

Feedback and Engagement Report

Quarter ended June 30, 2019 (Q1 Fiscal 2020)

Part A: Customer Initiated Feedback and Customer Satisfaction Tracking

Q1 Fiscal 2020 Customer Feedback

Executive Summary

BC Ferries receives customer-initiated feedback through letters, emails, phone calls, tweets, Facebook posts and the online feedback form. During Q1 Fiscal 2020, 5.8 million customers travelled with BC Ferries, as compared to 5.7 million in Q1 Fiscal 2019. During this period:

- A total of 3,601 comments were received, compared to 3,609 for the same period in the prior year
- The average time to respond to customers was 9.2 days compared to 10.9 days for Q1 Fiscal 2019
- Positive feedback made up 9% of all customer comments received, compared to 8% for Q1 Fiscal 2019
- The top five complaints represented 34% (1,220) of all comments received, compared to 40% (1,439) for Q1 Fiscal 2019
- 84% of passengers surveyed in June 2019 reported to be satisfied overall with their experience versus 89% in June 2018
- Net Promoter Score** : +23

Trends identified in Q1 Fiscal 2020 include:

- Value for Money continues to be reported as an issue for travel between Vancouver and Vancouver Island. We believe the removal of a 2.9 per cent fuel rebate and the implementation of a 1.5 per cent fuel surcharge contributed to the 4.7 per cent increase in the number of complaints in this category, and that a contributing factor was a large increase in fare errors over the same period last year as the Company worked through the implementation of its upgraded point of sale system and the new reservation system.
- Cancellations/Delays on several routes had less of an impact on customers in Q1 Fiscal 2020 compared to Q1 Fiscal 2019. However, there were a number of weather related cancellations on several routes in April; one particular weather event caused the need for some vessel repairs impacting sailings on the Tsawwassen-Swartz Bay route. There was also a mechanical issue with a vessel at the end of June, impacting service on the Horseshoe Bay-Langdale route. Also of note was the retirement of the *Howe Sound Queen* and the deployment of the *Quinitsa* on the Crofton-Vesuvius route, which introduced a vessel with smaller vehicle capacity which has generated some complaints.
- There was an increase in the number of complaints in the category of Staff Helpfulness in Q1 Fiscal 2020 compared to Q1 Fiscal 2019. Customer concerns about fare errors at the ticket booth generated a number of the complaints in this category.
- Feedback expressing concerns in the category of Loading/Unloading went down by 1.6 per cent compared to the same time period last fiscal year. The key customer concerns related to Transport Canada regulations for closed car decks, accessible parking spaces onboard and requests to remain in a vehicle with a pet were the top issues in this category.
- Stabilization and experience with the new booking system over the last year has contributed to a reduction in negative feedback related to the booking process in Q1 Fiscal 2020 compared to Q1 Fiscal 2019, when the new booking system was introduced. As with any new software implementation, there were minor software issues that once resolved improved customer experience and reduced concerns.

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

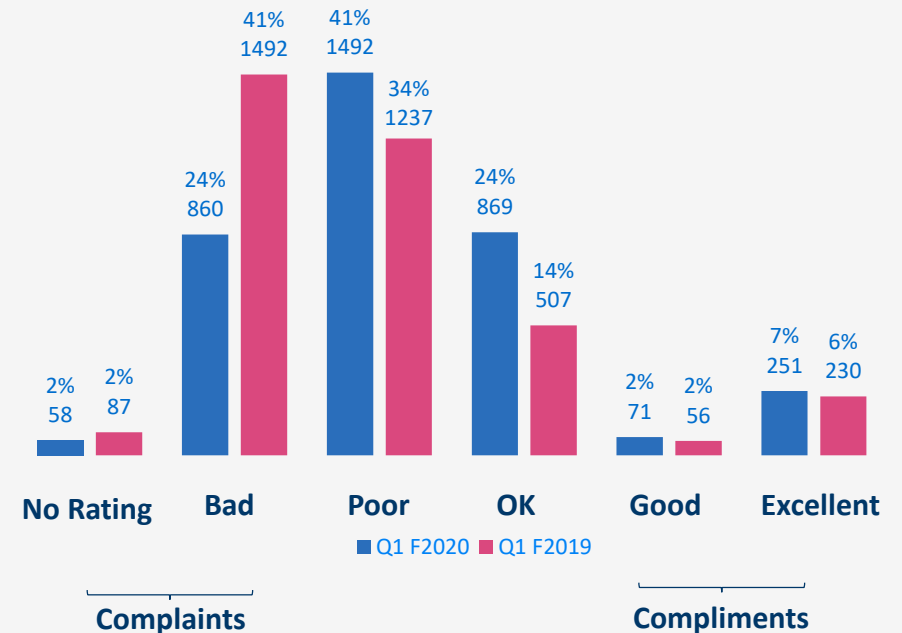
- 191 General comments received made up of community issues (57), company information (100) and environment (34)
- 58 additional comments were provided with no rating

There were 3,352 comments used for further analysis as they were specific to a route or region.

** Question: Based on your experiences with BC Ferries in the past year, tell us how likely you would be to recommend BC Ferries to a friend or colleague?

Distribution of Total Comments by Rating

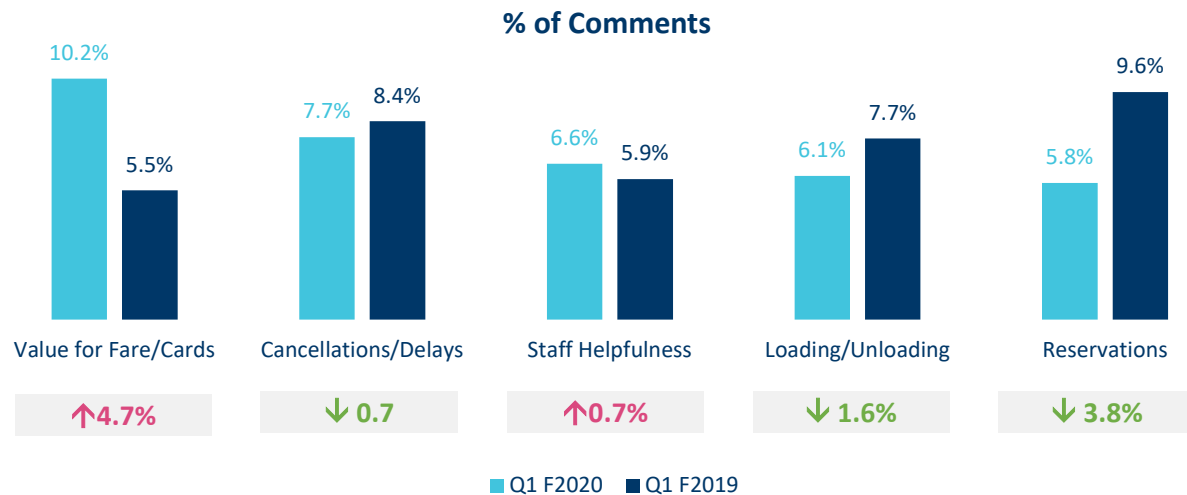
Total Comments*
Q1 F2020 = 3,601
Q1 F2019 = 3,609



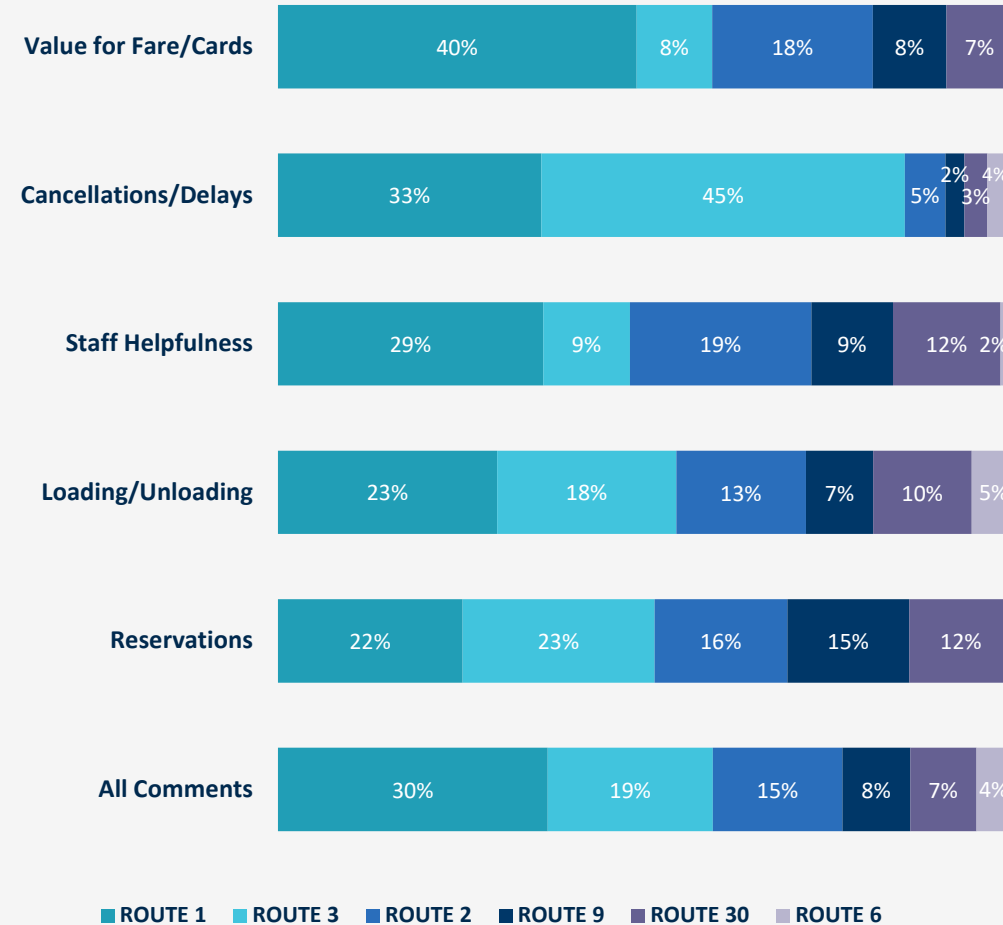
Customer Initiated Feedback

Top Five Customer Complaints

#	Complaint	Q1 F2020		Q1 F2019	
		Complaints (n=2265)*	% of Comments (n=3352)**	Complaints (n=2612)*	% of Comments (n=3316)**
1	Value for Fare/Cards	342	10.2%	181	5.5%
2	Cancellations/Delays	259	7.7%	279	8.4%
3	Staff Helpfulness	221	6.6%	197	5.9%
4	Loading/Unloading	204	6.1%	255	7.7%
5	Reservations	194	5.8%	319	9.6%



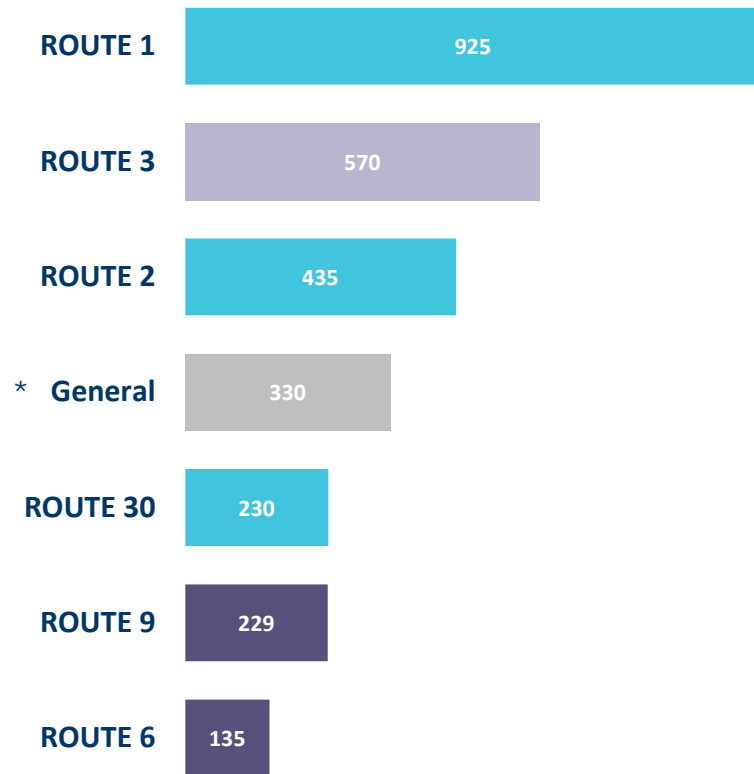
Comment Distribution by Route



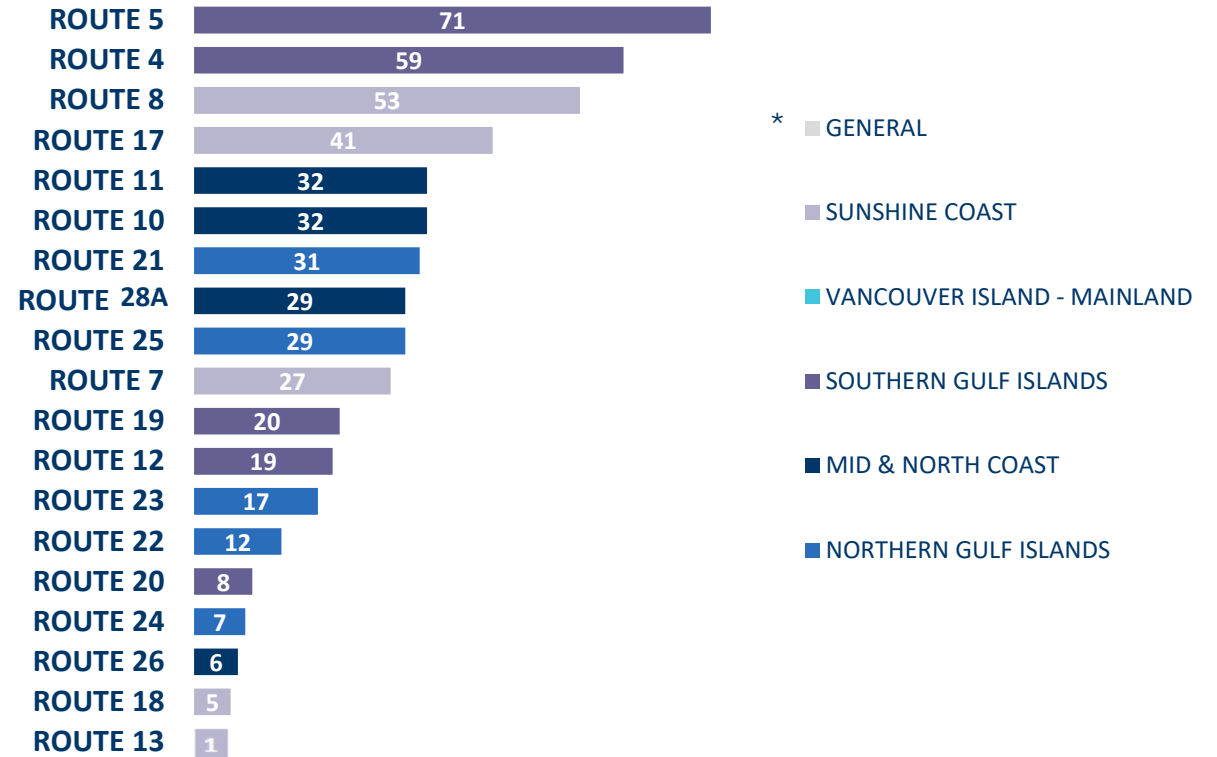
*Complaints = "bad" or "poor" rating accompanied by a comment
 **Excludes comments classified as General and comments with no rating provided

Overall System Wide Comments by Route

Routes with > 100 Comments



Routes with ≤ 100 Comments



- * GENERAL
- SUNSHINE COAST
- VANCOUVER ISLAND - MAINLAND
- SOUTHERN GULF ISLANDS
- MID & NORTH COAST
- NORTHERN GULF ISLANDS

Routes with no comments: ROUTE 28

* Comments with no route specified

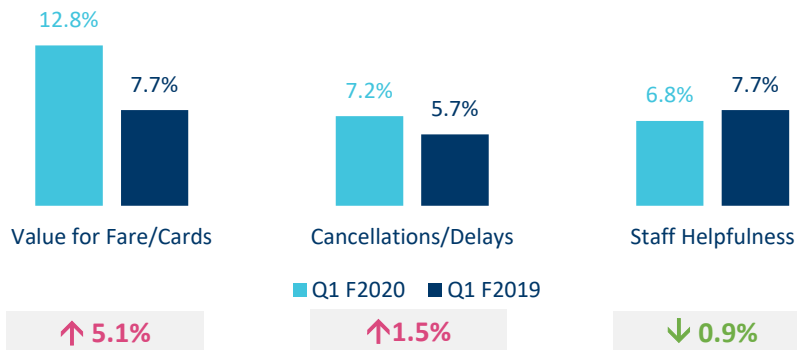
Regional Comments

Vancouver Island - Mainland:

47% of Total System Wide Comments Received

#	Complaint	Q1 F2020		Q1 F2019	
		Complaints (n=1106)*	% of Comments (n=1590)*	Complaints (n=1076)*	% of Comments (n=1384)*
1	Value for Fare/Cards	204	12.8%	106	7.7%
2	Cancellations/Delays	114	7.2%	79	5.7%
3	Staff Helpfulness	108	6.8%	106	7.7%

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



Sample Customer Comments

Complaints (1106)

- Customer wrote: "I am disappointed with the Sunrise Sunset Savings discount. I waited two hours to take the 9:00 pm Tsawwassen-Swartz Bay sailing with my small pickup truck and camper only to find out that I didn't qualify because they were over seven feet high. I don't understand why oversized vehicles aren't included in this promotion."
- Customer wrote: "The agent did not charge me the thru fare even though I told her my final destination was going to be Salt Spring Island. I would like a refund for the difference in fares."
- Customer wrote: "My family (two adults/one child) visited Victoria via BC Ferries yesterday morning. I mentioned how many were in the vehicle at the ticket booth but was charged for three adults and one child. I paid with VISA and would like this matter resolved ASAP."
- Customer wrote: "Why is it that the Horseshoe Bay-Nanaimo sailings seem to have multiple delays every week, yet the Victoria sailings seldom do? It's high time you put reliable vessels in service on this run."
- Customer wrote: "As a frequent user of BC Ferries... I find the workers' attitudes getting worse and hearing their complaints about patrons on board and/or their co-workers is becoming all too common and a little much. I highly doubt this will get much traction but I feel it needs to be said."

Compliments (148)

- Customer called to express her gratitude towards an employee in the Seawest Lounge on the *Coastal Celebration's* 7:00 am sailing. The customer was having a bad morning and said the employee could see that and chose to sit down with her. The employee turned her bad day around! The customer was so appreciative of this employee and believes all employees should be like her.
- Customer wrote: "I just want to extend a heartfelt thank you. My mom and dad came over to Victoria from Tsawwassen and the staff was above and beyond helpful with assisting my mom with a wheelchair reservation."

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

Regional Comments Sunshine Coast:

21% of Total System Wide Comments Received

#	Complaint	Q1 F2020		Q1 F2019	
		Complaints (n=421)*	% of Comments (n=697)*	Complaints (n=448)*	% of Comments (n=518)*
1	Cancellations/Delays	83	11.9%	45	8.7%
2	Reservations	45	6.5%	39	7.5%
3	Loading/Unloading	45	6.5%	72	13.8%

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



Sample Customer Comments

Complaints (421)

- Customer called regarding his cancelled reservation for travel from Horseshoe Bay to Langdale due to mechanical issues with the *Queen of Coquitlam*. He was very frustrated that there was no space available later in the day and said that he books ahead of time to avoid sailing waits, which he will now experience.
- Customer wrote: "Cancelling a ferry 18 minutes before it's supposed to run doesn't help people driving over three hours from Victoria to Courtenay who are trying to get to Powell River. I had important appointments this morning and was assured the first ferry would run early. Woke up at 2:00 am and drove to the ferry only to wait until 18 minutes before the sailing to be told it was cancelled. I know you can't change the weather but more notice would be nice."
- Customer called to express her dissatisfaction with reservation check-in policies. The customer arrived five minutes late for her reservation and was frustrated that it was not honoured.
- Customer wrote: "I had knee surgery and required elevator access. I told the ticket agent who gave us a paper to put in our window and put us in a lane with others that had similar requests. When the ferry loaded they put our lane on first, which put us as far away from the elevator as possible. It made it very difficult to manoeuvre through all the vehicles just to get to the elevator. I was very disappointed as this was totally unnecessary."

Compliments (56)

- Customer wrote: "Thank you to BC Ferries' Langdale crew for accommodating my big black truck and my little white dog who recently underwent surgery. The team moved mountains to let me stay with her on the upper car deck on National Pet Day!"
- Customer wrote: "You need a 'way above' excellent rating for one of your employees. She just made my day with her thoughtfulness, kindness, and genuine pleasantries - she's a real keeper."

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

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

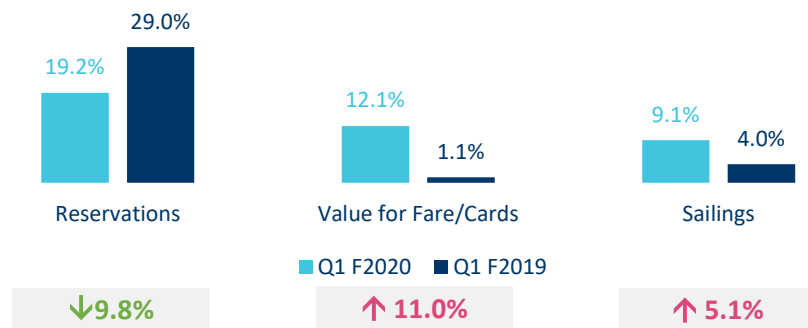
Regional Comments

Mid & North Coast:

3% of Total System Wide Comments Received

#	Complaint	Q1 F2020		Q1 F2019	
		Complaints (n=75)*	% of Comments (n=99)*	Complaints (n=146)*	% of Comments (n=176)*
1	Reservations	19	19.2%	51	29.0%
2	Value for Fare/Cards	12	12.1%	2	1.1%
3	Sailings	9	9.1%	7	4.0%

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



Sample Customer Comments

Complaints (75)

- Customer called to express frustration with the high volume of traffic travelling on the Northern Routes during the summer months, making travel for local residents impossible without booking a year in advance. He called the Customer Service Centre in April to book his travel with a commercial truck for June 9, but all the sailings around that date were already fully reserved. Customer feels that change is necessary and that local residents should be given priority over tourists.
- Customer wrote: "I wanted to file a complaint about the high fares for travel from Port Hardy to Bella Bella and vice versa. When I lived in Bella Bella, in 2004 through 2010, I recall we could book a round trip on BC Ferries for about \$650. I am now paying nearly that much for a one-way trip and \$1,200 for a round trip. I think this is a ridiculously high fare and you're taking advantage of people who have no other means of travelling to and from their home with their vehicles."
- Customer called to share their concerns regarding the frequency of sailings from Port Hardy to Prince Rupert and the Mid-Coast ports. The customer explained that they believe the current frequency of sailings is inadequate during the months of May and June, especially as more people move to the West Coast and look to travel north. The increased northbound travel, coupled with the infrequent spring sailings, hinders travel for residents and communities who rely on the routes year-round.

Compliments (6)

- Customer wrote: "I boarded the ferry in Bear Cove Saturday night, bound for Prince Rupert and continuing to Haida Gwaii. It was Easter weekend, and although this route was interrupted by a large storm, the caring professionalism of the crew of the *Northern Adventure* shone brightly through."

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

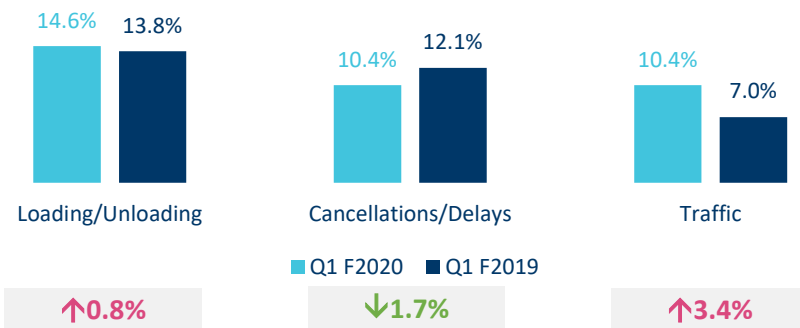
Regional Comments

Northern Gulf Islands:

3% of Total System Wide Comments Received

#	Complaint	Q1 F2020		Q1 F2019	
		Complaints (n=75)*	% of Comments (n=96)*	Complaints (n=36)*	% of Comments (n=57)*
1	Loading/Unloading	14	14.6%	8	13.8%
2	Cancellations/Delays	10	10.4%	7	12.1%
3	Traffic	10	10.4%	4	7.0%

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



Sample Customer Comments

Complaints (75)

- Customer wrote: "Some of the new deck hands on the *Baynes Sound Connector* don't give drivers any feedback about when to stop our engines. They don't make eye contact and just stroll on by, not giving any signal to put the car in park and turn off the engine. We are used to deck hands who try to squeeze on every possible car for the convenience of the travelling public. These new guys seem pretty nonchalant about the job!"
- Customer wrote: "The waits at the Buckley Bay terminal and Denman East terminal are ridiculously long. A trip that usually takes one hour took three hours, all because BC Ferries chose to replace the larger ferry with a smaller ferry."
- Customer called to request reimbursement for her hotel in Campbell River. The customer planned to travel home to Quadra Island on the last sailing of the night, but that sailing was cancelled due to mechanical issues and therefore the customer was unable to travel home until the next morning.
- Customer wrote: "Here we are running the same inadequate service on our small island. We have expressed our need for greater capacity over the last 20 years and we have received promises of new ferries and better service. These promises are broken once again and today I could not go to work because of your refusal to listen to our community and its needs. People who work and live in our community rely on our ferry as part of their highway to survive. Your service is no longer adequate but you do not seem to want to listen. What will it take for you to listen and work with our communities to provide good service?"

Compliments (5)

- Customer wrote: "Thank you very much for the use of your car! Your kindness is very much appreciated and your trust is a very rare thing. Thanks again!"

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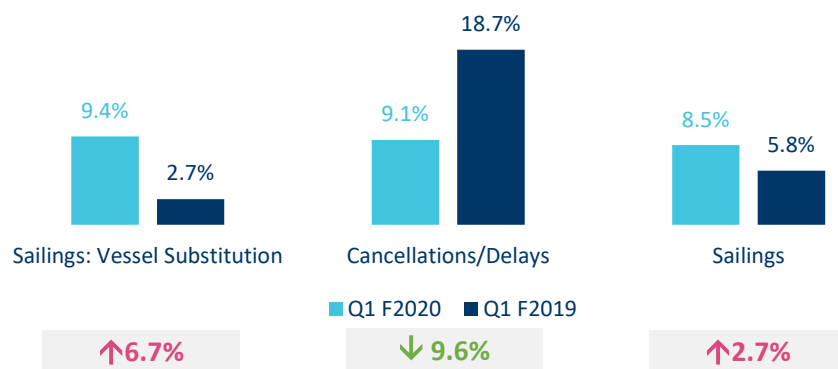
Regional Comments

Southern Gulf Islands:

16% of Total System Wide Comments Received

#	Complaint	Q1 F2020		Q1 F2019	
		Complaints (n=426)*	% of Comments (n=541)*	Complaints (n=621)*	% of Comments (n=728)*
1	Vessel Substitution/New Ships	51	9.4%	20	2.7%
2	Cancellations/Delays	49	9.1%	136	18.7%
3	Sailings	46	8.5%	42	5.8%

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



Sample Customer Comments

Complaints (426)

- Customer wrote: "I'm writing about the new ferry on the Crofton-Vesuvius route. We arrived one hour and 15 minutes before the scheduled sailing and did not get onto that sailing, having to wait until the 3:00 pm, making our total journey time 3.5 hours just to get to Crofton... a 20 minute sailing! This situation is not acceptable! We are residents of Salt Spring Island and frequently have to attend appointments in Duncan."
- Customer wrote: "Your recently changed service on the Crofton-Vesuvius route is a disaster! You reduced the size of the ferry during peak season! There are now three sailing waits! Put on another ferry to run consecutively or switch to a ferry with the capacity to deliver decent service. You are not serving the BC public nor our visitors."
- Customer wrote: "Yet another day and more delays. Considering your business is dependent on schedules, you don't seem to understand what that means. Every day the same ferry is late, from 15 minutes to an hour. Very poor organizational skills. As this is a ferry that serves tourists, it's not a great endorsement for BC Ferries."
- Customer wrote: "I sure would like to visit family on Galiano Island on the weekends, but your Long Harbour-Sturdies Bay schedule makes it really difficult."
- Customer wrote: "What plans do you have to accommodate all vehicles and passengers wishing to travel Otter Bay-Swartz Bay and return? At the moment you are in meltdown mode and summer is just coming."

Compliments (29)

- Customer wrote: "Good morning I would like to let the Mill Bay ferry staff know what an excellent service they provide. The best, friendliest crew ever and so helpful! I use the Mill Bay run often and really hope a larger vessel will be coming or two ferries. It is so important to the Victoria traffic flow."
- Customer Tweeted: "Three 'Atta-Go-Lads' for @BCFerries Skeena Queen crew for loading and departure right on time at 11:50 am."

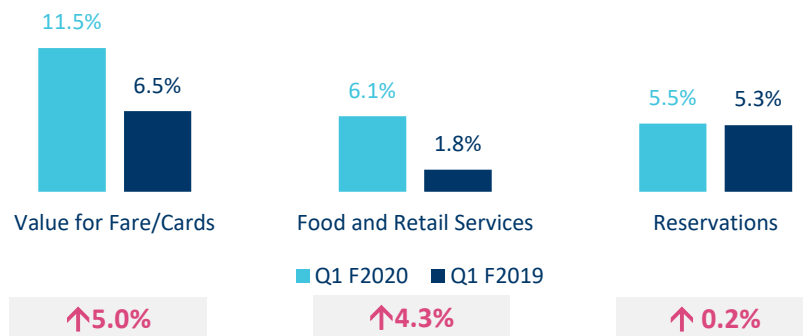
*Complaints = "bad" or "poor" rating accompanied by a comment
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Regional Comments General (No Route Specified):

10% of Total System Wide Comments Received

#	Complaint	Q1 F2020		Q1 F2019	
		Complaints (n=162)*	% of Comments (n=330)*	Complaints (n=285)*	% of Comments (n=449)*
1	Value for Fare/Cards	38	11.5%	29	6.5%
2	Food and Retail Services	20	6.1%	8	1.8%
3	Reservations	18	5.5%	24	5.3%

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



Sample Customer Comments

Complaints (162)

- Customer expressed disappointment in having to call for clarification regarding the BC Senior rate after initially trying to find the answers to their questions online.
- Customer wrote: "I am writing this to voice my concerns regarding BC Ferries applying to serve alcohol aboard your vessels. What is wrong with this company? At a time in society when drinking and driving is so illegal, you are going against all the laws and regulations that have been imposed for everyone's safety."
- Customer wrote: "The 30 minute reservation check-in requirement is an excessive amount of time. Today we were at the ticket booth 29 minutes prior (due to long lineups and not enough tellers open) and our reservation was not accepted. I would like to request my reservation fee be refunded, and that you make the cut-off more reasonable."

Compliments (43)

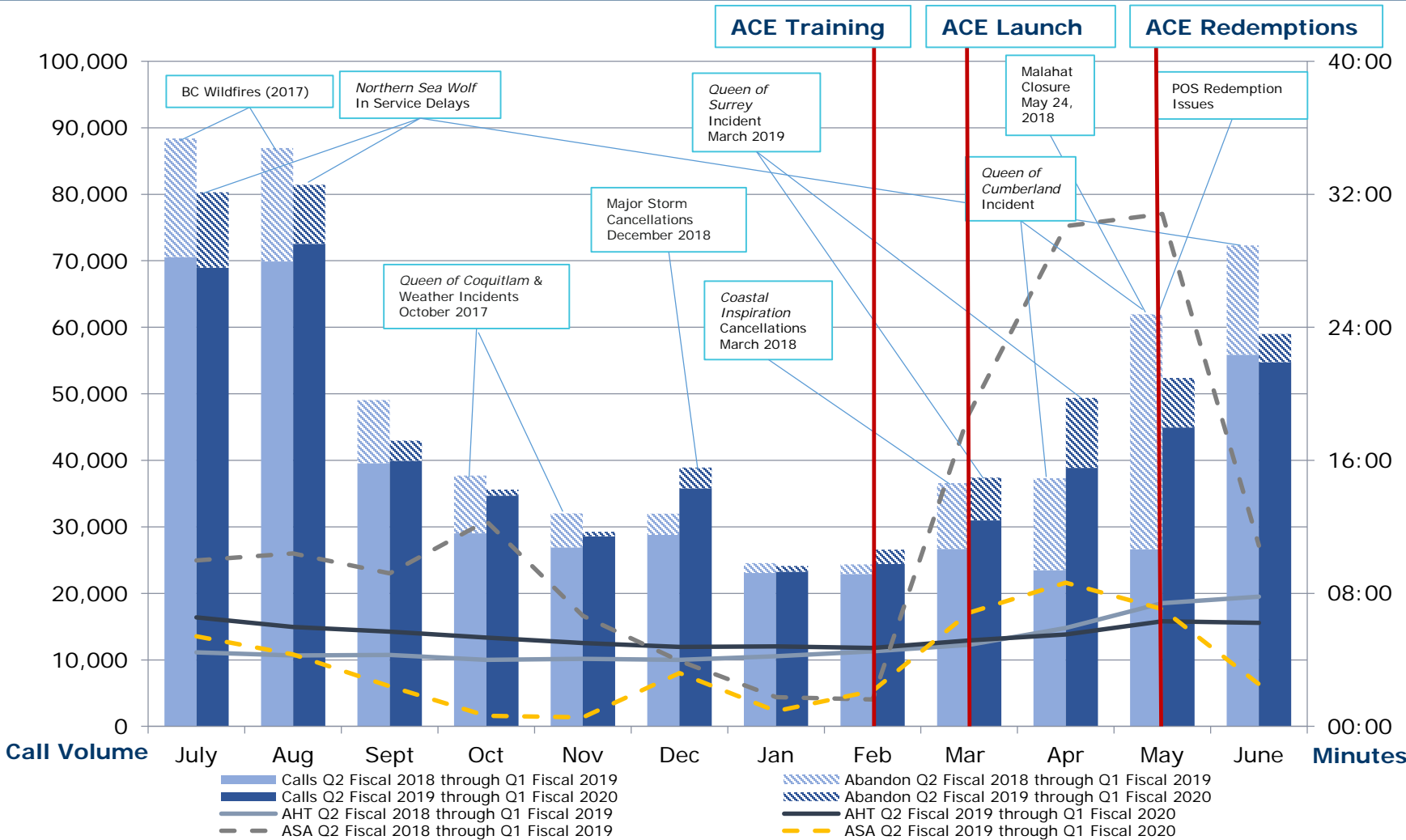
- Customer wrote: "What is going on at BC Ferries? We used to look forward to announcements so we knew we were docking and could get off. Now we have 'Welcome Aboard' announcements, a greeter for walk-on passengers, polite vehicle deck staff, announcements encouraging passengers with questions to 'Ask any of our staff who will be happy to assist', crew interacting with travellers, smiles and happiness. We are very frequent travellers on several routes. We have noticed a massive improvement in the staff and their effort to provide great service to the travelling public over the last couple of years. Your customer service initiatives are working, and it's appreciated. Keep it up."
- Customer tweeted: "BIG thumbs-up to the people running the food line on @BCFerries tonight and always. Superhuman amounts of patience & kindness when people are nothing but abrupt & impatient with them. Customer service MVPs."

*Complaints = "bad" or "poor" rating accompanied by a comment
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Call Volumes & First Call Resolution



CSC - Volumes



Legend:

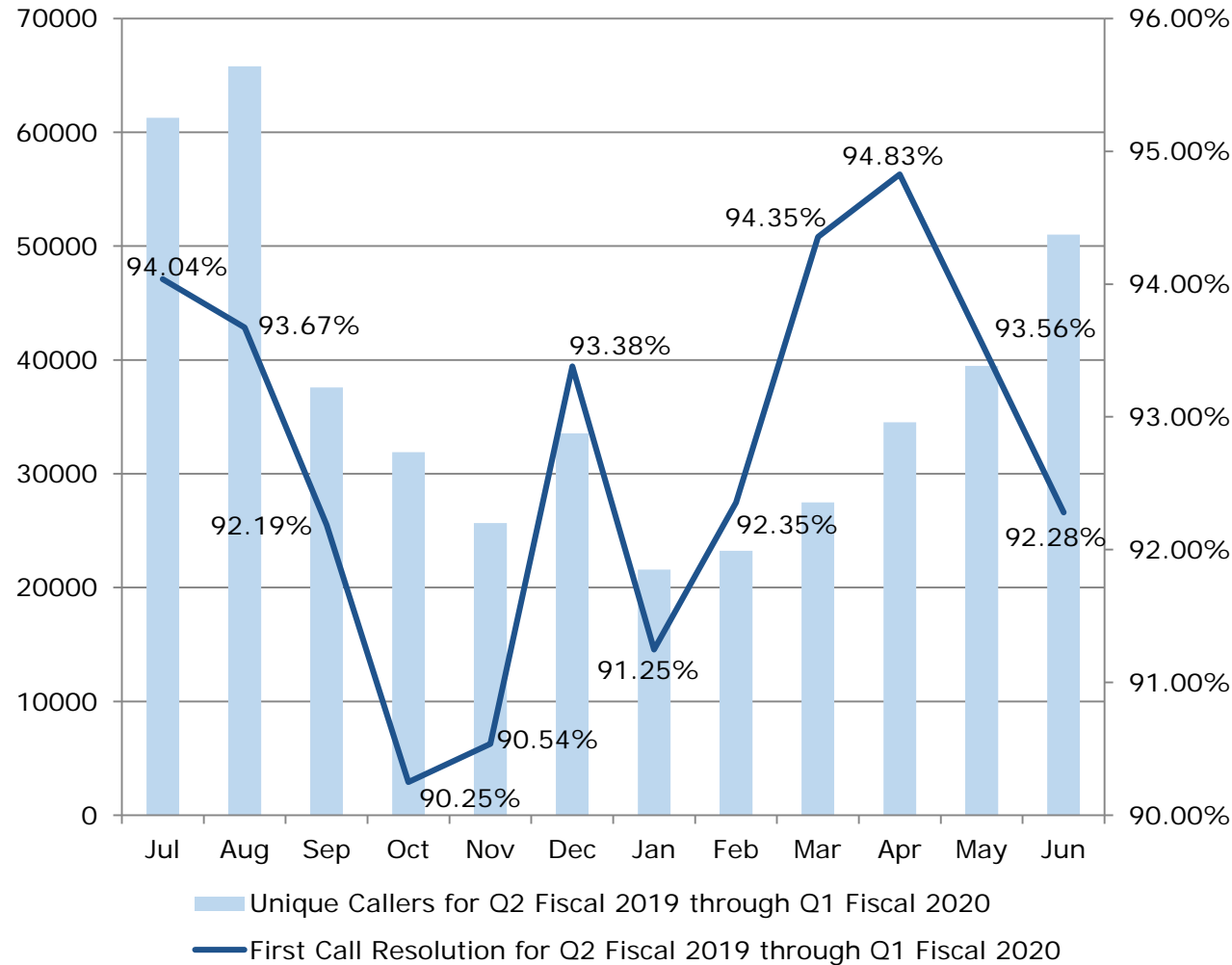
- AHT = Average Call Handle Time (i.e. Length of time agent is on a call)
- ASA = Average Speed of Call Answer (i.e. Length of time customer is on hold)
- ACE = New Reservation System
- POS = Terminal Point of Sale System

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

The Customer Service Centre handled 138,548 calls in Q1 Fiscal 2020 as compared to 106,007 during Q1 Fiscal 2019.

The average call handle time (AHT) improved significantly in Q1 Fiscal 2020 compared to Q1 Fiscal 2019, reflecting the efficiencies gained in AHT as agents have become more familiar with the new booking system since its launch in March 2018, and the increase in agents during this period over the previous year. AHT remains higher than prior to the launch of the reservation system due to the increased complexity of the program.

First Call Resolution



BC Ferries tracks the rate at which customers 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:

- Data for Fiscal 2020 shows that, on average, 93.6 per cent of individual customers have their concerns resolved during their first call
- Approximately 6.4 per cent of customers (primarily commercial) who call repeatedly in one day drive roughly 20 per cent of the total call volume

First Call Resolution dipped at the end of Q1 as the spring seasonal classes were new to taking calls.

Customer Satisfaction Tracking

Wave 1, 2019

CST Intercept Survey Methodology

- 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).
- 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).

Changes to the Customer Satisfaction Tracking for 2019

- Consistent with the conditions of BC Ferries Commissioner Order 18-01, changes have been implemented to the CST program to include additional routes and to re-procure the contract with an external service provider to conduct the survey
- In May 2019, BC Ferries contracted a new vendor to conduct customer satisfaction tracking
- To improve the survey, a number of changes were made to the design including: reducing the number questions, rewording some questions, moving the question regarding overall satisfaction to the end of the survey, and opening the survey up to customers who travelled within a 48 hour window
- A new website, ferryfeedback.ca, went live in June, 2019. It enables customers travelling on all routes to participate in the CST survey during intercept dates. The site also hosts a short '*How did we do today*' survey that is available year-round.
- Customers on BC Ferries' research panel were invited to complete the CST survey for the first time. Respondents were made up of customers from 17 routes.
- Results from the website and panel for the June 2019 CST Wave are not statistically significant due to the low number of respondents resulting in under representation for all routes/customer segments.

Customer Satisfaction Tracking Intercepts - June 2019

Results



Question: *How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries?*

A total of 84 per cent of passengers surveyed in June 2019 reported to be satisfied overall with their experience travelling on BC Ferries, resulting in an average score of 4.10 out of 5. This represents a decrease from the 4.27 average score, 89 per cent satisfied reported in June 2018.

Note:

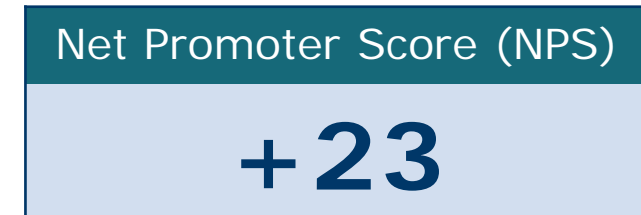
- Customer Satisfaction scores are measures of consumer intercept surveys done in June, August and November of each calendar year on Routes 1, 2, 30, 3, 4, 5/9, and 19.
- The decrease in satisfaction for Wave 1, 2019 may not be a true reduction, rather a result of methodological differences compared to data collected in previous years.

'How did we do today' survey

www.ferryfeedback.ca

Net Promoter Score (NPS) – June 2019

Results



NPS Question: *Based on your experiences with BC Ferries in the past year, tell us how likely you would be to recommend BC Ferries to a friend or colleague?*

The Net Promoter Score is based on customers' direct feedback and measures their likelihood to recommend a business's products or services in their respective marketplace.

Scores can range from -100 to +100

According to Reichheld, (one of the developers of the NPS) the average American company scores less than +10 on the NPS, while the highest performing organizations are situated between +50 and +80

CST Wave 1 – Summary of Changes in Satisfaction

Decreased Scores

- **Overall Customer Satisfaction:** 4.10 (-0.17)
 - Significant service interruptions on Route 3 in June as a result of the removal of the *Queen of Cowichan* from service resulted in a decrease in overall satisfaction
 - Traffic overloads during peak travel times, especially on Routes 4 and 19 led to decreases in satisfaction
 - Sailing waits for non-reserved customers on Routes 1 and 2 led to a decrease in satisfaction on these routes
- **Ferry running on-time:** 3.75 (-0.21)
 - Sailing delays due to congestion during peak travel times in June resulted in a decrease in satisfaction for this measure

Unchanged Scores

- **Value for money of fares:** 3.33 (-0.03)
 - Satisfaction for this measure has increased year over year from 2.75 in 2015 to 3.36 in June 2018 as a result of fare freezes on Major Routes, fare reductions on Minor Routes and free travel for seniors. Pricing promotions during this period also contributed to the increase in satisfaction.
 - In June 2019, satisfaction has stabilized at 3.33

Increased Scores

- **Usefulness of BC Ferries phone service:** 3.52 (+0.31)
 - Satisfaction has improved following a decrease in 2018 due to technical issues resulting from the implementation of a new booking system that resulted in longer than normal call wait times
- **Pet Areas (on board):** 3.08 (+0.77)
 - Satisfaction for this measure has been steadily improving since 2016 when upgrades were made throughout the fleet
 - Pet Areas on board represent the largest increase in satisfaction for the June CST Wave

Overall Customer Satisfaction - Results by Route

Question: "How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries?"

1 = very dissatisfied to 5 = very satisfied

June 2019 Intercept Scores	June 2015	June 2016	June 2017	June 2018	June 2019	Change
ALL BC FERRIES	4.08	4.18	4.20	4.27	4.10	-0.17
Route 1	4.18	4.30	4.32	4.35	4.17	-0.18
Route 2	4.15	4.15	4.34	4.33	4.15	-0.18
Route 30	4.20	4.25	4.15	4.24	4.25	+0.01
Route 3	3.75	3.91	3.74	4.12	3.86	-0.26
Route 4	3.96	4.24	4.21	4.30	4.04	-0.26
Route 19	3.80	4.20	4.13	4.11	3.91	-0.20
Route 5/9	4.17	4.14	4.16	4.09	4.00	-0.09

Value for Money of Fares - Results by Route

Question: "How satisfied or dissatisfied were you with value for money of fares?"

1 = very dissatisfied to 5 = very satisfied

June 2019 Intercept Scores	June 2015	June 2016	June 2017	June 2018*	June 2019	Change
ALL BC FERRIES	2.75	3.01	3.15	3.36	3.33	-0.03
Route 1	2.87	3.16	3.27	3.37	3.32	-0.05
Route 2	2.71	2.95	3.14	3.30	3.28	-0.02
Route 30	2.79	2.78	3.05	3.10	3.23	+0.13
Route 3	2.52	2.88	2.89	3.51	3.34	-0.17
Route 4	2.73	2.94	3.09	3.43	3.35	-0.08
Route 19	2.42	2.96	3.14	3.24	3.49	+0.25
Route 5/9	2.90	3.13	3.15	3.57	3.51	-0.06

*In June 2018, on board intercepts were conducted on board 5 additional routes (8, 12, 17, 18 and 23). Only customers on the Major Routes (1, 2, 3, 30), the Southern Gulf Islands routes (4, 5, and 9) and Nanaimo-Gabriola route (19) were historically surveyed. In 2019, following the procurement of a new research vendor, the CST program was redesigned. The website www.ferryfeedback.ca was launched, allowing customers from all routes to participate in the CST program. In addition, the CST survey was distributed via email to customers who had signed up to BC Ferries' research panel.

Based on the redesign of the CST program, on board intercepts were not conducted on Routes 8, 12, 17, 18 and 23 in June 2019. The satisfaction score above for June 2018 has been updated from 3.38 to 3.36 to reflect the weighted score for Routes 1, 2, 3, 30, 4, 5, 9 and 19 only.

Ferry Running on Time - Results by Route

Question: "How satisfied or dissatisfied were you with: the ferry running on time?"

1 = very dissatisfied to 5 = very satisfied

June 2019 Intercept Scores	June 2015	June 2016	June 2017	June 2018*	June 2019	Change
ALL BC FERRIES	3.72	3.81	3.78	3.96	3.75	-0.21
Route 1	3.92	4.11	4.09	4.13	3.98	-0.15
Route 2	3.68	3.77	4.06	4.02	3.92	-0.10
Route 30	4.11	4.01	3.76	4.10	4.02	-0.08
Route 3	2.88	3.02	2.68	3.57	3.17	-0.40
Route 4	3.95	4.07	4.12	4.03	4.00	-0.03
Route 19	3.75	4.07	3.78	3.53	3.29	-0.24
Route 5/9	3.90	3.82	3.51	3.85	3.15	-0.70

*In June 2018, on board intercepts were conducted on board 5 additional routes (8, 12, 17, 18 and 23). Only customers on the Major Routes (1, 2, 3, 30), the Southern Gulf Islands routes (4, 5, and 9) and Nanaimo-Gabriola route (19) were historically surveyed. In 2019, following the procurement of a new research vendor, the CST program was redesigned. The website www.ferryfeedback.ca was launched, allowing customers from all routes to participate in the CST program. In addition, the CST survey was distributed via email to customers who had signed up to BC Ferries' research panel. Based on the redesign of the CST program, on board intercepts were not conducted on Routes 8, 12, 17, 18 and 23 in June 2019. The satisfaction score above for June 2018 has been updated from 3.92 to 3.96 to reflect the weighted score for Routes 1, 2, 3, 30, 4, 5, 9 and 19 only.

Experience at the Terminal - Results by Route

Question: "How satisfied or dissatisfied were you with your overall experience at the terminal before boarding?"

1 = very dissatisfied to 5 = very satisfied

June 2019 Intercept Scores	June 2015	June 2016	June 2017	June 2018*	June 2019	Change
ALL BC FERRIES	4.07	4.11	4.09	4.07	4.08	+0.01
Route 1	4.11	4.21	4.15	4.07	4.14	+0.07
Route 2	4.12	4.10	4.16	4.24	4.05	-0.19
Route 30	4.13	4.22	4.08	4.19	4.26	+0.07
Route 3	3.90	3.90	3.84	3.84	3.89	+0.05
Route 4	3.94	3.93	4.02	4.03	4.01	-0.02
Route 19	3.96	3.88	3.98	3.97	3.91	-0.06
Route 5/9	4.17	4.20	4.13	4.06	4.04	-0.02

*In June 2018, on board intercepts were conducted on board 5 additional routes (8, 12, 17, 18 and 23). Only customers on the Major Routes (1, 2, 3, 30), the Southern Gulf Islands routes (4, 5, and 9) and Nanaimo-Gabriola route (19) were historically surveyed. In 2019, following the procurement of a new research vendor, the CST program was redesigned. The website www.ferryfeedback.ca was launched, allowing customers from all routes to participate in the CST program. In addition, the CST survey was distributed via email to customers who had signed up to BC Ferries' research panel. Based on the redesign of the CST program, on board intercepts were not conducted on Routes 8, 12, 17, 18 and 23 in June 2019. The satisfaction score above for June 2018 has been updated from 4.06 to 4.07 to reflect the weighted score for Routes 1, 2, 3, 30, 4, 5, 9 and 19 only.

Experience On Board the Ferry - Results by Route

Question: *“How satisfied or dissatisfied were you with your overall experience on board the ferry?”*

1 = very dissatisfied to 5 = very satisfied

June 2019 Intercept Scores	June 2015	June 2016	June 2017	June 2018*	June 2019	Change
ALL BC FERRIES	4.09	4.12	4.15	4.19	4.23	+0.04
Route 1	4.13	4.22	4.19	4.26	4.24	-0.02
Route 2	4.08	4.06	4.21	4.19	4.24	+0.05
Route 30	4.13	4.22	4.20	4.19	4.35	+0.16
Route 3	3.99	3.98	3.97	4.12	4.06	-0.06
Route 4	3.96	3.99	4.00	4.08	4.13	+0.05
Route 19	3.86	4.07	4.14	4.02	4.05	+0.03
Route 5/9	4.22	4.14	4.21	4.21	4.28	+0.07

*In June 2018, on board intercepts were conducted on board 5 additional routes (8, 12, 17, 18 and 23). Only customers on the Major Routes (1, 2, 3, 30), the Southern Gulf Islands routes (4, 5, and 9) and Nanaimo-Gabriola route (19) were historically surveyed. In 2019, following the procurement of a new research vendor, the CST program was redesigned. The website www.ferryfeedback.ca was launched, allowing customers from all routes to participate in the CST program. In addition, the CST survey was distributed via email to customers who had signed up to BC Ferries’ research panel. Based on the redesign of the CST program, on board intercepts were not conducted on Routes 8, 12, 17, 18 and 23 in June 2019. The weighted satisfaction score of 4.19 for June 2018 remains unchanged after the removal of the 5 routes that were included in 2018.

Comment Summary and Actions Taken



Comment Summary and Actions Taken

Value for Fares/Cards:

Value for Money of Fares

Feedback relates to fares as a result of perception of value for fares paid, ticketing errors, questions regarding the BC Ferries Experience™ Card and Assured Loading Card use and policies.

Actions taken:

- The average cost of travel on all routes remains similar to that for Fiscal 2019; fares on the three Metro Vancouver–Vancouver Island routes have been frozen for the second consecutive year. Fares also remain the same on the 21 inter-island and Northern Routes, as well as the Horseshoe Bay–Langdale route, after last year’s 15 per cent fare reduction. On June 1, 2019 BC Ferries introduced a fuel surcharge of 1.5 per cent due to fuel market conditions. The surcharge equates to be 25 cents per adult and 85 cents per vehicle on the Metro Vancouver–Vancouver Island routes, and approximately 15 cents per adult and 45 cents per vehicle on a variety of inter-island routes.
- Promotions were offered to customers during Q1 Fiscal 2020. These served to shift traffic from peak sailing times and alleviate congestion. BC Ferries offered the following promotions:
 - “Sunrise and Sunset Savings” (May 16 through September 4, 2019)
 - ❖ Savings offered on more than 1,600 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” (May 16 through September 4, 2019)
 - ❖ 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.
- Discounts are available by using the BC Ferries Experience™ Card on all routes except for Tsawwassen-Swartz Bay, Tsawwassen-Duke Point, Departure Bay-Horseshoe Bay, Port Hardy-Prince Rupert, Port Hardy-Bella Coola, Bella Bella-Bella Coola and Prince Rupert-Haida Gwaii. Fare discount programs have been in place since 1961 for all Gulf Islands, and since 1972 for the Sunshine Coast.
- Customers would like the option to use the balance of their Experience™ Card to purchase onboard amenities. At this time, the Experience™ Card system is not integrated with onboard point of sale systems.

Comment Summary and Actions Taken

Value for Fares/Cards (cont'd):

Feedback in relation to fares increased in Q1 Fiscal 2020 as the Company worked through the implementation of an upgraded point of sale system and the new reservation system. Errors relate to the number and type of passengers, vehicle type and length, and customers being incorrectly charged for travel.

Value for Money of Fares (cont'd)

Actions taken:

- Customers who report ticketing errors (passenger number and type, vehicle length and type) are asked to submit their receipts for investigation with adjustments made on a case by case basis. Customers are encouraged to check their receipts prior to travel so that details can be verified and errors can be corrected immediately.
- Thru fare customers must request the thru fare rate at the Tsawwassen ticket booth when travelling between Tsawwassen and the Southern Gulf Islands via Swartz Bay. Consideration for reimbursement of the difference in fares is granted on a case by case basis upon presentation of their receipts for those who forget to make the request. Customers are then reminded to make this request at the ticket booth and/or obtain a thru fare voucher on future sailings.
- Suspected IT issues involving payment systems are reported to appropriate departments for immediate resolution.
- Assured Loading Card loading errors can occur at the ticket booth when ticket agents load a new set of ten tickets onto an existing card. Ticketing errors are shared with ticketing supervisors to provide further agent training.

Cancellations/Delays:

Service Interruptions

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.).

Weather caused the cancellation of sailings on several routes on April 6, 2019 including Departure Bay-Horseshoe Bay, Comox-Powell River, Powell River-Texada Island, Campbell River-Quadra Island, Quadra Island-Cortes Island, Crofton-Vesuvius, and Chemainus-Thetis Island-Penelakut Island.

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.
- Sailing cancellations are broadcast via BC Ferries' website, Twitter and Service Notices. During cancellation events, a 'Travel Advisory' tab and when appropriate the 'All Routes Status' page is added to BC Ferries' website home page to provide easy access to current sailing information.

Comment Summary and Actions Taken

Cancellations/Delays (cont'd):

Service Interruptions (cont'd)

On April 27, 2019, high winds resulted in the cancellation of morning and early afternoon sailings on the Swartz Bay-Tsawwassen route. The 8:00 am departure of the *Queen of New Westminster* from Swartz Bay to Tsawwassen was unable to complete the sailing due to inclement weather and returned to Swartz Bay at approximately 11:40 am. The *Spirit of British Columbia* sustained damage to the rubbing strake while docking in Tsawwassen during the high winds and was removed from service for repairs resulting in select sailing cancellations on this route from April 27 to May 14, 2019.

Actions taken:

- Customers from the *Queen of New Westminster* sailing who chose not to sail later in the day were provided a refund.
- With the removal of the *Spirit of British Columbia* for repairs, the *Coastal Renaissance* and the *Queen of New Westminster* provided supplementary service.
- The *Coastal Inspiration* was redeployed from the Tsawwassen-Duke Point route in order to provide service Tsawwassen-Swartz Bay on the weekends of May 3-5, 2019 and May 10-12, 2019.
- Customers with reservations on cancelled sailings were moved to the next sailing where possible. Customers whose reservations could not be moved were contacted and their booking fee was refunded.
- The *Spirit of British Columbia* returned to service May 15, 2019.

On June 25, 2019 the *Queen of Coquitlam* was removed from service on the Horseshoe Bay-Langdale route to repair a hydraulic oil leak originating in one of two controllable pitch propeller hubs. This vessel's sailings were cancelled from June 25 to July 4, 2019 while repairs were completed.

Actions taken:

- Machinery was depressurized as soon as the source of the leak was identified, halting the leak. Booms were deployed to recover lost oil.
- A media advisory was published to inform customers of the cancellations and the additional sailings that had been scheduled. The advisory also informed customers to anticipate a busy Canada Day long weekend on the Horseshoe Bay-Langdale route.
- The *Queen of Surrey* and the *Queen of Cowichan* provided additional scheduled sailings, and the *Queen of Surrey* was made available for extra service at the end of the day as needed.
- On June 27, 28, 29, 30 and July 1, 2019 complimentary water taxis service operated on the *Queen of Coquitlam's* original schedule.
- Reserved customers who were accommodated on the next sailing were contacted by email and provided with their alternate departure time. Reserved customers who could not be accommodated on the next sailing had their reservation fees refunded and were contacted by phone and email. Customers provided an alternate departure time that did not work for them were permitted to change their reservation, space permitting, at no cost.
- The *Queen of Coquitlam* returned to service July 5, 2019.

Cancellations/Delays: (Cont'd)

Vessel Replacement

The *Howe Sound Queen* retired from service and the *Quinitza* commenced service in its place June 5, 2019 on the Crofton-Vesuvius route. While the *Quinitza* has a lower vehicle capacity (44 automobile equivalent as compared to 52 with the *Howe Sound Queen*), the vessel has a significantly higher weight capacity, eliminating the need to depart with empty deck space when carrying heavy commercial traffic. The configuration of the deck is more open than the *Howe Sound Queen*, which allows for faster loading and offloading.

Actions taken:

- Additional sailings were introduced April 1, 2019, and some sailing times were adjusted to better meet anticipated demand. Dangerous Goods sailing times were adjusted to less popular times in order to leave higher demand sailings for regular customers.
- Additional staff and traffic control have been stationed at Vesuvius, Crofton and Fulford Harbour to assist with traffic management.
- BC Ferries worked with the Ministry of Transportation and Infrastructure to install signage at Vesuvius and Fulford Harbour that will assist customers in determining their anticipated wait time based on their spot in line. Work is currently underway with the District of North Cowichan to install the same signage at Crofton.
- Portable toilets were also installed in the holding lot at Vesuvius in addition to the current washroom located dock side.
- Customer concerns are responded to and feedback is collected and shared with management. Where possible and practical, improvements are made.
- Plans to replace the *Quinitza* with the *Quinsam*, which has an automobile equivalent (AEQ) capacity of 63, in 2022 continue to be explored.

Comment Summary and Actions Taken

Staff Helpfulness:

Feedback Channels

Customer dissatisfaction can be caused by communication issues, ticketing errors, misunderstandings, inappropriate behaviour by employees, call wait times, long wait times at the terminal and the inability to secure reservations.

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, Instagram, Customer Satisfaction Tracking (CST) and the online feedback form.

Actions taken:

- Customer complaints/feedback are reviewed and investigated on a case by case basis, following the Complaints Resolution process.
- Feedback is shared with appropriate management for review.
- Front line staff provide information to help familiarize customers on the process and procedures to avoid future misunderstandings.
- Social media channels and customer emails are monitored and responded to.

Employee Training

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

Actions taken:

- There were 440 Seasonal employees hired to assist with peak season volumes; 175 shore-based, 227 vessel-based and 36 in the Customer Service Centre to manage call volumes.
- 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. Due to continued improvements in customer service, the number of staff compliments received for "On the Ship: Staff Helpfulness" exceeded complaints during Q1 Fiscal 2020 where 61 compliments were reported versus 36 complaints.

Loading/Unloading:

Upper Vehicle Deck Loading

The Transport Canada regulation requiring customers to exit their vehicle during the voyage on closed vehicle decks has resulted in customers continuing to have expectations related to how they are loaded, where they are placed on the vehicle deck, and how they are discharged; in order of vehicle arrival at the terminal is often a stated preference. When customers are not loaded as expected, it is perceived as a customer service issue.

Requests from those travelling with medical issues that prohibit them from leaving their vehicle and customers who prefer to remain with a pet in their vehicle can present accommodation challenges for staff at the terminal and on board due to the volume of requests received for any given sailing and the volume of existing traffic at the terminal.

Actions taken:

- Loading requests are prioritized based on need, with medical and accessibility requirements taking precedence over pet and comfort-related requests. Customers who cannot be accommodated are given the opportunity to wait for the next available sailing.
- Customer Relations investigates concerns, shares them with the appropriate terminal and vessel management and works with customers to explain BC Ferries' procedures and limitations.
- Information on BC Ferries' website provides clarity on how customers may request to be on the upper vehicle deck and to explain that such requests cannot always be honoured, depending on vessel capacity and load management.
- Crew speak with customers who remain in their vehicle on the lower closed vehicle deck.

Accessibility Requests

Customers who request and require elevator access on the vehicle deck express frustration when their needs are not met.

Actions taken:

- Whenever possible, onboard staff assist customers who require assistance to exit their vehicles and make their way to the passenger decks. This may involve moving other vehicles in order to clear a path to the elevator.
- Customers must be able to exit their vehicles and access the passenger decks. Customer concerns are investigated and shared with the appropriate terminal and vessel management, and learnings are applied where appropriate in order to improve procedures or provide individual staff coaching.
- Customers who are unfamiliar with BC Ferries' procedures are provided with information on how to request elevator access and to ensure they are parked appropriately on the vehicle deck.

Comment Summary and Actions Taken

Reservations:

Check-In

Feedback received regarding reservations during Q1 Fiscal 2020 was primarily related to the challenges customers faced to meet their reservation check-in requirements at the ticket booth. Most notably was the record high volume of traffic experienced at Tsawwassen and Horseshoe Bay terminals on April 19, 2019, Good Friday. Customers would like to see flexibility within check-in times, particularly when they are delayed and arrive after check-in has closed. When reservations are not honoured due to late check-in, customers would like the reservation fee to be refunded.

Actions taken:

- Customers who reserve online are required to agree to the terms and conditions, including check-in time and non-refundable status, before completing their reservation. Customers who reserve over the telephone are informed of the reservation policies.
- Increased traffic control is provided at terminals, along with police assistance, to direct traffic during peak times.
- Customer Relations responds to customer concerns regarding reservations. Information on reservation policies and procedures is provided to customers to assist with future travel and refunds are provided when employee error causes a reserved customer to experience a sailing wait.

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:

- 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. Customers are asked to reference Current Conditions on the website for same day space availability.
- The new website will provide customers the ability to self-serve and book their own foot passenger reservations for travel on the Tsawwassen-Southern Gulf Islands route and the ability to book Northern Route travel online, including some amenities. Customers choosing full sailings on the Northern Routes will be offered the option of joining the waitlist via the website.

General

Customers submitted 191 General comments, consisting of company information (100), community issues (57) and environment (34).

The following notable actions were taken during Q1 Fiscal 2020 in reference to other areas of the business:

- The *Spirit of Vancouver Island*, one of BC Ferries' two largest vessels, returned to service on the Swartz Bay-Tsawwassen route during Q1 Fiscal 2020 following its mid-life upgrade. The vessel returned to service prior to the Easter long weekend with its safety, mechanical, environmental and customer experience improvements, along with its clean technology conversion to Liquefied Natural Gas (LNG).
- From April 18 to 23, 2019, Easter long weekend, 89 extra sailings were scheduled on three routes linking Metro Vancouver with Vancouver Island and the Sunshine Coast. 70 extra sailings were scheduled on the Tsawwassen-Swartz Bay route, 11 extra sailings were scheduled on the Horseshoe Bay-Departure Bay route and eight extra sailings were scheduled on the Horseshoe Bay-Langdale route. Good Friday, April 19, 2019, was the single highest traffic day on record at BC Ferries.
- On May 3, 2019 the *Northern Sea Wolf* departed BC Ferries' refit facility in Richmond and arrived in Bella Coola the following day. The ship conducted sea trials and dock fits at the ports it serves and welcomed local residents on board for tours. The dock fits were successful and on May 18, the *Northern Sea Wolf* took over from the *Nimkish* to provide connector service for residents and visitors between Bella Bella, Shearwater, Ocean Falls and Bella Coola. On June 3, 2019 the vessel began providing direct seasonal service on the Port Hardy-Bella Coola route.
- BC Ferries partnered with the We Wai Kai Nation and the Quadra Island community to support the installation of three Welcome Poles at Quathiaski Cove terminal. The three poles were installed on May 9. The project, initiated by the Nuyumbalees Cultural Centre as a BC|Canada 150 project, is titled "Gelakasla Lilkwilatle," which translates to "Welcome Everyone". The Welcome Poles are symbolic of the rich "Welcoming Traditions" of the We Wai Kai people. The poles were carved on Quadra Island by We Wai Kai Nation's Bradley Assu, a BC Ferries employee who works as a Mate on the *Powell River Queen*, and Ted McKellar, a long-time resident of Quadra Island. On June 1, the Nuyumbalees Cultural Centre and We Wai Kai Nation held a Blessing Ceremony at Quathiaski Cove terminal in honour of the new Welcome Poles.
- In May 2019 a new seating area on the upper vehicle deck of the *Queen of Surrey* was introduced. Following the introduction of a similar area on the *Queen of Oak Bay* in summer 2018, the unused gallery deck on the *Queen of Surrey* was outfitted with chairs and benches. Because the area is on the upper vehicle deck, it is accessible to pet owners who may prefer the open gallery area to the enclosed pet area.
- Beginning on May 16, 2019, the *Kwuna*, operating on the Skidegate-Alliford Bay route, began offering additional sailings on select Thursdays in order to accommodate passengers arriving into Skidegate from Prince Rupert via the *Northern Adventure*. Dates include May 15 and 31, June 13, September 19, October 3, 17 and 31, November 14 and 28 and December 12, 2019.

General (Cont'd)

- Oat milk was introduced early June 2019 onboard as a dairy alternative. It is available on all vessels where coffee and tea can be purchased, as well as at the Lands End Café at Swartz Bay terminal.
- On June 6, 2019 BC Ferries celebrated its fifth consecutive year of being Green Marine certified. Green Marine is a voluntary certification program that aims to reduce the environmental footprint of marine operators by promoting a culture of continuous improvement and exceeding regulatory compliance. BC Ferries' terminals, vessels and shipyards exceed industry standards in a number of areas, including underwater noise, greenhouse gases, spill prevention and environmental leadership. Of the 133 Green Marine participants, BC Ferries is one of only three to certify three types of activities: vessels, terminals and shipyard.
- To accompany this year's Customer Satisfaction Tracking (CST), a new component was added to the program. BC Ferries has launched ferryfeedback.ca. The site gathered customer feedback in tandem with Wave 1 of the CST on board intercept survey that ran until June 30, 2019. Following Wave 1 of customer intercepts, ferryfeedback.ca remained live and customers continue to access the site and provide feedback.

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
 - First Nations engagement, including engagement to support projects and initiatives

Ferry Advisory Committees



Fiscal 2020 Ferry Advisory Committee (FAC) Meetings

- BC Ferries has meetings twice yearly with FACs to discuss local terminal and service issues. These meetings were held in May and June 2019. The next regularly scheduled meetings with the FACs are scheduled for October and November 2019. 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 Themes from May/June 2019 FAC Meetings

- During the FAC meetings in May/June 2019, some common themes included discussion of:
 - Recent, strong traffic demand in the communities and whether vessel capacity was sufficient to meet this demand.
 - Relating to traffic levels, terminal traffic management issues including the location and management of vehicle traffic queues at or near the terminals. Some FACs expressed concerns about roadways becoming heavily congested and/or unsafe due to volume of traffic waiting for ferries.
- BC Ferries will continue to review proposals for increased service levels received from FACs using the formal Significant Service Request (SSR) process.
- There are currently no pending SSRs.

Common FAC Themes/Improvements

- BC Ferries also engages with FACs and communities 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 Q1 Fiscal 2020, discussions continued regarding recent implementation of sailings announced by the Province, which saw 2,700 round-trip sailings added to various routes.

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 Q1 Fiscal 2020 for the following projects:
 - Ferries for the Next Generation – New Major Vessels Replacement
 - Horseshoe Bay Terminal Development Planning
 - Swartz Bay Terminal Development Planning
 - Langdale Terminal Development
 - Island Class Vessel Engagement for Routes 18 & 25
 - Minor Terminal Development Planning

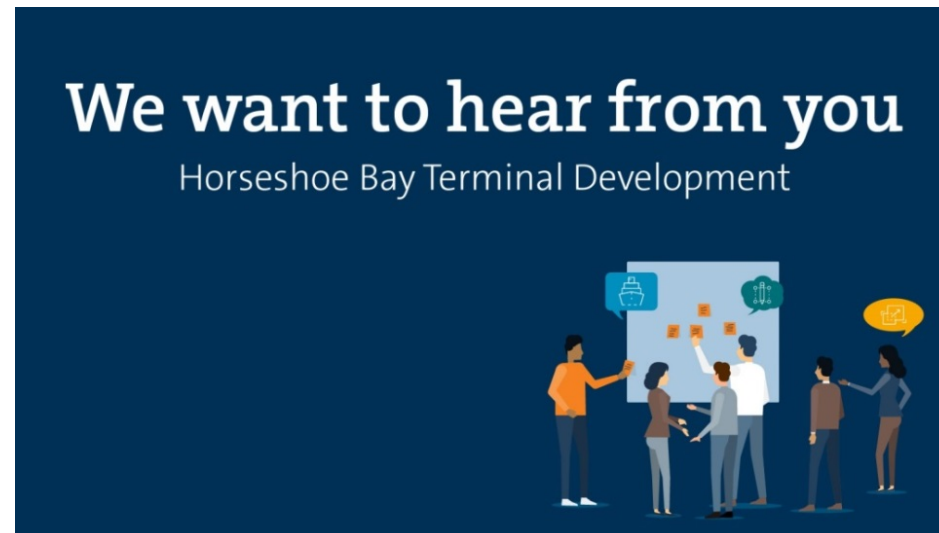
Ferries for the Next Generation – New Major Vessels

- **Purpose of engagement:** to gather employee and public input that supports the design of the new major vessels replacement.
- The **engagement** program for new major vessels continued in Q1 Fiscal 2020 with community engagement activities.
- **Engagement activities** included stakeholder workshops, online engagement, and pop-up engagement events on board major vessels. Over 11,000 people participated in these activities.
- **Next steps:** complete and publish the engagement summary reports for employee and community engagement efforts. Begin planning for the next phase of engagement.



Horseshoe Bay Terminal Development Planning

- **Purpose of engagement:** to gather employee and public input that supports the creation of the Terminal Development Plan for Horseshoe Bay.
- The project continued to progress with the refinement of terminal design concepts over the course of Q1 Fiscal 2020.
- **Engagement activities** were not conducted during Q1 Fiscal 2020, but BC Ferries did participate in the first phase of the Horseshoe Bay Local Area Planning process as a key stakeholder.
- **Next steps:** complete refinement of terminal design concepts and prepare for community and employee engagement efforts in September 2019.



Swartz Bay Terminal Development Planning

- **Purpose of engagement:** to gather employee and public input that supports the creation of the Terminal Development Plan for the Swartz Bay terminal.
- **Engagement** for the Swartz Bay Terminal Development Plan was completed in Q1 Fiscal 2020, presenting the approved Terminal Development Plan to the community.
- **Engagement activities** in Q1 Fiscal 2020 included a presentation to the District of North Saanich Council, Council tour of the Swartz Bay terminal and a bridge tour and round-trip on the *Spirit of British Columbia*, and community pop-up events at the Swartz Bay terminal.
- **Next steps:** the Terminal Development Planning engagement is now complete. Further engagement will be planned to support the implementation of the Terminal Development Plan as required.



Langdale Terminal Development

- **Purpose of engagement:** to gather employee and public input that supports the execution of the Terminal Development Plan for the Langdale terminal.
- **Engagement** for the Langdale terminal development is now complete.
- **Next steps:** This project will now focus on communicating construction timelines, activities, and mitigation measures.



Island Class Vessel Engagement for Routes 18 & 25

- **Purpose of engagement:** to present final design drawings for the new Island Class vessels, showing how community input influenced design.
- **Engagement** was completed in Q1 Fiscal 2020.
- **Engagement activities** included community drop-in sessions held in Alert Bay, Sointula, and on Texada Island.
- **Next steps:** engagement for the Island Class vessels on Routes 18 & 25 is now complete. Community events will be planned to celebrate the arrival of the vessels into service in 2020.



Community drop-in sessions will be held:

Alert Bay	Sointula	Texada Island
Sunday, May 12	Monday, May 13	Tuesday, May 14
6:30 to 8pm	4 to 6pm	5:30 to 7:30pm
Lawrence Amber Memorial Rec Centre 1st Street	Sointula Resource Centre 165 1 Street	Texada Seniors Centre Old School Gillies Bay

Share coffee, cookies, and conversation with us as we present the final design plans for the new Island Class ferries. Learn how the design responds to what we heard from communities and the plans for getting the new ferries into service.

We hope you'll join us!

Learn more at <https://www.bcferries.com/about/projects/island-class-2020>

Minor Terminal Development Planning

Terminal Development Plan (TDP)	Engagement Activities	Phase of Engagement	Major Themes from Engagement	Next Steps
Campbell River	<ul style="list-style-type: none"> FAC Meeting Meeting with Wei Wai Kum and Ministry of Transportation and Infrastructure 	Draft TDP	Various ideas and considerations for the options identified	Final TDP Engagement
Crofton	<p>Walking tour of terminal and adjacent area with community representatives and the Municipality of North Cowichan.</p> <p>Stakeholder Design Workshop, Public Engagement, First Nations Engagement, FAC Meeting</p>	Key Issues & Opportunities	<p>Traffic safety and parking concerns, terminal connectivity with the town and seawalk.</p> <p>Various ideas and considerations for the options identified</p>	Options Development
Vesuvius	FAC Meeting, Stakeholder Workshop	Key Issues & Opportunities	Various ideas and considerations for the options identified	Options Development
Skidegate	No engagement activities took place during Q1 Fiscal 2020 while the TDP was being finalized; next step will be to share TDP with community once it is approved.	Final TDP	No engagement activities took place during Q1 Fiscal 2020	Final TDP Engagement
Gabriola	No engagement activities took place during Q1 Fiscal 2020 while the TDP was being finalized; TDP approved and posted on website for review by community.	Final TDP	No engagement activities took place during Q1 Fiscal 2020	TDP Engagement Complete
Nanaimo Harbour	No engagement activities took place during Q1 Fiscal 2020 while the TDP was being finalized; TDP approved and posted on website for review by community.	Final TDP	No engagement activities took place during Q1 Fiscal 2020	TDP Engagement Complete
Central Coast TDP (Bella Coola, McLoughlin Bay, Ocean Falls, Shearwater)	No engagement activities took place during Q1 Fiscal 2020 while the TDP was being finalized; next step will be to share TDP with community once it is approved.	Final TDP	No engagement activities took place during Q1 Fiscal 2020	Final TDP Engagement

First Nations Engagement



- As part of engagement on all major projects, BC Ferries invites early participation from First Nations with interests in the lands and waters potentially impacted by projects.
- For all major projects, notification letters are sent to First Nations introducing the project scope and inviting meetings with project team members and/or participation by First Nations in community engagement activities (e.g. open houses, workshops, online etc.).
- In Q1 Fiscal 2020, BC Ferries met with the following First Nations to discuss specific projects:
 - Swartz Bay Terminal Development Plan and Ferries for the Next Generation
 - Tsawout First Nation
 - Crofton Terminal Development Plan
 - Halalt First Nation

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-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

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

MID & NORTH COAST

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