

BC Ferries Route 19 Nanaimo - Gabriola Island



Annual Performance Monitor
updated for year ending 31 March 2024

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Annual Performance Monitor

Route 19 : Nanaimo Harbour – Gabriola Island

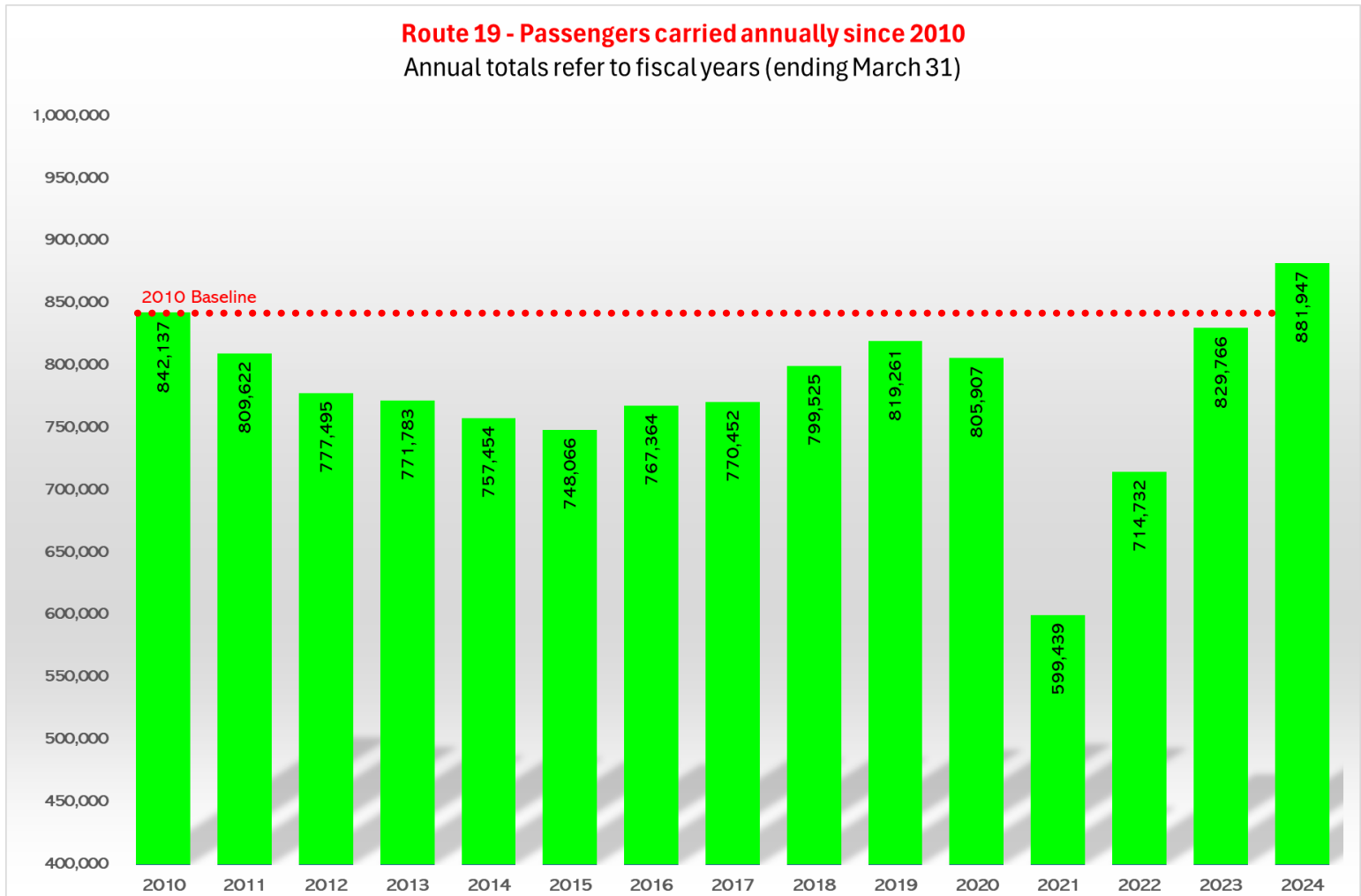
These charts illustrate

- the progressive decline in performance leading to the service cuts imposed by government in 2014/15
- the recovery and growth achieved between 2015 and 2019
- the impact of the COVID pandemic on travel patterns during 2020 and 2021
- the pressure exerted on service quality by exceptional traffic growth in 2022
- improved service delivery with the introduction of the two-vessel service in 2023
- a gradual decline in service quality and customer satisfaction in 2024 as increasing traffic volumes put pressure on the two-vessel schedule
- The cost impact of operating two smaller vessels in 2023 and 2024, resulting in a significant increase in the route deficit despite continued traffic growth

All annual data is reported by fiscal years (ending March 31)

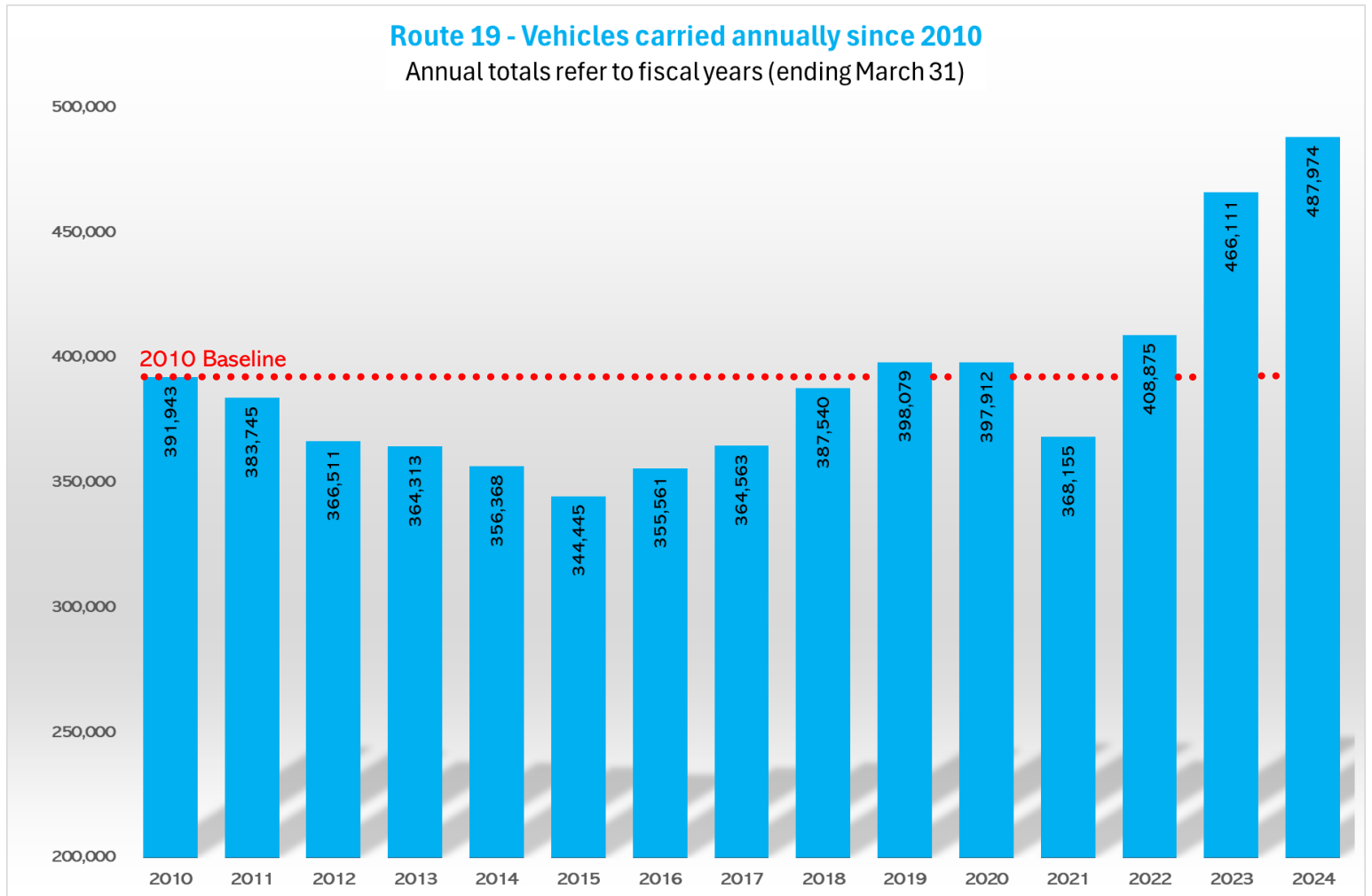
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Passengers carried each year since 2010



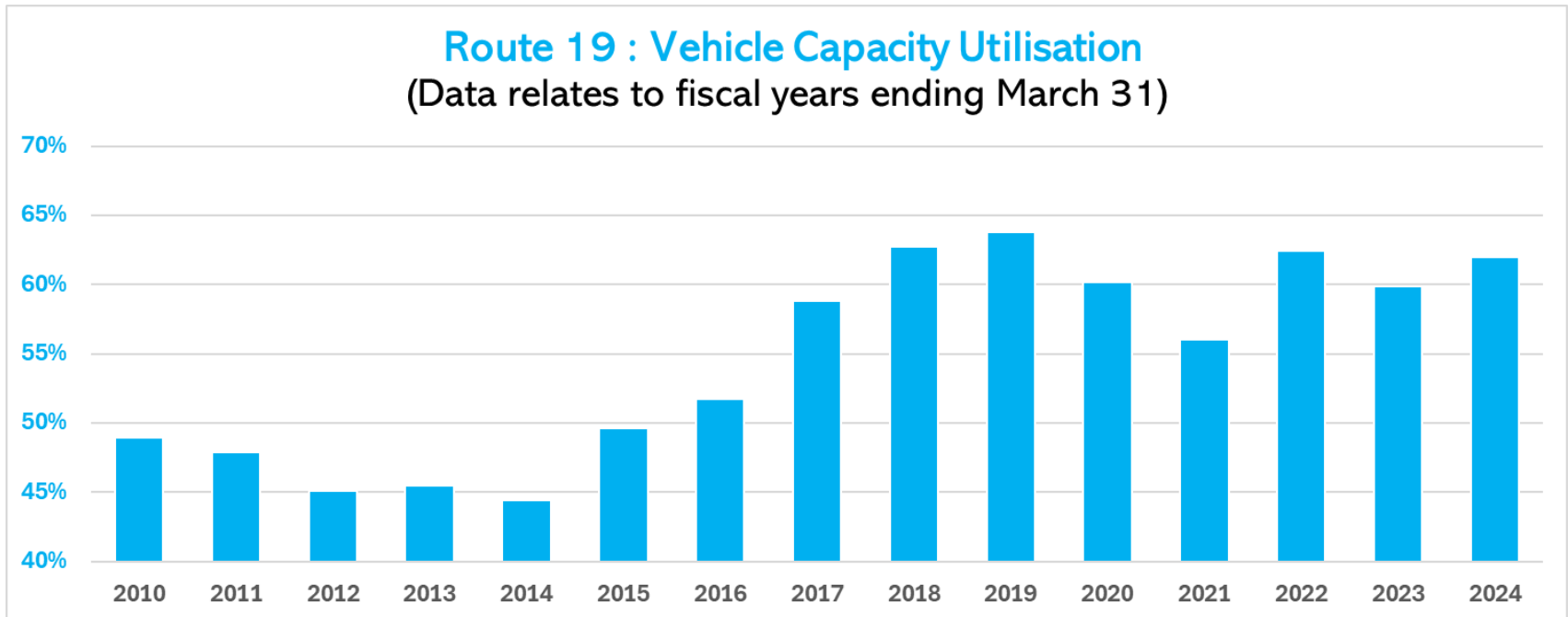
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Vehicles carried each year since 2010



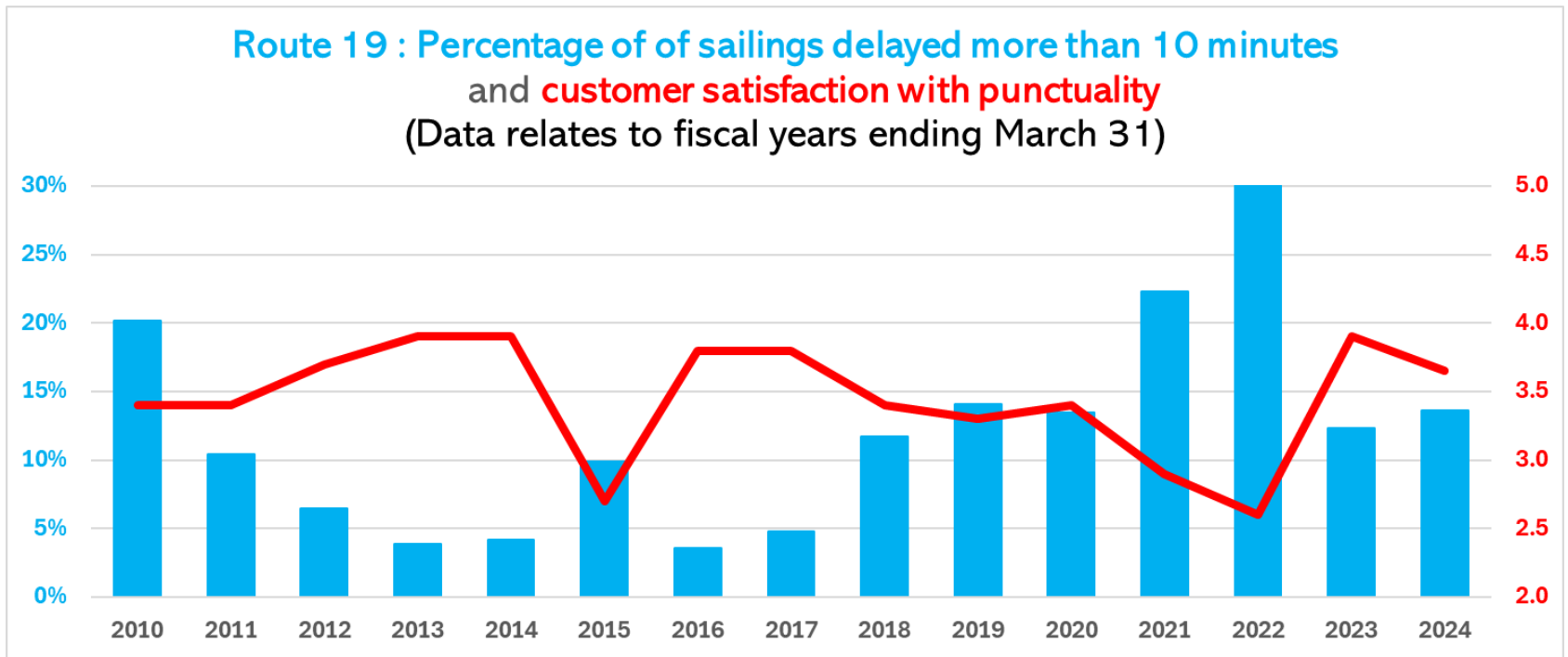
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Vehicle capacity utilisation since 2010



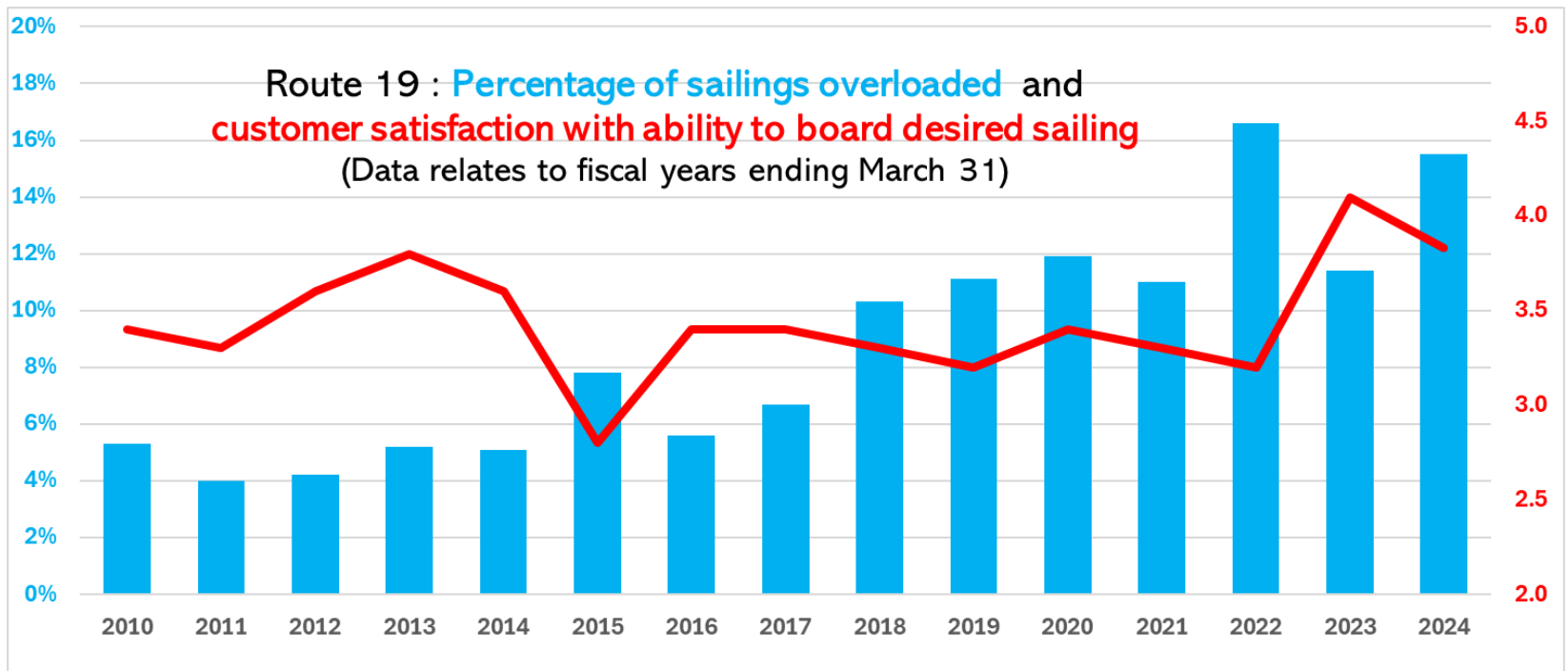
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On-time performance since 2010 showing impact on **customer satisfaction**



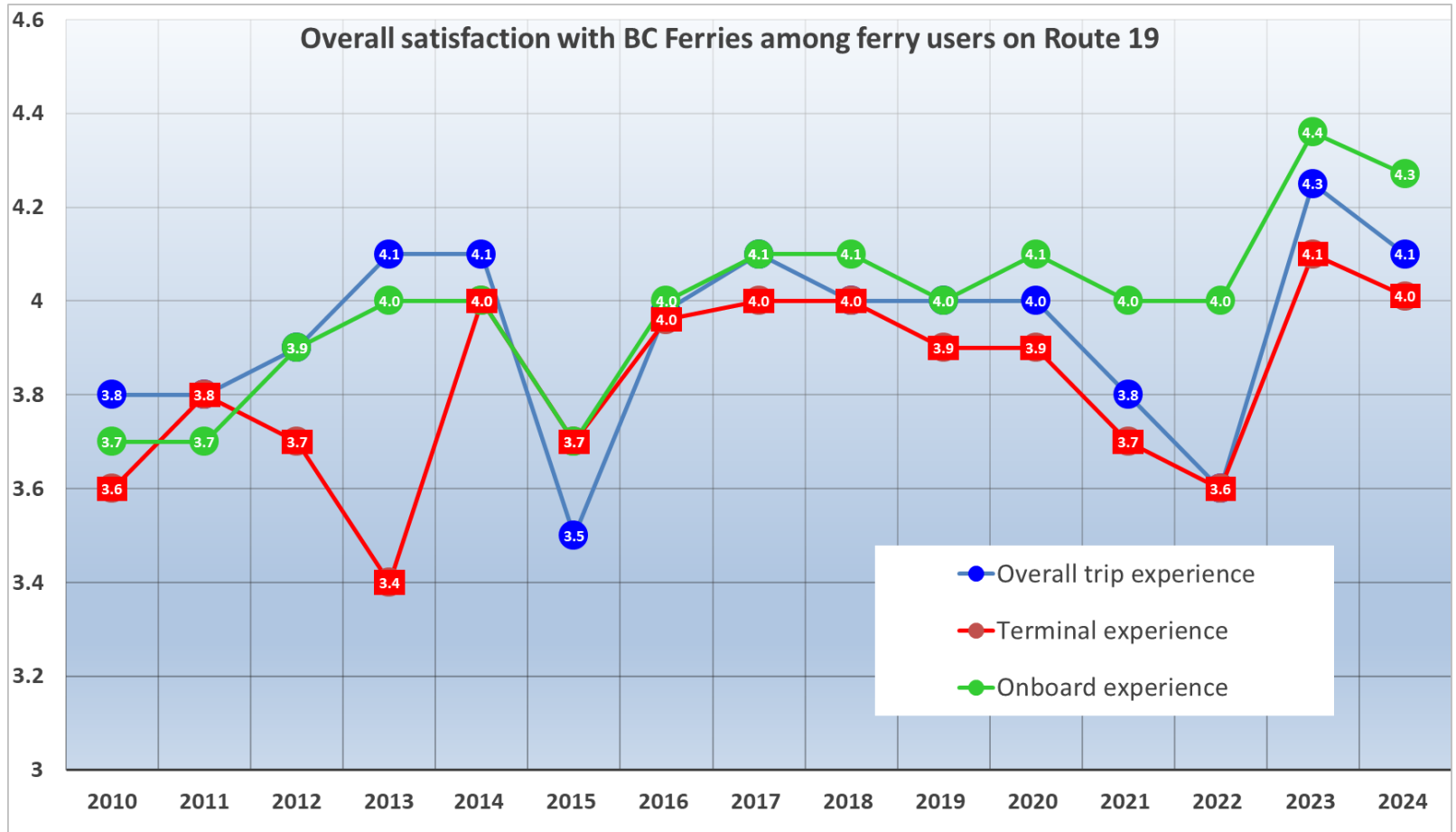
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Sailing overloads each year since 2010 showing impact on customer satisfaction



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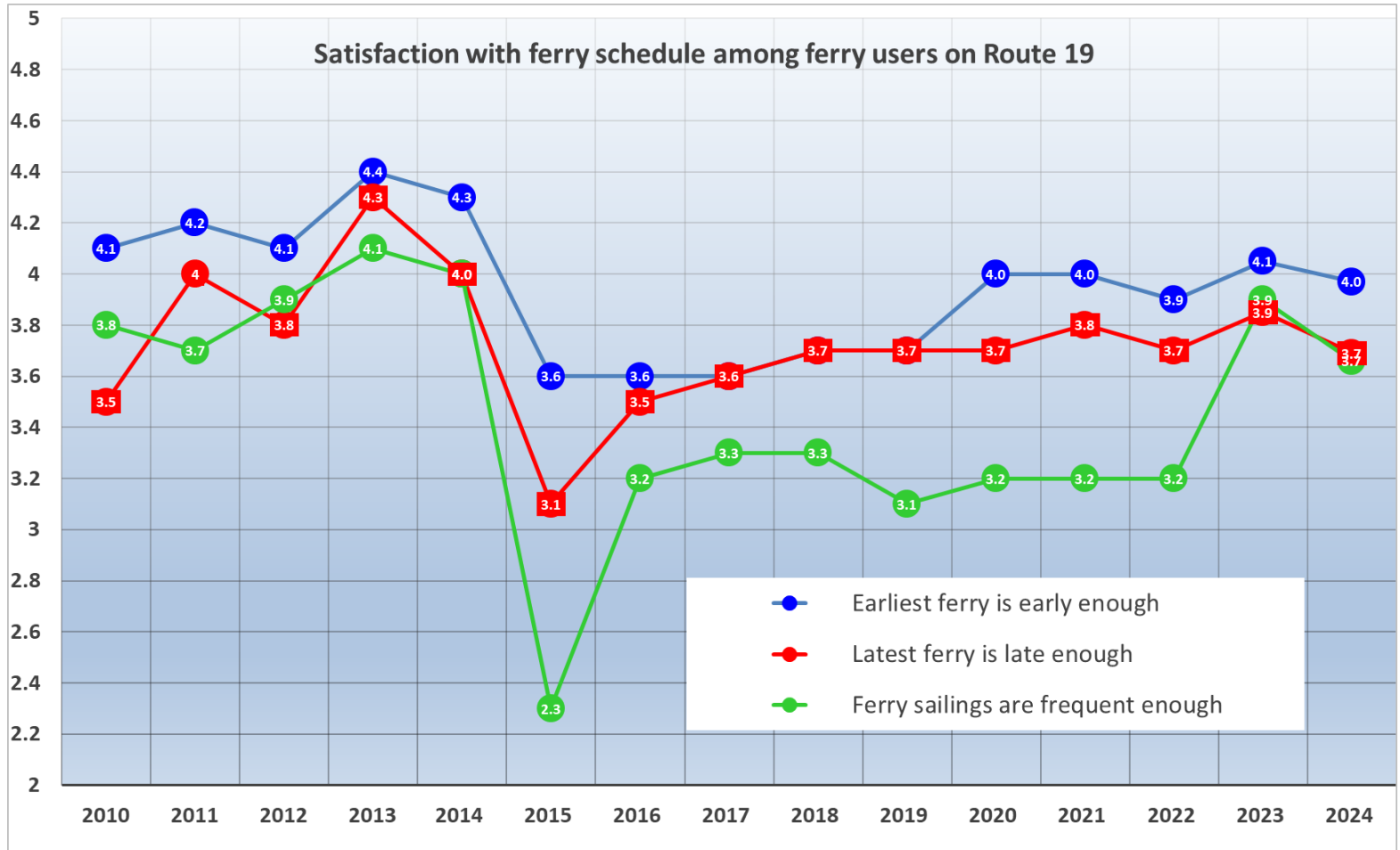
Overall customer satisfaction since 2010



Data relates to fiscal years (ending March 31)

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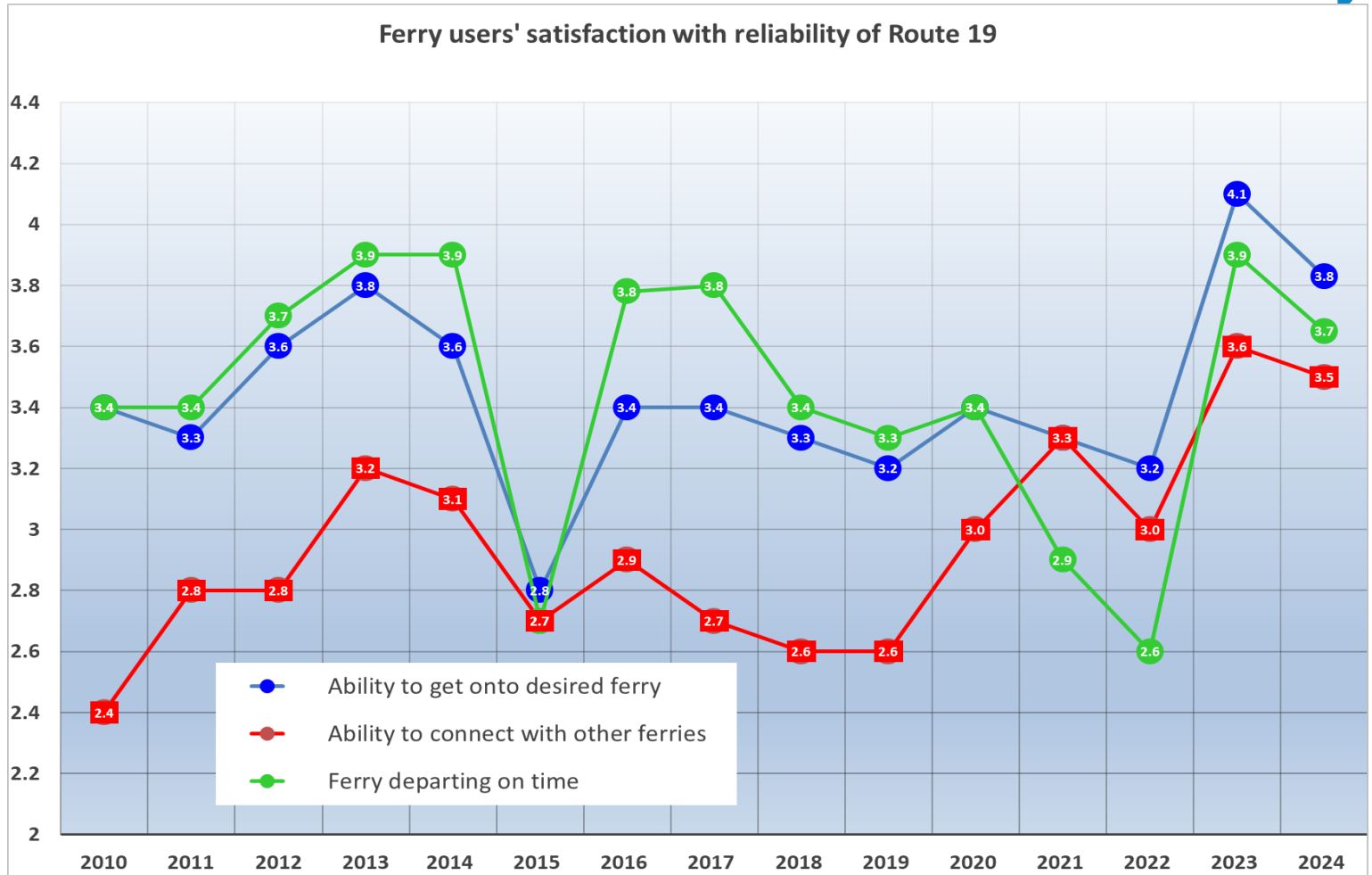
Satisfaction with ferry schedule



Data relates to fiscal years (ending March 31)

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Satisfaction with service reliability



Data relates to fiscal years (ending March 31)

Route 19 Operational Performance 2020-2024

Operational Performance	fiscal year 2019/20	fiscal year 2020/21	fiscal year 2021/22	fiscal year 2022/23	fiscal year 2023/24
Round trips operated	5,245	5,266	5,270	8,179	8,228
Round trips required by contract	5,193	5,204	5,201	5,203 **	5,215 **
Round trips cancelled	4	-	-	-	-
Extra round trips operated	52	62	69	2,976 **	2,976 **
Vehicle capacity provided	660,996	663,228	655,745	778,644	786,968
Vehicles carried (AEQs)	397,912	368,155	408,875	466,111	487,974
Vehicle capacity utilisation	60%	56%	62%	60%	62%
<i>Average # of vehicles per sailing</i>	38	35	39	28	30
<i>Average # of vehicles per day</i>	1,087	1,009	1,120	1,277	1,333
% of sailings overloaded	12%	11%	17%	11%	16%
Passengers carried	805,907	599,439	714,732	829,766	881,947
<i>Average # of passengers per sailing</i>	77	57	68	51	54
<i>Average # of passengers per day</i>	2,202	1,642	1,958	2,273	2,410
% of sailings departing on time (within 10 minutes of schedule)	87%	78%	70%	88%	86%

Note **

The terms of the Coastal Ferry Services contract were not adjusted to reflect the introduction of the two-vessel schedule until the start of Performance Term 6 (April 1 2024). From 2024/25 onwards the number of contracted round trips increased to 8,271 per annum. Any shortfall in the actual number of round trips recorded in 2022/23 and 2023/24 below this level was due to sailings that were cancelled, but not recorded as such as they were not deemed to be required under the terms of the contract.

Route 19 Financial Performance 2020-2024

Financial Performance

	fiscal year 2019/20		fiscal year 2020/21		fiscal year 2021/22		fiscal year 2022/23		fiscal year 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
Round trips operated	5,245		5,266		5,270		8,179		8,228	
Tariff revenue from vehicle fares (\$)	3,152,590	601	3,157,206	600	3,566,908	677	3,996,075	489	4,282,147	520
Tariff Revenue from passenger fares (\$)	2,015,334	384	1,598,175	303	1,921,945	365	2,236,140	273	2,427,954	295
Total tariff revenue (\$)	5,167,924	985	4,755,381	903	5,488,853	1,042	6,232,215	762	6,710,101	816
Ancillary revenue (\$)	33,000	6	36,000	7	40,000	8	35,000	4	39,000	5
Social Program Fees (\$)	500,000	95	256,000	49	358,000	68	411,000	50	455,000	55
Total operating revenue (\$)	5,700,924	1,087	5,047,381	958	5,886,853	1,117	6,678,215	817	7,204,101	876
Total operating expenses (\$)	8,136,000	1,551	8,852,000	1,681	9,889,000	1,876	15,092,000	1,845	15,302,000	1,860
Operating Deficit (\$)	-2,435,076	-464	-3,804,619	-722	-4,002,147	-759	-8,413,785	-1,029	-8,097,899	-984
Amortization (\$)	-2,431,000	-463	-2,518,000	-478	-3,106,000	-589	-5,506,000	-673	-5,423,000	-659
Financing expense (\$)	-450,000	-86	-385,000	-73	-1,155,000	-219	-2,915,000	-356	-2,117,000	-257
Total Capital cost (\$)	-2,881,000	-549	-2,903,000	-551	-4,261,000	-809	-8,421,000	-1,030	-7,540,000	-916
Gain (loss) on disposal of capital assets (\$)	-20,000		-89,000		-70,000		-15,000		-132,000	
Route deficit before service fees (\$)	-5,336,076	-1,017	-6,796,619	-1,291	-8,333,147	-1,581	-16,849,785	-2,060	-15,769,899	-1,917
Ferry Transportation Fees (\$)	4,119,000	785	5,069,000	963	5,049,000	958	5,074,000	620	5,125,000	623
Safe Restart Funding (\$)			1,568,000		985,000		96,000		0	
Federal-Provincial subsidy agreement (\$)	739,000	141	755,000	143	812,000	154	841,000	103	899,000	109
Tariffs in excess of Price Cap					-62,000		56,000			
Fuel Costs Deferred			72,000		-29,000		-372,000		-292,000	
Fuel Rebate paid (net \$)	43,000		87,000		-46,000		184,000		283,000	
Safe Restart - Fare Increase Relief Deferral (\$)							-29,000		75,000	
Net route surplus / deficit (\$)	-435,076	-83	580,381	110	-1,624,147	-308	-10,999,785	-1,345	-9,679,899	-1,176