

Feedback and Engagement Report

Quarter ended September 30, 2018 (Q2 Fiscal 2019)



Part A: Customer Initiated Feedback

Q2 Fiscal 2019 Customer Initiated Feedback

Comment Summary

BC Ferries receives customer-initiated feedback through letters, emails, phone calls, tweets, Facebook posts and the online feedback form. Feedback tracked consists of a comment and an associated rating assigned either by the customer through the online feedback form, or by BC Ferries on feedback received through other channels.

During Q2 Fiscal 2019, 7.83 million customers travelled with BC Ferries, as compared to 7.81 million in Q2 Fiscal 2018. During this period:

- A total of 4,265 comments were received, compared to 3,808 for the same period in the prior year, an increase of 12%
- The average time to respond to customers was 23.2 days due to the increase in feedback, traffic volumes and service recovery required specifically for the northern routes, compared to 10.6 days for Q2 Fiscal 2018
- Positive feedback made up 9% of all customer comments received, compared to 12% for Q2 Fiscal 2018
- The top five complaints represented 40% (1,725) of all comments received, compared to 47.5% (1,139) for the top five in Q2 Fiscal 2018

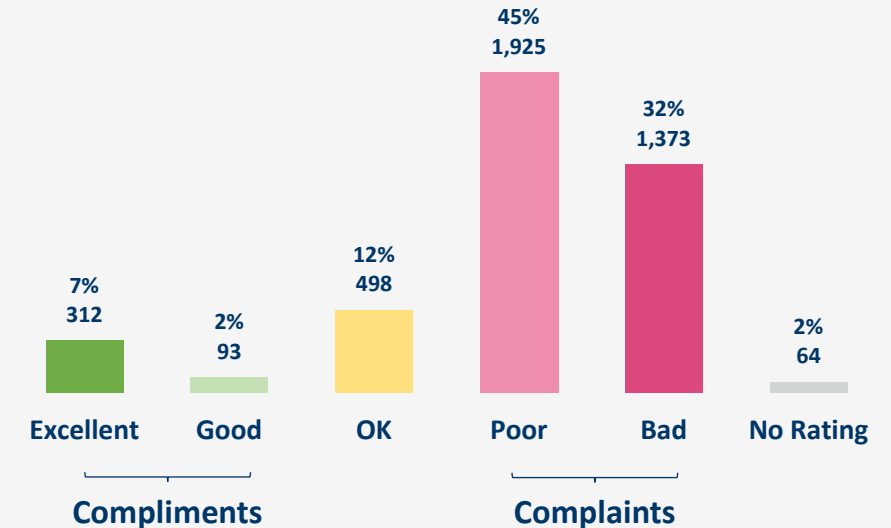
Comments in this analysis exclude General comments and comments for which no rating is provided:

- 265 General comments received were made up of community issues (133), company information (98) and environment (34)
- 64 additional comments were provided with no rating

There were 3,936 comments used for further analysis as they were specific to a route or region.

Distribution of Total Comments by Rating

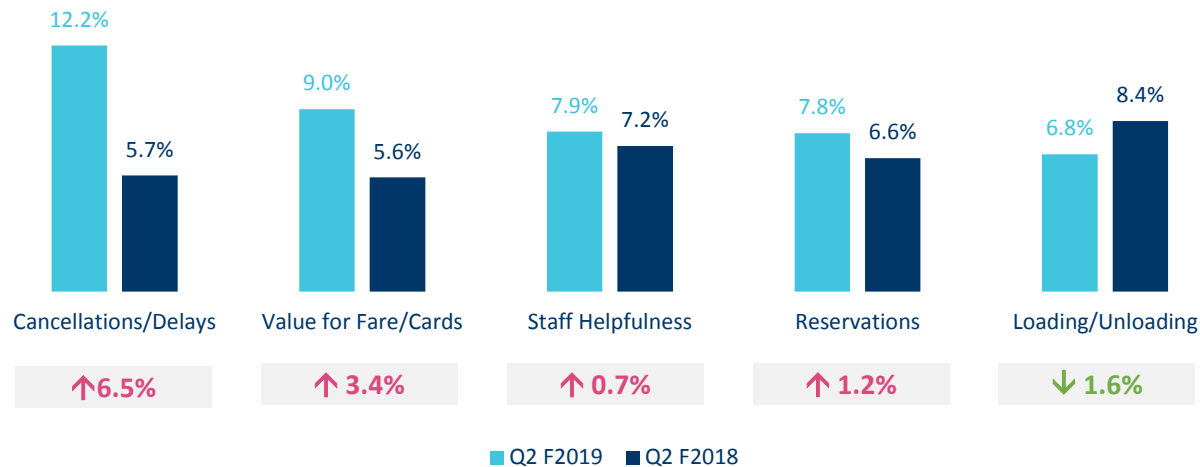
Total Comments = 4,265
(% rounded)



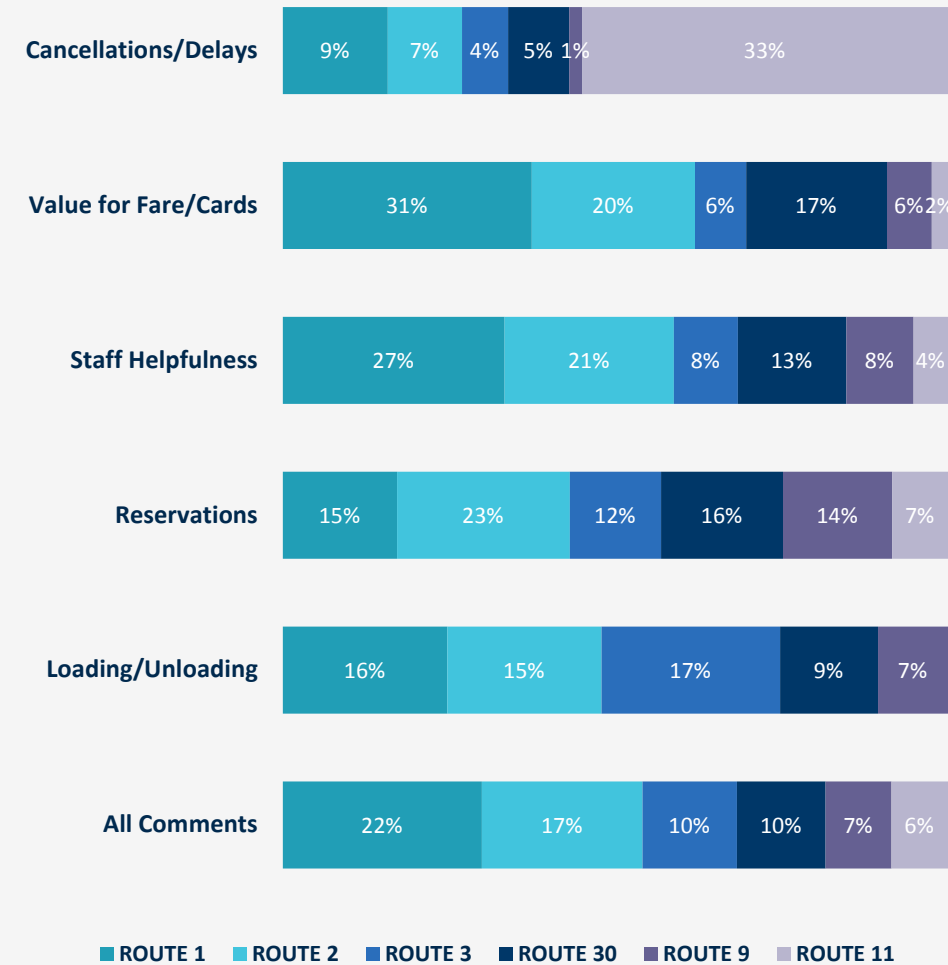
Top 5 Customer Complaints

#	Complaint	Q2 F2019		Q2 F2018	
		Complaints	% of Comments	Complaints	% of Comments
		(n=3,152)*	(n=3,936)**	(n=2,273)*	(n=3,381)**
1	Cancellations/Delays	480	12.2%	194	5.7%
2	Value for Fare/Cards	356	9.0%	191	5.6%
3	Staff Helpfulness	312	7.9%	243	7.2%
4	Reservations	309	7.8%	223	6.6%
5	Loading/Unloading	268	6.8%	285	8.4%

% of Comments



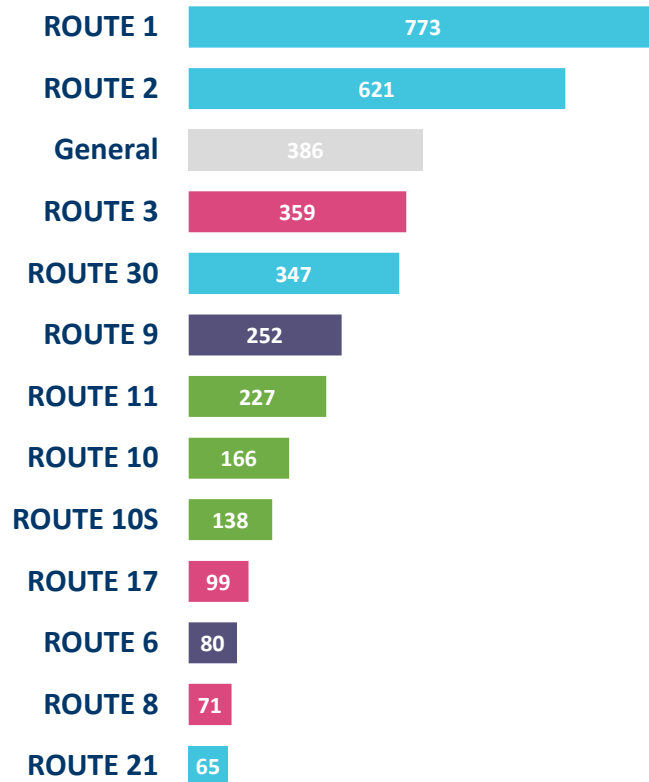
Comment Distribution by Route



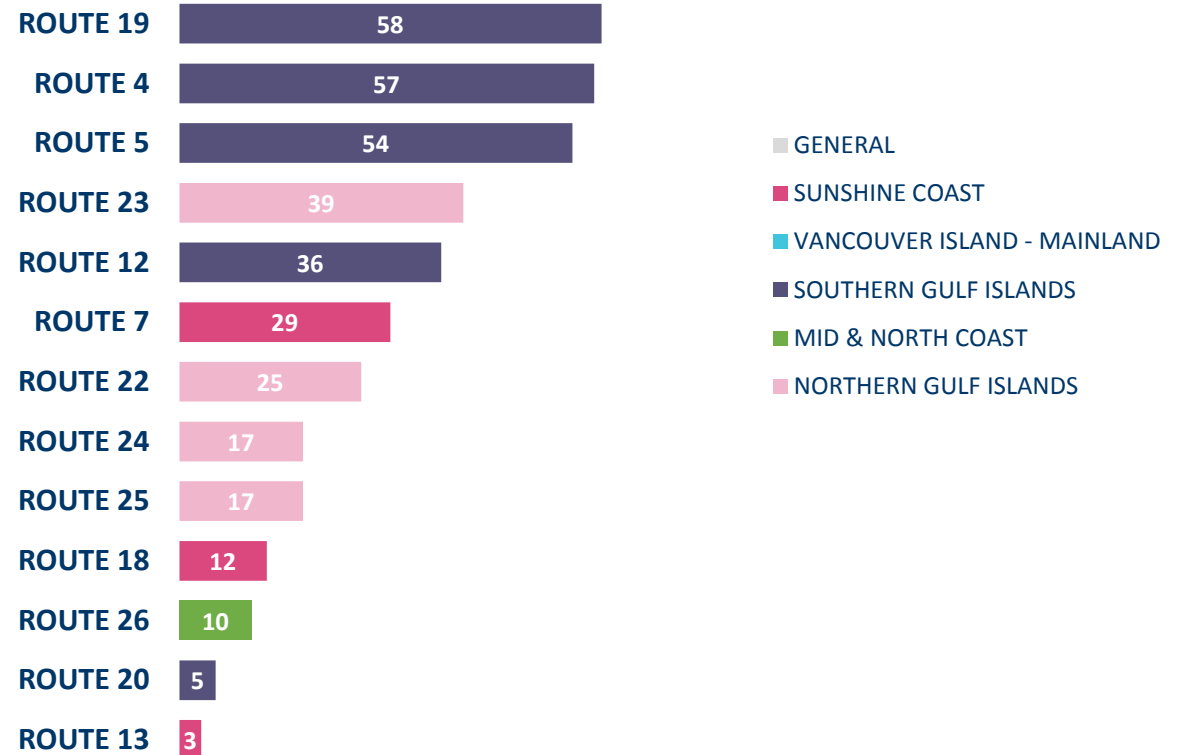
*Complaints = "bad" or "poor" rating accompanied by a comment
 **Excludes comments classified as General and comments with no rating provided

Overall System Wide Comments by Route

Routes with > 60 Comments



Routes with ≤ 60 Comments



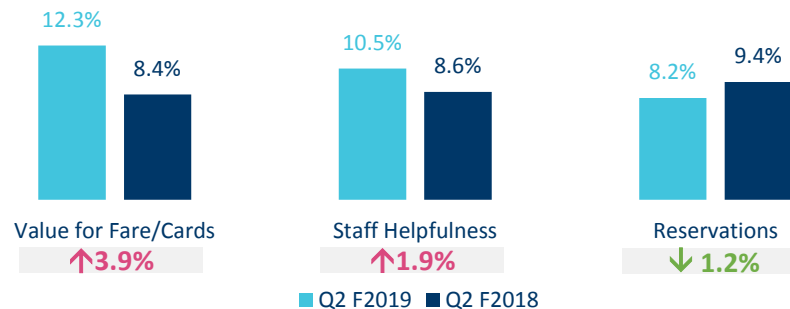
Regional Comments

Vancouver Island - Mainland:

44% of Total System Wide Comments Received

#	Complaint	Q2 F2019		Q2 F2018	
		Complaints	% of Comments	Complaints	% of Comments
		(n=1,405)*	(n=1,741)*	(n=982)*	(n=1,389)*
1	Value for Fare/Cards	215	12.3%	117	8.4%
2	Staff Helpfulness	183	10.5%	120	8.6%
3	Reservations	142	8.2%	131	9.4%

'Vancouver Island – Mainland' Complaints as a % Of All 'Vancouver Island to Mainland' Comments**



Sample Customer Comments

Complaints (1,405)

- Customer called upset that she was charged commercial fare when travelling from Swartz Bay to Tsawwassen with a truck and trailer. She expressed frustration about affordability of ferry travel for farmers. The customer stated that she has previously travelled as a non-commercial vehicle with her livestock.
- Customer called to book a reservation for their extra length vehicle in accordance with the 'Bring it All' promotion. When the customer arrived at the ticket booth to check in, they realized their booking was for a sailing where the promotion didn't apply.
- Customer wrote on Facebook: "I'm a regular traveller on the ferry and the staff in the Seawest Lounge are doing is a horrendous job at keeping the lounge quiet; I've left twice due to the noise level. I'm not one to complain but it has become a little out of hand."
- Customer called to request a refund for a booking they had made incorrectly online. They reserved as an over height vehicle at 20ft rather than an under height vehicle at 35ft but did not realize their mistake until they arrived at the terminal. They were unable to redeem their reservation and told that reservations were non-refundable as per terms and conditions. The customer believes not refunding the reservation fee is unethical.

Compliments (179)

- Customer tweeted: "Well done @BCFerries for the *Spirit of Vancouver Island* adjusting course and speed for a large pod of killer whales this morning in the Strait of Georgia @Transport_gc @DFO_Pacific."
- Customer tweeted: "Thank you to @BCFerries catering staff member who brought all of the folks sitting in the pet area ice water! A very positive experience."

*Complaints = "bad" or "poor" rating accompanied by a comment

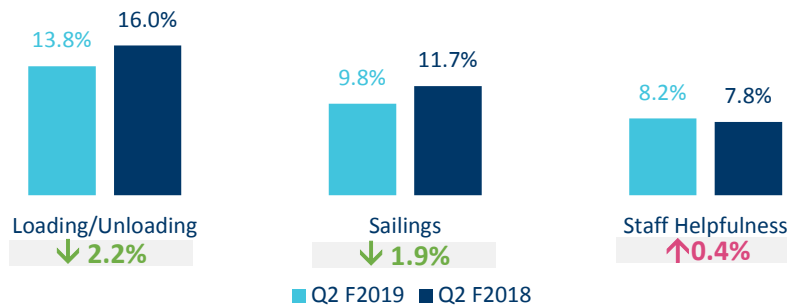
**Excludes comments classified as General and comments with no rating provided

Regional Comments Sunshine Coast:

15% of Total System Wide Comments Received

#	Complaint	Q2 F2019		Q2 F2018	
		Complaints	% of Comments	Complaints	% of Comments
		(n=488)*	(n=573)*	(n=449)*	(n=575)*
1	Loading/Unloading	79	13.8%	92	16.0%
2	Sailings	56	9.8%	67	11.7%
3	Staff Helpfulness	47	8.2%	45	7.8%

'Sunshine Coast' as a % Of All 'Sunshine Coast' Comments**



Sample Customer Comments

Complaints (488)

- Customer called extremely upset with the service he received. He specifically asked the ticket agent to be loaded on the upper vehicle deck so that he could remain in his vehicle due to health complications and the request was not accommodated. He said that once he boarded the vessel there was plenty of room on the upper vehicle deck. The customer would like to see improved boarding options for people with medical challenges.
- Customer wrote: "We would like to understand how your schedules are created. The Horseshoe Bay/Langdale route is constantly underserved, oversold and nothing changes."
- Customer called to advise there is a need for additional crew on the 7:30 am Bowen Island ferry to Horseshoe Bay crossing as the sailings are regularly full and he needs to commute to work. The customer explained that travelling on alternate sailings is not an option.
- Customer called to express frustration with a Horseshoe Bay ticket agent after they were told they would be given priority loading and it didn't happen.

Compliments (39)

- Customer wrote: "Thank you for providing a Medical Assured Loading letter to our family while our son was receiving radiation treatment at BCCA for glioblastoma (brain tumour). Knowing we would get on the next ferry at Horseshoe Bay and not wait in long line-ups allowed us to drive him home every weekend to be with his little girl. He was too ill to endure an even longer travel day than the usual five hours. This program is wonderful and it made a world of difference to his last weeks. Thank you."
- Customer tweeted: "Wow, I was nervous we might not make it on as there was a long lineup behind us but we are all onboard. Very impressive @BCFerries you know what you're doing!"

*Complaints = "bad" or "poor" rating accompanied by a comment

**Excludes comments classified as General and comments with no rating provided

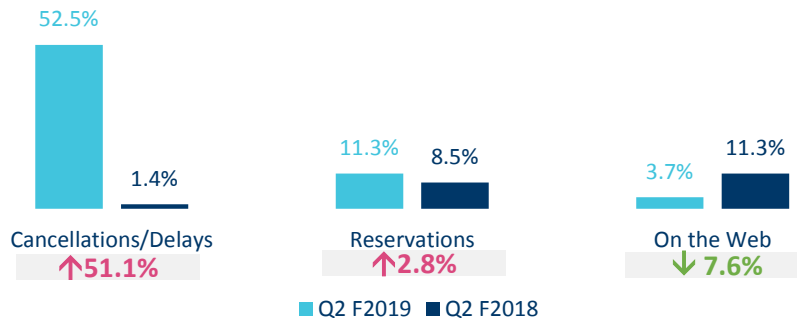
Regional Comments

Mid & North Coast:

14% of Total System Wide Comments Received

#	Complaint	Q2 F2019		Q2 F2018	
		Complaints	% of Comments	Complaints	% of Comments
		(n=459)*	(n=541)*	(n=42)*	(n=71)*
1	Cancellations/Delays	284	52.5%	1	1.4%
2	Reservations	61	11.3%	6	8.5%
3	On the Web	20	3.7%	8	11.3%

'Mid & North Coast' Complaints as a % Of All 'Mid & North Coast' Comments**



Sample Customer Comments

Complaints (459)

- Customer called to say he was one of the passengers booked on the cancelled sailing from Skidegate to Prince Rupert early July. He had a flight booked from Prince Rupert that he missed and he would like to be reimbursed for the cost of the flight.
- Customer wrote: "I was trying to book a trip to Haida Gwaii and couldn't find out if there was availability on the sailing to secure accommodation. I was so frustrated that my family and I will now be travelling from Prince Rupert inland instead."
- Customer called upset that her vacation was ruined due to the sailing cancellation from Port Hardy to Prince Rupert in August. She requested compensation for costs incurred as a result.
- Customer called frustrated by the multiple delays of the *Northern Sea Wolf's* introduction into service. He had his reservation unconfirmed despite being notified multiple times since February that his reservation was confirmed for travel in August.
- Customer called frustrated with the online booking process for the northern routes. He said the system is not easy to use and the process is unclear.

Compliments (23)

- Customer called to let us know they were very impressed with their anniversary trip in late July, and the crew on their voyage from Prince Rupert to Port Hardy made their anniversary all the more special.
- Customer wrote: "We took the ferry from Port Hardy to Prince Rupert to Skidegate. I would like to comment on the young woman who helped with our reservations. She was excellent, and I regret not getting her name. She gave us great suggestions which I really appreciated."

*Complaints = "bad" or "poor" rating accompanied by a comment
 **Excludes comments classified as General and comments with no rating provided

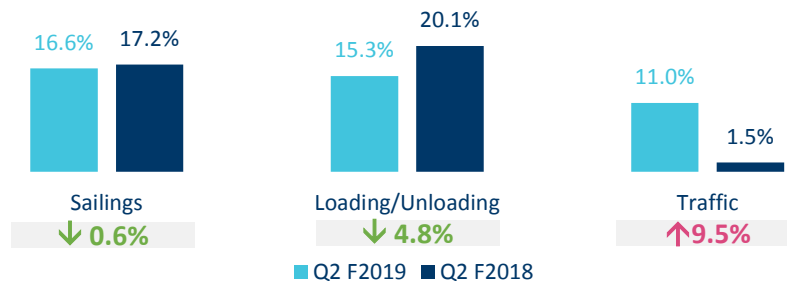
Regional Comments

Northern Gulf Islands:

4% of Total System Wide Comments Received

#	Complaint	Q2 F2019		Q2 F2018	
		Complaints	% of Comments	Complaints	% of Comments
		(n=139)*	(n=163)*	(n=111)*	(n=134)*
1	Sailings	27	16.6%	23	17.2%
2	Loading/Unloading	25	15.3%	27	20.1%
3	Traffic	18	11.0%	2	1.5%

'Northern Gulf' Complaints as a % Of All 'Northern Gulf' Comments**



Sample Customer Comments

Complaints (139)

- Customer called to express her displeasure with the frequency of sailings within the Northern Islands, specifically those with a second leg sailing such as to Cortes Island. She feels that the increased tourism in the region is making it difficult for residents to travel; residents who are travelling for personal reasons.
- Customer called to provide feedback regarding her experience travelling from Campbell River to Quadra Island and through to Cortes Island. The customer feels there was miscommunication between the terminal staff; she was unloaded last and missed the sailing from Quadra Island to Cortes Island as a result.
- Customer tweeted: "Another day of traffic chaos at #DenmanWest terminal. Why are there no flaggers here? There are flaggers at #DenmanEast for Hornby traffic."
- Customer wrote: "I am trying to get off Denman Island and there are people cutting into the lanes in front of me. A car cut into lane three and I have now missed my sailing by one vehicle because of that one person."

Compliments (9)

- Customer wrote: "I ride the ferry nearly every weekend and I have yet to write in a comment about customer service. I have to report that the young lady handling cars and traffic outside the Buckley Bay terminal did a fantastic job. Efficient, friendly, thinking ahead."
- Customer wrote: "We travelled from Vancouver Island to Hornby Island on a very busy day. The employees were cheerful and more than willing to help. The gentleman waiting to load the ferry at Gravelly Bay on Denman Island made the extra effort to ensure that we were able to park in the shade while waiting for the next ferry. Please thank all the employees on those two ferry runs for making our journey most enjoyable."

*Complaints = "bad" or "poor" rating accompanied by a comment

**Excludes comments classified as General and comments with no rating provided

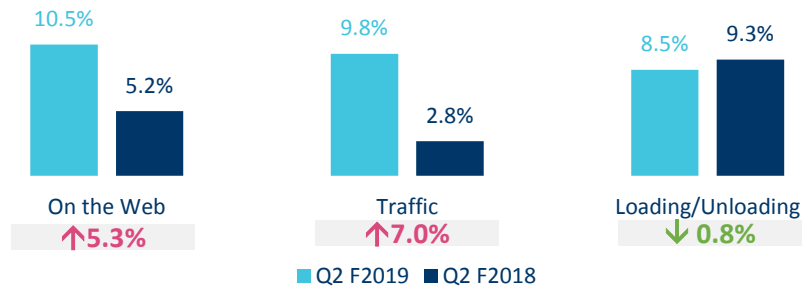
Regional Comments

Southern Gulf Islands:

14% of Total System Wide Comments Received

#	Complaint	Q2 F2019		Q2 F2018	
		Complaints	% of Comments	Complaints	% of Comments
		(n=434)*	(n=542)*	(n=453)*	(n=580)*
1	On the Web	57	10.5%	30	5.2%
2	Traffic	53	9.8%	16	2.8%
3	Loading/Unloading	46	8.5%	54	9.3%

'Southern Gulf' Complaints as a % Of All 'Southern Gulf' Comments**



Sample Customer Comments

Complaints (434)

- Customer called to express that she hopes that foot passenger reservations will soon be available to book online for the Tsawwassen/Southern Gulf Islands route as she would prefer not to have to wait to talk to an agent.
- Customer wrote: "We live on Salt Spring Island and take the Crofton ferry almost daily for my son's sports events. The ferry is almost always running late and leaving vehicles behind because it is loaded with commercial vehicles."
- Customer wrote: "I try my best to avoid taking the Gabriola Island ferry but as an island resident, it is necessary to use our marine highway to access off-island services. I avoid it due to the chaos of the line-up on Gabriola. It was reasonably functional when I first moved here in 1993, but as the island population has quadrupled since, it has become dangerous and unworkable. Our roads do not accommodate the lengthy line-ups."
- Customer called upset with the limited information available on the website, specifically related to check-in information for the Tsawwassen/Southern Gulf Islands route and how BC Ferries is unable to tell the customer exactly how long the reservation waitlist is for vehicles.
- Customer called to share that he believes the vessel on the Mill Bay/Brentwood Bay route is outdated and would like to see improvements on loading procedures.

Compliments (55)

- Customer wrote: "My partner and I were very pleased to have the Captain announce there was a pod of Orcas on our left side just as we were coming into the Galiano terminal. It was just one of the great things that happened that day!"

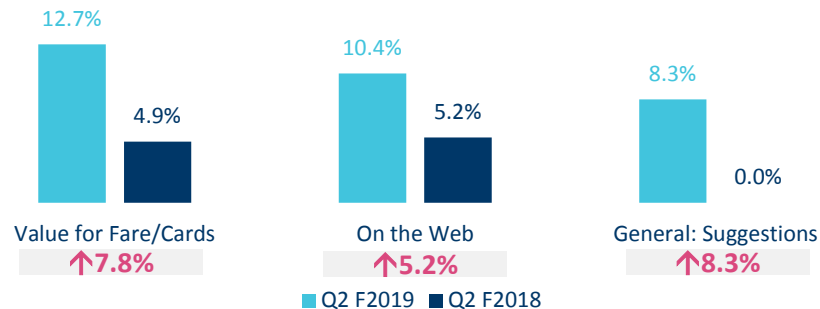
*Complaints = "bad" or "poor" rating accompanied by a comment
 **Excludes comments classified as General and comments with no rating provided

Regional Comments General (No Route Specified):

10% of Total System Wide Comments Received

#	Complaint	Q2 F2019		Q2 F2018	
		Complaints	% of Comments	Complaints	% of Comments
		(n=227)*	(n=386)*	(n=236)*	(n=632)*
1	Value for Fare/Cards	49	12.7%	31	4.9%
2	On the Web	40	10.4%	33	5.2%
3	General Suggestions	32	8.3%	0	0.0%

'General' Complaints as a % Of All 'General' Comments**



Sample Customer Comments

Complaints (227)

- Customer called to request a refund for the remaining tickets on her Assured Loading card. She said she was not notified of the expiration date and they have since been auto-withdrawn.
- Customer called to load his Assured Loading card. He commented on the high cost and said he would like to see a product that rewards frequent travellers or business travellers. He works for a charity and tries to walk-on as much as possible, however, sometimes a car is required.
- Customer called to request that we look into the possibility of using an Experience Card at the Coastal Cafe and for other amenities onboard.
- Customer called upset about his inability to navigate our website. He said he felt it was poorly designed, hard to read and he should be able to access schedules and fares together. He and his wife are 60 and they generally have no trouble online but find our site impossible.
- Customer called to suggest BC Ferries provide a reference or booking confirmation number after making a reservation using the automated phone system.
- Customer tweeted: "We were the second car loaded on @BCFerries this evening and the pet area was already full. Let us stay in our cars!"

Compliments (58)

- Customer wrote: "BC Ferries does a great job, in every aspect, and my wife and I want to give a great big vote of thanks to all the staff. The improvements have been nothing short of remarkable. Keep up the good work! BC is lucky to have an organization like BC Ferries to keep things on track."

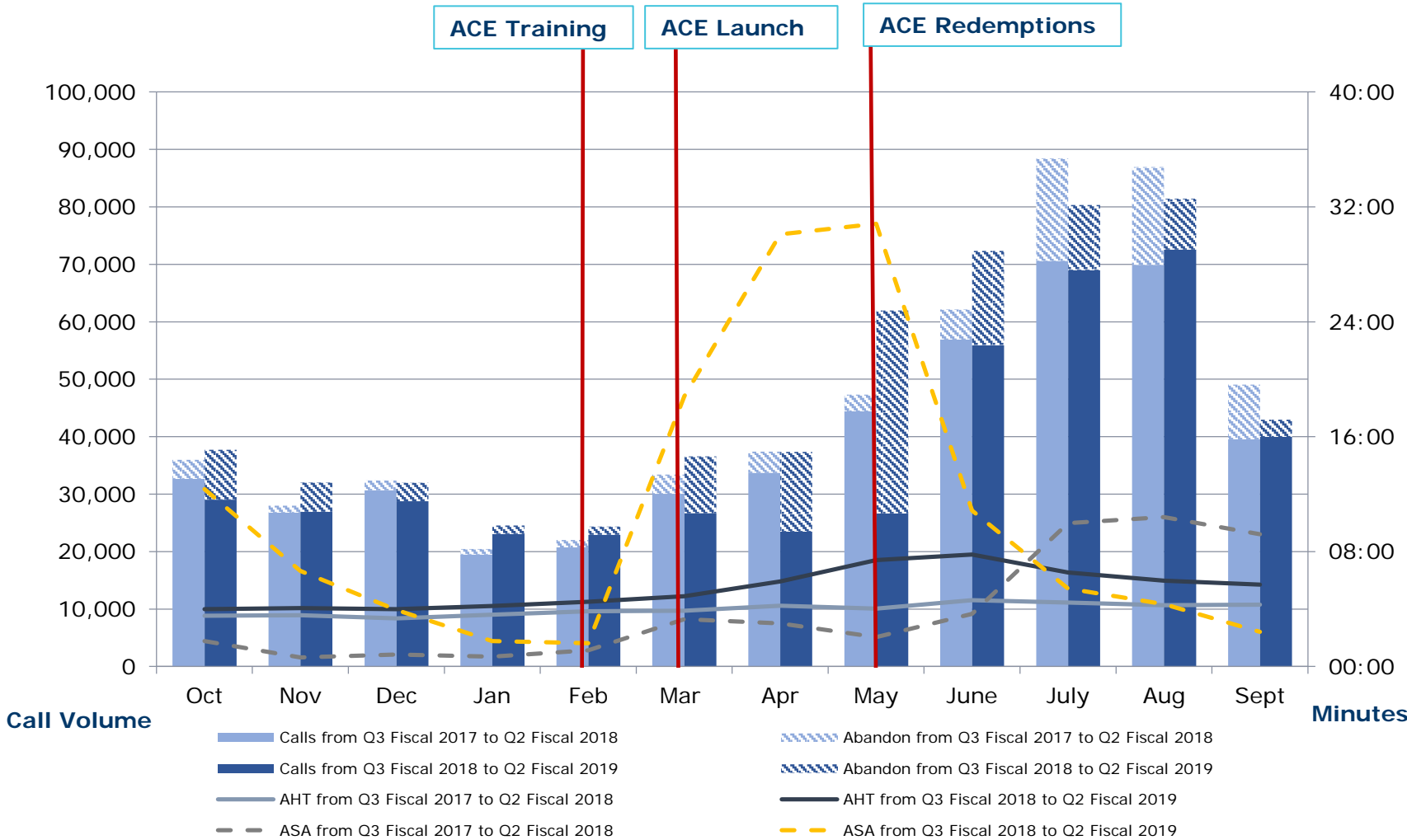
*Complaints = "bad" or "poor" rating accompanied by a comment

**Excludes comments classified as General and comments with no rating provided

Call Volumes & First Call Resolution



CSC - Volumes



Legend:

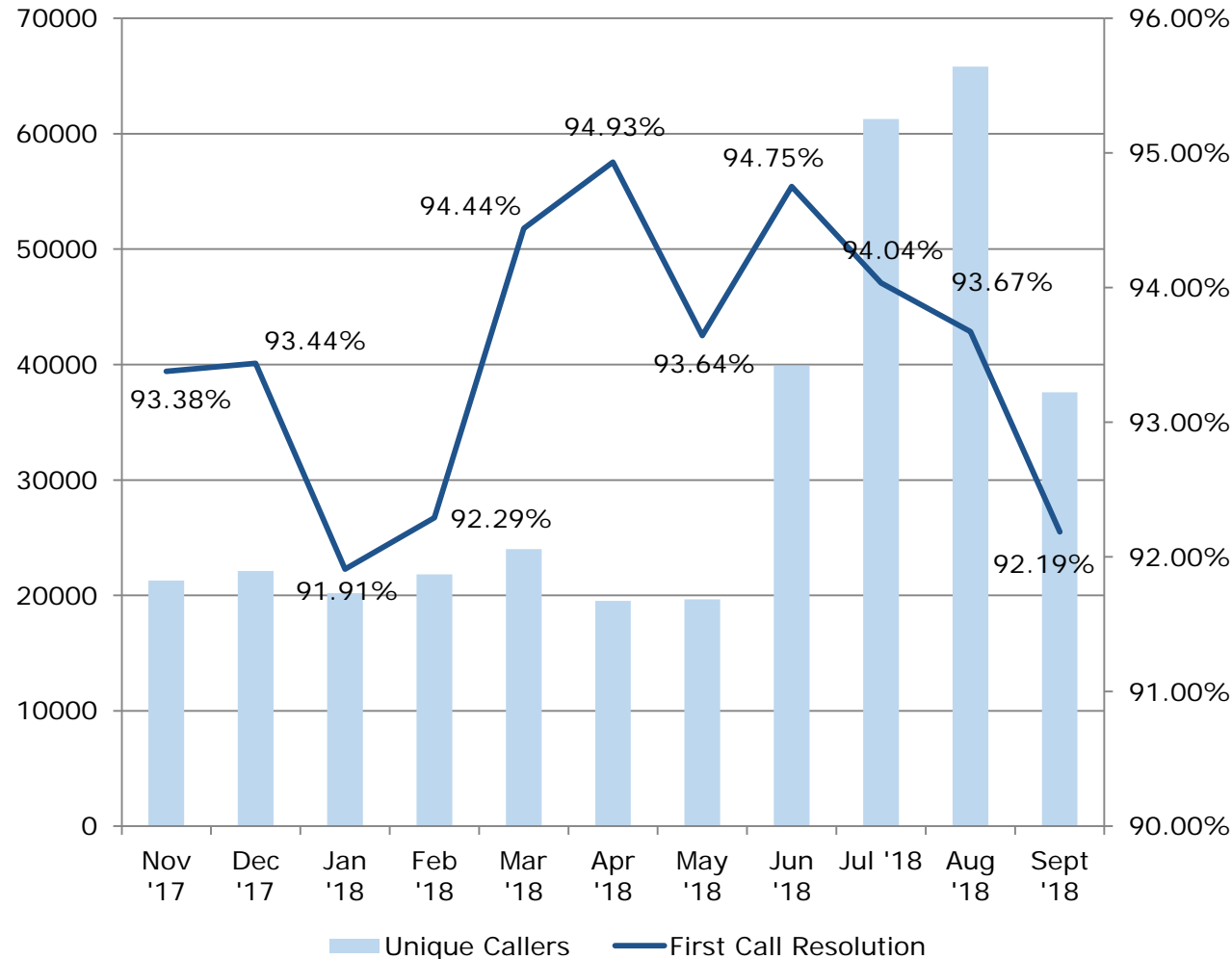
AHT = Average Call Handle Time (i.e. Length of time agent is on a call)
 ASA = Average Speed of Call Answer (i.e. Length of time customer is on hold)
 ACE = New Reservation System

In addition to written customer feedback received through BC Ferries' Customer Relations department, customer questions and concerns are handled directly over the phone and social media through the Customer Service Centre.

The Customer Service Centre handled 181,480 calls in Q2 Fiscal 2019 as compared to 180,044 during Q2 Fiscal 2018.

The average speed of answer (ASA) and abandon rate improved significantly in Q2 Fiscal 2019 once the training of 47 new seasonal agents and six returning seasonal agents was complete. Average call handle time (AHT) improved as well, once the agents became more familiar with the systems. The AHT, remains higher than previous years due to the increased complexity and functionality of the new systems.

First Call Resolution



As of November 2017, with the implementation of new call centre technology, BC Ferries was able to begin tracking the rate at which customers are needing to call back within the same day. This data has allowed BC Ferries to get a picture of how many customers received 'First Call Resolution'; in other words, how many customers had their questions resolved by calling BC Ferries only once during the day:

- Preliminary data shows that just over 92% of individual customers have their concerns resolved during their first call
- Approximately 5.5% of customers (primarily commercial) who call repeatedly in one day drive roughly 20% of the total call volume

Repeat rate eroded slightly in August and September regarding space availability on sailings with sold out reservations.

Customer Satisfaction Tracking Wave 2, August 2018



Survey Methodology The Customer Satisfaction Tracking (CST) is an intercept survey conducted on board vessels annually in three waves – June, August and November - on the following routes: Route 1 (Tsawwassen/Swartz Bay), Route 2 (Horseshoe Bay/Departure Bay), Route 3 (Horseshoe Bay/Langdale), Route 30 (Tsawwassen/Duke Point), Route 4 (Swartz Bay/Fulford Harbour), Route 5 (Swartz Bay/Southern Gulf Islands), Route 9 (Tsawwassen/Southern Gulf Islands) and Route 19 (Nanaimo/Gabriola Island).

In June 2018, five routes were added to the 2018 satisfaction tracking survey:

- Route 8 (Bowen Island/Horseshoe Bay)
- Route 12 (Mill Bay/Brentwood Bay)
- Route 17 (Comox/Powell River)
- Route 18 (Powell River/Texada Island)
- Route 23 (Campbell River/Quathiaski Cove)

Data sampling, validation and weighing is statistically relevant to passenger distribution. The surveys are conducted by interview with every fifth passenger (both foot and vehicle passengers). All areas of the vessel are covered (except closed lower vehicle decks). Phase 1 of the survey data collection is conducted in person on board. Key passenger data is collected in this stage. Phase 2 involves customers completing a self-administered survey, post travel, regarding their experience.

The overall customer satisfaction score for August, 2018 was 4.19 out of 5. The overall score is calculated as a passenger count weighted average. Due to the volume of passengers on the major routes, their scores heavily influence the overall score.

Summary

Key drivers contributing to the Wave 2 scores:

Overall value for money of fares, +.19

- Satisfaction scores for value for money of fares continue to improve. The results of the August 2018 Wave show another increase in overall satisfaction of this measure from 3.13 in August 2017 to 3.32 in August 2018.
- All major routes (1, 2, 3, 30), Southern Gulf Island routes (4, 5 and 9) and the Nanaimo/Gabriola route (19) experienced increases in value for money satisfaction scores.
- The implementation of a fare freeze on major routes, fare reductions on minor routes and the reinstatement of free travel for seniors likely contributed to this increase in satisfaction across all of the routes surveyed. Fare promotions throughout the summer could also have contributed.

Latest ferry late enough, +.23

- Satisfaction scores for latest ferry late enough increased from 3.60 in August 2017 to 3.83 in August 2018.
- Route 3 was a significant contributor to the increase in this measure with the score up from 3.25 in August 2017 to 3.80 in August 2018. This positive score suggests that the changes made to the Route 3 sailing schedule following public consultation have had a positive impact on customer satisfaction (the schedule change included a late last sailing from Horseshoe Bay to Langdale).

Ferry departing on time and ability to get on desired sailing

- The satisfaction scores for these two measures increased on Routes 5 and 9. This suggests that the new schedules that were introduced when the new *Salish Eagle* and *Salish Raven* vessels entered the fleet to service the Gulf Islands have had a positive impact on satisfaction.

Route 2 and 19

- Sailing cancellations over Canada Day long weekend, as a result of operational issues with the *Coastal Inspiration*, likely contributed to the decline in satisfaction on Route 2. Sailing overloads and delays throughout the summer likely contributed to the decline in satisfaction on Route 19.

Customer Satisfaction Tracking

Wave 2, August 2018

Overall Customer Satisfaction

Overall Customer Satisfaction	Aug 2014	Aug 2015	Aug 2016	Aug 2017	Aug 2018	Year over Year
ALL BC FERRIES	4.12	4.18	4.18	4.17	4.19	+0.02
Route 1	4.30	4.32	4.29	4.23	4.29	+0.06
Route 2	4.08	4.09	4.14	4.18	4.04	-0.14
Route 30	4.12	4.22	4.19	4.18	4.16	-0.02
Route 3	3.93	3.97	3.98	4.02	4.21	+0.19
Route 4	4.24	4.21	4.07	4.29	4.28	-0.01
Route 19	3.64	4.06	4.02	4.04	3.85	-0.19
Route 5/9	4.05	4.15	4.32	4.13	4.31	+0.18
Route 8					4.13	
Route 12					4.39	
Route 17					4.09	
Route 18					4.22	
Route 23					4.29	

- Overall Customer Satisfaction for BC Ferries increased by +0.02 in August 2018 compared to the same period last year.
- Value for money of fares and ferry departing on time measures were two significant contributors to the overall increase in customer satisfaction score.

Average satisfaction score out of 5 where 1 = very dissatisfied and 5 = very satisfied.

Note: In 2018, 5 routes (8, 12, 17, 18 and 23) were added to the 2018 satisfaction tracking survey. The overall customer satisfaction score for August, 2018 (4.19) would not change if the new routes were removed from the analysis. The overall score is calculated as a passenger count weighted average. Due to the volume of passengers on the major routes, their scores have more influence on the overall score.

Customer Satisfaction Tracking

Wave 2, August 2018

Customer Satisfaction – *Value for money of fares*

<i>Value for money of fares</i>	Aug 2014	Aug 2015	Aug 2016	Aug 2017	Aug 2018	Year over Year
ALL BC FERRIES	2.90	2.97	3.07	3.13	3.32	+0.19
Route 1	3.06	3.19	3.15	3.23	3.35	+0.12
Route 2	2.97	2.77	2.98	3.10	3.17	+0.07
Route 30	2.75	2.79	2.93	3.05	3.06	+0.01
Route 3	2.76	2.84	3.11	3.05	3.45	+0.40
Route 4	2.88	2.80	3.02	3.28	3.57	+0.29
Route 19	2.60	2.86	3.07	3.10	3.55	+0.45
Route 5/9	2.77	3.05	3.25	3.07	3.59	+0.52
Route 8					3.65	
Route 12					3.87	
Route 17					3.04	
Route 18					3.51	
Route 23					3.47	
Average satisfaction score out of 5 where 1 = very dissatisfied and 5 = very satisfied. Note: In June 2018, 5 routes (8, 12, 17, 18 and 23) were added to the 2018 satisfaction tracking survey.						

- In April 2018, the implementation of a fare freeze on major routes, fare reductions on minor routes and the reinstatement of free travel for seniors likely contributed to the increase in satisfaction for *value for money of fares* across all routes in August 2018.
- Fare promotions on select sailings throughout the summer could also have contributed to the increase in satisfaction of this measure.

Customer Satisfaction Tracking

Wave 2, August 2018

Customer Satisfaction – *Ferry departing on time*

<i>Ferry departing on time</i>	Aug 2014	Aug 2015	Aug 2016	Aug 2017	Aug 2018	Year over Year
ALL BC FERRIES	3.69	3.87	3.77	3.72	3.75	+0.03
Route 1	4.08	4.16	4.02	3.92	4.15	+0.23
Route 2	3.78	3.88	3.92	3.73	3.26	-0.47
Route 30	3.95	4.06	3.81	3.88	3.98	+0.10
Route 3	3.00	3.35	3.11	3.22	3.47	+0.25
Route 4	3.92	3.68	3.72	4.00	3.98	-0.02
Route 19	2.49	3.69	3.31	3.67	2.78	-0.89
Route 5/9	3.30	3.34	3.78	3.60	3.84	+0.24
Route 8					3.34	
Route 12					4.05	
Route 17					3.79	
Route 18					3.66	
Route 23					3.80	

- Satisfaction scores for *ferry departing on time* increased from 3.72 in August 2017 to 3.75 in August 2018.

Average satisfaction score out of 5 where 1 = very dissatisfied and 5 = very satisfied.

Note: In June 2018, 5 routes (8, 12, 17, 18 and 23) were added to the 2018 satisfaction tracking survey.

Customer Satisfaction Tracking

Wave 2, August 2018

Customer Satisfaction – Overall experience at the terminal

<i>Overall experience at the terminal</i>	Aug 2014	Aug 2015	Aug 2016	Aug 2017	Aug 2018	Year over Year
ALL BC FERRIES	4.05	4.07	4.08	4.08	4.05	-0.03
Route 1	4.14	4.14	4.10	4.19	4.18	-0.01
Route 2	4.02	4.04	4.08	4.07	3.94	-0.13
Route 30	4.07	4.08	4.12	4.10	4.04	-0.06
Route 3	3.98	3.95	4.00	3.87	3.92	+0.05
Route 4	4.03	4.05	3.91	4.17	4.10	-0.07
Route 19	3.63	4.05	3.97	4.05	3.80	-0.25
Route 5/9	4.04	4.07	4.17	4.02	4.17	+0.15
Route 8					3.93	
Route 12					3.93	
Route 17					4.01	
Route 18					3.85	
Route 23					4.27	

- Customer satisfaction related to the overall experience at the terminal was down slightly compared to the same period last year (-0.03).
- Frequent traffic overloads creating sailing waits during peak periods likely contributed to dissatisfaction with the overall terminal experience.

Average satisfaction score out of 5 where 1 = very dissatisfied and 5 = very satisfied.

Note: In June 2018, 5 routes (8, 12, 17, 18 and 23) were added to the 2018 satisfaction tracking survey.

Customer Satisfaction Tracking

Wave 2, August 2018

Customer Satisfaction – Overall experience on board

<i>Overall experience on board</i>	Aug 2014	Aug 2015	Aug 2016	Aug 2017	Aug 2018	Year over Year
ALL BC FERRIES	4.09	4.12	4.17	4.13	4.15	+0.02
Route 1	4.15	4.17	4.21	4.21	4.19	-0.02
Route 2	4.12	4.06	4.24	4.11	4.15	+0.04
Route 30	4.13	4.14	4.18	4.18	4.09	-0.09
Route 3	4.03	4.09	4.03	4.01	4.10	+0.09
Route 4	3.99	4.00	3.93	4.13	4.28	+0.15
Route 19	3.78	4.03	4.00	4.12	4.01	-0.11
Route 5/9	4.00	4.14	4.21	3.97	4.18	+0.21
Route 8					4.06	
Route 12					4.33	
Route 17					4.13	
Route 18					4.12	
Route 23					4.24	

- Customer satisfaction for overall experience on board improved slightly compared to the same period last year (+0.02).
- Improvements in satisfaction scores for this measure were on Routes 2, 3 and 4, 5 and 9.

Average satisfaction score out of 5 where 1 = very dissatisfied and 5 = very satisfied.

Note: In June 2018, 5 routes (8, 12, 17, 18 and 23) were added to the 2018 satisfaction tracking survey.

Comment Summary and Actions Taken



Cancellations/Delays:

Operational cancellations and delays can be caused by traffic volumes, tide levels, mechanical issues or adverse weather conditions. Other impacts to service include medical emergencies, marine emergencies, crewing matters and situations occurring during the loading/unloading process (stalled vehicle, lost key, driver not in vehicle, vehicle dead battery, etc.).

Service Interruption

The in-service delay of the *Northern Sea Wolf* scheduled to provide direct summer service between Port Hardy and Bella Coola and a number of cancellations related to vessel/berth/ramp mechanical issues led to significant customer feedback volumes during Q2 Fiscal 2019. A large number of customers submitted compensation requests for added costs incurred due to impacts on vacation plans. Feedback received as a percentage of all comments for the northern routes increased 51 per cent over Q2 Fiscal 2018.

Actions taken:

- Each incident is reviewed and managed on a case by case basis to ensure the needs of the specific communities and customers are taken into consideration. The primary focus is always on the restoration of full service as soon as it is safe to do so, to minimize the impact to customers.
- Customers whose reservations were cancelled due to the delay of the *Northern Sea Wolf's* in-service date were given the option to sail after September 15, 2018, receive complimentary travel between Port Hardy and Bella Coola in 2019, or travel on an alternate route.
- Direct service between Port Hardy and Bella Coola commenced September 16, 2018 with an alternate vessel, the *Northern Adventure*, providing two round trip sailings per week through to October 11, 2018.
- The "Central Coast September Sale" was announced September 4, 2018 offering savings of up to 40 per cent on 19 direct sailings between Port Hardy and Bella Coola from September 16 to October 11, 2018 to promote the route and encourage travel during the off-peak season.
- Travel on the Central Coast Connector onboard the *Nimpkish* will be complimentary October 9 through March 31, 2019.

Comment Summary and Actions Taken

Cancellations/Delays: (Cont'd)

Traffic Volumes

Peak season and record high vehicle traffic levels prompted feedback regarding operational sailing delays across the fleet.

Actions taken:

- When the vessel is operating ten minutes or more behind schedule, the check-in time for reserved customers is extended by ten minutes. This flexible check-in is offered on the Tsawwassen/Duke Point, Tsawwassen/Swartz Bay, Departure Bay/Horseshoe Bay and Langdale/Horseshoe Bay routes.
- Traffic control flaggers and/or extra staff were added to minor route terminals as needed due to high traffic volumes (Denman East, Quathiaski Cove, Heriot Bay, Little River, Campbell River, Fulford Harbour, Crofton, Vesuvius Bay, Brentwood Bay and Village Bay) to assist with traffic control during peak times. Traffic control at Denman West and other minor terminals is being considered for the 2019 peak season.
- Customers were upset with overloads on the 7:30 am sailing from Bowen Island to Horseshoe Bay during Q2 Fiscal 2019. The *Queen of Capilano* will operate with an "A" license for the 7:30 am sailing on school days during Q3 Fiscal 2019 until the end of November 2018. A more permanent solution to increase passenger capacity is being discussed with Transport Canada.
- The *Quinitsa* provided extra service as needed between Buckley Bay/Denman Island West and was available for extra service between Vesuvius Bay/Crofton, depending on where the vessel was tied up. This strategy ensures crew certifications are current and staff are available as the *Quinitsa* is currently the only relief vessel for the Southern Gulf Islands.
- To assist with higher than typical traffic volumes on the Vesuvius/Crofton route, sailings were added Monday, Thursday, Friday and Saturday mornings at the end of June 2018. Dangerous Goods sailings were changed on Monday, Wednesday, and Thursday's to extend the schedule for the traffic flow over the operational day.
- In response to requests from the local Ferry Advisory Committee and increasing peak-season demand on the morning service between Texada Island and Powell River, daily sailings were added for the summer period from June 27 through September 3, 2018. These changes brought schedule consistency to morning sailing times seven days per week, added capacity on weekend mornings and weekday afternoons, and moved the 10:40 am departure from Powell River twenty minutes earlier to 10:20 am, to simplify the schedule and better meet the needs of customers.
- The *Island Sky* provided additional round trip sailings at the end of the day as needed from Earl's Cove to Salter Bay to assist with moving the volumes of traffic travelling on the Horseshoe Bay to Langdale route.

Comment Summary and Actions Taken

Cancellations/Delays: (Cont'd)

Vessels

Plans to replace aging vessels in order to meet increased traffic demand and provide, safe, efficient, reliable service for future generations are underway. While regular vessel upgrades and improvements enable BC Ferries' vessels to operate reliably until the end of their service life, the Vessel Replacement Program is in place to manage the construction, procurement, and/or major upgrades of ships for BC Ferries' fleet.

Actions taken:

- Two new Island Class hybrid diesel electric vessels are under construction and expected to enter service in the Northern Gulf Islands in 2020 on the Powell River/Texada Island route and the Port McNeill/Alert Bay/Sointula route. Four additional Island Class vessels and one Salish Class vessel will replace the *Bowen Queen*, *Mayne Queen* and *Powell River Queen*, subject to the BC Ferries Commissioner's approval.
- The *Northern Sea Wolf* will provide direct summer service between Port Hardy and Bella Coola for summer 2019.
- The *Spirit of Vancouver Island* was removed from service early September to begin its mid-life upgrade. Additional sailings have been added on the Tsawwassen/Swartz Bay route to make up for reduced capacity on the vessels providing coverage. With planned improvements similar to those completed on the *Spirit of British Columbia*, the Spirit Class vessel is scheduled to return to service for spring 2019.

Comment Summary and Actions Taken

Value for Fares/Cards:

Feedback relates to fares as a result of perception of value for fares paid, ticketing errors, confusion regarding the BC Ferries Experience™ Card and Assured Loading Ticket use and policies, and in response to discount promotions offered to BC Ferries' customers.

Value for Money of Fares

The average cost on all routes dropped year-over-year due to fare reductions, promotional discounts and a reduction in reservation fees.

Actions taken:

- Promotions were offered to customers in effort to shift traffic from peak sailing times and alleviate congestion. During Q2 Fiscal 2019, BC Ferries offered the following promotions:
 - "Sunrise and Sunset Savings" (June 1 through September 30, 2018)
 - ❖ Savings offered on more than 2,100 select early morning and late evening sailings for standard under-height vehicles and drivers on major routes between Swartz Bay/Tsawwassen, Tsawwassen/Duke Point, Horseshoe Bay/Departure Bay and Horseshoe Bay/Langdale.
 - "Bring it All" (June 1 through September 30, 2018)
 - ❖ Fifty per cent savings offered extra length private passenger vehicle discounts applicable to customers travelling with a recreational vehicle longer than 20 feet at \$3.25 per extra foot (regularly \$6.50) on over 1,100 select sailings between Swartz Bay/Tsawwassen and Tsawwassen/Duke Point.
 - "Central Coast September Sale" (September 16 through October 11, 2018)
 - ❖ Savings of up to 40 per cent offered on 19 direct sailings between Port Hardy on northern Vancouver Island and the mid-coast town of Bella Coola.
- Discounts are currently available by using the BC Ferries Experience™ Card on all routes except for Tsawwassen/Swartz Bay, Tsawwassen/Duke Point and Departure Bay/Horseshoe Bay. Fare discount programs have been in place since 1961 for all Gulf Islands, and since 1972 for the Sunshine Coast.
- Flexible pricing for travel between Tsawwassen/Swartz Bay, Tsawwassen/Duke Point and Horseshoe Bay/Departure Bay will be introduced next fiscal year and provide customers with the option to purchase discounted fares in advance at off-peak travel times. Feedback indicates that customers want travel certainty. Until this new pricing program is in place, promotions continue to prove successful in providing customers with best value options and assist in reducing traffic at peak times, contributing to operational efficiency.
- Customers can be confused when it comes to the intent of the the BC Ferries Experience™ Card. They would like the option to use the balance of their card to purchase onboard amenities. At this time, the Experience™ Card system is not integrated with onboard Micros point of sale terminals. A review of card products and options for the future, including a rewards program, are underway.
- Assured Loading card loading errors are taking place at the ticket booth when ticket agents are loading a new set of ten tickets while customers have active product on the card. Errors are shared with ticketing supervisors to provide training.

Comment Summary and Actions Taken

Staff Helpfulness

Communication issues, ticketing errors, misunderstandings, inappropriate behaviour by employees, call wait times, long wait times at the terminal and the inability to secure reservations can lead to customer dissatisfaction.

Feedback Channels

Customer service improvements are identified through shared employee experiences and ongoing customer feedback (complaints, compliments and suggestions) received through all comment channels: letters, emails, phone calls, tweets, Facebook posts, customer satisfaction tracking (CST) and the online feedback form.

Actions taken:

- Customer complaints are reviewed and investigated on a case by case basis. When appropriate, an explanation of the policy or event is provided to the customer.
- Shared with appropriate management for review.
- Front line staff work to familiarise customers on the policies and procedures to avoid future misunderstandings.
- Social media channels and customer emails are monitored and responded to in order to keep both customers and BC Ferries up to date on emerging issues and trends.

Staffing Needs

Record vehicle traffic and call volumes identified gaps in available staff to meet demand. As a result, requirements are consistently analyzed to ensure staffing levels are adjusted to meet demand.

Actions taken:

- Further to the spring hire for peak season, the Customer Service Centre hired 17 additional Customer Sales and Service Representatives (CSSR's) during September 2018 to assist with call and email volumes.
- Approximately 47 seasonal staff were hired for the summer period to support operations and elevated service levels.

Employee Training

BC Ferries invests significantly in the training and development of its employees to further enhance the customers' travel experience.

Actions taken:

- Employee complaints are shared with the appropriate management team, providing coaching opportunities as appropriate.
- Compliments are also shared with the individual management team so that employees can be recognized for their efforts.
- It is understood that customers are more likely to share their negative experiences with BC Ferries than their positive experiences. BC Ferries is proud once again to report that, due to continued improvements in customer service, the number of staff compliments received for "On the Ship: Staff Helpfulness" exceeded complaints during Q2 Fiscal 2019.

Comment Summary and Actions Taken

Reservations:

Northern Bookings

Customers expressed frustration over the uncertainty and availability of northern route reservations and the impact it had on their travel plans for the 2018 summer season.

Actions taken:

- Customers whose previously confirmed bookings were cancelled due to the delay of the *Northern Sea Wolf* were contacted, in order of booking and date of travel, to explore the possibility of alternate travel arrangements. Compensation requests for costs incurred by customers associated with cancelled travel plans were considered on a case by case basis. For more information see page 23.
- BC Ferries repositioned the *Northern Adventure* to provide service on Port Hardy/Bella Coola mid-coast route September 16 through October 11, 2018.
- Customers whose travel plans were impacted due to the *Northern Adventure* and *Northern Expedition's* mechanical issues were asked to submit their receipts for compensation consideration on a case by case basis.

Self-Serve and Allocations

Customers want the option to reserve and make changes to their reservations without having to call and speak with an agent, and they want to know the percentage of allocated space per sailing/vessel.

Actions taken:

- Planning is under way to offer customers the ability to self-serve and book their own foot passenger reservations, starting with travel on the Tsawwassen/Southern Gulf Islands route, with implementation of the new website planned for the end of Fiscal 2019.
- Planning is also underway to provide customers with the ability to book northern route travel online, including amenities.
- The percentage of available deck space for reserved traffic varies from 45-75 per cent, depending on the vessel and the sailing. This includes space set aside for commercial vehicles and buses.

General

Actions taken:

- Customers were frustrated with the challenges they faced during Q2 Fiscal 2019 related to meeting their reservation check-in requirements at the ticket booth due to the volume of traffic outside the ticket booths. BC Ferries added extra traffic control at terminals and requested RCMP assistance to direct traffic during peak times.

Loading /Unloading

Challenges related to Transport Canada's regulation prohibiting customers from remaining in their vehicle during the voyage on closed vehicle decks has resulted in customers continuing to have expectations related to how they were loaded, where they were placed on the vehicle deck, and how they were discharged; in order of vehicle arrival at the terminal was preferred. When customers are not loaded as expected, it is perceived as a customer service issue.

Loading Practices

A number of factors are taken into account when loading vessels: reservations, weight distribution, tide levels, weather conditions, optimal use of car deck space, upper vehicle deck requests for those travelling with medical issues that prohibit them from leaving their vehicle and customers who prefer to remain with a pet in their vehicle.

Actions taken:

- Frontline staff inform customers regarding all aspects of BC Ferries' loading procedures when needed.
- Customer Relations closely monitors feedback to share with terminal and vessel teams to ensure that issues are addressed and coaching opportunities are actioned.
- Alternatives are offered for those customers unable to load on their sailing of choice. For example, BC Ferries offers the Thru-Fare option to travel Tsawwassen/Swartz Bay/Fulford Harbour on Salt Spring Island versus Tsawwassen/Long Harbour, Salt Spring Island directly.
- Early arrival times for customers with specific loading requests is encouraged, and vessel and terminal staff will do their best to accommodate these requests where possible. However, there is no guarantee of placement on the upper or lower vehicle deck and customers are provided the option to wait for the next sailing if their request can not be met for their intended sailing.
- The *Queen of Oak Bay* crew utilized unused vehicle deck space to create 15 additional seats for pet owners.
- Toll booth signage was installed at Swartz Bay informing customers of Transport Canada's Closed Vehicle Deck regulation. Scheduled to be rolled out at major terminals in fall of 2018.

Comment Summary and Actions Taken

Loading/Unloading (Cont'd)

Loading Efficiencies

Customer and employee feedback is continuously reviewed and, where possible, efficiencies are actioned to make improvements to loading practices.

Actions taken:

- *Salish Orca* crews implemented double-lane discharge when off loading in Little River, Comox to improve unloading times.
- *Bayne Sound Connector* crews implemented double-lane unloading on the Buckley Bay/Denman West route. Doing so has resulted in transporting an average of 110 extra vehicles per day due to added efficiencies.
- Planning is underway to build an overhead walkway for foot passengers at the Langdale terminal to improve vessel loading/unloading efficiencies. If approved by the BC Ferries Commissioner, the walkway is scheduled to be ready for late 2020.

Ability to Connect

Customers want the ability to successfully connect to the next leg of their journey with limited wait time when more than one route is involved.

Actions taken:

- The Thru-Fare pilot was re-implemented early September on the Departure Bay/Horseshoe Bay/Langdale routes where a limited number of spaces are available to customers travelling from Departure Bay to Langdale via Horseshoe Bay, or visa versa, allowing them to remain on board rather than disembark in Horseshoe Bay, requiring a turn-around on the highway to re-enter the terminal. This pilot started February 26, 2018 and ended June 21, 2018 to avoid peak season volumes. Pilot results are under review.
- Priority vehicle loading has been established on specific sailings for a limited number of vehicles travelling from Cortes Island/Quadra Island and Hornby Island/Denman Island to enable these customers to successfully transition through to their next sailing.

Part B: Engagement Activities



Engagement Activities

- BC Ferries actively engages stakeholders to improve service and to reach out and hear from the customers and communities it serves.
- As detailed in the following pages, engagement activities are commonly conducted through the following channels:
 - Meetings and liaison activities with 13 Ferry Advisory Committees (FACs)
 - Engagement to support projects and initiatives

Ferry Advisory Committees

2018 Ferry Advisory Committee (FAC) Meetings

- BC Ferries has meetings twice yearly with FACs to discuss local terminal and service issues. The most recent series of meetings with FACs occurred in October and November 2018, and the 13 committees are:
 - Southern Gulf Islands
 - Chemainus / Thetis Island / Penelakut Island
 - Salt Spring Island
 - North & Central Coast
 - Northern Sunshine Coast
 - Southern Sunshine Coast
 - Brentwood Bay / Mill Bay
 - Gambier / Langdale / Keats
 - Bowen Island Municipality
 - Gabriola
 - Campbell River / Quadra Island / Cortes Island
 - Tri-Island (Port McNeill / Sointula / Alert Bay)
 - Denman / Hornby

Common FAC Themes/Improvements

- Traffic levels continue to increase on some routes. Where warranted, BC Ferries has added sailings to meet demand.
- BC Ferries will review proposals for increased service levels received from FACs using the formal Significant Service Request (SSR) process.
- As a result of the SSR process, BC Ferries is currently reviewing the following requests from FACs (Q2 Fiscal 2019):
 - North & Central Coast: expand residents' rate to include mid-Coast travel to/from Bella Coola
 - Campbell River/Quadra/Cortes: expand peak season Sunday sailings into the shoulder seasons

Common FAC Themes/Improvements

- BC Ferries also engages with FACs at other times, such as to address emerging issues, to discuss vessel/terminal projects, to seek ideas on how to best engage/inform their communities and during critical events.
- BC Ferries is continually seeking ways to improve customer communications and the sharing of information.
- During Q2 Fiscal 2019, efforts included:
 - FAC-specific sessions for terminal development and ship replacement projects
 - Coordination of an annual FAC Chairs meeting

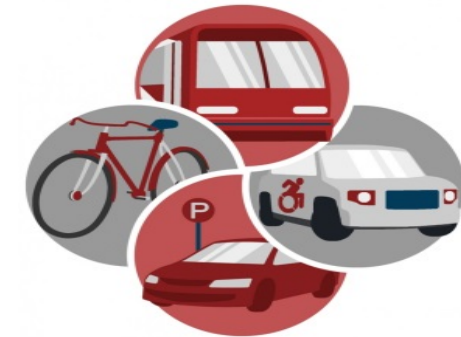
Engagement to Support Projects and Initiatives

Community Engagement Activities

- BC Ferries acknowledges that people affected by a major decision should, whenever possible, be invited into the decision-making process in some capacity.
- BC Ferries considers their input and, where possible, incorporates it into future planning.
- The following pages detail BC Ferries' community engagement activities during Q2 Fiscal 2019 for the following projects:
 - Horseshoe Bay Terminal Development Planning
 - Swartz Bay Terminal Development Planning
 - Langdale Terminal Development Planning
 - Minor Terminal Development Planning
 - Bowen Class Vessel Replacements

Horseshoe Bay Terminal Development Planning

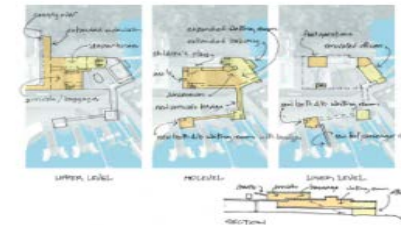
- **Purpose of engagement:** to gather public input that supports the creation of the Terminal Development Plan (TDP) for Horseshoe Bay (HSB).
- The initial stages of **Phase 4** occurred during Q2 Fiscal 2019 and focused on gathering input from transportation planning partners about how traffic should flow to and through the terminal. This information was used to help inform concept designs for the terminal.
- **Engagement activities** included one transportation planning partner workshop held in West Vancouver.
- **17 people** participated, including planners from Translink, District of West Vancouver, and Ministry of Transportation and Infrastructure.
- **Key themes** included:
 - Ease of navigation to/from terminal & into/out of HSB village
 - Traffic and highway circulation and ease of movement
 - Integrating the TDP with HSB plans (incl. streetscape, park, trails etc.)
 - Future flexibility for larger buses, electric vehicles, increased transit ridership etc.



Next steps: Present terminal design concepts to stakeholders and the public for input in early 2019.

Swartz Bay Terminal Development Planning

- **Purpose of engagement:** to gather public input that supports the creation of the Terminal Development Plan for the Swartz Bay terminal.
- **Phase 2** occurred during Q2 Fiscal 2019 and focused on gathering input on several 'Big Ideas', or potential options for the terminal.
- **Engagement activities** included pop-up events at the terminal, an online engagement, and stakeholder and employee workshops.
- Over **840 people** participated.
- **Key themes** included:
 - Most concepts met participants' needs well or very well
 - Preference for a park along the waterfront
 - Preference to keep concession area close to the vehicle passenger waiting area as it is today



Big Idea #1
Expanded Foot Passenger Building



Big Idea #2
Expanded Foot Passenger Waiting Area

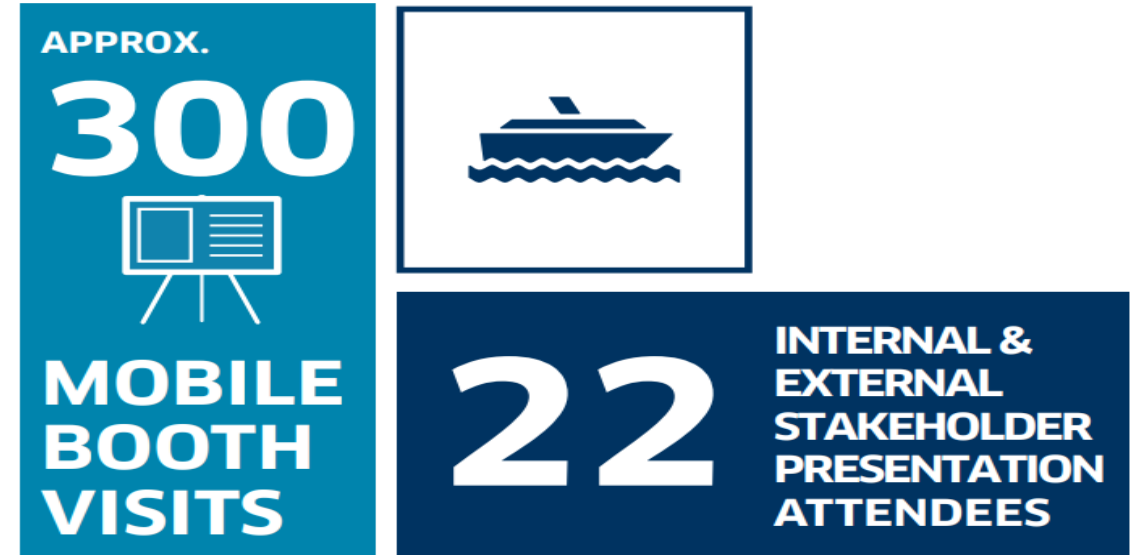


Big Idea #3
Improved Foot Passenger Pick-Up / Waiting Areas

Next steps: Present the final draft Terminal Development Plan to stakeholders and the public in early 2019.

Langdale Terminal Development Planning

- **Purpose of engagement:** to gather public input that supports the creation of the Terminal Development Plan for the Langdale terminal.
- A project update **engagement** occurred during Q2 Fiscal 2019 and focused on introducing stakeholders and the community to the overhead walkway design and providing them with an update on project progress.
- **Engagement activities** included pop-up events at the terminal and a key stakeholder meeting.
- Over **300 people** were reached through these activities.
- **Next steps:** Phase 3 of engagement will occur in early 2019 and will gather input on terminal design concepts.

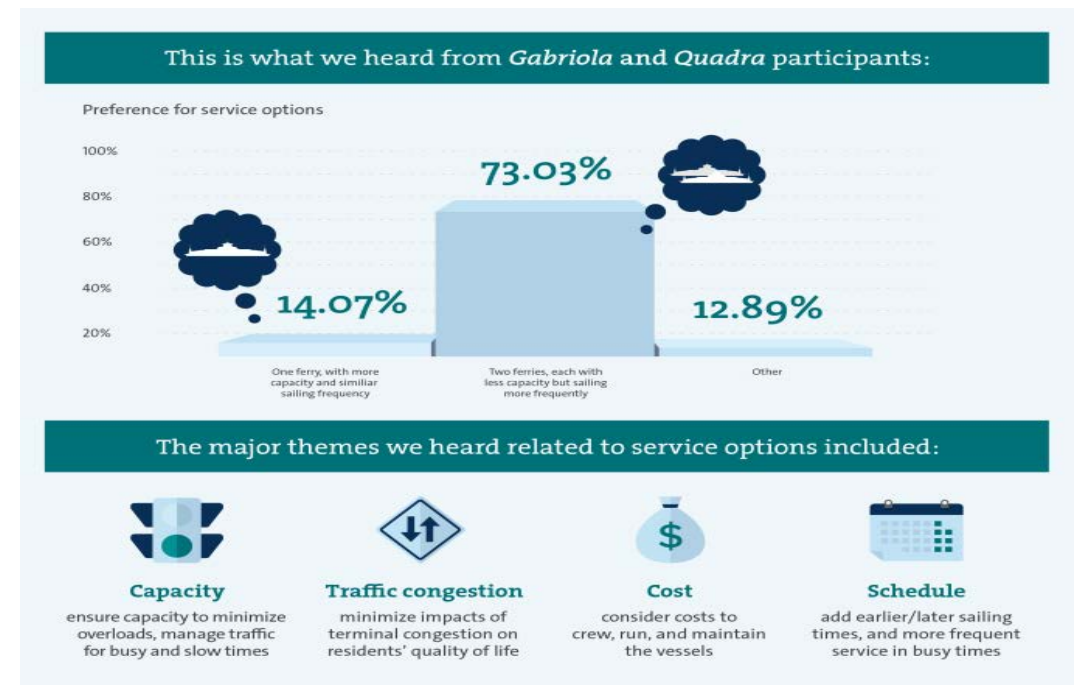


Minor Terminal Development Planning

TDP	Engagement Activities	Phase of Engagement	Major Themes from Engagement	Next Steps
Skidegate	Meeting with SHIP (Skidegate Haida Immersion Program)	Phase 3 - Key Issues	Cultural place names for Skidegate and Alliford Bay terminals	Engagement on Draft Options
Alliford	No engagement activities took place during Q2 Fiscal 2019 as TDP was being finalized; next step will be to share TDP with community.	Phase 6 - Final TDP	No engagement activities took place during Q2 Fiscal 2019.	Final TDP Engagement
Gabriola	<ul style="list-style-type: none"> • Online engagement • Drop-in session • Meetings with: <ul style="list-style-type: none"> • Islands Trust • Ferry Advisory Committee • Employee engagement with vessel staff 	Phase 3 - Key Issues Phase 4 - Draft Concepts	<ul style="list-style-type: none"> • Traffic safety • Bigger holding compound • Better terminal amenities 	Engagement on revised concept in Gabriola and posted online for feedback
Nanaimo Harbour	<ul style="list-style-type: none"> • Online engagement • Drop-in session • Meetings with: <ul style="list-style-type: none"> • City of Nanaimo • Nanaimo Port Authority • Ferry Advisory Committee • Employee engagement with vessel and terminal staff 	Phase 3 - Key Issues Phase 4 - Draft Concepts	<ul style="list-style-type: none"> • Bigger holding compound to deal with ferry traffic backing on to road • Improve safety • Better terminal amenities 	Revised concept posted online for feedback
Campbell River	Meeting with Ferry Advisory Committee	Phase 1-2 Preplanning & Baseline Report	Varies issues identified	Engagement in Fall 2018
Central Coast TDP (Bella Coola, McLoughlin Bay, Ocean Falls, Shearwater)	Meetings with <ul style="list-style-type: none"> • Central Coast Regional District • Harbour Authority • Department of Fisheries and Oceans • Nuxalk Development Corporation • Tweedsmuir Travel 	Phase 3 – Key Issues	Various issues identified	Presented draft options to Small Craft Harbours Online engagement delayed until Fall 2018

Bowen Class Replacement Vessels

- **Purpose of engagement:** Gather feedback from communities and customers regarding their preference for vessels and service on the Campbell River to Quadra Island, and the Nanaimo Harbour to Gabriola Island runs.
- **Phase 1** occurred during Q2 Fiscal 2019 and focused on one central question: Would customers prefer one larger vessel that provides similar sailing frequency as the current service, or two smaller vessels with increased sailing frequency?
- **Engagement activities** included an information session on Gabriola, pop-up events at the terminal and Tru-Value Grocery Store on Quadra Island, an online engagement, and employee outreach.
- Over **1,400 people** participated.
- **Results** indicate a strong preference for two ship service:
- **Next steps:** Introduce the ship design to communities through public drop-in sessions in mid-2019.



Routes and Terminals by Region

VANCOUVER ISLAND – MAINLAND	
ROUTE LABEL	TERMINALS
ROUTE 1	SWARTZ BAY-TSAWWASSEN
ROUTE 2	DEPARTURE BAY-HORSESHOE BAY
ROUTE 30	DUKE POINT-TSAWWASSEN

SOUTHERN GULF ISLANDS	
ROUTE LABEL	TERMINALS
ROUTE 4	FULFORD HARBOUR-SWARTZ BAY
ROUTE 5	SWARTZ BAY TO SOUTHERN GULF ISLANDS
ROUTE 6	CROFTON-SALT SPRING ISLAND
ROUTE 9	TSAWWASSEN-SOUTHERN GULF ISLANDS
ROUTE 12	BRENTWOOD BAY-MILL BAY
ROUTE 19	GABRIOLA ISLAND-NANAIMO
ROUTE 20	CHEMAINUS-PENELAKUT ISLAND-THETIS ISLAND

MID & NORTH COAST	
ROUTE LABEL	TERMINALS
ROUTE 10	PORT HARDY TO NORTH COAST (McLOUGHLIN BAY, OCEAN FALLS, BELLA COOLA, SHEARWATER, KLEMTU)
ROUTE 10S	DISCOVERY COAST CONNECTOR SERVICE (McLOUGHLIN BAY, OCEAN FALLS, BELLA COOLA, SHEARWATER)
ROUTE 11	PRINCE RUPERT-SKIDEGATE LANDING
ROUTE 26	SKIDEGATE LANDING-ALLIFORD BAY
ROUTE 28	PORT HARDY-BELLA COOLA

NORTHERN GULF ISLANDS	
ROUTE LABEL	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 McNEILL-MALCOLM ISLAND-ALERT BAY

SUNSHINE COAST	
ROUTE LABEL	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-KEATS ISLAND WEST
ROUTE 17	COMOX-POWELL RIVER
ROUTE 18	POWELL RIVER-TEXADA ISLAND