps
<ul style="list-style-type: none"> All Gender signage installed at single-use washrooms on 25 vessels completed in refit Braille washroom signs on 25 vessels completed in refit Braille washroom signs installed at all terminals, except Klemtu 	<ul style="list-style-type: none"> Remaining vessels will have All Gender and Braille washroom signage installed during Fiscal 2025 vessel refits and will be completed by March 2025
Current Conditions Expansion to Minor Routes	
Implementation	Next steps
<ul style="list-style-type: none"> Minor route cameras installed in 5 additional terminals 37 minor terminals with cameras 	<ul style="list-style-type: none"> Five additional terminal cameras added to website (completed late October)
Terminal Experience	
Implementation	Next steps
<ul style="list-style-type: none"> Residual COVID floor decals remain in terminals. Terminal Maintenance will remove the decals and will address any damage to the floors. Major Terminal Maps are outdated. Review process currently underway. 	<ul style="list-style-type: none"> Updated maps will be replaced at major terminal and on website (TBC)
Onboard Experience	
Implementation	Next steps
<ul style="list-style-type: none"> Point of Interest announcements delivered live on all three Northern vessels Pet Experience: Outer deck Pet Area expanded to <i>Queen of New Westminster</i> and <i>Coastal Celebration</i>. All Route 1 vessels completed with outer deck pet areas. Removal of residual Covid floor decals planned for upcoming vessel refits 	<ul style="list-style-type: none"> Point of Interest signage maps scheduled for Fiscal 2026 Outer deck Pet Area task Analysis on Route 5/9 - Salish Class vessels (October - December 2024)

Customer Relations (ResponseTek)

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

Q2 Fiscal 2025
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
2,653	2,364 ▼	6.5	5.7	-0.8

Q2 Summary

This summer, BC Ferries saw one of the busiest summers on record with 1,436,720 vehicles transported and 4,150,151 passengers and between July 1 and September 30. To meet demand we completed 5,938 sailings on these routes in Q2 Fiscal 2025, an increase of 2.49% over the same period last year. There were 173 cancellations on these routes, 172 of those for mechanical reasons, and none related to crewing.

The vast majority of the cancellations were caused by the mechanical issues of the *Queen of New Westminster* that occurred on September 3. Prior to arrival in Swartz Bay, the ship's starboard shaft became non-operational. The vessel berthed at Swartz Bay, discharged traffic and cancelled all remaining sailing for the day. Inspection revealed that one of the vessel's propellers had sheared off from its propulsion shaft, likely due to structural fatigue. On September 7, we retrieved the propeller from the seabed floor.

We cancelled all sailings of the *Queen of New Westminster* through February 28, 2025. We moved booked customers whenever possible, and cancelled and refunded bookings that could not be moved. Customers with cancelled sailings were provided vouchers for future travel. Those whose new booking times didn't work for them were able to move to a more suitable sailing while maintaining the price of the original reservation.

The repair work is ongoing and significant, and expected to take approximately six months. The vessel's annual refit will also be conducted during this time.

On September 16, we announced a major step forward in our New Major Vessels project with the continued procurement process for five of the seven planned new vessels, and life extension work for the *Queen of Surrey* and the *Queen of Oak Bay*. The Request for Proposals process is now underway with contracts expected to be awarded in Spring 2025.

The new vessels will accommodate significantly more vehicles and passengers than the vessels they replace, and will allow us to reduce greenhouse gas emissions. Pending approval from the BC Ferry Commissioner, the first vessel is expected to start service in 2029, with all five in service by 2031. The second phase of the New Major Vessel project will be conducted with the aim to award shipbuilding contracts for the additional two vessels by 2033, which would mean those ships would enter service by approximately 2037.

Top three complaint areas			
Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Advanced Bookings	32% ▼ from 35%	Double-charged/overcharged	279
		Reservation not honoured	68
		Increase flexibility regarding check-in time	67
Fares and Fare Errors	21% ▼ from 23%	Double-charged/overcharged	148
		Fare refund not yet received	83
		Incorrect fare charged	69
Customer Service	11% ▲ from 9%	Poor customer service (Check-in)	111
		Poor customer service (Terminal staff)	53
		Poor customer service (Onboard staff)	32

*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.

Customer Relations (ResponseTek)

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

Q2 Fiscal 2025
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
825	682 ▼	4.9	3.9	-1.0

Q2 Summary

On September 3, sailings between Horseshoe Bay and Langdale (Route 3) reverted to scheduled one-ship service when the *Queen of Coquitlam*, which provided service alongside the *Queen of Surrey* over the summer, entered refit and the shoulder season schedule began. During the summer months, the route was served daily by the two ships, increasing frequency of sailings and overall capacity. In spite of delays that tend to occur during peak season on all three routes operating out of Horseshoe Bay terminal, customers on Route 3 expressed satisfaction with the summer two-ship service, and many requested that it be implemented year-round.

Near term, the plan is to increase sailings in spring and fall with a supplementary vessel. Looking to the future, the addition of a vessel to the fleet through the New Major Vessel program will allow BC Ferries to explore further opportunities for vessel deployment on Route 3.

We heard from a number of customers over the summer that the delays on the route serving Horseshoe Bay - Bowen Island (Route 8) impacted their ability to attend off-island work, appointments and other commitments. This route is subject to frequent delays during peak season when sailings out of Horseshoe Bay are scheduled back-to-back, and there is little opportunity to make up time on Route 8 once delays occur. Q2 Fiscal 2025 saw On Time Performance of 55.1% on this route, which is among the lowest across the fleet.

We currently provide funds to Bowen Island Municipality to help support traffic marshalling at Snug Cove Terminal during peak times, and are continuing to work with them to look for long term solutions to support improvements ahead of next years busy summer season.

In addition, we are currently reviewing the schedules and on-time performance for all Horseshoe bay routes to look at available options and what more can be done for reliability and consistency for travellers. We are connecting with the city of West Vancouver to better understand and mitigate community concerns.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Fares and Fare Errors	29% ◀ from 29%	No-show fee charged in error	72
		Incorrect fare charged	36
		Double-charged/overcharged	31
Sailings/ Schedule	21% ▲ from 18%	Sailing waits/ delays (frequency of delays and waits)	72
		Add more sailings	25
		Dislikes current schedule	16
Advanced Bookings	12% ◀ from 12%	Double-charged/overcharged	31
		Lack of availability	9
		Reservation not honoured	7

*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.

Customer Relations (ResponseTek)

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

Q2 Fiscal 2025
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
367	416 ▲	3.1	3.5	+0.4

Q2 Summary

July 16 saw the steel cutting for two of the four new Island Class vessels which will serve Nanaimo Harbour - Gabriola Island (Route 19) and Campbell River - Quadra Island (Route 23). The new vessels will allow for fleet redeployment to address capacity constraints on Crofton - Vesuvius, Quadra Island - Cortes Island and Denman Island - Hornby Island (Routes 6, 21 and 22). This project will result in significant capacity increases and improved travel certainty, particularly during refit periods. The new vessels are set to begin arriving in 2026.

On the evening of August 17, the *Island Kwigwis* experienced a mechanical issue with the ship's thruster, and was removed from service on Route 19. A 12-person water taxi was secured, however weather was poor and traffic levels were high, and a number of customers sought hotel accommodation rather than wait multiple sailings to board the water taxi to Gabriola Island. Repairs were conducted overnight and the following day, with the vessel returning to service the evening of August 18.

On the night of August 30, a tractor trailer travelling from Gabriola Island to Nanaimo Harbour became stuck on the ramp with one of its legs punching a hole through the hinge plate area. Traffic that had been loaded on the *Island Kwigwis* could not be offloaded until the truck was removed close to midnight. All remaining sailings were cancelled that evening and a water taxi could not be secured.

For both Route 19 cancellations, we provided reimbursement of expenses on a case-by-case basis to customers who could not reach home or pre-arranged accommodations.

We continue to work with the local health authority to facilitate priority loading for healthcare workers providing in-home and critical community health services on some of the Southern Gulf Islands. Measures are now in place to prevent abuse or overuse and to ensure those healthcare workers travelling on business are accommodated.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Sailings/ schedules	20% ▲ from 14%	Sailing waits/ delays (frequency of delays and waits)	33
		Cancelled sailings	11
		Add more sailings	10
Fares and Fare Errors	15% ▼ from 22%	Double-charged/overcharged	16
		Incorrect fare charged	13
		No-show fee charged in error	10
Loading/ directions	13% ▲ from 8%	Loading issue (Other) (Rt. 19 operational incident)	23
		Increase traffic management at/ outside the terminal	9
		Improve loading/ unloading procedure	9

*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.

Customer Relations (ResponseTek)

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

Q2 Fiscal 2025
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
150	133 ▼	2.0	1.7	-0.3

Q2 Summary

Beginning on June 26, we offered two-ship service between Buckley Bay - Denman Island (Route 21), served by the *Baynes Sound Connector* and the *Kahloke*, with the larger capacity *Quinitisa* connecting Denman Island with Hornby Island (Route 22).

On September 3, the *Kahloke* was removed from service on Route 21, and on October 15 it took over service on Route 22, freeing the *Quinitisa* for relief elsewhere in the fleet as needed. A number of customers reached out to request that Route 21 be served year-round by two vessels, and that the larger *Quinitisa* remain on Route 22.

The long-term plan is to expand the *Baynes Sound Connector* from 45 AEQ capacity to approximately 65 AEQ and to deploy the *Quinitisa* year-round on Route 22.

We proactively communicated with our customers via Service Notice about the impact of extreme tidal conditions on some of our routes, particularly Quadra Island - Campbell River (Route 23), as very high and low tides can lead to steep ramp angles. Certain vehicles, including those with low ground clearance or extended overhangs on the rear axle, can become stuck on the ramp where it transitions. These vehicles may be asked to wait for a later sailing, to ensure the safety of the vehicle, the vessel, and the environment during times of extremely low or high tides. The information we provided allowed customers to plan their travel times with tides in mind.

We continue to work with the local health authority to facilitate priority loading for healthcare workers providing in-home and critical community health services on some of the Northern Gulf Islands. Measures are now in place to prevent abuse or overuse and to ensure those healthcare workers travelling on business are accommodated.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Loading/ directions	22% ▲ from 19%	Priority boarding for passengers making connections	12
		Improve loading/ unloading procedure	5
		Increase traffic management at/ outside the terminal	4
Fares and Fare Errors	21% ▲ from 15%	Incorrect fare charged	15
		Double-charged/ overcharged	8
		Experience Card issue	5
Sailings/ schedule	20% ▼ from 23%	Dislikes current schedule	4
		Add more sailings	3
		Cancelled sailings	3

*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.

Customer Relations (ResponseTek)

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

Q2 Fiscal 2025
(JUL, AUG, SEP)

Total complaints Q2 Fiscal 2024	Total complaints Q2 Fiscal 2025	Complaints per 10,000 passengers (Q2 Fiscal 2024)	Complaints per 10,000 passengers (Q2 Fiscal 2025)	Complaints per 10,000 passengers (YoY)
113	105 ▼	12.9	12.4	-0.5

Q2 Summary

Following its sudden removal from service in 2022 after failing an inspection, the barge dock at Shearwater was reopened on October 11. During the closure, alternate travel was provided via water taxi and barge, which added significant travel time for customers transporting their vehicles.

The new marine structures and upgrades include a new steel ramp and concrete pontoon, plus upgrades to the existing floating lead. The new single lane ramp has an increased load limit of 63,500 kg. This project will continue with no impact to service.

Based on community feedback during the closure, we altered our communication approach and provided regular updates via the website and to subscribers.

The *Northern Sea Wolf* completed its first departure from the new dock on October 11 and has since returned to the regular service schedule.

Top three complaint areas

Theme	% Total Complaints (YoY)	Subtheme	Number of complaints (n) Q2 Fiscal 2025
Fares and Fare Errors	25% ▲ from 18%	Double charged/ overcharged	6
		No-show fee charged in error	6
		Fare refund not yet received	5
Advanced bookings	24% ▼ from 27%	Double charged/ overcharged	13
Customer service	9% ▼ from 12%	Poor customer service (Terminal Staff)	3

*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.

Background

BC Ferries has 13 Ferry Advisory Committees (FACs) that provide input and guidance to BC Ferries decision-making, and act as liaisons between BC Ferries and the communities they represent. FACs have been established for the geographic areas listed here.

BC Ferries holds two formal public meetings a year with the FACs to discuss local terminal and service issues. Additional meetings may take place on an as-needed basis to address operational concerns, and to gather input on specific projects.

New Community Prioritization Panels (CPP)

In April 2024, BC Ferries announced the creation of a new Community Prioritization Panel (CPP) that will help prioritize the ideas that have come forward from FACs and communities over the past few years.

All FAC chairs have been invited to participate in the CPP and the panel delivered a final report on October 31, 2024.

Ferry Advisory Committees

Brentwood Bay/Mill Bay

Bowen Island

Campbell River/ Quadra Island/ Cortes Island

Chemainus/ Thetis Island/ Penelakut Island

Denman/ Hornby

Gabriola Island

Langdale/ Gambier/ Keats

North and Central Coast

Northern Sunshine Coast

Salt Spring Island

Southern Gulf Islands

Southern Sunshine Coast

Tri-Islands (Port McNeil/ Sointula/ Alert Bay)

Our Commitment to Engagement with Coastal Communities

We believe that engagement with staff, stakeholders, customers, community members and First Nations results in better decisions, and that this engagement can create solutions to challenges we may not have otherwise considered.

We are committed to:



Involving

Involving our customers, the Indigenous and coastal communities we serve and our employees in the decisions that impact them whenever possible.



Listening

Listening carefully to what we hear and considering all feedback, alongside safety, financial, operational environmental and other requirements as we make our decisions.



Responding

Responding to what we hear by being open to adapting our engagement efforts as we go, and by showing how engagement input has influenced our decision-making process.

Ferry Advisory Committees (FAC)

Meetings and themes

Q2 Fiscal 2025
(JUL, AUG, SEP)

In Q2 Fiscal 2025, the following meetings with FACs took place:

Date	FAC Activity
July 30	Discussions with Route 13 FAC Chair – Communications and Schedules
August 7	Met with Southern Gulf Islands FAC to discuss Service Notice Challenges
August 13 - 15	Met with FAC Chairs for Annual Meeting, including a workshop, meeting, and panel discussions with executive leadership, BCF Authority Board, BCF Board of Directors, BC Ferries Commissioner and the Ministry of Transportation and Infrastructure
August 16 - September 8	Community Prioritization Panel evaluation survey for top-ranking criteria

In Q2 Fiscal 2025, discussions with FAC members included the following key themes

BC Ferries' 2024 community engagement followed a three-phase approach to focus on fleet-wide, near-term priorities. The engagement emphasized transparency and actionable responses, aiming to rebuild trust with community members and identify actionable priorities for BC Ferries to move forward.

In Quarter 2, this included:

Community Prioritization Panel - In-Person Workshop

In August 2024, the Community Prioritization Panel workshop convened to translate community-sourced near-term priorities into fleet-wide initiatives. Using decision-making criteria created during the workshop, participants voted on and ranked these initiatives, followed by a survey to finalize priority rankings.

We engaged chairs of BC Ferries' FACs to gather feedback and input throughout this project. We extended invitations to all FAC Chairs to participate in this workshop; however, not all were able to attend. Although FAC Chairs have historically represented their own communities, in this workshop, we asked participants to take information that their communities have shared with them, while considering solutions for the ferry system as a whole. While FAC chairs were invited to be on the panel, this work was a project outside of the FAC mandate and participants were compensated for their time.

Annual FAC Chairs Meeting

As part of this year's Annual Meeting with the FAC Chairs, BC Ferries hosted a dinner and fireside chat on August 14th. Invited participants in the evening events included FAC Chairs, the entire BC Ferries' executive team, the BC Ferries Commissioner, the BC Ferry Authority Board, and the BC Ferry Services Board.

This event brought BC Ferries executive and FAC Chairs together, allowing for productive and focused discussions on topics of relevance to all. It was an opportunity for the Ferry Advisory Committees to present on key takeaways from the Community Prioritization Panel, as well as hear from decision makers during a facilitated panel discussion. The FAC Chairs provided questions in advance to guide this discussion.

Schedule Adjustment

In response to requests from FACs for Gambier - Keats, Gabriola, and Texada Islands, schedules were reviewed. Changes for Gambier - Keats and Gabriola Island were implemented based on the recommendations and communicated to customers via service notices and through local channels. Work is continuing on the requests from Texada Island.

Community Engagement Activities in Q2 Fiscal 2025 included:

Date	Community Engagement Activity
July 3	qathet Regional District Community Prioritization Workshop (Powell River)
July 13	Quadra Island and Cortes Island Community Prioritization Workshop (Quadra Island)
July 20	Salt Spring Island Community Prioritization Workshop
July 22	Denman Island and Hornby Island Community Prioritization Information Session (Virtual)
July 23	Southern Gulf Islands Community Prioritization Information Session (Virtual)
July 24	Mayne Island Collective – Accessibility Meeting (Virtual)
August 30	School District 79 Transportation Manager – Schedule Discussions
September 10	Presentation to North Cowichan Municipality Committee and Council of the Whole re: Crofton Terminal Project Work Updates
September 13	Gabriola Chamber of Commerce Meeting re: Community Events and Communication Opportunities

In Q2 Fiscal 2025, discussions with community members included the following key themes

Community Prioritization Panel - In-Person Workshop

During June and July 2024, BC Ferries held a series of in-person community workshops aimed at validating and prioritizing the near-term action items identified earlier by FACs and the community. These workshops facilitated direct community involvement and allowed participants to discuss and prioritize their needs.

Community Prioritization Panel - Online Engagements

BC Ferries hosted an online prioritization survey on community pages, engaging a broad spectrum of ferry users in addition to participation through in person meetings. This online engagement collected valuable input on near-term priorities, capturing the diverse needs and preferences of the communities involved.

The benefits of using online engagement were clear, as it allowed for a broader and more inclusive reach. By providing online access, the survey was able to engage a more diverse range of community members, including those who are not able to attend in-person meetings due to time constraints, mobility issues, or geographic limitations. This approach ensured that a wider array of perspectives was captured, enhancing the inclusivity and representativeness of the feedback.

A report was executed and delivered on October 31, 2024, detailing coastal ferry-wide minor route priorities developed by the Community Prioritization Panel for consideration by BC Ferries.

Engagement by the Numbers:

- 19 Communities Surveyed
- 2,219 Survey Participants
- 11.4k Page Visitors

Project Engagement Activities in Q2 Fiscal 2025 included:

Shearwater Terminal - New Marine Structures and Upgrades	
Purpose	<ul style="list-style-type: none"> Inform community on project updates, including work expected and completed, with timelines
Activity	<ul style="list-style-type: none"> Information shared via projects page and community page and distributed to subscribers in July, August and September: (bcferriesprojects.ca/shearwater-tp and bcferriesprojects.ca/north-central-coast) Updates provided in July, August and September with key interest groups including CCRD, Chamber of Commerce, Northern BC Tourism Association and members of the Ferry Advisory Committee Updates provided in July, August and September to Heiltsuk Nation
Themes	<ul style="list-style-type: none"> Expected timelines of project Project scope
Next Steps	<ul style="list-style-type: none"> Provide regular updates to the community and completion of project Inform community of any changes in project timeline as work continues
Denman West Terminal - Berth 2 Life Extension Project	
Purpose	<ul style="list-style-type: none"> Inform community of repair activities to the timber trestle at the Denman Island West terminal, possible noise around terminal, and benefits of project including increased vehicle load limit on the trestle
Activity	<ul style="list-style-type: none"> Direct communication to commercial drivers, Denman and Hornby Island FAC, communications on project page and via Service Notices
Themes	<ul style="list-style-type: none"> Increase the vehicle load limit of Berth 2 (up to 63,500kg) to improve operational performance Possible noise disruptions during work No impact to service during work
Next Steps	<ul style="list-style-type: none"> Communications on status and completion of work
Heriot Bay – Whaletown: Terminal Upgrades	
Purpose	<ul style="list-style-type: none"> Inform and involve community on upcoming project work, including timelines, scope of project work, impact on service, and initial draft of alternate service plans
Activity	<ul style="list-style-type: none"> Provide update and “What we heard” report to the community summarizing feedback received through spring engagements. Shared through projects page and directly to interest holders (bcferriesprojects.ca/heriot-bay-whaletown-tp) Share an update on next steps including how we are responding to feedback and timeline for decisions
Themes	<ul style="list-style-type: none"> Alternate service plan updates based on feedback received Timelines of project work Approval process

Project Engagement Activities in Q2 Fiscal 2025 continued:

Next Steps	<ul style="list-style-type: none"> Continue conversations with the community, including neighbours at Heriot Bay Terminal, health services, Regional Districts and commercial users Provide an update on the project and the alternate service plans in broader community update
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Crofton Terminal Updates

Purpose	<ul style="list-style-type: none"> Inform interest holders on updates to berth work plans and project progress
Activity	<ul style="list-style-type: none"> Attend North Cowichan Municipality Committee and Council of the Whole meeting Provide updates to Ferry Advisory Committee
Themes	<ul style="list-style-type: none"> Timelines of project work Introduction of Island Class Vessels and improvements in traffic congestion Traffic management plans with existing infrastructure
Next Steps	<ul style="list-style-type: none"> Provide updates to the community project details are confirmed Inform community of any changes in project timeline as work is planning phase

Swartz Bay Terminal

Purpose	<ul style="list-style-type: none"> Inform customers, neighbours and local community via monthly updates of project work and timelines
Activity	<ul style="list-style-type: none"> Information shared via projects page, and through direct communication with Lands End Residential Association (LERA) Project page updates
Themes	<ul style="list-style-type: none"> Expected timelines of project Project scope, impacts of work and mitigations Possible noise around terminal
Next Steps	<ul style="list-style-type: none"> Provide monthly updates on project page and to LERA as work progresses

Thetis and Penelakut Islands Terminal Updates

Purpose	<ul style="list-style-type: none"> Introduce and inform interest holders and Penelakut Nationon updates to berth work plans
Activity	<ul style="list-style-type: none"> Direct communication to Chemainus, Thetis and Penelakut Island FAC, communications on project page and via Service Notices
Themes	<ul style="list-style-type: none"> Timelines of project work Night work and last sailing cancellations for Thetis Island
Next Steps	<ul style="list-style-type: none"> Provide updates to the community as required Inform community of any changes in project timeline as work is planning phase

We strive to advance truth and reconciliation by engaging coastal First Nations whose rights, title and interests may be impacted by our proposed projects and operations and seeking ways to avoid or minimize any adverse impacts.

In Q2 Fiscal 2025, Indigenous Relations activities included consultations on the following projects and activities:

Project	Description
Crofton berth rebuild	Continued to update Halalt First Nation on decreased scope and upcoming geotechnical investigations
Departure Bay berth 1 repairs	Intensive engagement with Snuneymuxw First Nation to explore project mitigations and marine monitoring, in the absence of any regulatory requirement
Horseshoe Bay Terminal	Outreach to Squamish Nation, Musqueam Nation and Tsleil-Waututh Nation to begin engagement on an upcoming program of construction
Mill Bay repairs	Engaged Malahat Nation on upcoming repairs, including notification of when contractors would be on site for visual assessment
Nanaimo Harbour & Gabriola Island berth rebuilds	Intensive engagement to encourage participation of Snuneymuxw First Nation and to seek to address the Nation's requests
Shearwater berth rebuild	Continued engagement with Heiltsuk Tribal Council, with Heiltsuk attendance at the test fit of the new berth on October 2, 2024
Swartz Bay Berth 5	Responded to concerns from Tseycum First Nation over the approval process for the project
Vesuvius berth rebuild	Continued to engage with Quw'utsun Nation, as led by Lyackson First Nation, on decreased scope, archaeological concerns and upcoming geotechnical investigations
Village Bay berth 1 repairs and shore stabilization	Updates to Lyackson First Nation and discussions with Tsartlip First Nation, with a focus on solutions to erosion concerns

In Q2 Fiscal 2025, Indigenous relations outreach and relationship building activities included:

First Nation	Description
Council of the Haida Nation	Outreach in support of achieving BC Ferries commitment to raise the Haida flag at Skidegate terminal
K'ómoks First Nation	Outreach to ensure we remain connected and continue to foster our relationship
Malahat Nation	Meeting in August and continued touchpoints in support of achieving our shared priorities, with a focus on impacts of the Mill Bay terminal
'Namgis First Nation	Correspondence and an initial meeting to attempt to resolve overload and on-time performance issues resulting from the <i>Quadra Queen II</i> replacing the <i>Island Aurora</i> on Route 25
shíshálh Nation	Implementation of a reservation support process for leadership and elders as well as communication on local issues
Snuneymuxw First Nation	Continued relationship building meetings in support of achieving our shared priorities
Tsartlip First Nation	Connection points as Tsartlip focussed on more local concerns
Tsawout First Nation	Communication to arrange for future upcoming meeting
Tsawwassen First Nation	Collaborated to resolve nuisance issues on the Tsawwassen causeway beach and to close the causeway beach to the public on July 20 & 21 to support Tribal Journeys. Collaborated on a causeway beach access management plan.

Appendix A

Definition of Terms

Q2 Fiscal 2025
(JUL, AUG, SEP)

Controllable Cancellations	Sailings cancelled due to controllable events such as loading procedure or fueling
First Call Resolution (FCR)	The rate at which customers call back within the same day
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.
On-Time Performance	Percentage of scheduled sailings that depart or arrive within 10 minutes of the scheduled time, as applicable
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

Q2 Fiscal 2025
(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	Horseshoe Bay - Langdale
Route 5	Earls Cove - Saltery Bay
Route 6	Bowen Island - Horseshoe Bay
Route 9	Gambier Island - Keats Landing - Langdale
Route 12	Comox - Powell River
Route 19	Powell River - Texada Island
Route 20	Chemainus - Penelakut Island - Thetis

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)

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