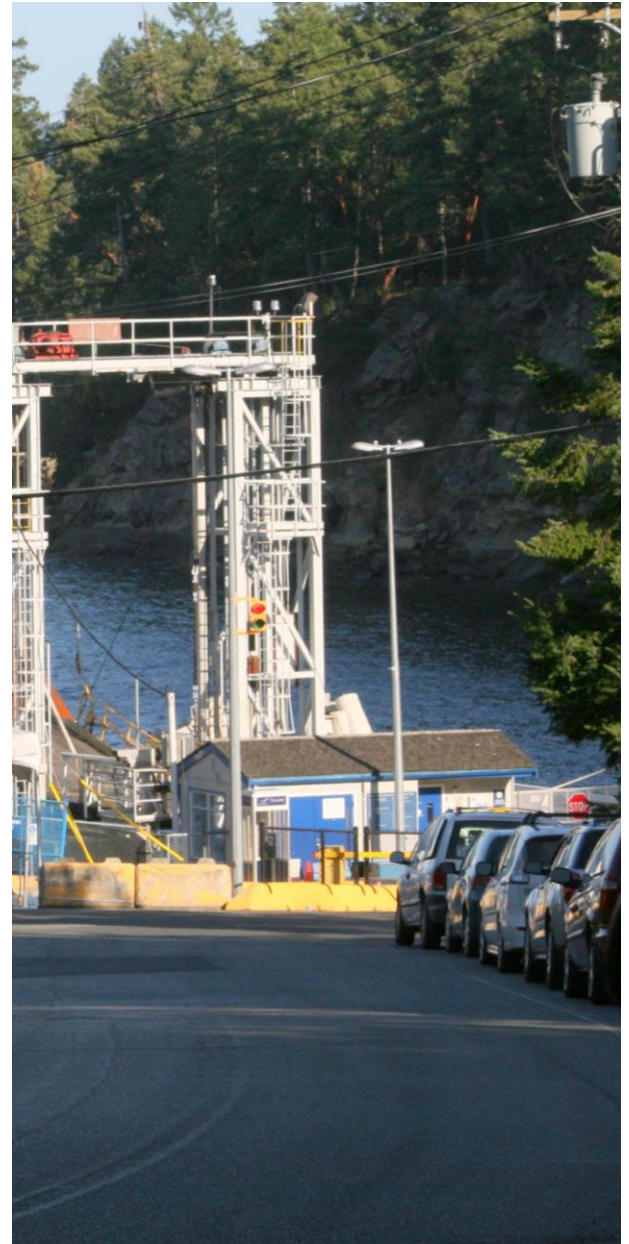


Ferry Fact File

January 2024

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 6** (PT6) runs from April 2024 to March 31, 2028.

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**, previously President and CEO of Insurance Corporation of BC.

Brian Anderson, Vice President, Strategy Planning 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 a key point of contact for the 13 Ferry Advisory Committees.

Carrie McIntosh is BC Ferries' Director of Community Relations and with **Tamara Olson** (Community Relations Manager) lead on 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 Malvern Glentworth is the Marine Superintendent for the Gabriola Island-Nanaimo Harbour route, managing day to day marine operations.

Natalie McCall is the Customer Experience Manager for Route 19, monitoring feedback from ferry users and Ferry Advisory Committees on common problems

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 some fares on individual routes may exceed the price cap.

Downloads:

- [BC Ferries' submission for Performance Term 6](#) (starting 2024)
- [BC Ferries' Supplemental Filing for Performance Term 6](#)
- [Ferry Commissioner's Ruling and Price Cap Decision for PT6](#)

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.

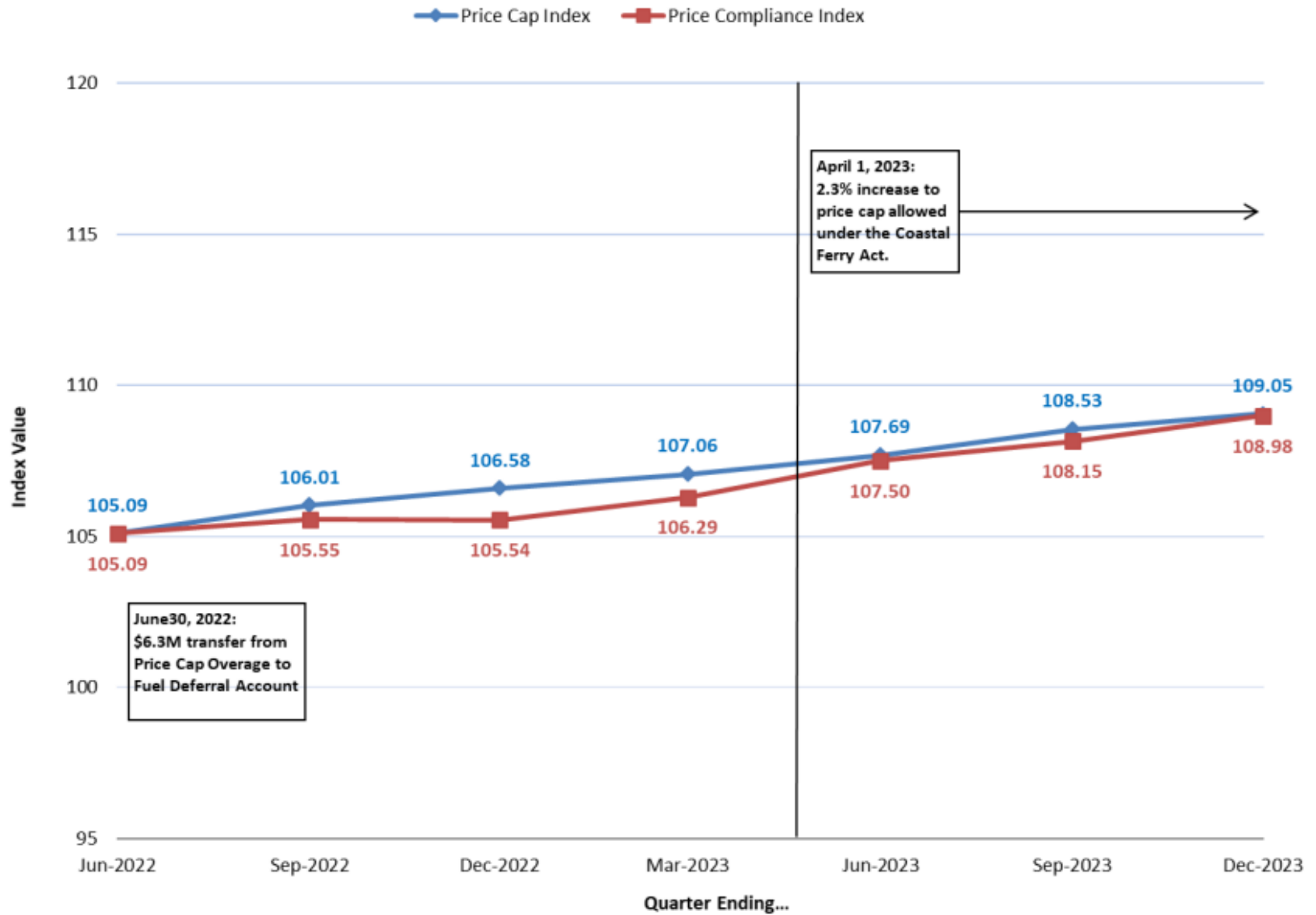
In December 2013, the BC Ferries proposed that a regulatory policy be established that would enable it to transfer price cap regulatory account balances to or from the **Fuel Deferral Account** to balance a surplus in one account with a deficit in the other. The Commission rejected the proposal but granted 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 December 31, 2023



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. This 4% Fuel Surcharge is still in force in January 2024.

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 \$33 million per year
- [Ferry Transportation Fees](#) payable by the Province of British Columbia (\$195 million in 2021/22), of which \$128 million underwrites the operation of the 18 minor routes.
- In 2022/23 [Route 19 \(Gabriola – Nanaimo\)](#) received \$5 million in transportation fees from the Province and \$0.8 million through the Federal/Provincial Subsidy Agreement.

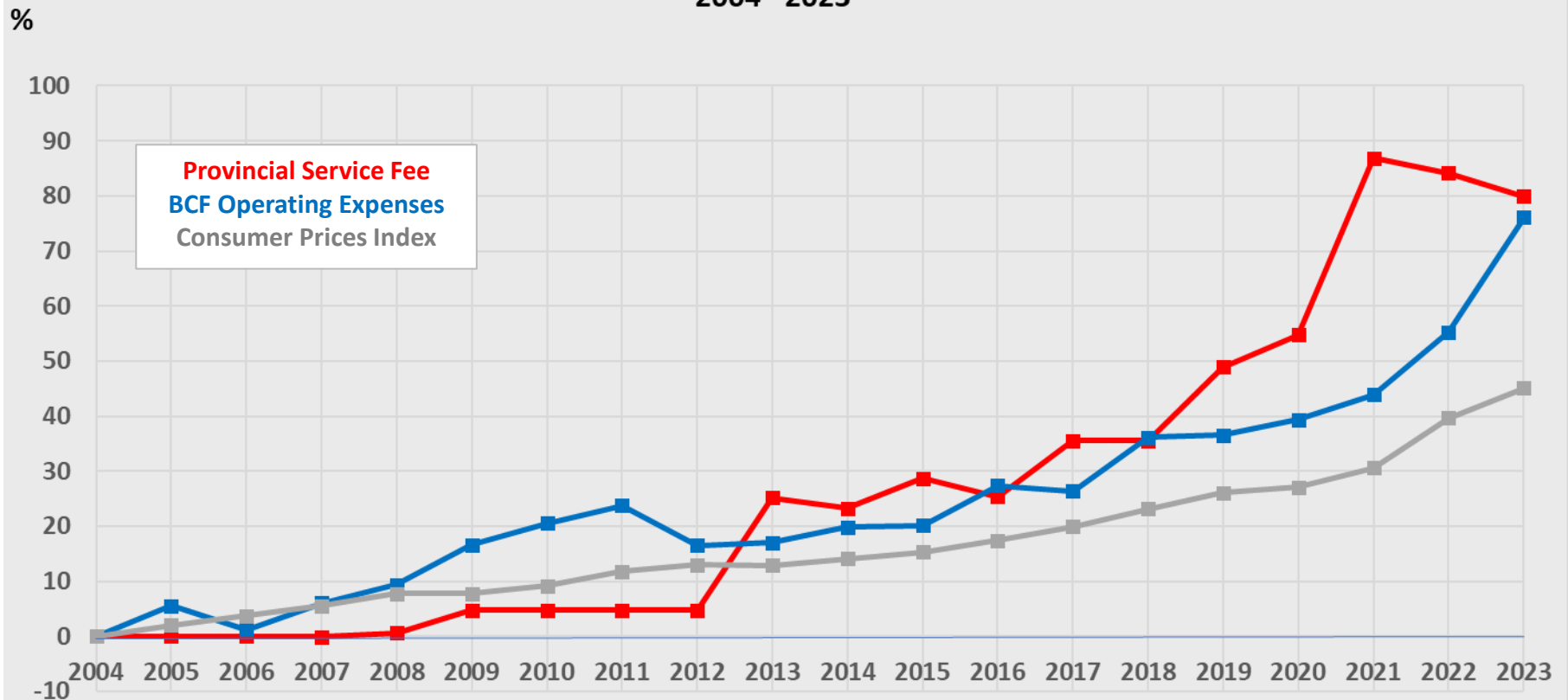
Under a joint Federal/Provincial arrangement, BC Ferries received a one-off funding injection under the [Safe Restart Program](#) to compensate for loss of revenue during the Pandemic and keep fare levels within the agreed Price Cap for PT5. A total of \$195 million was injected in 2022/21 and £108 million 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 2022/23, Social Program Fees amounted to \$12.2 million, of which [Route 19](#) received \$411,000.

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 3.2% a year throughout Performance Term 6.

Provincial support for minor ferry routes 2004-2023

Percentage change in Minor Route Provincial Service Fee
compared to Consumer Prices and Operating Expenses
2004 - 2023



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

Financial Performance	fiscal year 2018/19		fiscal year 2019/20		fiscal year 2020/21		fiscal year 2021/22		fiscal year 2022/23	
	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
Round trips operated	4,952		5,245		5,266		5,270		8,179	
Tariff revenue from vehicle fares (\$)	3,133,599	633	3,152,590	601	3,157,206	600	3,566,908	677	3,996,075	489
Tariff Revenue from passenger fares (\$)	2,072,288	418	2,015,334	384	1,598,175	303	1,921,945	365	2,236,140	273
Total tariff revenue (\$)	5,205,887	1,051	5,167,924	985	4,755,381	903	5,488,853	1,042	6,232,215	762
Ancillary revenue (\$)	31,000	6	33,000	6	36,000	7	40,000	8	35,000	4
Social Program Fees (\$)	507,000	102	500,000	95	256,000	49	358,000	68	411,000	50
Total operating revenue (\$)	5,743,887	1,160	5,700,924	1,087	5,047,381	958	5,886,853	1,117	6,678,215	817
Total operating Expenses (\$)	7,735,000	1,562	8,136,000	1,551	8,852,000	1,681	9,889,000	1,876	15,092,000	1,845
Operating Deficit (\$)	-1,991,113	-402	-2,435,076	-464	-3,804,619	-722	-4,002,147	-759	-8,413,785	-1,029
Amortization (\$)	-2,409,000	-486	-2,431,000	-463	-2,518,000	-478	-3,106,000	-589	-5,506,000	-673
Financing expense (\$)	-523,000	-106	-450,000	-86	-385,000	-73	-1,155,000	-219	-2,915,000	-356
Total Capital cost (\$)	-2,932,000	-592	-2,881,000	-549	-2,903,000	-551	-4,261,000	-809	-8,421,000	-1,030
Gain (loss) on disposal of capital assets (\$)	1,000		-20,000		-89,000		-70,000		-15,000	
Route deficit before service fees (\$)	-4,922,113	-994	-5,336,076	-1,017	-6,796,619	-1,291	-8,333,147	-1,581	-16,849,785	-2,060
Ferry Transportation Fees (\$)	3,766,000	761	4,119,000	785	5,069,000	963	5,049,000	958	5,074,000	620
Safe Restart Funding (\$)					1,568,000		985,000		96,000	
Federal-Provincial subsidy agreement (\$)	719,000	145	739,000	141	755,000	143	812,000	154	841,000	103
Tariffs in excess of Price Cap							-62,000		56,000	
Fuel Costs Deferred					72,000		-29,000		-372,000	
Fuel Rebate paid (net \$)			43,000		87,000		-46,000		184,000	
Safe Restart - Fare Increase Relief Deferral (\$)									-29,000	
Net route surplus / deficit (\$)	-437,113	-88	-435,076	-83	580,381	110	-1,624,147	-308	-10,970,785	-1,341

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

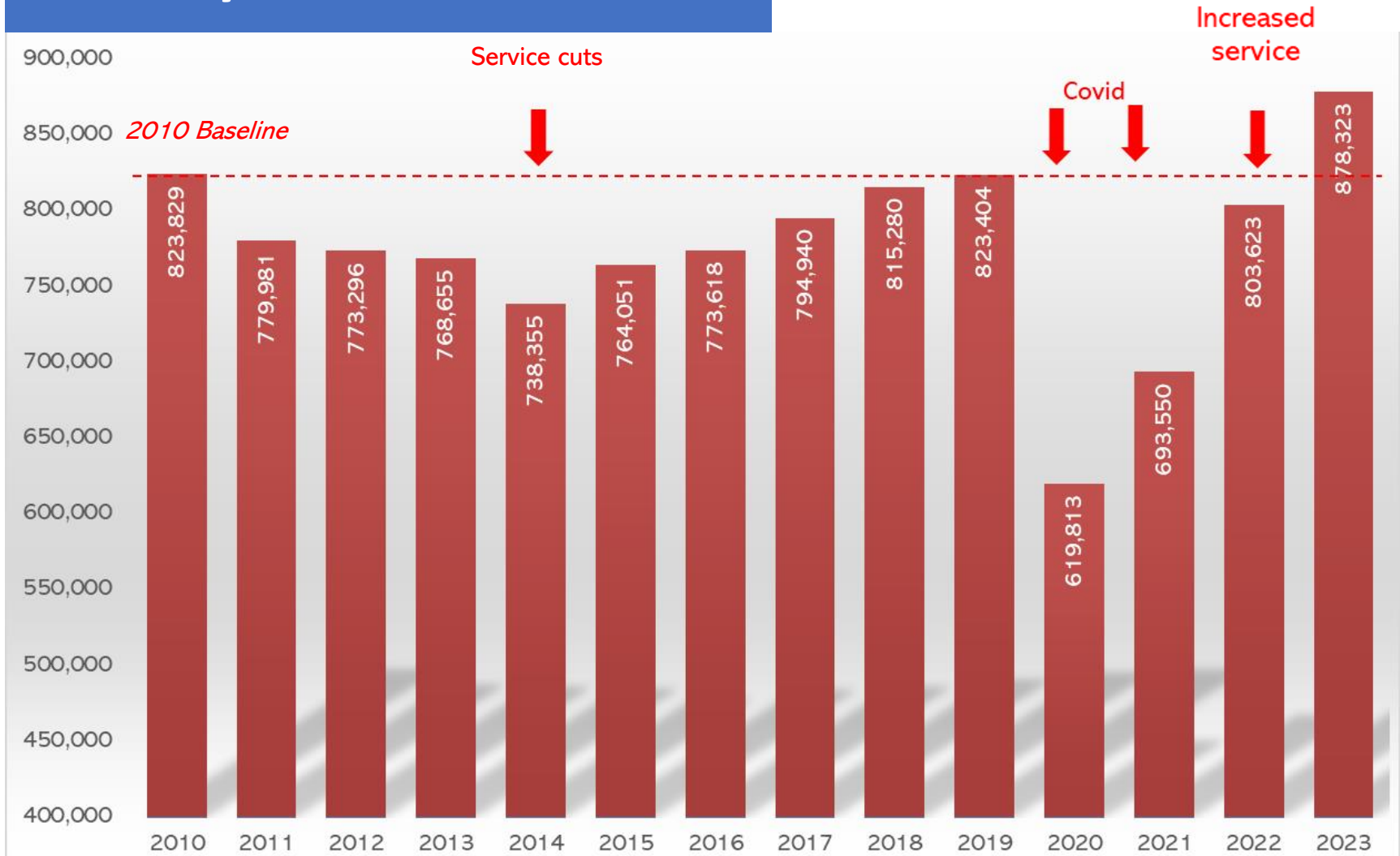
Operational Performance	fiscal year 2017/18	fiscal year 2018/19	fiscal year 2019/20	fiscal year 2020/21	fiscal year 2021/22	fiscal year 2022/23
Round trips operated	4,929	4,952	5,245	5,266	5,270	8,179
Round trips required by contract	4,899	4,896	5,193	5,204	5,201	5,203
Round trips cancelled	-	-	4	-	-	-
Extra round trips operated	30	56	52	62	69	2,976
Vehicle capacity provided (see Note 1)	618,010	623,952	660,996	663,228	655,745	778,644
Vehicles carried (AEQs)	387,540	398,079	397,912	368,155	408,875	466,111
Vehicle capacity utilisation (see Note 1)	63%	64%	60%	56%	62%	60%
Average # of vehicles per sailing	39	40	38	35	39	28
% of sailings overloaded	10%	11%	12%	11%	17%	11%
Passengers carried	799,525	819,261	805,907	599,439	714,732	829,766
Average # of passengers per sailing	81	83	77	57	68	51
% of sailings departing on time (within 10 minutes of schedule)	88%	86%	87%	78%	70%	88%

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

Changes in Passenger Traffic Annually from 2010



Route 19

Passengers per operating day Monthly averages 2010 - 2023

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	2023
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	1,947
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	1,925
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	2,243
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	2,301
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	2,535
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	2,696
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	2,944
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	3,102
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	2,531
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	2,355
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	2,181
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	2,072

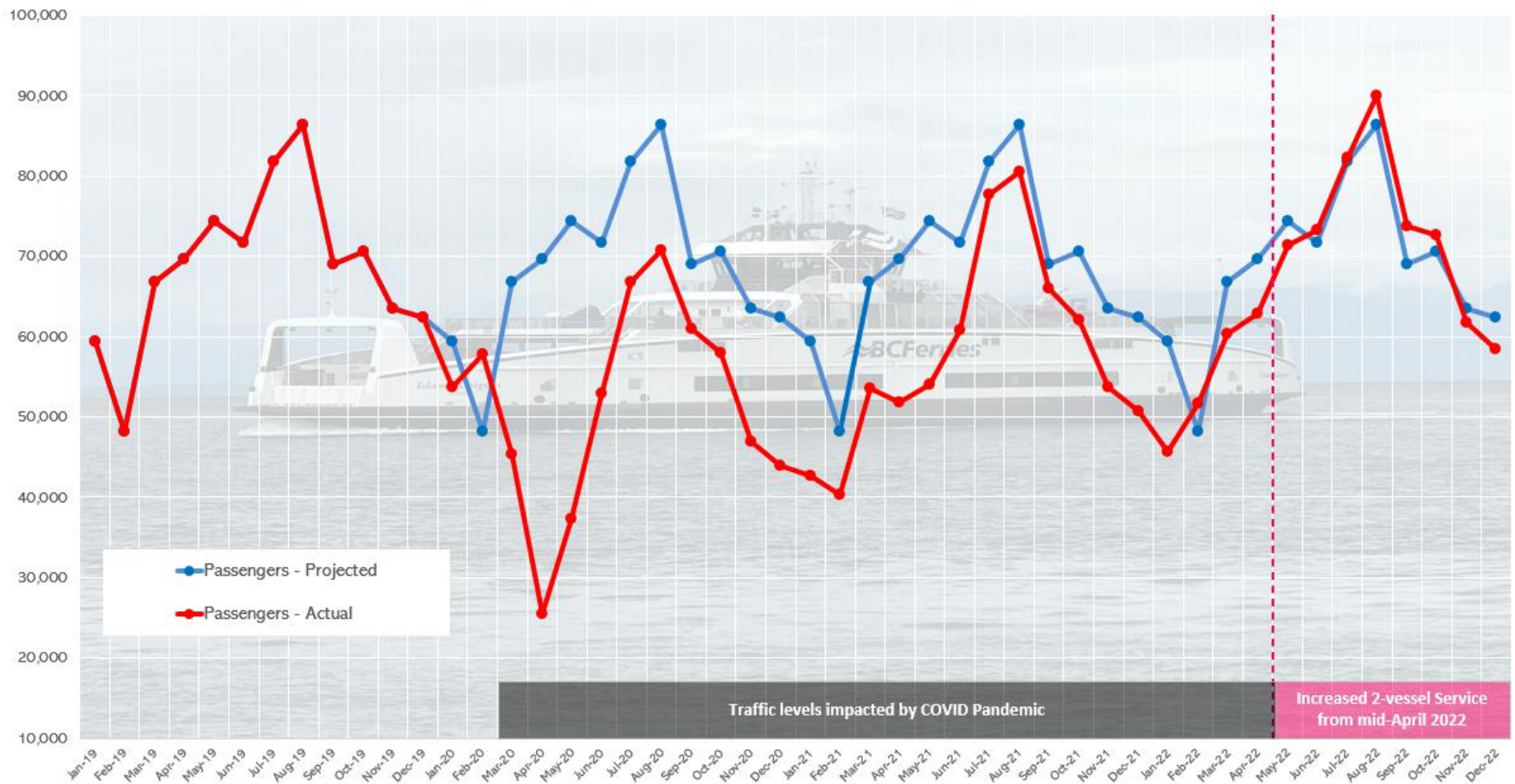
* Passenger data for February is calculated over 29 days in leap years.

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)

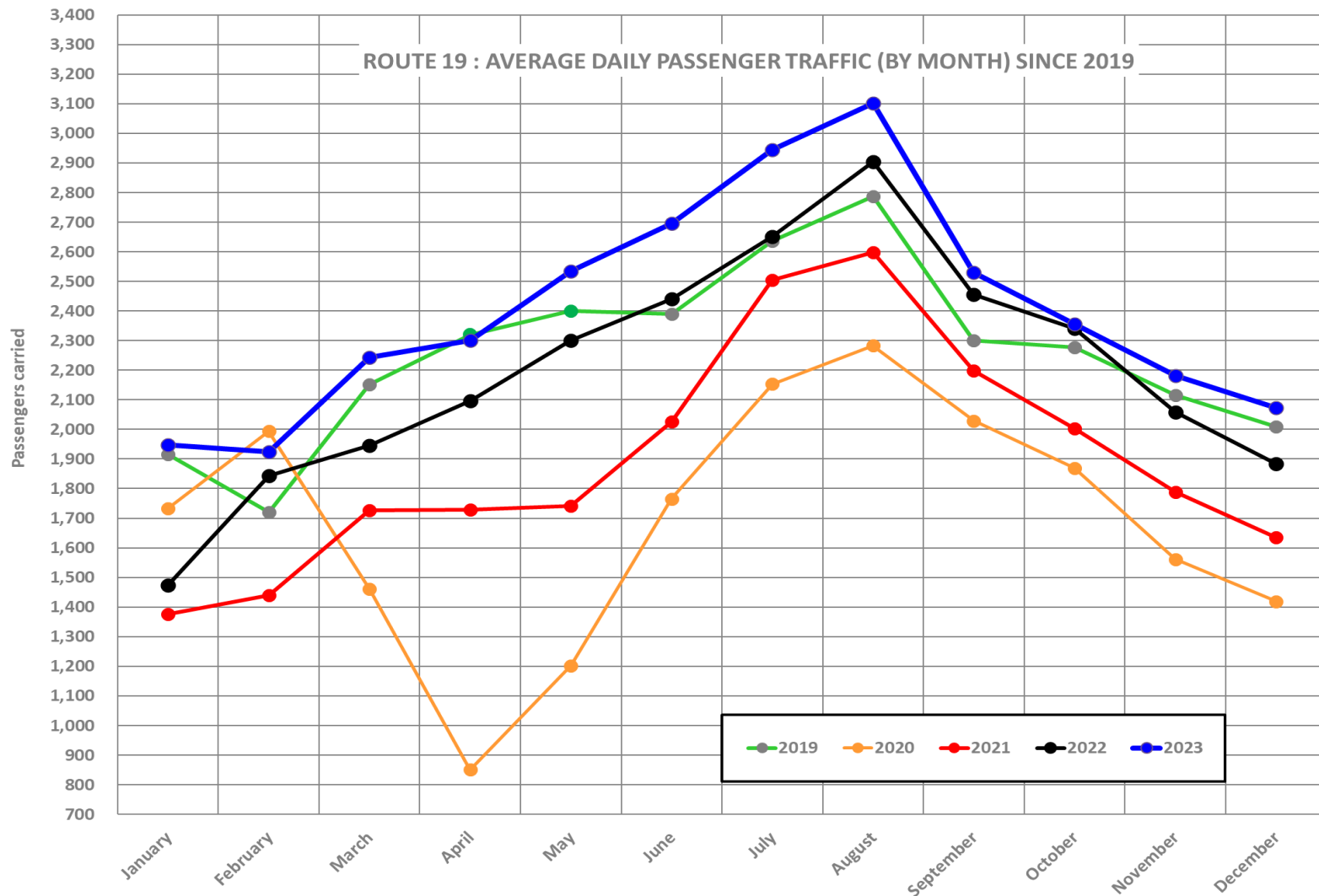
Source : BC Ferries Monthly Traffic Statistics



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



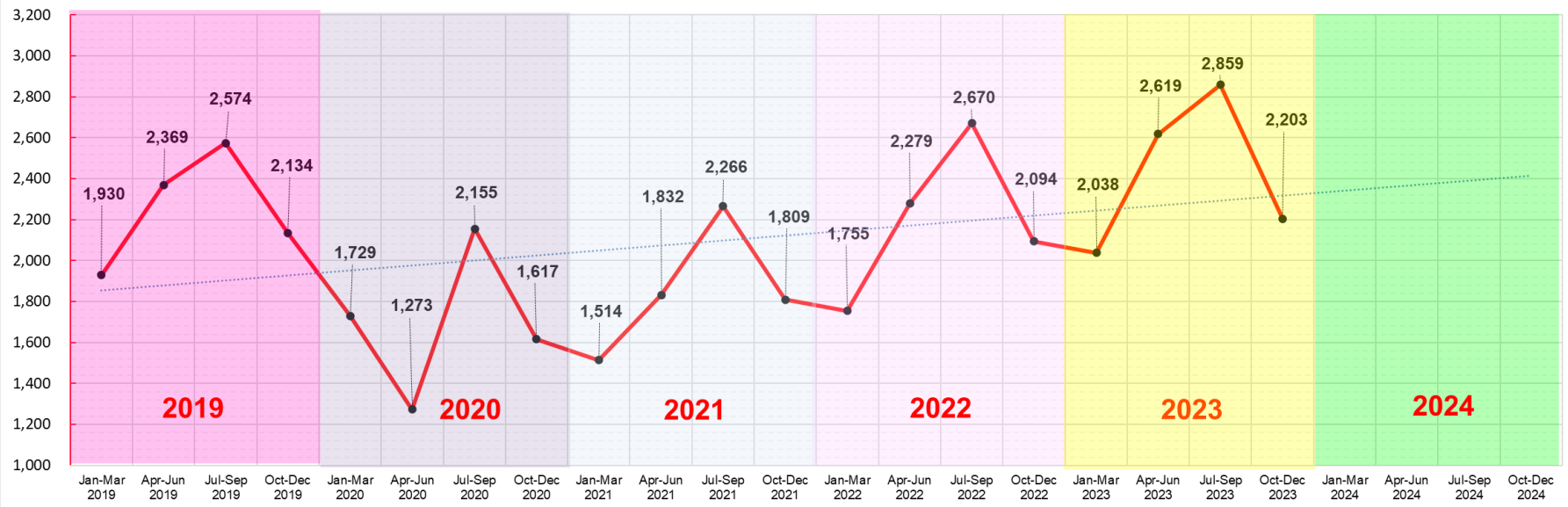
Route 19

Passengers per operating day quarterly averages 2019 – 2023

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.

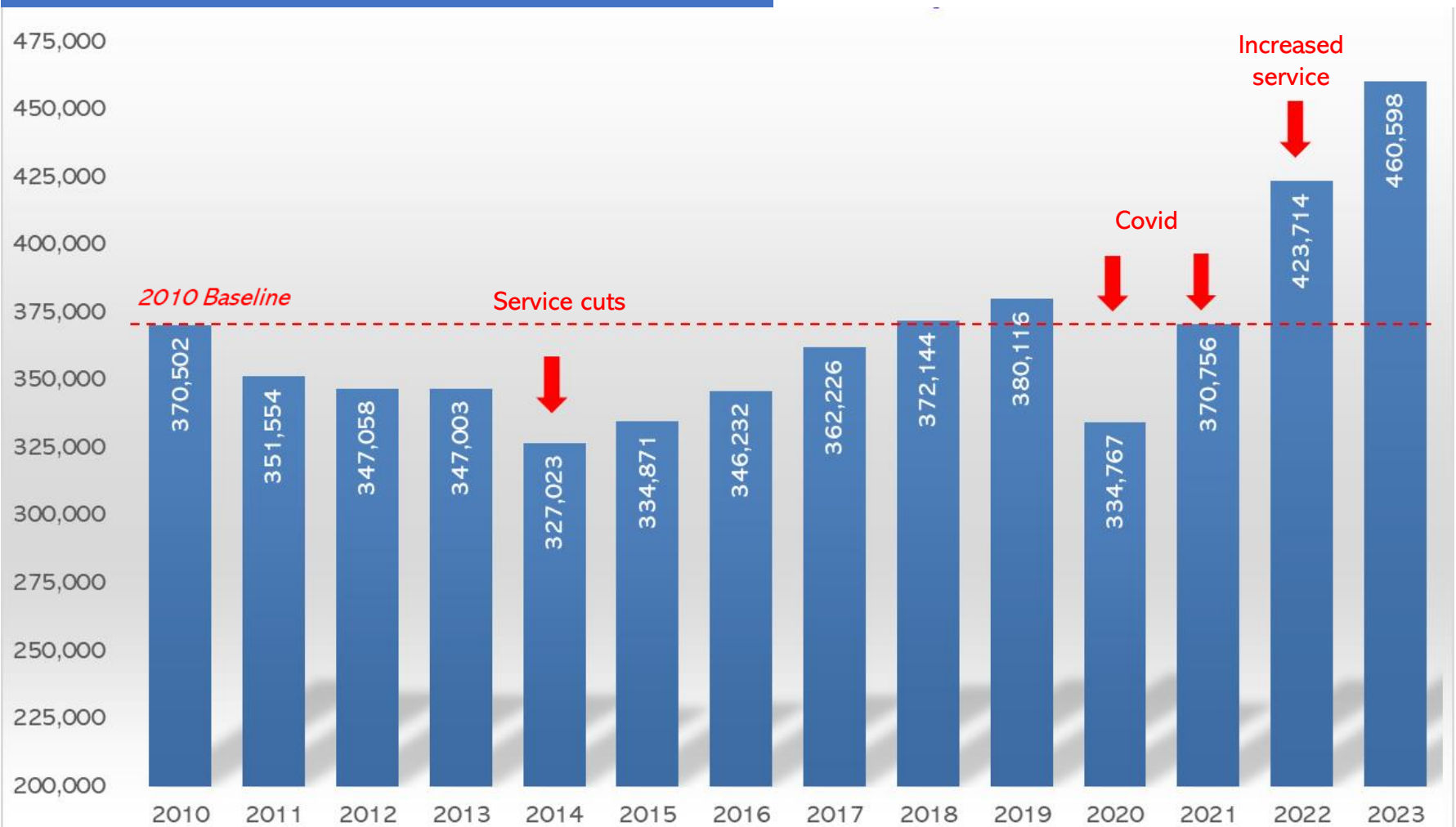
Source : BC Ferries Quarterly Operations Reports to the BC Ferries Commission

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



Route 19

Changes in Vehicle Traffic Annually from 2010



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 - 2023

	DAYS	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
January	31	870	825	767	814	774	744	760	807	833	912	829	802	823	1,081
February	28	923	887	849	862	715	806	837	784	860	812	944	835	1,015	1,054
March	31	999	918	891	873	846	848	961	948	954	1,010	768	1,010	1,067	1,239
April	30	1,037	976	934	955	934	922	940	980	1,010	1,075	554	990	1,112	1,230
May	31	1,039	986	991	1,018	912	955	971	1,053	1,088	1,088	746	997	1,214	1,336
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	1,412
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	1,425
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	1,493
September	30	1,038	995	983	949	938	968	1,018	1,053	1,032	1,082	1,079	1,106	1,272	1,299
October	31	1,003	945	970	977	911	921	943	1,007	1,034	1,068	1,029	1,057	1,242	1,254
November	30	914	910	910	888	837	863	917	953	984	976	902	939	1,134	1,193
December	31	966	905	861	835	841	862	849	899	953	962	836	873	1,006	1,110

Reduced traffic due to Covid

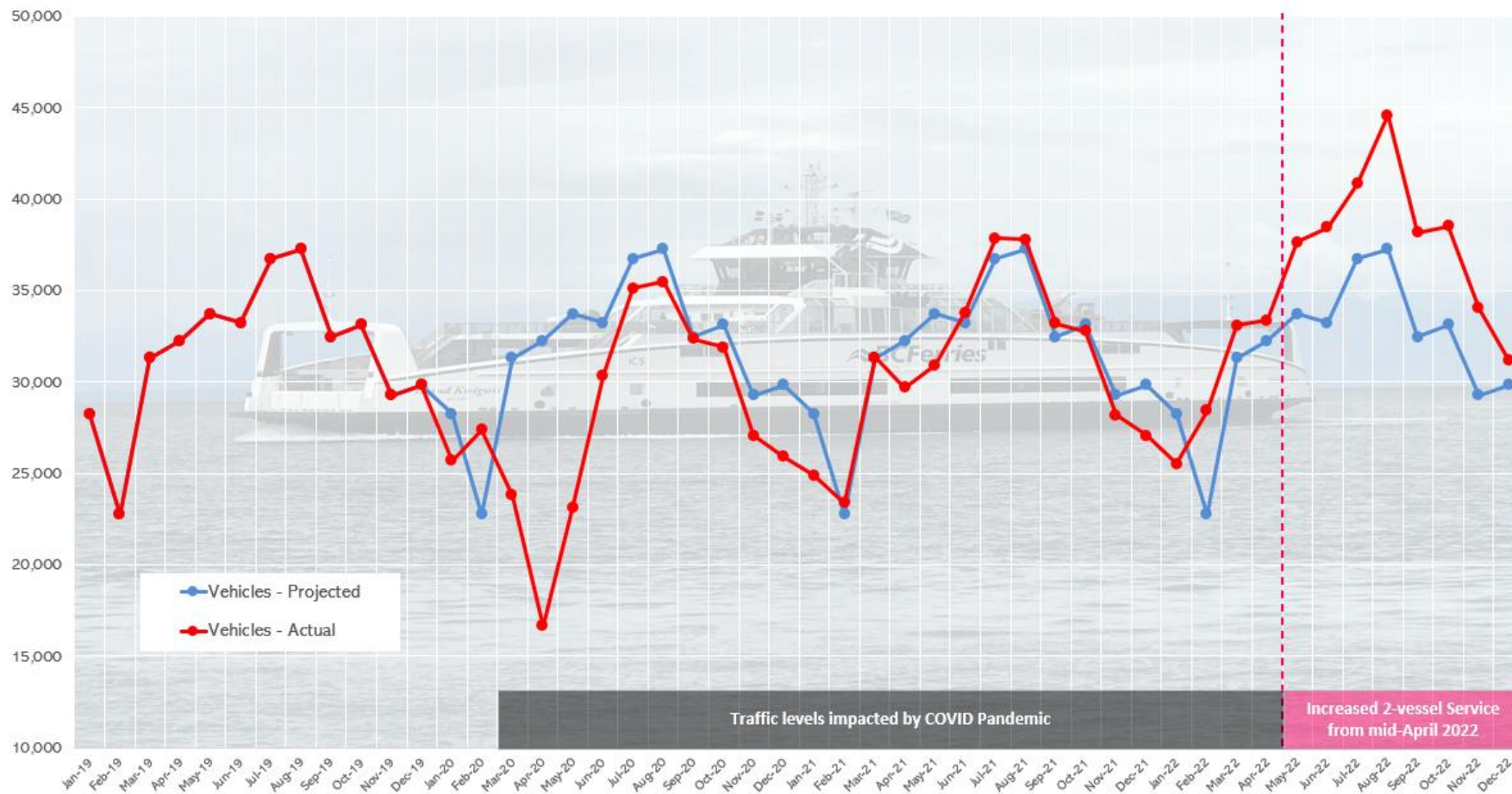
Route 19

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

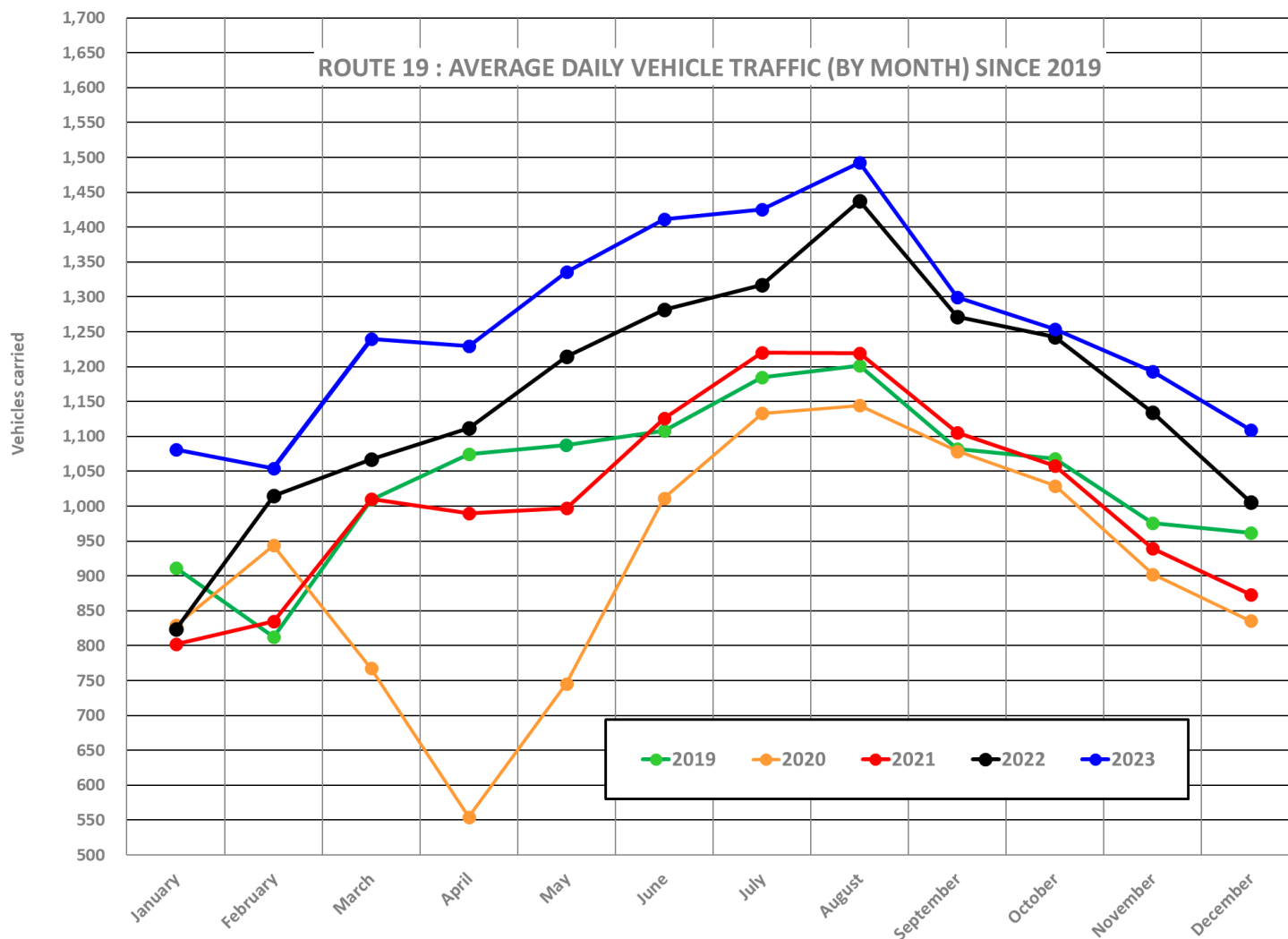


Route 19

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

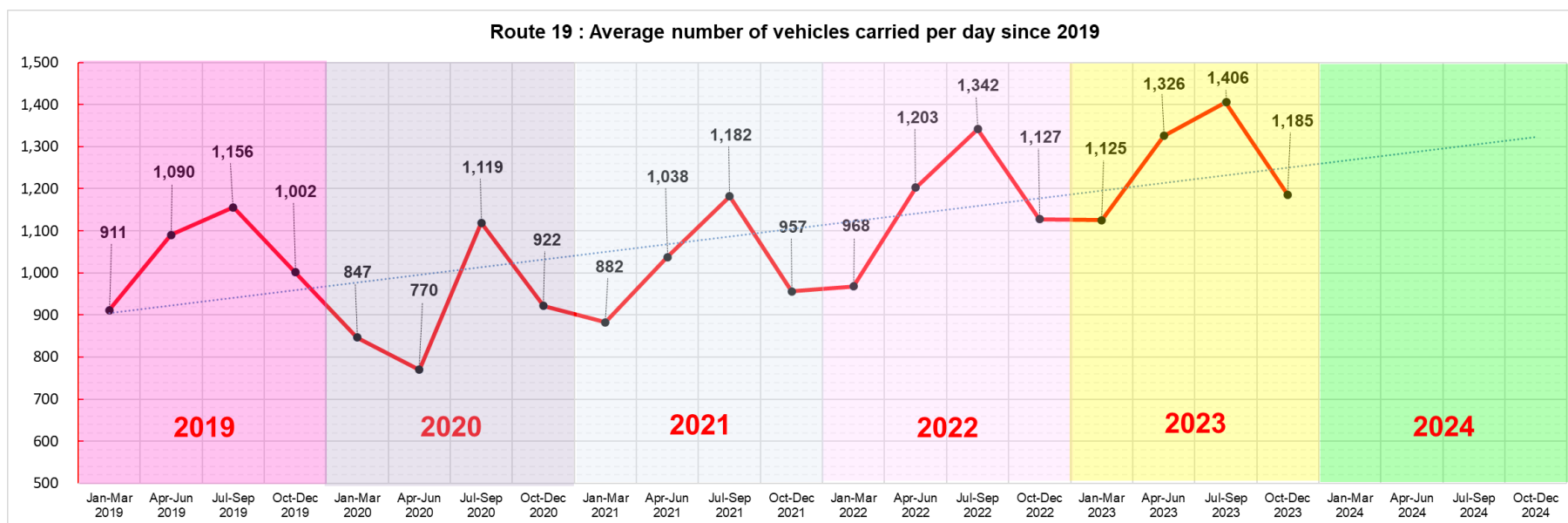


Vehicle numbers are reported quarterly to the Ferries Commissioner – though each quarter has a different number of operating days, so in order to monitor trends more accurately, the FAC publishes data based on the average number of vehicles carried each operational day.

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 - 2023



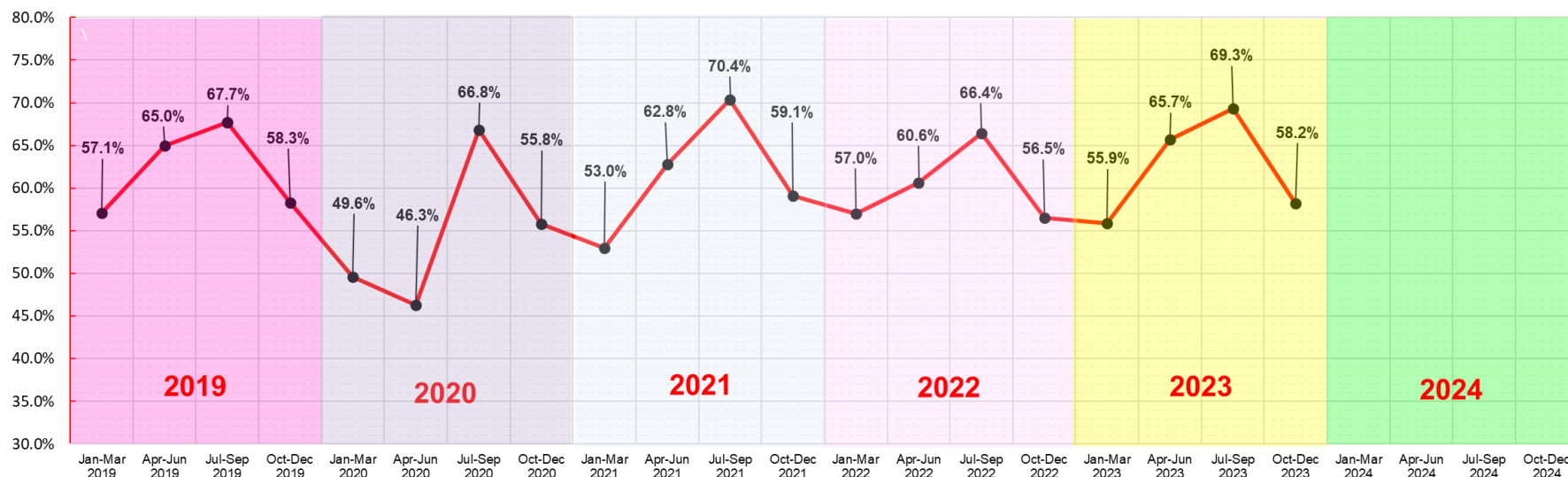
Route 19

Quarterly vehicle capacity utilisation 2019-2023

Vehicle capacity utilisation is reported quarterly by BC Ferries, using a measure of 'Automobile Equivalents' (AEQs) each equivalent to a notional 6.1m of deck space. The stated capacity of the new Island Class Vessels is 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. Despite the extra capacity offered by the increased schedule, Capacity Utilisation had returned to almost 70% by Summer 2023..

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



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

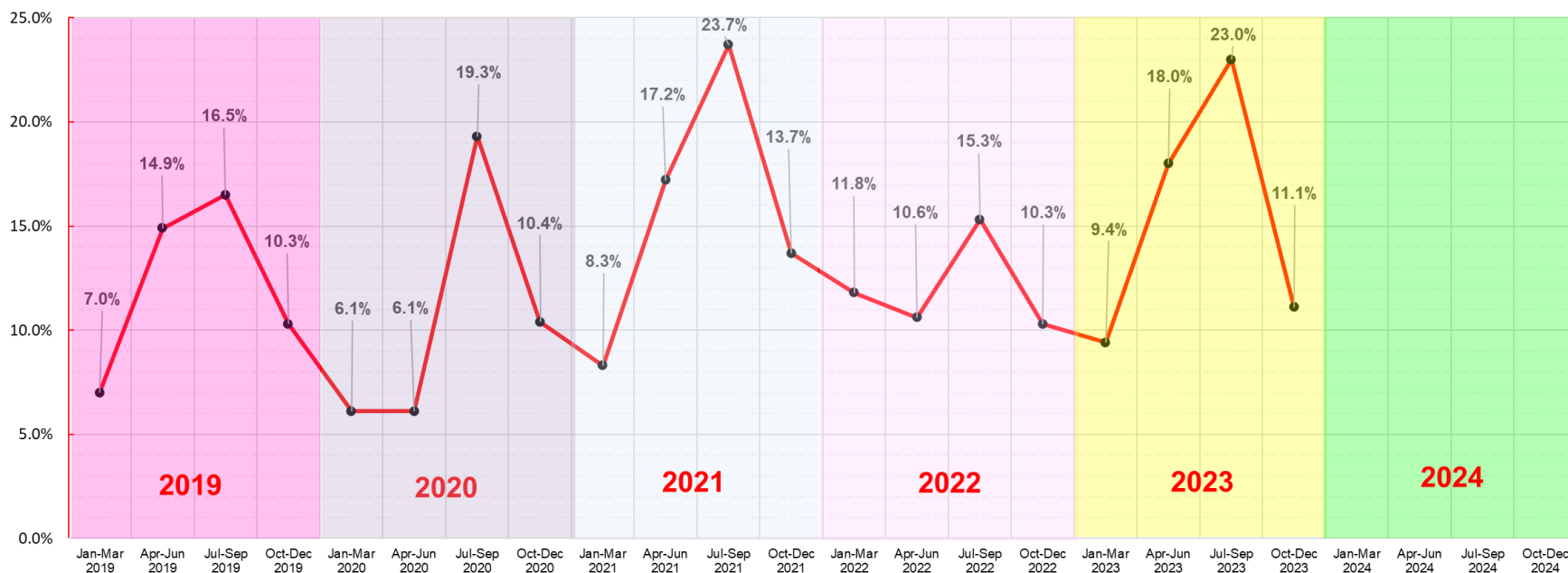
BC Ferries reports quarterly on the percentage of sailings with **vehicle overloads**. as vehicle traffic has increased, the number of overloads on **Route 19** has increased progressively since 2017, with Summer 2021 peaking at 23.7% of all sailings overloaded – the highest ever recorded.

The introduction of the Island Class vessels in April 2022 hasn't solved the problem completely, as traffic growth has resulted in overloads reaching 23% again by Summer 2023..

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

Route 19 Quarterly vehicle overloads report 2019-2023

Route 19 : Percentage of sailings reported as being overloaded



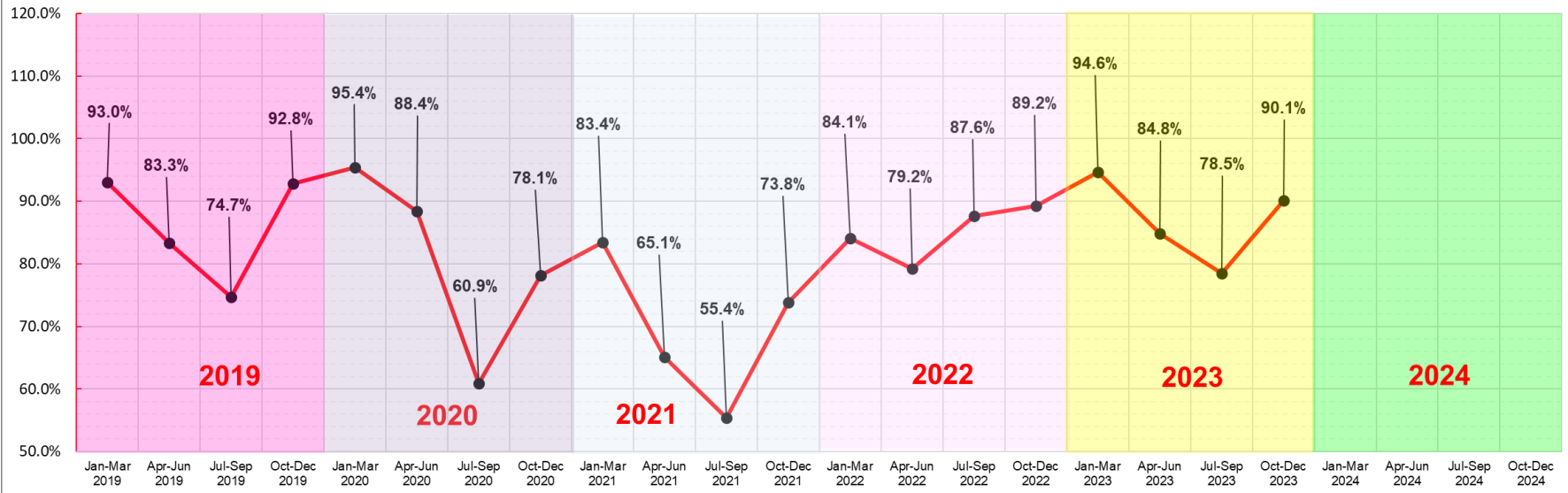
Route 19

Quarterly on-time performance 2019-2023

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’

The introduction of the two-vessel schedule in April 2022 brought improvements in on-time performance in 2022 which are broadly being maintained in 2023 despite ongoing traffic growth.

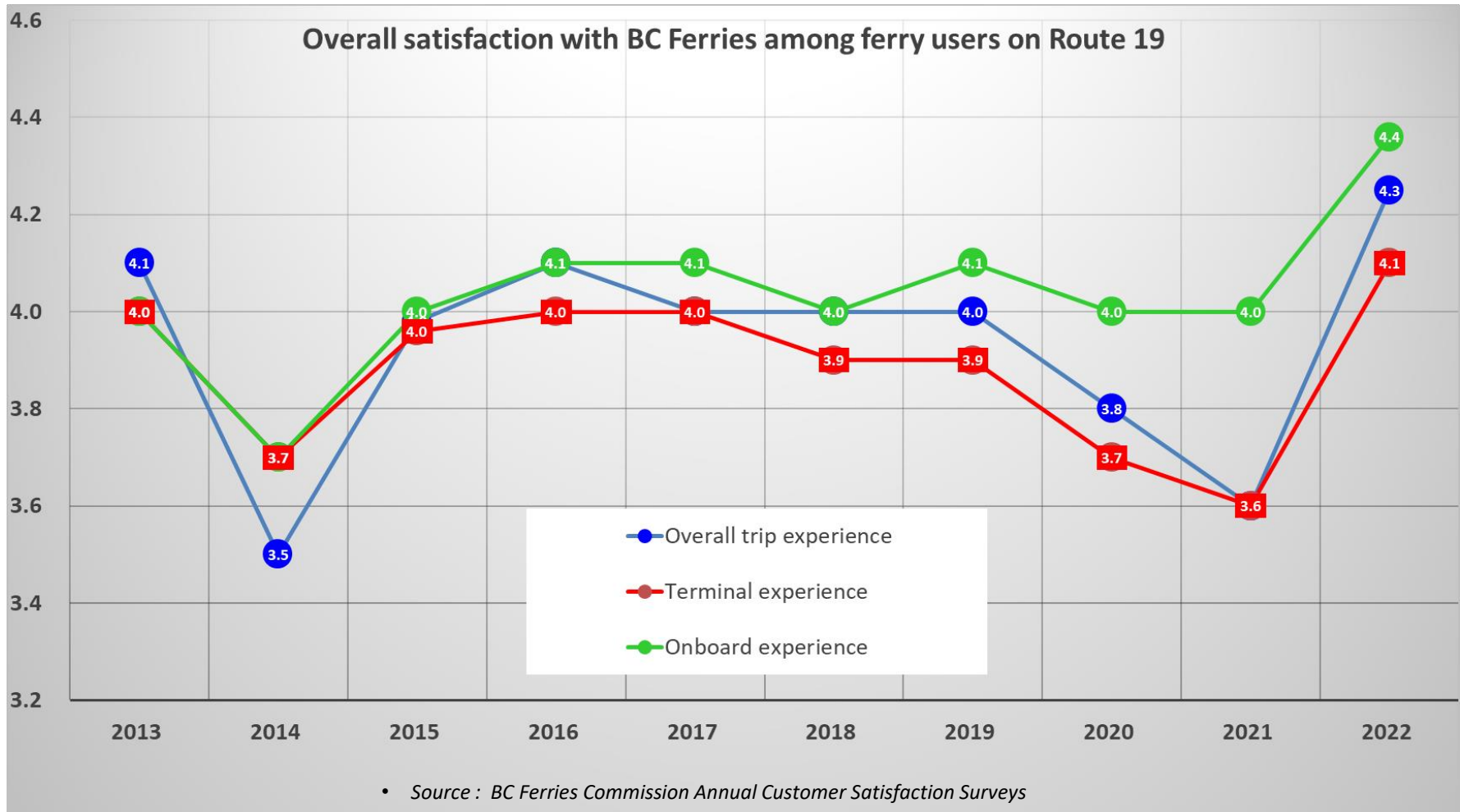
Route 19 : On-time performance (% of departures within 10 minutes of scheduled time)



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

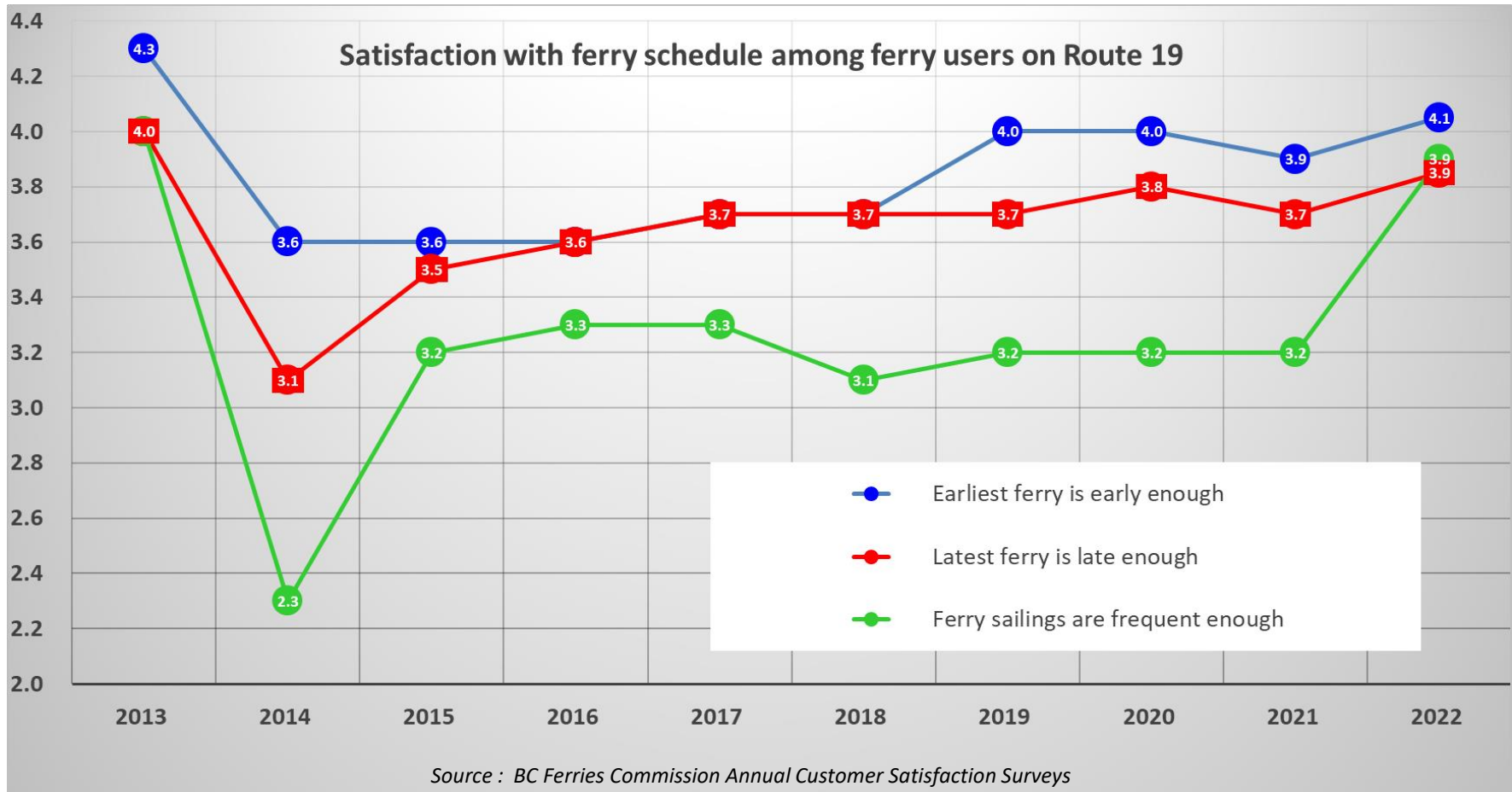
Customer satisfaction with the service provided to Gabriola

Route 19



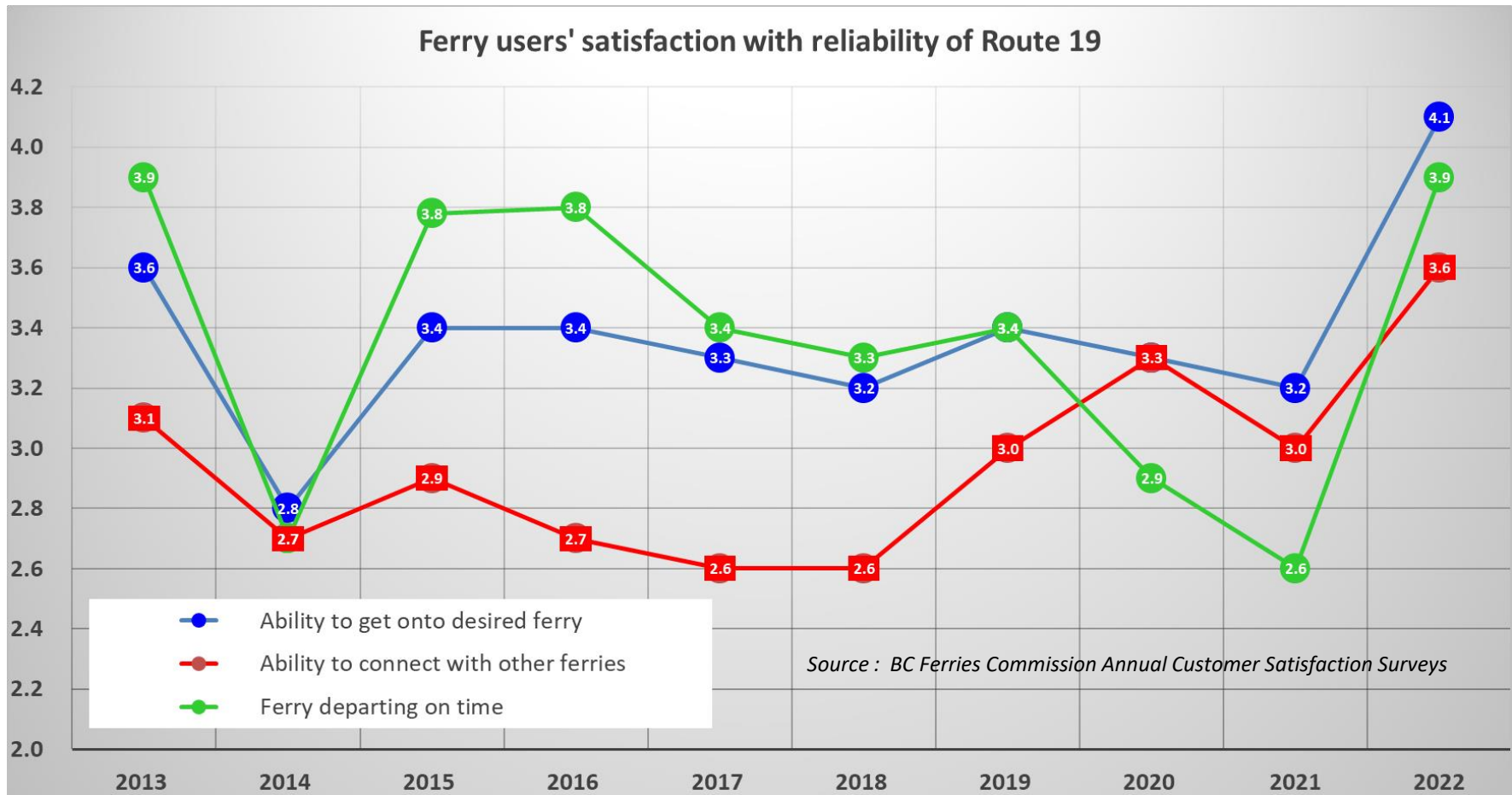
Customer satisfaction with the service provided to Gabriola

Route 19



Customer satisfaction with the service provided to Gabriola

Route 19



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 2024

Steven Earle (Chair)

Heather O'Sullivan (Co-Chair)

Ivan Bulic

Peter Briscoe

Vanessa Craig

Area B Director, RDN

Tyler Gray

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