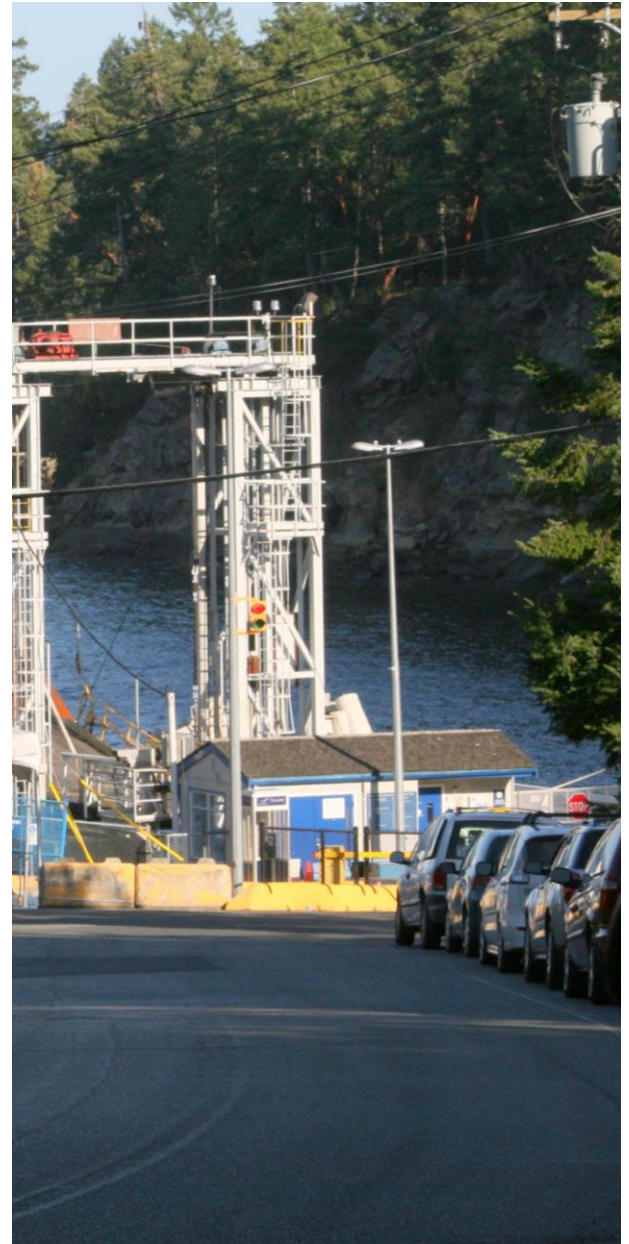


Ferry Fact File

March 2023

Gabriola Island Ferry Advisory Committee



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Ferry Advisory Committee Overview

Role of the Ferry Advisory Committee

BC Ferries is fortunate to be able to work with 13 Ferry Advisory Committees located in communities up and down the coast of British Columbia. These committees are typically made up of 8-12 volunteer members who represent the ferry-dependent communities we serve.

Ferry Advisory Committees play a fundamental role in facilitating information sharing between communities and BC Ferries. The committees provide important advice and insight that helps inform day-to-day operations, terminal and vessel improvements, schedule changes, and other initiatives.

Membership

In coordination with FAC Chairs, Ferry Advisory Committee members are selected by BC Ferries. Nominations are received from members of the local community and businesses or associations.

Ferry Advisory Committees represent diverse community perspectives, and provide a broad knowledge base that may include the voice of residents, local businesses, community members, Indigenous communities and many others.

To ensure all members are able to equally participate in the conversations, we ask they be familiar with BC Ferries governance and operational structure, as these form the foundations that enable and constrain decision making and problem solving within the organization.



Ferry Advisory Committee Overview

BC Ferries Commitment

We understand that involving our customers, the Indigenous and coastal communities we serve, and our employees in the decisions that impact them results in better outcomes and can create solutions to challenges we may not have otherwise considered.

The relationship between the Ferry Advisory Committees and BC Ferries plays a pivotal role in the success of this commitment, and as part of this promise we will continue to involve, listen and actively respond to the input shared. We also commit to respectful and transparent communication with our Committees by reporting back on actions taken as a result of the feedback we hear, and providing fulsome explanations when action is not possible.

Participation

BC Ferries is committed to providing a safe and respectful environment for all committee members. This enables participants to actively and fully contribute to conversations and activities. Guidelines outlining how Committee members and BC Ferries will work together can be reviewed in the following documents:

- Working Together
- Terms of Reference



Ferry Advisory Committee Overview

Skills

We value members who are able to work alongside BC Ferries in a collaborative approach to problem solving and dialogue. We are always interested in working with members who are involved in the communities we serve. Skills we look for when selecting members include but are not limited to:

- Ability to communicate effectively in writing and verbally
- Familiarity with virtual meeting platforms and basic computer skills
- Ability to bring a solutions-focused approach to problem solving and group dialogue
- Community connections and involvement
- Comfort with data, e.g. graphs, charts, spreadsheets etc.

Meeting Frequency

Individual FACs may meet several times throughout the year on their own, in addition to officially meeting three or four times per year with BC Ferries. Meetings with BC Ferries include two in person meetings and one or two virtual sessions. In-person meetings are typically held in the spring and fall each year and are open to the public to attend and observe.

Membership Term

Members are expected to serve a term of two years. At the end of each term, the membership will be reviewed and may continue a new, two year term. A review will be held at the end of each term completed.

British Columbia Ferry Services Inc. (BC Ferries) is one of the largest ferry operators in the world, providing year-round vehicle and passenger service on 24 routes to 47 terminals, with a fleet of 35 vessels. In April 2003, the Coastal Ferry Act transformed BC Ferries from a Crown corporation into an independent, commercial organization under the Company Act, with the BC Government as the sole shareholder. The Company is governed by an independent Board of Directors appointed by the B.C. Ferry Authority.

The BC Ferry Authority is a non-share capital corporation whose purpose is to hold, administer and sell a voting share in BC Ferries, elect directors to the board of BC Ferries and to approve compensation plans for the directors and executives of BC Ferries. The nine-member board of the BC Ferry Authority comprises four directors representing the coastal regional districts, one representing the BC Ferry and Marine Workers Union and four other suitably qualified candidates.

BC Ferries is the operating subsidiary of the BC Ferry Authority. In addition to the creation of BC Ferries as a wholly-owned subsidiary of the Authority, the Province established the initial capital structure of BC Ferries through the issuance of preferred shares. The Province owns the terminal lands and leases them on a long-term exclusive basis to BC Ferries.

BC Ferries Governance and Regulation

Joy MacPhail,
Chair of the Board of Directors BC Ferries





Governance and Regulation

Eva Hage
BC Ferry Commissioner



A 60-year **Coastal Ferry Services Contract** exists between the Province and BC Ferries. The contract specifies service levels and transportation fees (financial support) for 20 out of the 24 coastal ferry routes. The contract is framed around four-yearly **performance terms** and is subject to amendments for each new performance term coinciding with price cap reviews conducted by the BC Ferry Commissioner prior to the start of each performance term. **Performance Term 5** (PT5) runs from April 2020 to March 31, 2024.

Within this framework, BC Ferries has direct access to capital markets and carries responsibility for raising the funds necessary to maintain and replace its assets; the company's borrowing is therefore not treated as a government debt.

The BC Ferry Commission is a quasi-judicial regulatory agency operating under the Coastal Ferry Act. The commission regulates the ferry operator on its 24 saltwater routes. The Commission is independent of both the provincial government and of BC Ferries. Its primary responsibility is to regulate ferry fares. The commissioner sets a ceiling or "price cap" on the average level of fares which BC Ferries can charge. The goal in setting the price cap is to balance the interests of ferry users with the interests of taxpayers while protecting the financial sustainability of the ferry operator.

BC Ferry Commissioner **Eva Hage** lives on Saturna Island. The Deputy Commissioner is **Piet Langstraat**.

BC Ferries has a management structure comprising an Executive Team of eight under President and CEO, **Nicolas Jimenez** who until recently was President and CEO of Insurance Corporation of BC

Brian Anderson, Vice President, Strategy & Community Engagement rejoined BC Ferries from BC Transit in 2019 and now leads BC Ferries' strategic planning processes, strengthening relationships and ensuring broad alignment with goals and objectives. He is the key point of contact for the 13 Ferry Advisory Committees.

Darin Guenette is BC Ferries' Manager of Public Affairs and leads in all day-to-day communication with Ferry Advisory Committees.

Peter Simpson is Director, Fleet Operations Strategy and responsible for schedule development and resource planning.

John MacDonald is the Regional Terminal Operations Manager based at Departure Bay, responsible for the terminals in Nanaimo and Gabriola.

Captain James Bradley is the Marine Superintendent for the Gabriola Island-Nanaimo Harbour route, managing day to day operations.

Natalie McCall is the Customer Experience Manager for Route 19, monitoring feedback from ferry users and Ferry Advisory Committees on common problems and working with the appropriate departments to find and implement solutions.

BC Ferries Managers supporting the FAC

Nicolas Jimenez
President and Chief Executive Officer, BC Ferries



Ferry Fares and the Price Capping process

Ferry fares are regulated by the Ferry Commissioner, who is responsible for setting a **Price Cap** on the average fares paid by ferry users. The process is conducted along the following lines:

- BC Ferries presents to the Ferry Commission their forecast of expenses, traffic and revenue for the upcoming performance term, assuming the same service level;
- The Commission reviews the BC Ferries submission, trims it where appropriate, and assuming existing service levels and government service fees, arrives at a preliminary price cap;
- Government reviews the preliminary price cap, existing service levels and existing contribution, and determines what (if any) adjustments to the service fee and service levels are necessary to arrive at a final price cap;
- The Commission factors in any adjustments to the service level and service fee, along with any recommended BC Ferries efficiencies, and calculates a final price cap.

The **Price Cap** represents the maximum permitted increase on the *average* fare paid across the whole ferry system. The average is calculated from a basket of vehicle and passenger fares, so fares on individual routes may, at times, increase above or below the level of the price cap.

Downloads:

- [BC Ferries' submission for Performance Term 6](#) (starting 2024)
- [BC Ferries' Supplemental Filing for Performance Term 6](#)

The BC Ferry Commission oversees two **Regulatory Accounts** held by BC Ferries. The purpose of these Accounts is to regulate how BC Ferries responds to external factors that may not have been foreseen at the start of a four-year **Performance Term**. The Commission directs BC Ferries on the data, formulas and assumptions that it must use and computes a **maximum permitted level** of average ferry fares for each year. The **Annual Price Cap** is determined at the start of each Performance term and is phased in over the four quarters of each year.

The first **Regulatory Account** measures the fares income received by BC Ferries (expressed as a weighted average fare) against the Price Cap. Every quarter, BC Ferries must report to the Commission the **average level of fares paid** by its customers. (see next page). Should BC Ferries' average fare exceed the level permitted under the price capping process for 3 consecutive quarters, the company is required to **adjust the level of fares charged** to bring the average back to the level determined by the price cap.

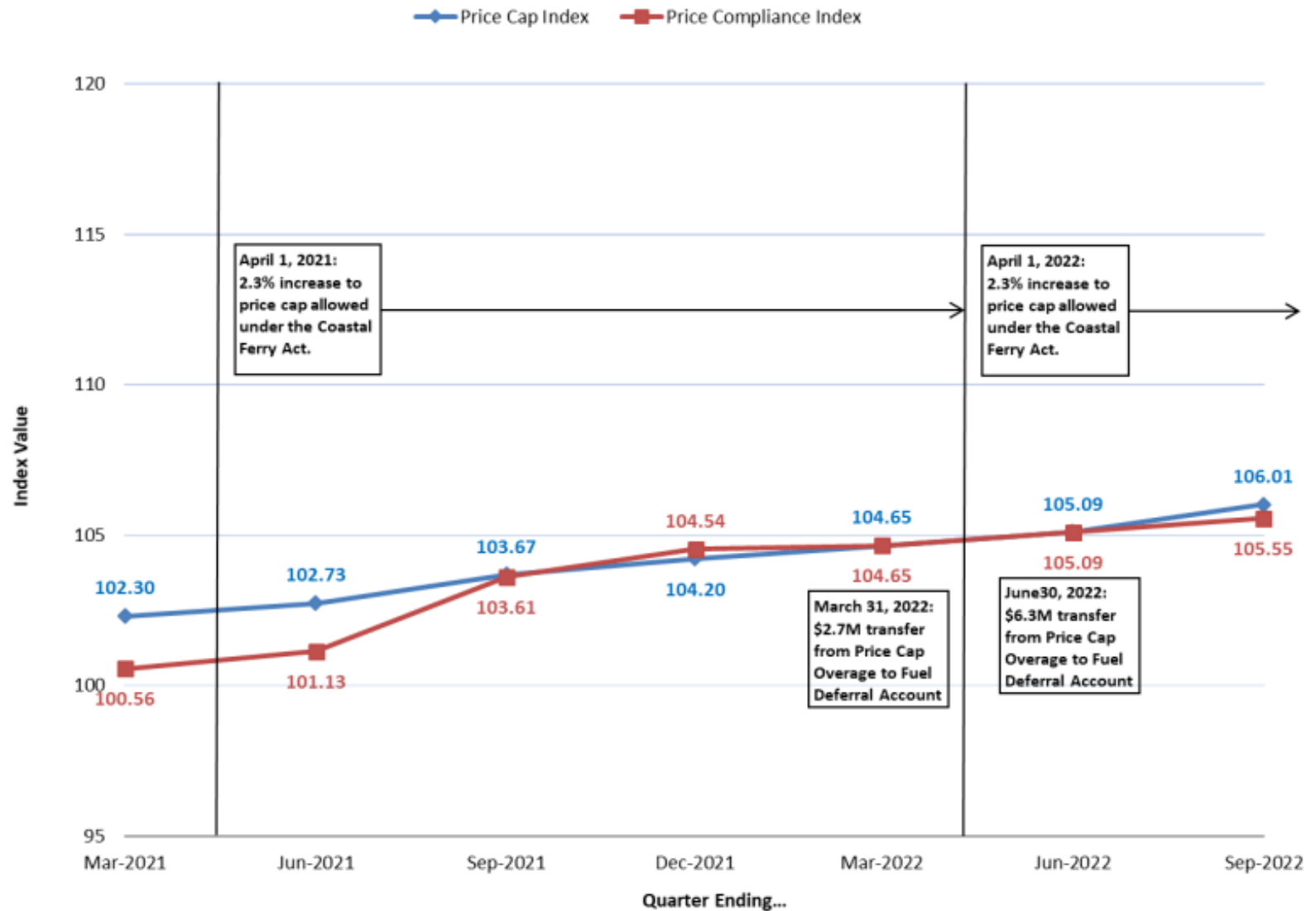
In December 2013, the BC Ferries proposed that a regulatory policy be established that would enable it to transfer price cap regulatory account balances to or from the **Fuel Deferral Account** to balance a surplus in one account with a deficit in the other. The Commission rejected the proposal but granted BC Ferries the authority to transfer revenue earned in excess of the price cap to offset future deficits in the fuel deferral account, with the wider aim of stabilising fare levels. The graph on the next page demonstrates how these transfers have been used to ensure compliance with the price cap.

Regulatory Accounts

Compliance with the Price Cap

BC Ferries System

Source : BC Ferry Commission
Quarterly Reports for Period Ended September 30, 2022



A second key element in the process of determining the **Price Cap** is a mechanism designed to deal with **fluctuations in fuel prices** over the performance term. At the start of 4-year term, a set price for marine diesel (and LNG) is built into the formula by which the price cap is determined. Provision is made for standard annual inflation in the set price but with the volatility of the fuel market, the actual price paid by BC Ferries can vary significantly from the set price.

Such fluctuations can have unexpected impacts on the viability of BC Ferries, so the Commission requires that the actual cost of fuel purchased in each quarter is offset against the set price and any surplus or deficit is transferred to a regulatory account known as the **Fuel Deferral Account** which is zeroed at the start of each Performance Term and must return to zero at least once during that term. **Fuel Rebates** or **Fuel Surcharges** are applied to fares as a means of ensuring that ferry users contribute to balancing the account.

However, since 2016, **fuel rebates** have been used not only to balance the fuel deferral account, but as a means of avoiding the perceived impact of fare increases.

On April 1, 2020 the fuel deferral account was reset to zero but as fuel prices have increased in recent months, a series of Fuel Surcharges have been applied, including a 2.5% surcharge from 1 July 2022 and a further 1.5% from 1 November 2022.

Regulatory Accounts

The Fuel Deferral account

BC Ferries

Delivering a safe, reliable and efficient ferry service

Nicolas Jimenez
President and CEO, BC Ferries



BC Ferries is responsible for delivering a safe, reliable and efficient service within the parameters of the Coastal Ferry Services Act.

BC Ferries owns and operates a **fleet of 35 vessels**. The one passenger-only ferry in the system is operated by Kona Winds Charters on behalf of BC Ferries between Langdale, Keats and Gambier Islands.

BC Ferries leases its **terminals** from the Province of British Columbia and takes responsibility for their day-to-day operation as well as any maintenance, terminal upgrades or improvements that are required. However, in locations (such as Gabriola) where ferry traffic lines up on the highway, the Ministry of Transportation is responsible for traffic management.

BC Ferries operates and maintains its fleet in accordance with the requirements of **Transport Canada** who set safety standards for all marine operations. Each vessel in the BC Ferries fleet is regularly inspected to ensure compliance with Transport Canada regulations and Transport Canada determines the number of crew members required to safely operate each vessel, according to the number of passengers on board. **Island Kwigwis** and **Island Gwawis** are each licensed to carry up to 300 passengers and crew, normally operating with 7 crew and a maximum of 293 passengers.

BC Ferries

Government funding for ferry services

Hon. Rob Fleming
Minister of Transportation and
Infrastructure



Financial support for BC's coastal ferry services comprises two main elements:

- A [Federal/Provincial Subsidy Agreement](#), currently \$32 million per year
- [Ferry Transportation Fees](#) payable by the Province of British Columbia (\$195 million in 2021/22), of which \$131 million underwrites the operation of the 18 minor routes.
- In 2021/22, [Route 19 \(Gabriola – Nanaimo\)](#) received \$5 million in transportation fees from the Province and \$0.8 million through the Federal/Provincial Subsidy Agreement.

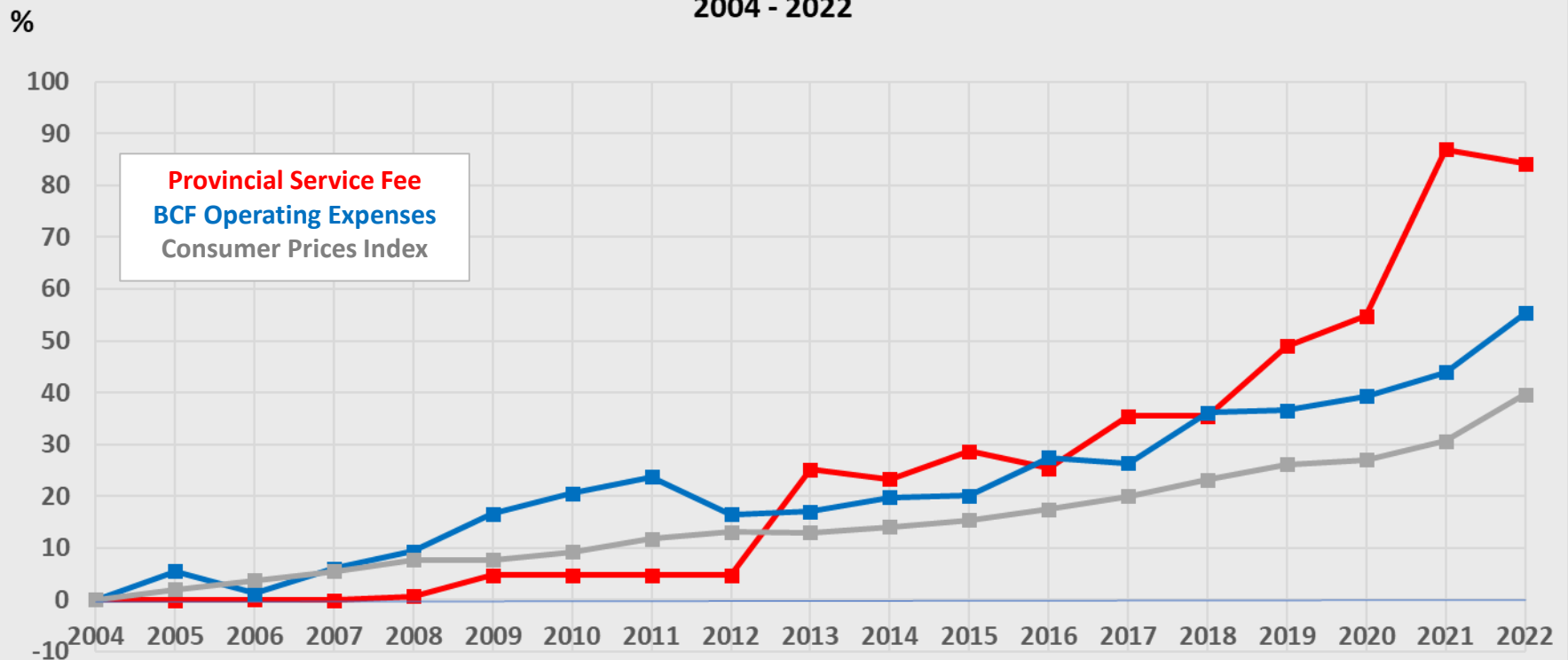
Under a joint Federal/Provincial arrangement, BC Ferries received a one-off funding injection under the [Safe Restart Program](#) to compensate for loss of revenue during the Pandemic and keep fare levels within the agreed Price Cap for PT5. A total of \$195 million was injected in 2022/21 and £108 million in 2021/22. \$2.5 million was received for [Route 19](#).

The Province also maintains a [Social Program](#) to provide free travel for BC Seniors (Monday to Thursday), Students, Disabled people and their escorts, and travel for approved medical appointments. In 2021/22, Social Program Fees amounted to \$10.4 million, of which [Route 19](#) received \$358,000.

In February 2023 the B.C. government announced was taking action to lower fare increases for people who rely upon B.C.'s coastal ferry service through \$500 million in new funding for BC Ferries, to counter the impacts of global inflation which could drive fare increases to more than 10% annually over the next 4 years. The B.C. government's goal is to keep annual average fare increases below 3% a year. More detail [here](#).

Provincial support for minor ferry routes 2004-2022

Percentage change in Minor Route Provincial Service Fee
compared to Consumer Prices and Operating Expenses
2004 - 2022



Source : BC Ferries Annual Reports to
The BC Ferries Commission

Route 19

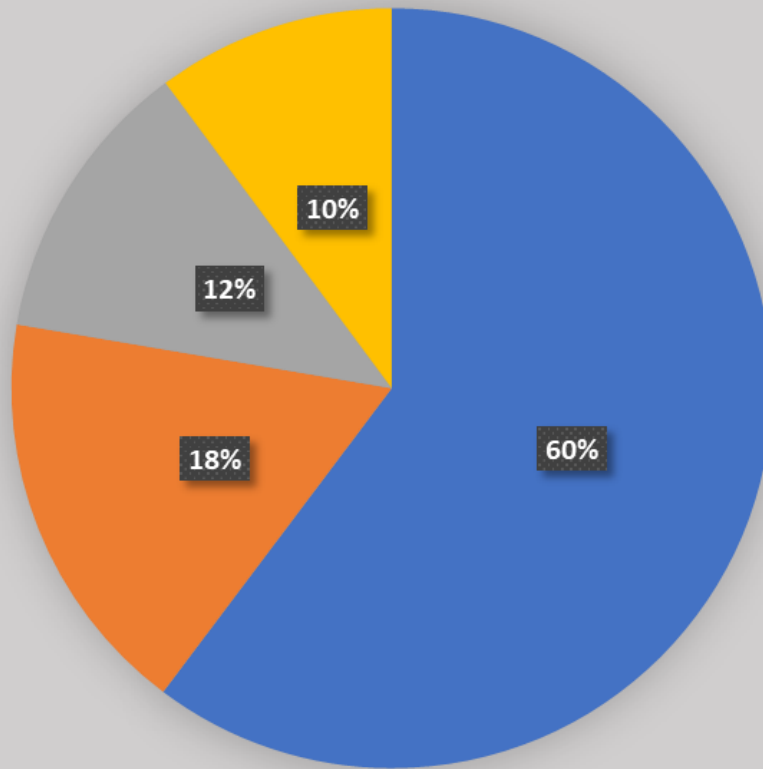
Financial information

Headline financial information is published for each route in BC Ferries' Annual Report to the Ferries Commissioner

Source : BC Ferries Annual Reports to the BC Ferries Commission
(Forecasts for 2023 and 2024 from BC Ferries submission for PT6)

Financial Performance	fiscal year 2017/18		fiscal year 2018/19		fiscal year 2019/20		fiscal year 2020/21		fiscal year 2021/22		Forecast 2022/23	Forecast 2023/24
	route 19	per round trip	route 19	per round trip	route 19	per round trip	route 19	per round trip	route 19	per round trip	route 19	route 19
Round trips operated	4,929		4,952		5,245		5,266		5,270			
Tariff revenue from vehicle fares (\$)	3,563,689	723	3,133,599	633	3,152,590	601	3,157,206	600	3,566,908	677		
Tariff Revenue from passenger fares (\$)	2,631,110	534	2,072,288	418	2,015,334	384	1,598,175	303	1,921,945	365		
Total tariff revenue (\$)	6,194,799	1,257	5,205,887	1,051	5,167,924	985	4,755,381	903	5,488,853	1,042	6,165,000	6,528,000
Ancillary revenue (\$)	89,000	18	31,000	6	33,000	6	36,000	7	40,000	8	22,000	24,000
Social Program Fees (\$)	595,000	121	507,000	102	500,000	95	256,000	49	358,000	68	482,000	509,000
Total operating revenue (\$)	6,878,799	1,396	5,743,887	1,160	5,700,924	1,087	5,047,381	958	5,886,853	1,117	6,669,000	7,061,000
Total operating Expenses (\$)	8,267,000	1,677	7,735,000	1,562	8,136,000	1,551	8,852,000	1,681	9,889,000	1,876	13,343,000	14,042,000
Operating Deficit (\$)	-1,388,201	-282	-1,991,113	-402	-2,435,076	-464	-3,804,619	-722	-4,002,147	-759	-6,674,000	-6,981,000
Amortization (\$)	-2,977,000	-604	-2,409,000	-486	-2,431,000	-463	-2,518,000	-478	-3,106,000	-589	-3,133,000	-3,311,000
Financing expense (\$)	-649,000	-132	-523,000	-106	-450,000	-86	-385,000	-73	-1,155,000	-219	-1,157,000	-1,157,000
Total Capital cost (\$)	-3,626,000	-736	-2,932,000	-592	-2,881,000	-549	-2,903,000	-551	-4,261,000	-809	-4,290,000	-4,468,000
Gain (loss) on disposal of capital assets (\$)	-8,000		1,000		-20,000		-89,000		-70,000		-2,000	0
Route deficit before service fees (\$)	-5,022,201	-1,019	-4,922,113	-994	-5,336,076	-1,017	-6,796,619	-1,291	-8,333,147	-1,581	-10,966,000	-11,449,000
Ferry Transportation Fees (\$)	3,003,000	609	3,766,000	761	4,119,000	785	5,069,000	963	5,049,000	958	5,067,000	5,050,000
Safe Restart Funding (\$)							1,568,000		985,000		123,000	-14,000
Federal-Provincial subsidy agreement (\$)	701,000	142	719,000	145	739,000	141	755,000	143	812,000	154	839,000	881,000
Tariffs in excess of Price Cap									-62,000		57,000	0
Fuel Costs Deferred							72,000		-29,000		-445,000	-253,000
Fuel Rebate paid (net \$)					43,000		-		-46,000		316,000	435,000
Safe Restart - Fare Increase Relief Deferral (\$)							87,000				-28,000	76,000
Net route surplus / deficit (\$)	-1,318,201	-267	-437,113	-88	-435,076	-83	580,381	110	-1,624,147	-308	-5,037,000	-5,274,000

Detailed analysis of operating expenditure is not published, for reasons of commercial sensitivity. The two largest cost elements, staffing and fuel, account for more than 75% of operating costs



■ Salaries, Wages & Benefits ■ Fuel
■ Materials, supplies and contracts ■ Other operating expenses

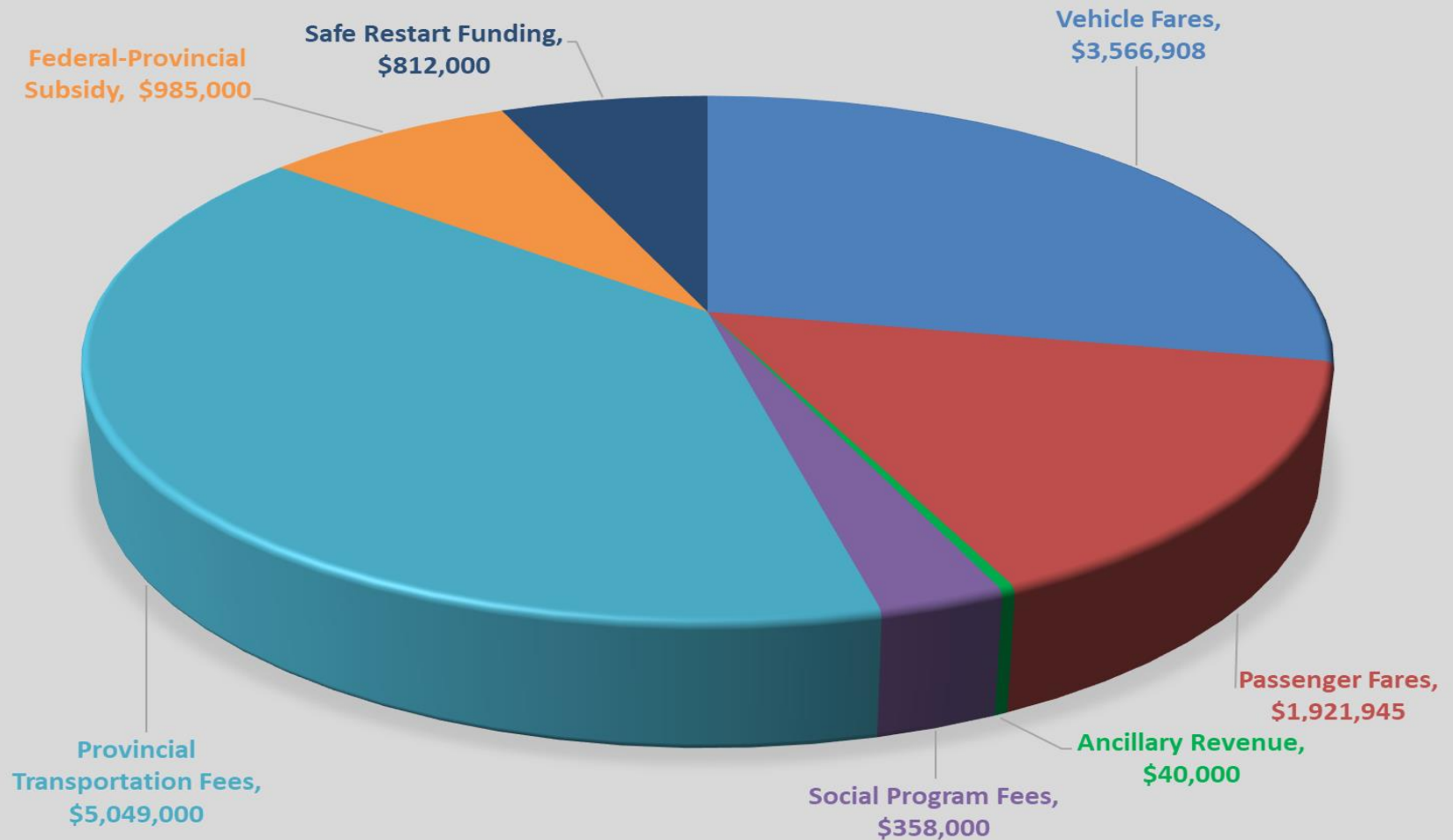
BC Ferries

**What is
included in
operating
costs?**

Source : BC Ferries Annual Report 2017

Who pays for Gabriola's ferry service?

REVENUE SOURCES (ROUTE 19) 2021/22



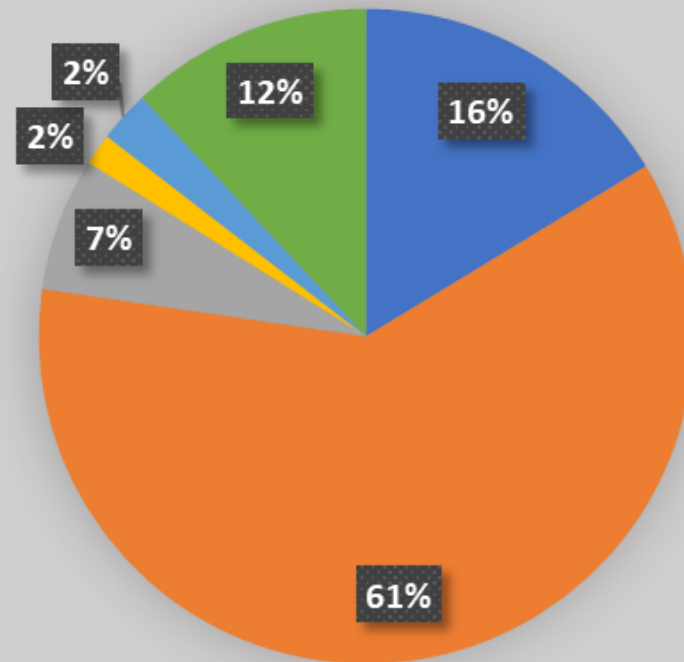
Source : BC Ferries Annual Report 2022

BC Ferries

Route 19 passenger fares by tariff type

Source : BC Ferries data supplied to FAC
(2016)

Analysis of passenger fares in 2016 showed that almost 25% of passenger travel was funded through the various Social Program schemes



Standard passenger fares	Experience Card Fares
Students	Disabled and Escorts
Medical TAP funded	Discounted seniors

Each year, BC Ferries presents **annual operating statistics** as part of its Annual Report to the BC Ferries Commission. Key performance indicators include the **numbers of vehicles and passengers** carried, the % of **vehicle deck space utilised**, the number of **overloads** reported and the % of sailings that **operated on time**.

Source : BC Ferries Annual Reports to the BC Ferries Commission

Route 19

Operational Information

Operational Performance	fiscal year 2017/18	fiscal year 2018/19	fiscal year 2019/20	fiscal year 2020/21	fiscal year 2021/22
Round trips operated	4,929	4,952	5,245	5,266	5,270
Round trips required by contract	4,899	4,896	5,193	5,204	5,201
Round trips cancelled	-	-	4	-	-
Extra round trips operated	30	56	52	62	69
Vehicle capacity provided (see Note 1)	618,010	623,952	660,996	663,228	655,745
Vehicles carried (AEQs)	387,540	398,079	397,912	368,155	408,875
Vehicle capacity utilisation (see Note 1)	63%	64%	60%	56%	62%
Average # of vehicles per sailing	39	40	38	35	39
% of sailings overloaded	10%	11%	12%	11%	17%
Passengers carried	799,525	819,261	805,907	599,439	714,732
Average # of passengers per sailing	81	83	77	57	68
% of sailings departing on time (within 10 minutes of schedule)	88%	86%	87%	78%	70%

Note 1

BC Ferries' Automobile Equivalent (AEQ) standard measurement has been changed from 5.34 metres to 6.1 metres. Capacity Provided and Capacity Utilization both use the new measure.

Route 19

Passengers per operating day Monthly averages 2010 - 2022

Passenger numbers are reported quarterly to the Ferries Commissioner – though each quarter has a different number of operating days, so in order to monitor trends more accurately, the FAC publishes data based on the average number of passengers carried each operational day.

Note the impact of the Covid pandemic on passenger traffic between March 2020 and May 2022 – and the slow rate of recovery compared to vehicle traffic

Source : BC Ferries Monthly Traffic Statistics

	DAYS	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
January	31	1,935	1,802	1,715	1,765	1,706	1,724	1,693	1,744	1,780	1,916	1,733	1,376	1,474
February *	28	2,049	1,936	1,921	1,863	1,614	1,852	1,893	1,743	1,855	1,721	1,994	1,440	1,845
March	31	2,192	1,969	1,927	1,943	1,865	1,946	1,986	2,030	2,040	2,153	1,461	1,726	1,946
April	30	2,296	2,159	2,062	2,053	2,071	2,076	2,077	2,111	2,150	2,320	851	1,728	2,096
May	31	2,302	2,179	2,208	2,209	2,051	2,180	2,195	2,293	2,381	2,400	1,203	1,742	2,301
June	30	2,408	2,242	2,202	2,190	2,087	2,264	2,253	2,305	2,381	2,389	1,765	2,026	2,440
July	31	2,634	2,494	2,498	2,497	2,362	2,437	2,481	2,661	2,704	2,636	2,153	2,504	2,651
August	31	2,677	2,522	2,646	2,640	2,528	2,511	2,551	2,772	2,824	2,787	2,283	2,598	2,905
September	30	2,318	2,225	2,196	2,097	2,072	2,194	2,287	2,325	2,280	2,300	2,029	2,198	2,455
October	31	2,218	2,117	2,126	2,160	2,059	2,069	2,089	2,194	2,255	2,276	1,870	2,003	2,340
November	30	1,969	1,977	1,957	1,978	1,905	1,906	1,996	1,982	2,113	2,115	1,562	1,788	2,058
December	31	2,066	2,002	1,882	1,849	1,916	1,939	1,855	1,933	2,004	2,010	1,419	1,635	1,884

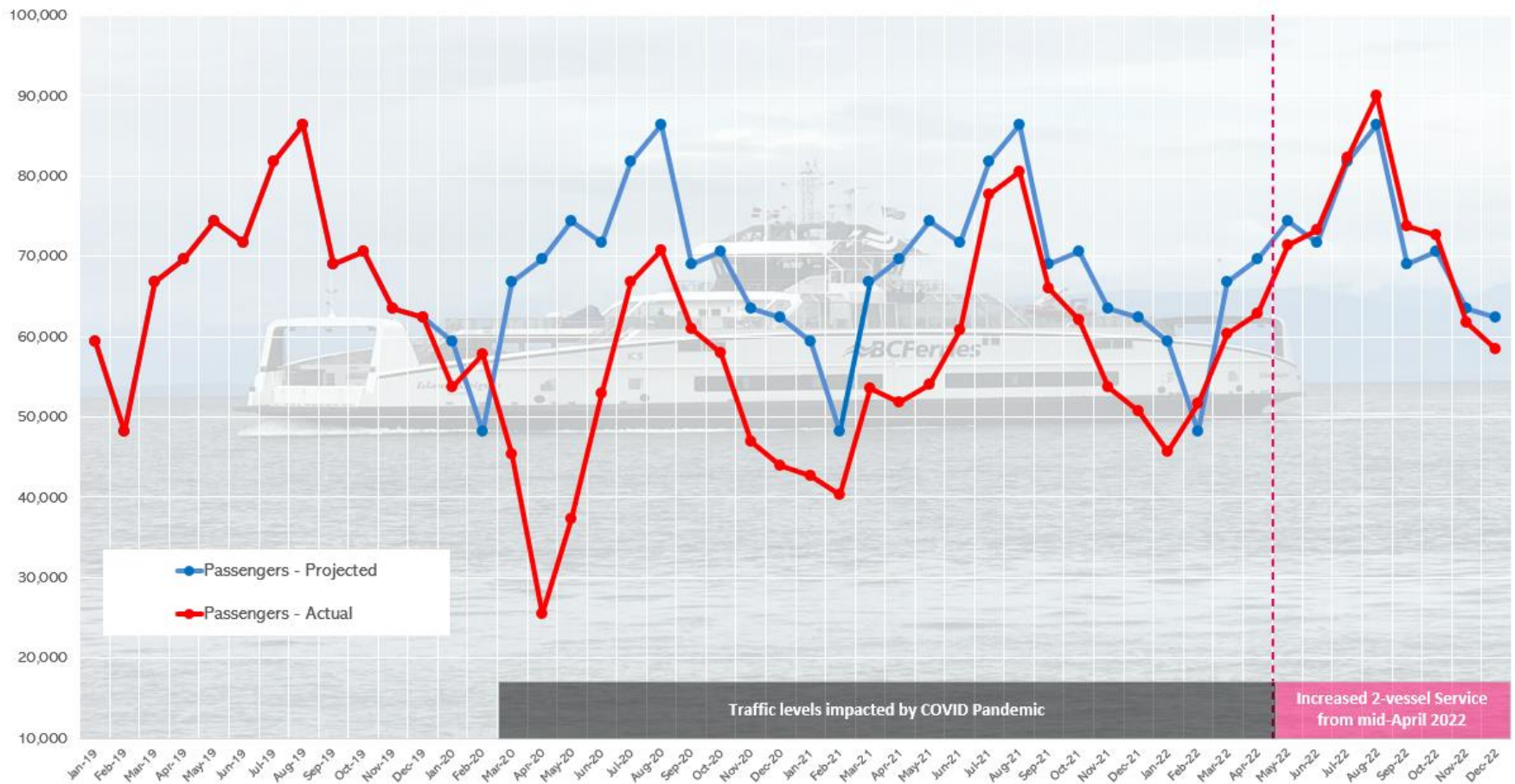
* Passenger data for February is calculated over 29 days in leap years.

Reduced traffic due to Covid

Route 19 Passenger Volumes 2019-2022

Impact of the Covid pandemic on passenger traffic between March 2020 and May 2022.
(comparing with predictions based on 2019 traffic levels)

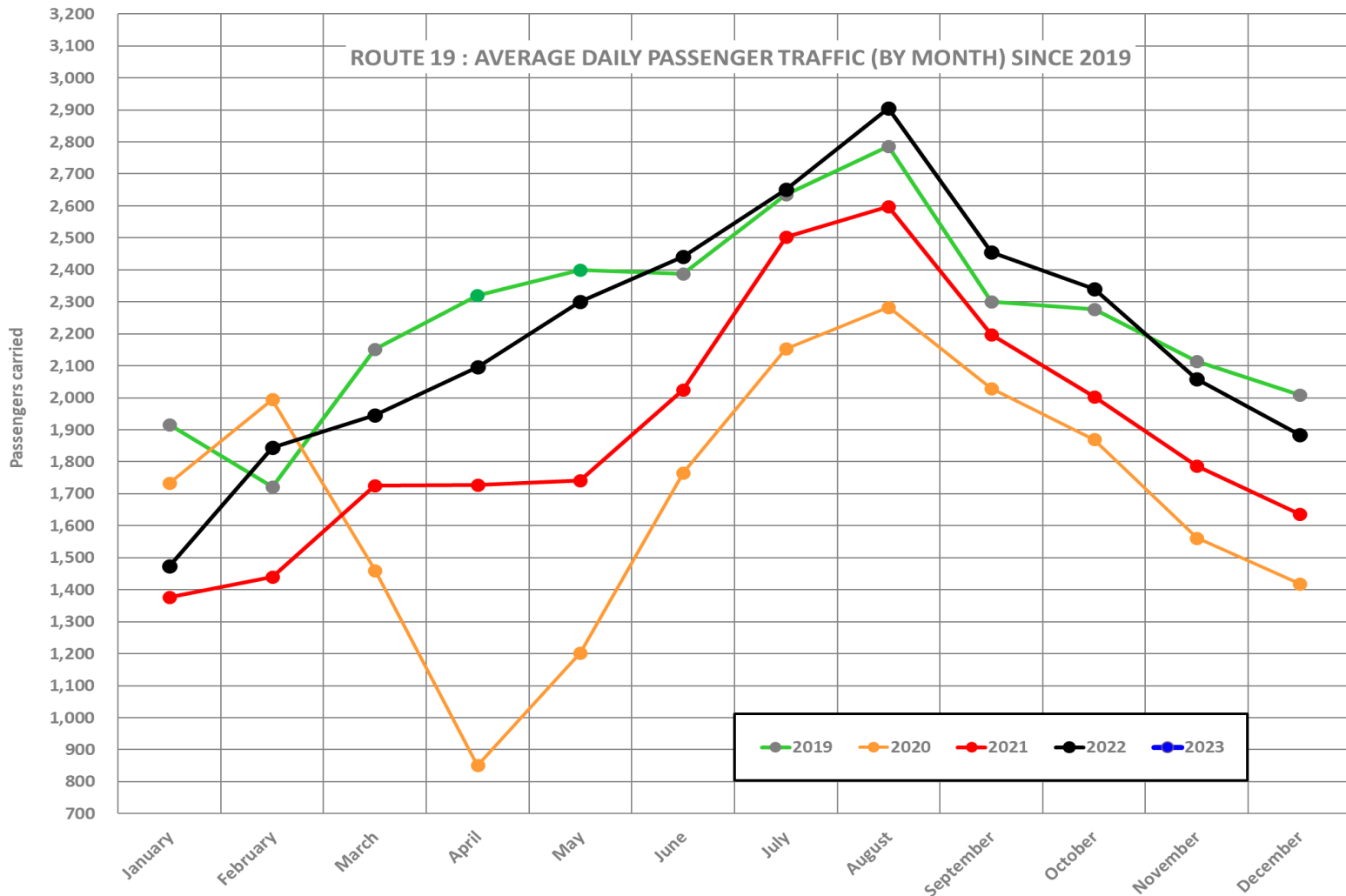
Source : BC Ferries Monthly Traffic Statistics



BC Ferries' traffic statistics are expressed in terms of passengers per calendar month, making month-by-month comparisons difficult because of the varying number of days in each month. To overcome this, the FAC publishes average daily passenger data each month.

Source : BC Ferries Monthly Traffic Statistics

Route 19 Passenger traffic by month since 2019



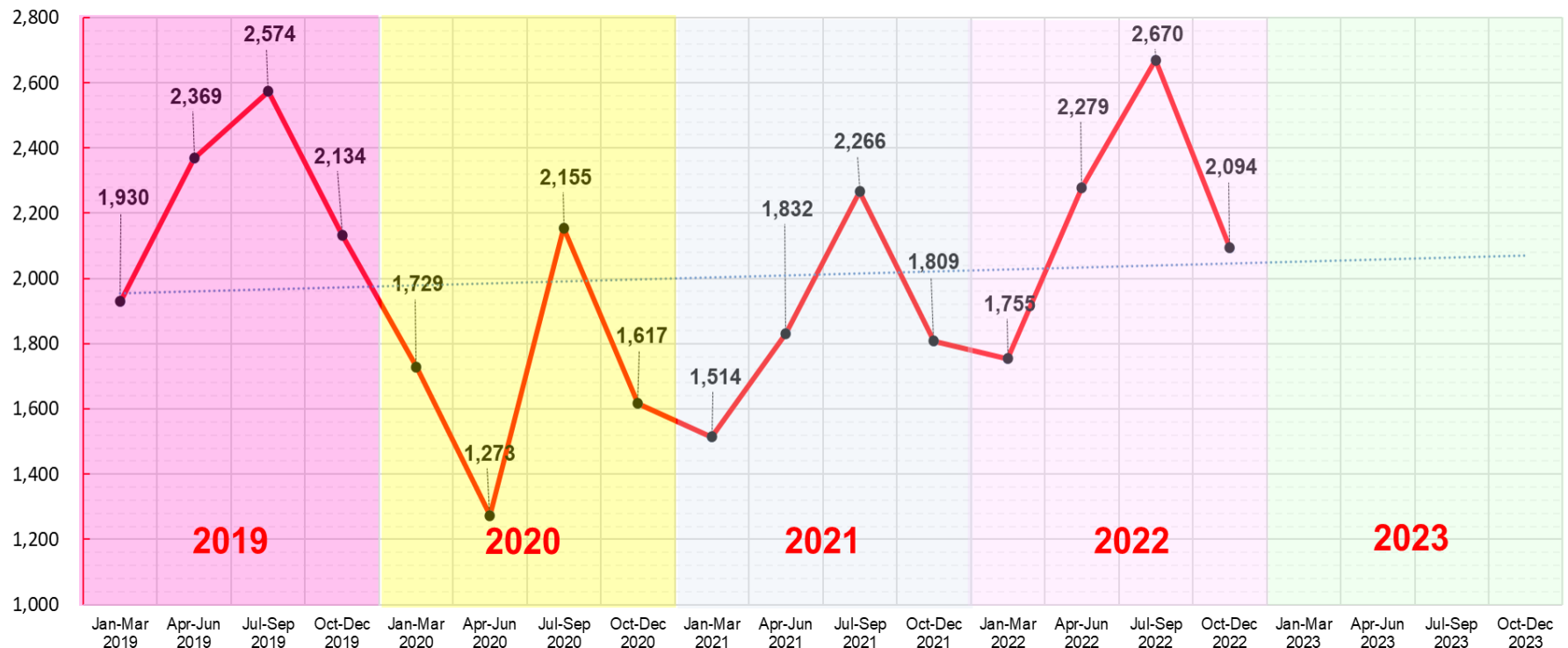
Route 19

Passengers per operating day quarterly averages 2019 – 2022

Passenger numbers are reported quarterly to the Ferries Commissioner – though each quarter has a different number of operating days, so in order to monitor trends more accurately, the FAC publishes data based on the average number of passengers carried each operational day.

Source : BC Ferries Quarterly Operations Reports to the BC Ferries Commission

Route 19 : Average number of passengers carried per day since 2019



Vehicle traffic levels are reported quarterly to the Ferries Commissioner – though each quarter has a different number of operating days, so in order to monitor trends more accurately, the FAC publishes data based on the average number of passengers carried each operational day. Note how vehicle traffic recovered faster than passenger traffic as the effects of the COVID Pandemic receded.

Source : BC Ferries Monthly Traffic Statistics

Route 19

Vehicles carried per operating day Monthly averages 2010 - 2022

	DAYS	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
January	31	870	825	767	814	774	744	760	807	833	912	829	802	823
February	28	923	887	849	862	715	806	837	784	860	812	944	835	1,015
March	31	999	918	891	873	846	848	961	948	954	1,010	768	1,010	1,067
April	30	1,037	976	934	955	934	922	940	980	1,010	1,075	554	990	1,112
May	31	1,039	986	991	1,018	912	955	971	1,053	1,088	1,088	746	997	1,214
June	30	1,085	1,029	990	997	931	1,007	1,008	1,070	1,094	1,108	1,011	1,126	1,281
July	31	1,140	1,098	1,091	1,093	1,029	1,049	1,088	1,155	1,179	1,184	1,133	1,220	1,317
August	31	1,157	1,078	1,135	1,138	1,068	1,056	1,118	1,183	1,200	1,202	1,144	1,219	1,438
September	30	1,038	995	983	949	938	968	1,018	1,053	1,032	1,082	1,079	1,106	1,272
October	31	1,003	945	970	977	911	921	943	1,007	1,034	1,068	1,029	1,057	1,242
November	30	914	910	910	888	837	863	917	953	984	976	902	939	1,134
December	31	966	905	861	835	841	862	849	899	953	962	836	873	1,006

Reduced traffic due to Covid

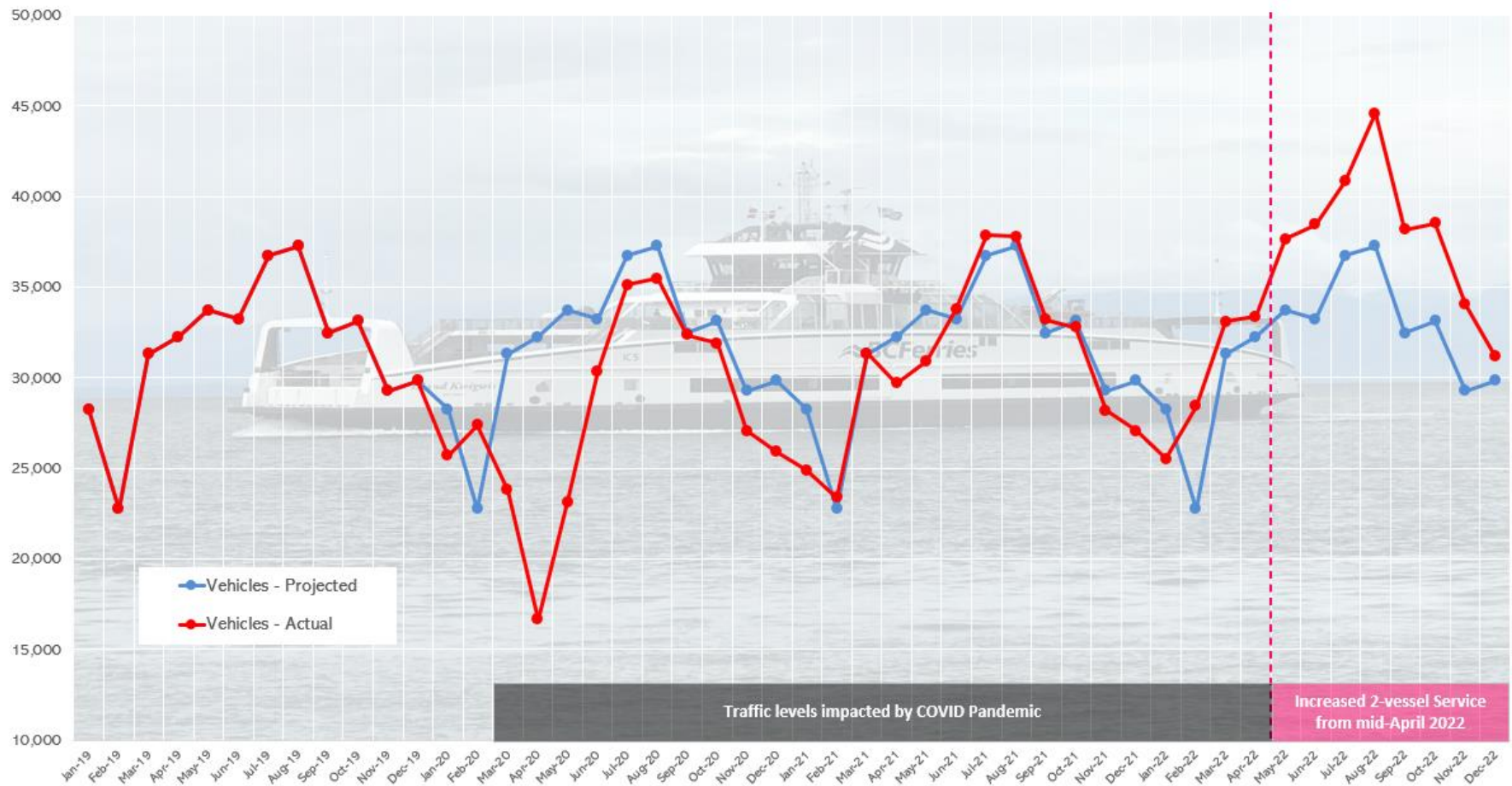
Route 19

Vehicle traffic

2019-2022

Impact of the Covid pandemic on vehicle traffic
between March 2020 and April 2022.
(comparing with predictions based on 2019 traffic levels)

Source : BC Ferries Monthly Traffic Statistics

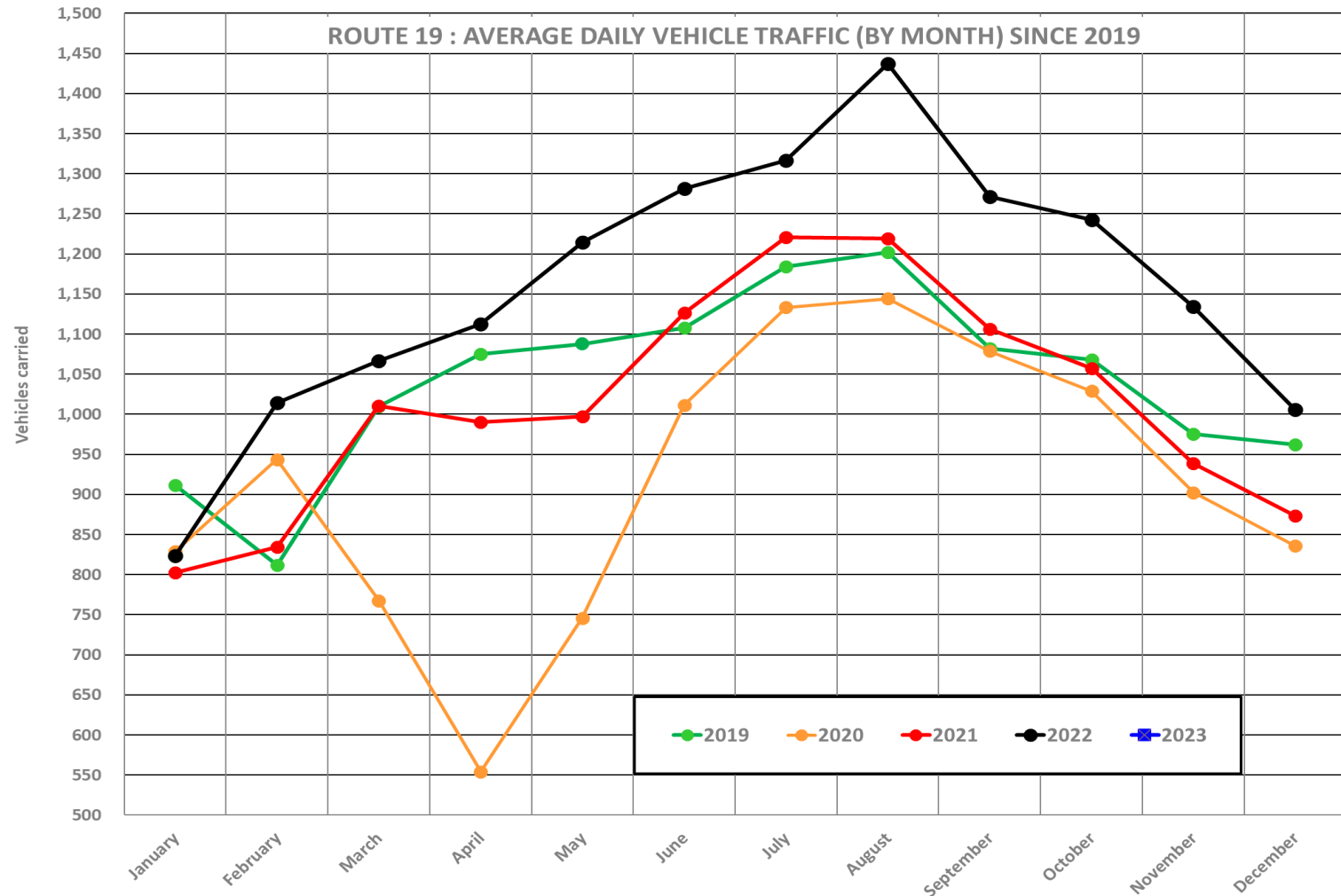


Route 19

Vehicle traffic by month since 2019

BC Ferries' traffic statistics are expressed in terms of vehicles carried per calendar month, making month-by-month comparisons difficult because of the varying number of days in each month. To address this, the FAC publishes average daily vehicle traffic data each month.

Source : BC Ferries Monthly Traffic Statistics



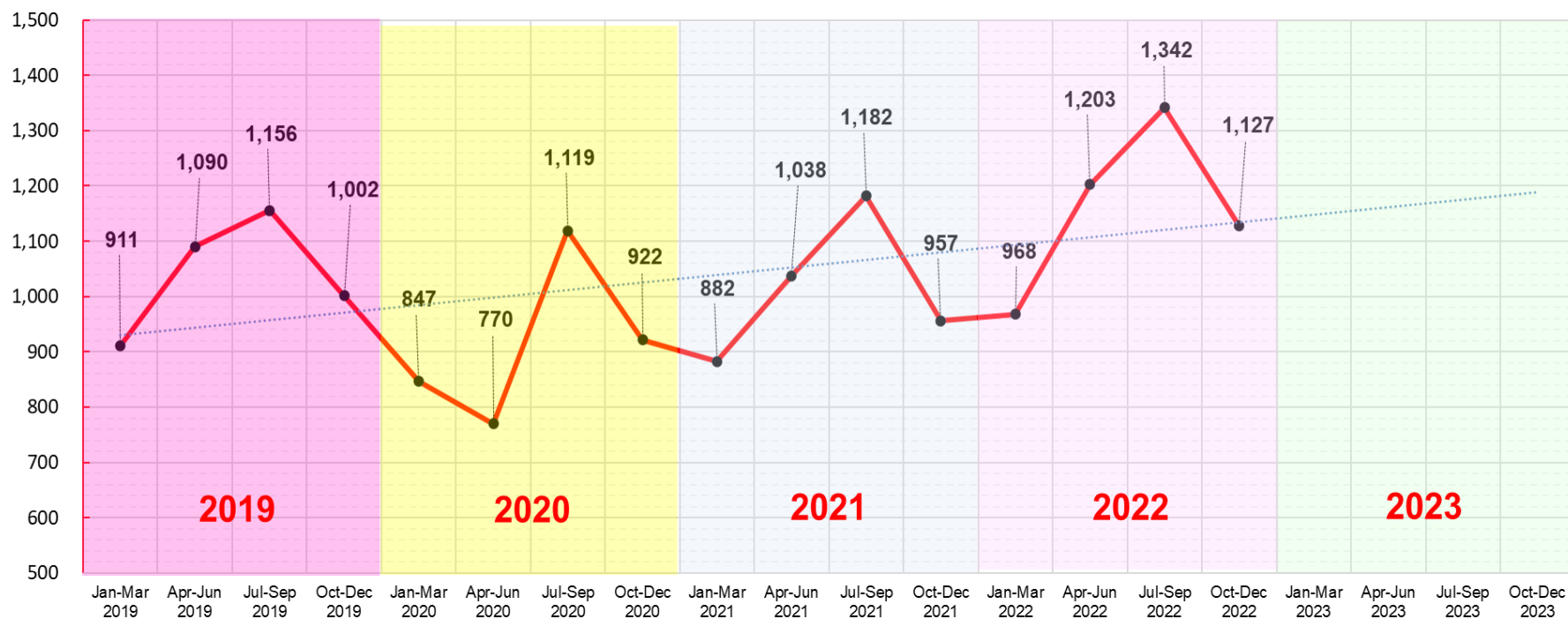
Vehicle numbers are reported quarterly to the Ferries Commissioner – though each quarter has a different number of operating days, so in order to monitor trends more accurately, the FAC publishes data based on the average number of vehicles carried each operational day.

Note the reduction in vehicle traffic on **Route 19** in 2020 due to the impact of the COVID Pandemic

Source : BC Ferries Quarterly Operations Reports to the BC Ferries Commission

Route 19 Vehicles per day quarterly averages 2019 - 2022

Route 19 : Average number of vehicles carried per day since 2019

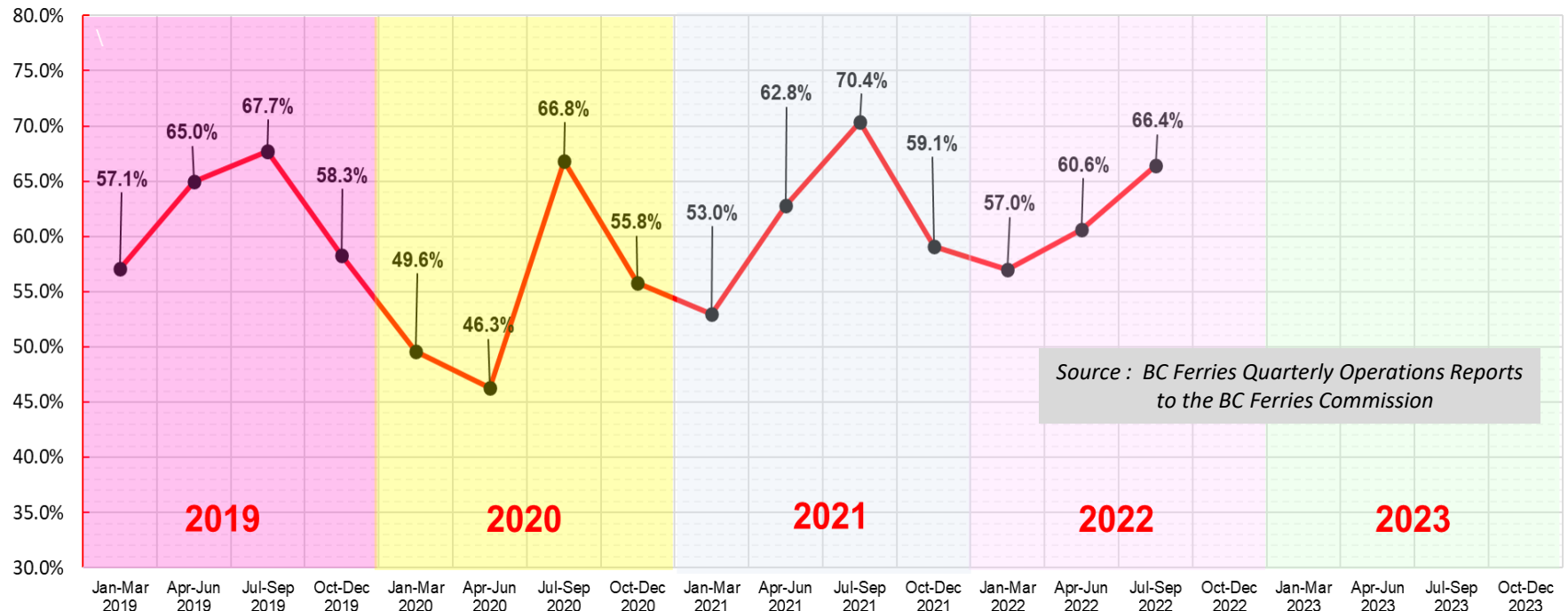


Route 19

Quarterly vehicle capacity utilisation 2019-2022

Vehicle capacity utilisation is reported quarterly by BC Ferries, using a measure of 'Automobile Equivalents' (AEQs) each occupying a notional 6.1m of deck space. The stated capacity of Quinsam was 63 AEQs, while each of the new Island Class Vessels has a design capacity of 47 AEQs. By Summer 2021, Route 19 had reached 70.4% of available capacity, though most of this traffic is concentrated during the working day, resulting in a record number of overloads. This situation should improve with the introduction of the new 2-vessel schedule in 2022.

Route 19 : Vehicle Capacity Utilisation (% of vehicle deck space occupied)

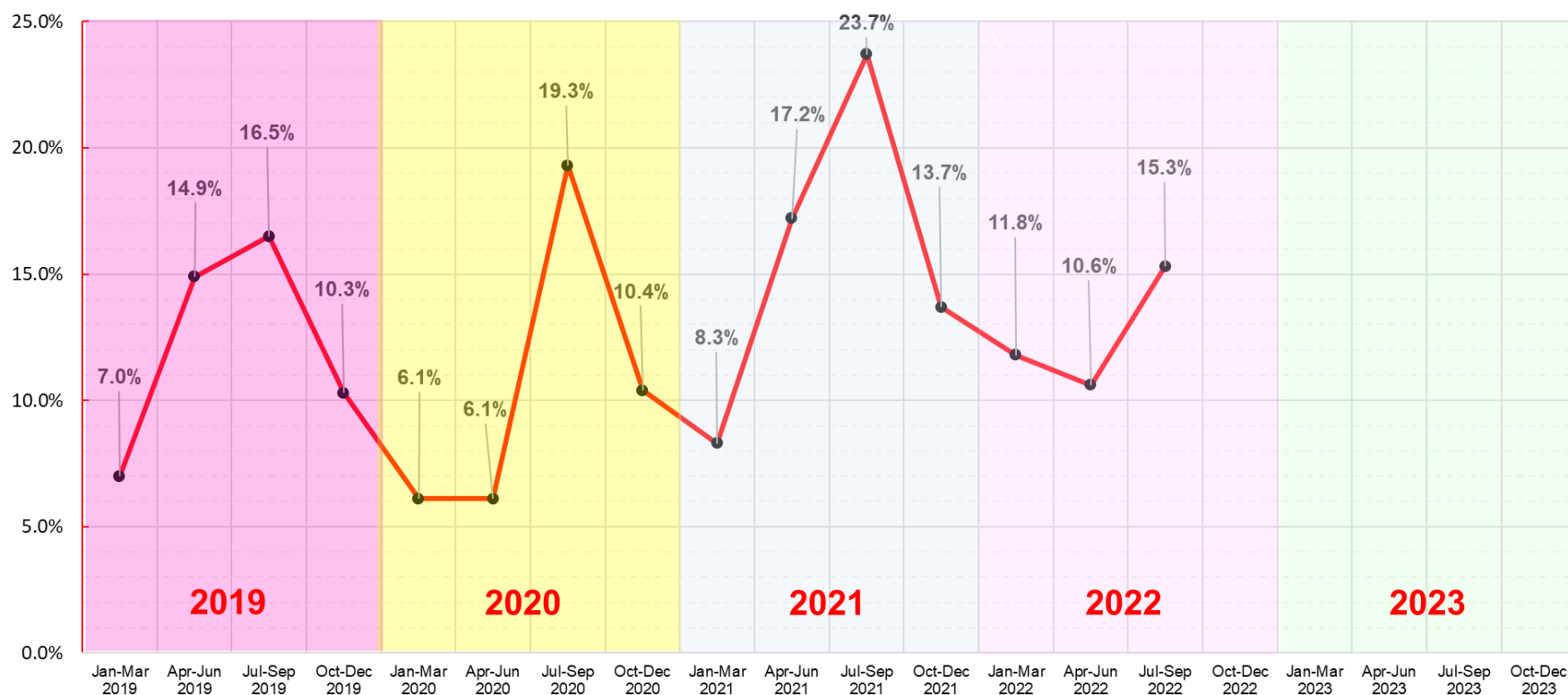


BC Ferries reports quarterly on the percentage of sailings with **vehicle overloads**. as vehicle traffic has increased, the number of overloads on **Route 19** has increased progressively since 2017, with Summer 2021 peaking at 23.7% of all sailings overloaded – the highest ever recorded. The introduction of the Island Class vessels in April 2022 hasn't solved the problem completely, as overloads can occur when there is unused deck space on the upper vehicle deck, or when there is only one vessel in operation.

Source : BC Ferries Quarterly Operations Reports to the BC Ferries Commission

Route 19 Quarterly vehicle overloads report 2019-2022

Route 19 : Percentage of sailings reported as being overloaded

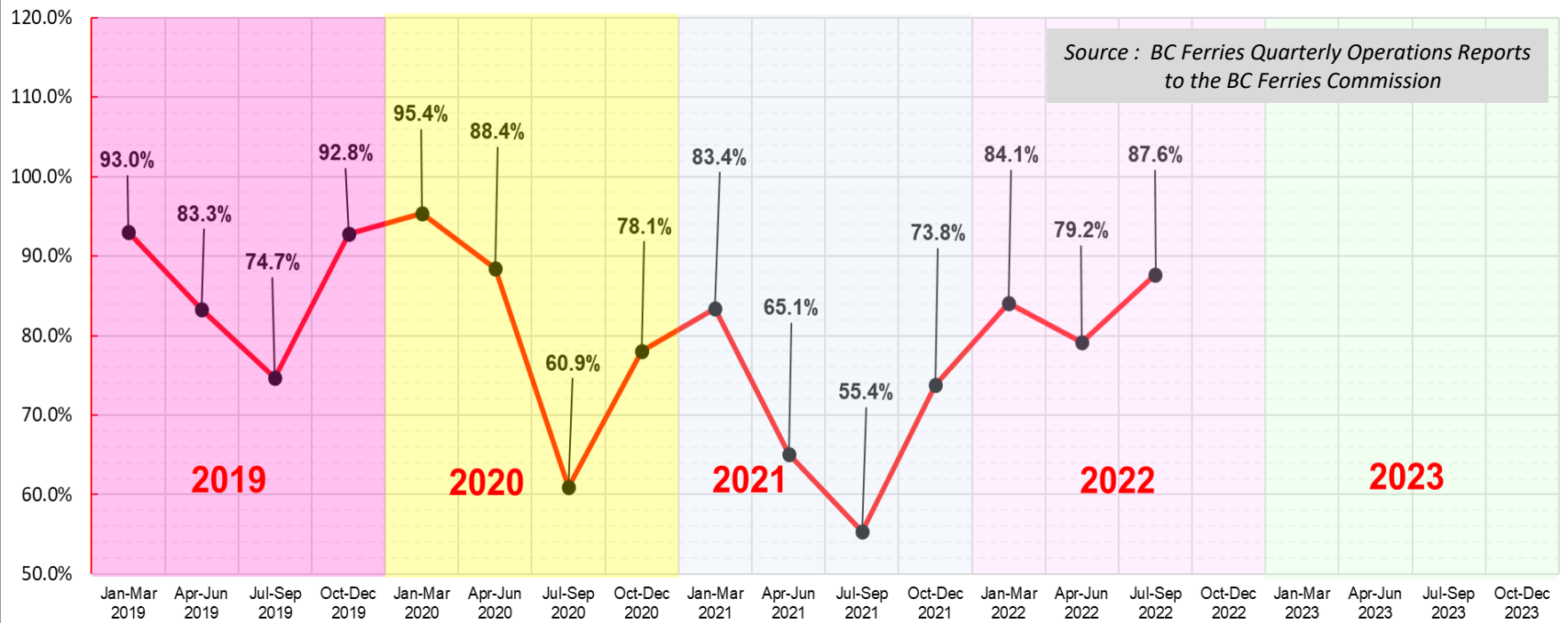


Route 19

Quarterly on-time performance 2019-2022

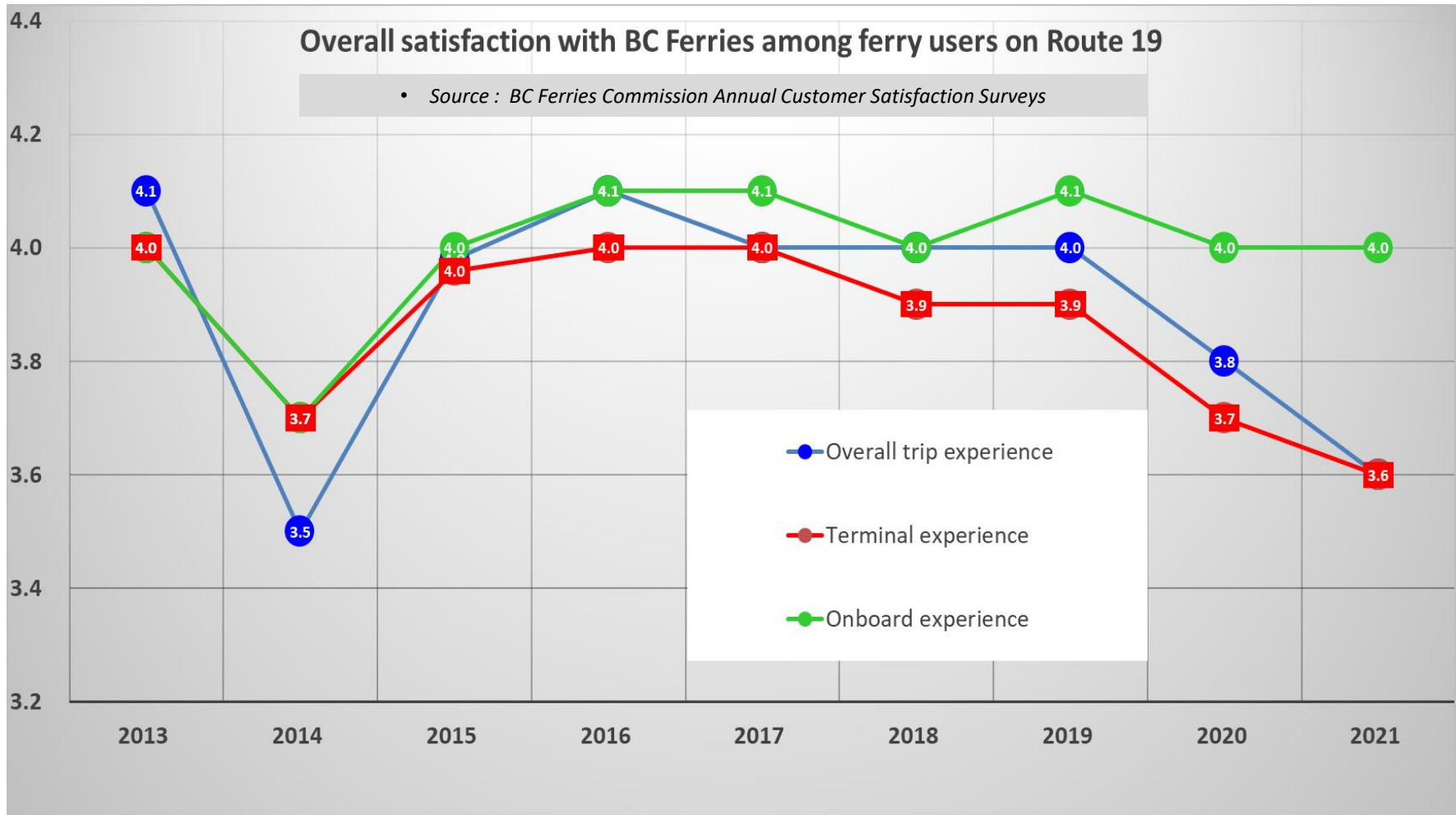
As the volume of vehicle traffic increases on a route, it becomes more difficult to maintain **on-time performance** and as this chart shows, the percentage of “on-time” departures in the Summer 2021 quarter plummeted to just 55.4%, A ferry departing within 10 minutes of its scheduled time is considered to be ‘on time’ On-time performance at this low level is unprecedented on **Route 19**, and traffic had reached a critical volume in 2021 that was seriously impacting on-time performance year round. Early indications are that the new schedule is bringing overall improvements.

Route 19 : On-time performance (% of departures within 10 minutes of scheduled time)



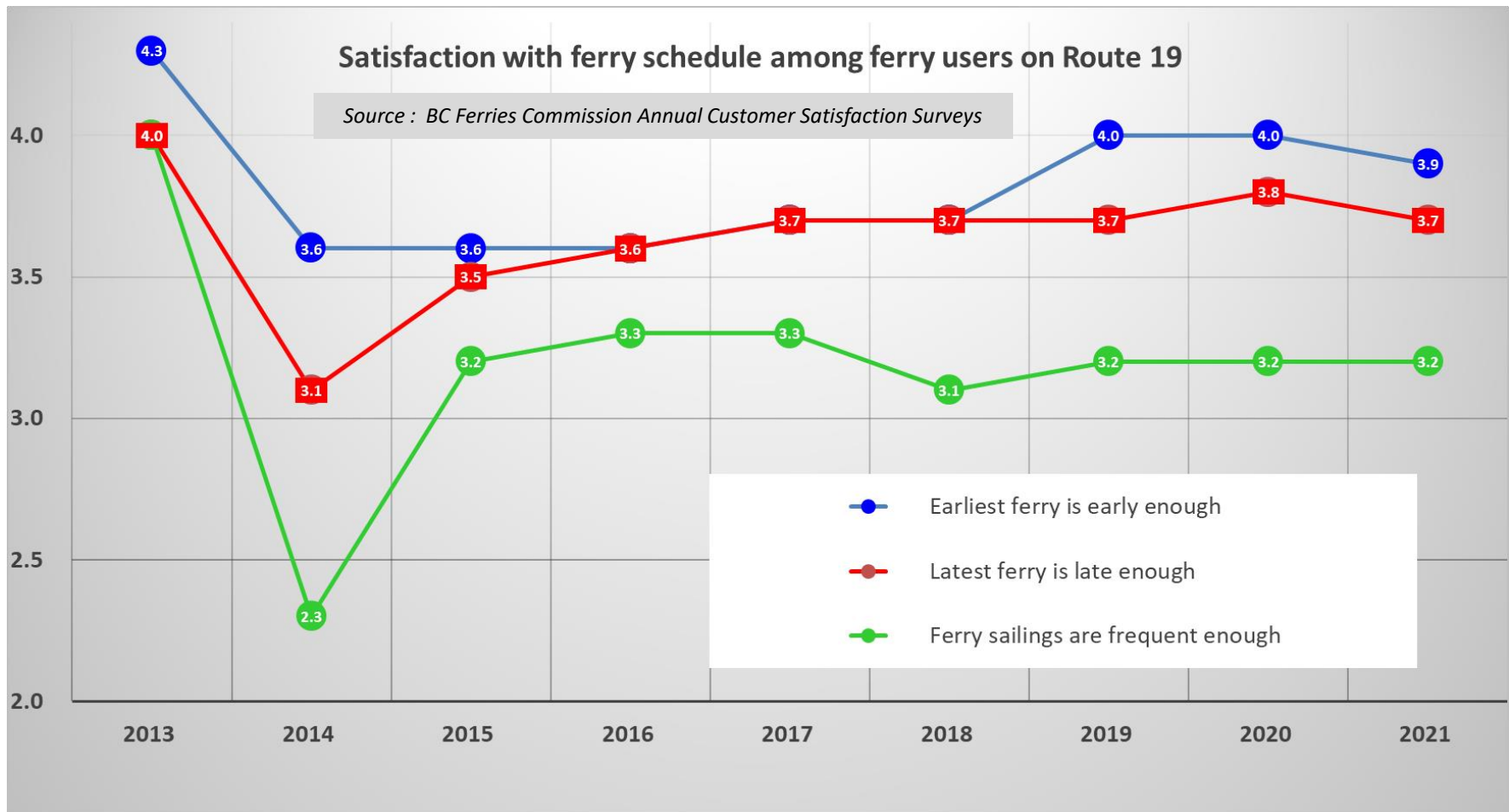
Customer satisfaction with the service provided to Gabriola

Route 19



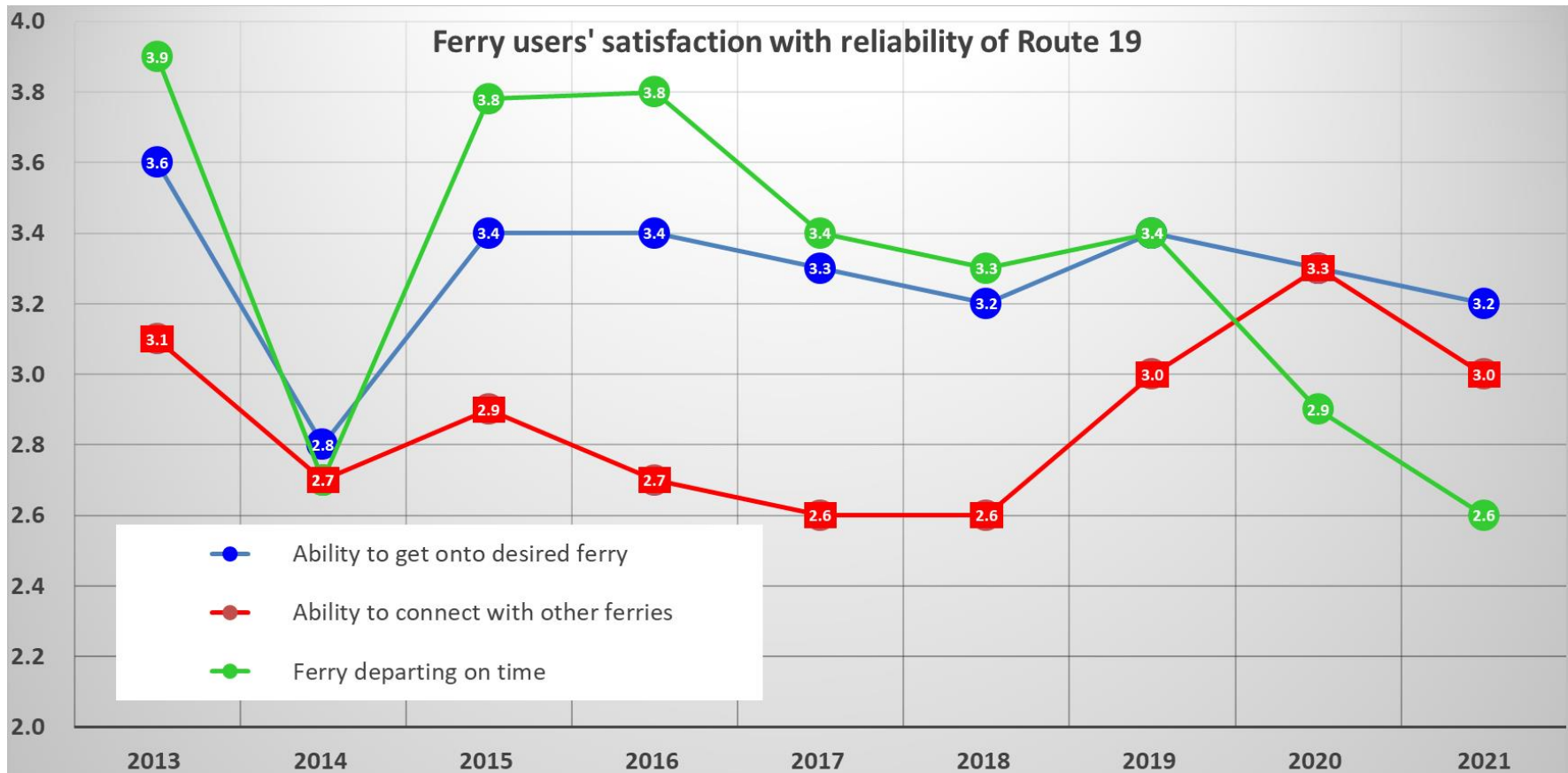
Customer satisfaction with the service provided to Gabriola

Route 19



Customer satisfaction with the service provided to Gabriola

Route 19



Source : BC Ferries Commission Annual Customer Satisfaction Surveys

Government of BC – Coastal Ferry Act

http://www.bclaws.ca/civix/document/id/lc/statreg/03014_01

Coastal Ferry Services Contract (consolidated version)

https://www.bcferries.com/web_image/h9f/h87/8816524951582.pdf

BC Ferries – Corporate information

https://www.bcferries.com/about/More_Information.html

BC Ferries – Monthly Traffic Statistics

<https://www.bcferries.com/about/traffic.html>

BC Ferries Commission – Annual Reports from BC Ferries

<https://www.bcferrycommission.ca/about/annual-reports/>

BC Ferries Commission – Quarterly Reports from BC Ferries

<https://www.bcferrycommission.ca/compliance-reports/bc-ferries-quarterly-reports/>

Gabriola Ferry Advisory Committee

<https://gabriolafac.com/>

**Where to
find more
information**



Gabriola Ferry Advisory Committee 2018 - 2022

Steven Earle (Chair)

Heather O'Sullivan (Vice Chair)

Peter Briscoe

Michael Brown

Scott Colbourne

Vanessa Craig

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