

FEEDBACK FORM INSIDE



**BC Coastal Ferries
Community Engagement
Fall 2013**

Discussion Guide and Feedback Form

November 18 to December 20, 2013



coastalferriesengagement.ca



BC Coastal Ferries Community Engagement Discussion Guide

The BC coastal ferry service has been wrestling for more than 20 years with cost pressures that threaten the sustainability of the system. Accordingly, the Ministry of Transportation and Infrastructure has engaged coastal communities and ferry users from across the province on strategies to ensure the long-term sustainability of the coastal ferry network. To that end, the Province has initiated a new round of community engagement in 2013 following a province-wide engagement process in November and December of 2012.

WHEN: This phase of the BC Coastal Ferries Community Engagement runs from November 18 to December 20, 2013.

PUBLIC OPEN HOUSE SCHEDULE			
Attend a public open house to provide your feedback and learn more (no RSVP is required).			
COMMUNITY	DATE	TIME	LOCATION
Port Hardy	November 20	5:00–8:00pm	Port Hardy Civic Centre
Bowen Island	November 21	5:00–8:00pm	Bowen Island Community School
Bella Coola	November 22	5:00–8:00pm	Lobelco Community Club
Texada Island	November 25	5:00–8:00pm	Texada Island Community Hall
Powell River	November 26	5:00–8:00pm	Powell River Town Centre Hotel
Hornby Island	November 27	5:00–8:00pm	Hornby Island Community Hall
Denman Island	November 28	4:00–7:00pm	Denman Island Community School
Gibsons	November 30	10:00am–1:00pm	Cedars Inn Hotel & Convention Centre
Sandspit	December 2	5:00–8:00pm	Sandspit Community Hall
Queen Charlotte City	December 3	5:00–8:00pm	Queen Charlotte City Community Hall
Masset	December 4	5:00–8:00pm	Masset Community Hall
Prince Rupert	December 5	5:00–8:00pm	Crest Hotel
Salt Spring Island	December 7	10:00am–1:00pm	Central Community Hall
Quadra Island	December 9	6:00–9:00pm	Community Centre Hall
Gabriola Island	December 10	5:00–8:00pm	The Haven
Thetis Island	December 11	5:00–8:00pm	Forbes Hall

SMALL GROUP MEETING SCHEDULE			
To attend a small group meeting in your community, please RSVP by emailing coastalferriesengagement@gov.bc.ca or calling 1-855-974-1204 with your name, contact information and which meeting you would like to attend.			
COMMUNITY	DATE	TIME	LOCATION
Klemtu	November 21	6:00–8:00 pm	Kitasoo Community Hall
Bella Bella	November 23	10:00am–12:00pm	Elders Building
Comox	November 29	9:00–11:00am	Westerly Hotel & Convention Centre
Penelakut	December 11	1:00–3:00pm	Adult Learning Centre

We invite you to provide feedback and learn more through any of the following engagement opportunities:

- ✓ **READ** the Discussion Guide and Feedback Form
- ✓ **ATTEND** a Public Open House
- ✓ **ATTEND** a Small Group Meeting
- ✓ **COMPLETE AN ONLINE FEEDBACK FORM** at www.coastalferriesengagement.ca
- ✓ **SUBMIT** a written submission by email: coastalferriesengagement@gov.bc.ca or mail: PO Box 3532 Vancouver Main, Vancouver, B.C. V6B 3Y6
- ✓ **PARTICIPATE** in a webinar
- ✓ **VISIT OUR WEBSITE** www.coastalferriesengagement.ca

How input will be considered

Your feedback is important to us. Input received through this engagement will be considered, along with technical, financial and policy considerations, as the Ministry of Transportation and Infrastructure and BC Ferries plan for the long-term sustainability of the coastal transportation network.





2013 Community Engagement on the BC Coastal Ferry Service

Ferry service is a critical part of BC’s transportation network, one that provides a significant amenity to British Columbians from across the province and an essential social and commercial link for residents, their families and businesses in coastal communities. The guiding principles behind future decisions to affect the coastal ferry service will be based on affordability, efficiencies and innovations in the system, and on a commitment to sustainable transportation connections to coastal communities for future generations. The Province is seeking input on measures that are intended to maintain a sustainable ferry service while minimizing the rate of increase of future fares:

1. SERVICE ADJUSTMENTS

Despite increased investments by the Province, additional efficiency measures, fare increases and service reductions on the major routes, the BC coastal ferry system faces a shortfall of \$18.9 million to 2016. In response to consistent feedback that ferry users are concerned about the affordability of the service, BC Ferries provided, at the request of the Province, information to consider when identifying the service reductions to achieve \$18.9 million in net savings to 2016. This Discussion Guide presents the planned reductions and seeks feedback on the interests and concerns that these adjustments may raise.

2. SENIORS’ DISCOUNT

Feedback from a previous round of consultation suggested that the seniors’ discount could be reduced if it meant that ferry fare increases would be lower in the future. This Discussion Guide outlines the plans for the seniors’ discount and seeks feedback on the change to the program.

3. GAMING PILOT PROJECT

The Province is considering the introduction of a pilot project that would make gaming facilities available on the Tsawwassen-Swartz Bay route, with revenues directed to reducing pressure on fare increases. This Guide describes the pilot and seeks feedback on whether gaming might be implemented on other routes if the pilot project is successful.

4. RESERVATION SYSTEM, TIME-OF-DAY PRICING, AND LOYALTY PROGRAMS

Participants in previous consultations have also suggested that the BC Ferries’ reservation system could be expanded and/or adjusted to improve efficiency and travel certainty and, perhaps, reduce costs. This Discussion Guide seeks feedback on these initiatives.

5. SUPPLEMENTAL PRIVATE PASSENGER-ONLY SERVICE

On some routes, there are alternative private passenger-only ferry services that supplement the BC coastal ferry service. This Discussion Guide seeks feedback on what features ferry users might like to see in these supplemental services.

Feedback received through this community engagement will be compiled and presented to the Ministry of Transportation and Infrastructure and BC Ferries to help inform service adjustments and policy changes. A Community Engagement Summary Report will also be issued in January 2014, outlining the feedback received during the process, as well as reporting additional comments.

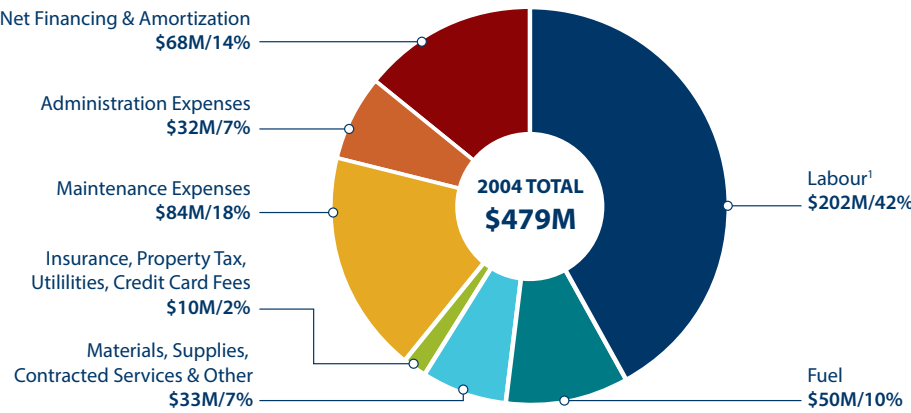
Background

BC Ferry Services Inc. (BC Ferries) operates one of the largest and most complex ferry systems in the world. A recent global review by PricewaterhouseCoopers LLP recognized BC’s service as comparable in efficiency with the world’s best services, in North America and Europe.

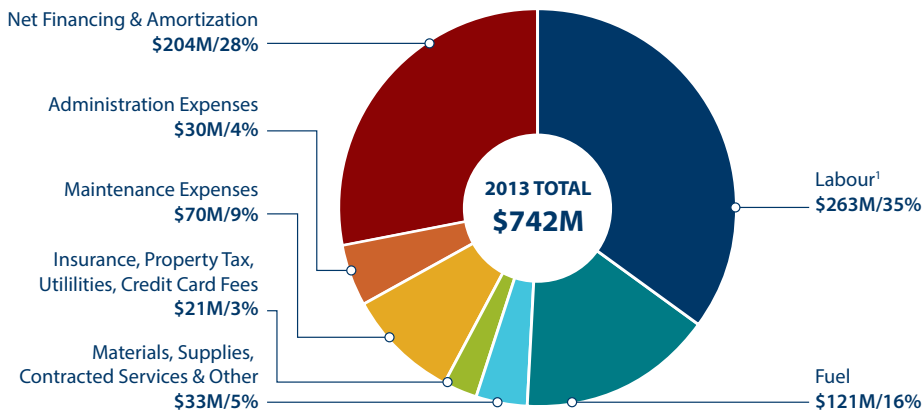
That success notwithstanding, BC Ferries is facing financial pressures from factors such as high fuel costs, declining ridership and aging assets. The BC Ferry Commissioner noted in his recent report that, without changes, the system is unsustainable. The Commissioner forecasted significant financial shortfalls in future years and suggested that all of the principal stakeholders – users, taxpayers and the ferry operator – will need to be part of the solution to achieve a ferry system that is both affordable and financially sustainable.

As seen to the right, rising costs are placing a financial strain on the BC coastal ferry system.

Cost of Ferry Service, Fiscal 2004 (\$479M)



Cost of Ferry Service, Fiscal 2013 (\$742M)



¹ Labour costs in the charts above refer to operational labour, i.e., shipboard and terminal labour.

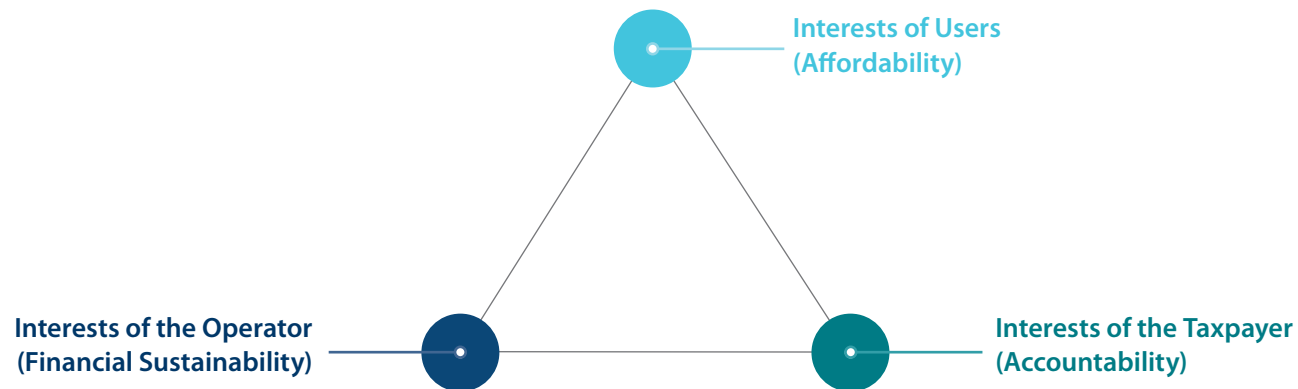
BC Ferry Commissioner's Report

The BC Ferry Commissioner was empowered by the *Coastal Ferry Act* of 2003 to be an independent regulator of coastal ferry services in British Columbia, to establish caps on fare increases, and to monitor performance and compliance with the Coastal Ferry Services Contract.

In 2011, the Act was amended to enable the Commissioner, Gordon Macatee, to conduct a major review, on the basis of which he delivered a report in early 2012. Asserting that fares had reached a 'tipping point,' he suggested that future increases should be limited to the growth rate in the consumer price index (CPI). At the same time, he noted the current and anticipated revenue shortfalls that, if covered by fare increases alone, would push rate increases far above that level. The immediate shortfall, for the period ending in 2016, is detailed in the next section. For the longer term, the Commissioner estimated the average annual revenue shortfall to be \$56 million per year from 2016 to 2020 and \$85 million per year from 2020 to 2024.

In his report, the Ferry Commissioner made a series of recommendations, including two that were overarching:

- That the Commissioner should be given formal authority to balance the interests of ferry users, the ferry operator (BC Ferries) and taxpayers
- That the Provincial Government work with BC Ferries to develop a long-term vision for the delivery of a sustainable coastal ferry service, including public consultation and engagement



The Provincial Response

Since the Ferry Commissioner's report:

- The Province increased taxpayer contributions by over \$86 million to 2016
- BC Ferries committed to find \$15 million in administrative savings, in addition to the \$39 million target set by the Ferry Commissioner, for a total of more than \$54 million to 2016
- A province-wide engagement process was undertaken in 2012, seeking feedback on considerations when identifying service reductions sufficient to achieve \$30 million in net savings during that period

Early in 2012, BC Ferries implemented a \$4 million service reduction on the major routes between Vancouver Island and the Lower Mainland, leaving \$26 million in net savings to be found from service reductions.

In April 2013, the Province agreed to contribute an additional \$7.1 million, thereby extending the deadline for identifying service reductions to March 31, 2014. This left \$18.9 million in net savings yet to be achieved.

The Province's objective is to have future fare increases beyond 2016 trend towards the growth rate in the CPI.

Previous Consultation and Engagement (2012)

The BC Coastal Ferries Consultation and Engagement, held from October 29 to December 21, 2012, was designed to consult and engage the public and stakeholders on the immediate challenge of achieving \$26 million in savings to 2016, and the long-term vision of connecting coastal communities in an affordable, efficient and sustainable manner.

This process included:

- 4,518 participant interactions in total
- 2,056 participants attended 41 consultation events in coastal communities
- 1,259 participants submitted feedback forms (988 online and 271 in hard copy)
- 703 written submissions
- 500 people were randomly selected to participate in an online public opinion poll

Several key themes emerged at the public meetings:

1. Fares are not affordable
2. BC Ferries should be an essential part of the provincial highway system and should be funded by the Province and taxpayers
3. Suggestions regarding increasing revenue or reducing operational costs
4. Concerns and suggestions regarding BC Ferries’ operations
5. Opposition to service reductions
6. Opposition to increased taxes to fund ferry service

For the complete Consultation and Engagement Summary Report, please visit coastalferriesengagement.ca.

2012 FEEDBACK FORM AND PUBLIC OPINION POLL OVERVIEW OF RESULTS

CONSULTATION AND ENGAGEMENT FEEDBACK FORM		PUBLIC OPINION POLL	
The Ministry of Transportation and Infrastructure and BC Ferries will need to look at a combination of these considerations to find \$26 million in savings, but are interested in your view on the prioritization of these considerations.			
QUESTION 1: Please indicate your preference by ranking the following considerations from 1–6, with 1 being the most important and 6 being the least important.			
1. Basic Levels of Ferry Service – 46% ranked as top priority		1. Basic Levels of Ferry Service – 45% ranked as top priority	
2. Significant Annual Shortfalls – 17% ranked as top priority		2. Significant Annual Shortfalls – 18% ranked as top priority	
3. Complexity of Multiple-Stop Routes – 12% ranked top priority		3. Low Annual Utilization – 13% ranked as top priority	
4. Low Round-Trip Utilization – 9% ranked as top priority		4. Low Round-Trip Utilization – 10% ranked as top priority	
5. Low Annual Utilization – 8% ranked as top priority		5. Complexity of Multiple-Stop Routes – 9% ranked top priority	
6. Routes Requiring Vessel Replacement – 7% ranked top priority		6. Routes Requiring Vessel Replacement – 5% ranked top priority	
QUESTION 2: Please rate your level of agreement with BC Ferries reducing sailings to achieve \$26 million in savings to 2016.			
• 47% of participants agree (strongly or somewhat)		• 58% of participants agree (strongly or somewhat)	
• 46% of participants disagree (strongly or somewhat)		• 30% of participants disagree (strongly or somewhat)	
QUESTION 3A: Please rate your level of agreement with connecting coastal communities using alternative ferry technologies, such as cable ferries or passenger-only vessels.			
• 66% of participants agree (strongly or somewhat)		• 67% of participants agree (strongly or somewhat)	
• 21% of participants disagree (strongly or somewhat)		• 11% of participants disagree (strongly or somewhat)	
QUESTION 3B: Please rate your level of agreement with serving some routes using a combination of passenger-only ferries and a barge to transport vehicles.			
• 51% of participants agree (strongly or somewhat)		• 63% of participants agree (strongly or somewhat)	
• 32% of participants disagree (strongly or somewhat)		• 18% of participants disagree (strongly or somewhat)	
QUESTION 3C: Please rate your level of agreement with serving routes where the proximity and service needs are such that two or more routes could share a car ferry and a passenger-only ferry on alternate days or parts of days.			
• 58% of participants agree (strongly or somewhat)		• 76% of participants agree (strongly or somewhat)	
• 26% of participants disagree (strongly or somewhat)		• 11% of participants disagree (strongly or somewhat)	
QUESTION 3D: Please rate your level of agreement with serving some routes by a bridge.			
• 62% of participants agree (strongly or somewhat)		• 63% of participants agree (strongly or somewhat)	
• 24% of participants disagree (strongly or somewhat)		• 20% of participants disagree (strongly or somewhat)	
QUESTION 3E: Please rate your level of agreement with improving linkages between ferry terminals and communities with better cycling connections or better public transit service.			
• 78% of participants agree (strongly or somewhat)		• 76% of participants agree (strongly or somewhat)	
• 8% of participants disagree (strongly or somewhat)		• 9% of participants disagree (strongly or somewhat)	
QUESTION 3F: Please rate your level of agreement with using alternative fuels, such as liquefied natural gas (LNG), to power ferries where it is economically feasible.			
• 78% of participants agree (strongly or somewhat)		• 80% of participants agree (strongly or somewhat)	
• 7% of participants disagree (strongly or somewhat)		• 3% of participants disagree (strongly or somewhat)	
QUESTION 3G: Please rate your level of agreement with standardizing vessels and docks to allow flexibility to switch ferries and crews between routes.			
• 83% of participants agree (strongly or somewhat)		• 83% of participants agree (strongly or somewhat)	
• 5% of participants disagree (strongly or somewhat)		• 5% of participants disagree (strongly or somewhat)	
QUESTION 4A: Please rate your level of agreement with increasing property tax in coastal communities to help fund ferry service.			
• 21% of participants agree (strongly or somewhat)		• 38% of participants agree (strongly or somewhat)	
• 71% of participants disagree (strongly or somewhat)		• 48% of participants disagree (strongly or somewhat)	
QUESTION 4B: Please rate your level of agreement with increasing fuel taxes in coastal communities to help fund ferry service.			
• 20% of participants agree (strongly or somewhat)		• 32% of participants agree (strongly or somewhat)	
• 71% of participants disagree (strongly or somewhat)		• 51% of participants disagree (strongly or somewhat)	

Increasing Costs And Declining Ridership

The Challenge

The BC coastal ferry service faces significant financial hurdles in the immediate and long term.

COSTS UP

- Fuel costs rose 140% to \$121 million between 2004 and 2013 (this more than overwhelmed efficiency improvements, in which BC Ferries reduced annual fuel consumption)
- Operational labour costs rose 30%, from \$202 million in 2004 to \$263 million in 2013, due in part to increased staff levels mandated by federal safety regulations
- Long-term capital costs – to replace or refurbish ferries and terminal infrastructure – are expected to amount to \$2.6 billion in the next decade

RIDERSHIP DOWN

- Both vehicle and passenger ridership have declined since the global economic downturn in 2008.

In 2012/13, BC Ferries reported the lowest vehicle numbers in 14 years and the lowest passenger volume in 22 years. While reduced ridership may be partially attributable to higher prices, toll-free inland ferries in BC are experiencing similar ridership declines, suggesting that other factors are at play.

Long-Term Plans

The Province and BC Ferries continue to explore strategies, such as those listed below, to create an affordable and sustainable ferry system. Many of these strategies were included for consideration in the 2012 Consultation and Engagement.

- ✓ Standardize vessels and use more “no-frills vessels” on smaller routes
- ✓ Move to liquefied natural gas (LNG) fuel propulsion
- ✓ Consider alternative ferry technologies (e.g., cable ferries)
- ✓ Explore the feasibility of fixed links
- ✓ Seek additional operational efficiencies
- ✓ Seek additional capital investment from new federal infrastructure programs
- ✓ Achieve additional savings and efficiencies when significant capital investments are being planned, e.g., the terminal renewal requirements at Horseshoe Bay provides an opportunity to explore how service is provided between Nanaimo and the Lower Mainland

Participants in the 2012 Consultation and Engagement process were also asked about two other strategies to support ferry services. There being no appreciable support for these options, **the Ministry of Transportation and Infrastructure has dropped them from the list of strategies under consideration:**

- ✗ A coastal community property tax to support ferry service
- ✗ A coastal community fuel tax to support ferry service



Medium-Term Plans

The Province is looking at strategies to support ferry fare increases trending toward the consumer price index (CPI). The following pages contain strategies and cost-saving measures that can be brought into effect more quickly than the long-term strategies listed previously. If introduced successfully, the medium-term strategies (reallocating the seniors' discount, raising revenue from onboard gaming, and expanding the BC Ferries Reservation System) could have a direct beneficial impact on fares and operational efficiency in the period from 2016 to 2020.

That will still leave an immediate challenge – an \$18.9 million shortfall between now and 2016. This will be resolved by service reductions, the details of which begin on page 8.

SENIORS' DISCOUNT

British Columbia taxpayers currently provide BC Ferries with about \$30 million per year to support fares for seniors, students, people with disabilities and those travelling for medical reasons. The largest of these programs, at a cost of \$15 million in 2012/13, is for the seniors' discount, under which BC residents 65 and older receive free passenger fares on all but BC Ferries' Northern routes, from Monday to Thursday. Seniors travelling on the Northern routes receive a flat 33% discount on the passenger fare throughout the week.

In the 2012 community engagement, some participants suggested that the seniors' discount could be reduced if it meant that ferry fares could be kept lower across the board. Accordingly, the Province plans to reduce the seniors' discount and to redirect all savings to the Ferry Transportation Fee that BC taxpayers pay to defray BC Ferries' expenses, thereby reducing the pressure for fare increases beginning in 2016.

The Province is seeking public input on reducing the seniors' discount by 50%, Monday to Thursday on all routes except the Northern routes, to generate approximately \$6 million per year in savings. The changes to the seniors' discount would come into effect April 2014. The discount on the Northern routes would not be changed.

GAMING PILOT PROJECT

The idea of introducing gaming on BC Ferries was also raised during the 2012 community engagement. If successful, gaming revenue would help reduce the pressure on fares. The Ministry of Transportation and Infrastructure is considering the introduction of a pilot project to assess the viability of gaming, and is seeking feedback on introducing slot machines as a permanent revenue-generating program on major routes between Vancouver Island and the Lower Mainland if the pilot project is deemed successful.

The pilot project would be implemented on BC Ferries' busiest route between Swartz Bay and Tsawwassen. With a 95-minute sailing time and just over 5 million passengers a year, this route offers good potential in terms of playing time and traffic. Slot machines would be placed in a secure area, with restricted access.

The net gaming revenue from BC Ferries' vessels would be reinvested in the ferry system, reducing the pressure on future fare increases.

SUPPLEMENTAL PASSENGER-ONLY FERRY SERVICE

Private operators supplement BC Ferries' services in many locations, running water taxi services or passenger-only ferries. As these types of private services have the potential to further augment BC Ferries' service, the Ministry of Transportation and Infrastructure would like to gather information on the features and options that ferry communities would find most useful.

Private delivery of passenger-only service may help reduce the impacts of service reductions to BC Ferries' routes. However, it is not anticipated that government would redirect money away from BC Ferries to support alternatives, but it could be helpful to understand more fully the transportation desires and demands of coastal communities.

RESERVATION SYSTEM, TIME-OF-DAY PRICING, AND LOYALTY PROGRAMS

BC Ferries currently operates a reservation system on routes connecting Vancouver Island to the Lower Mainland and Powell River, the Sunshine Coast and the Lower Mainland, the Southern Gulf Islands and Tsawwassen, and the Northern routes. This system:

- generates almost \$13 million in annual revenue to support general fares
- provides predictability and peace of mind to users who need or want assurance that they will have space on a particular sailing

During the 2012 community engagement, ferry users suggested that this system could be expanded and/or adjusted to improve efficiency and provide greater certainty for travellers and, perhaps, reduce costs.

BC Ferries is implementing new customer service technology that will replace its aged point-of-sale and reservation system and allow the company to respond to changing business needs. The new system will support marketing, travel services and pricing initiatives by:

- **Allowing for new pricing initiatives.** Pricing initiatives will include time-of-day or day-of-week pricing, which means that fares on sailings at less busy times could cost less and fares on sailings at busier times could cost more
- **Supporting customer travel rewards programs.** Customer relationship support systems will improve the ability of BC Ferries to understand customer travel patterns and provide services and products to better meet customers' needs, such as discounts for frequent users
- **Providing terminal ticketing automation.** The new system will automatically measure the height and length of commercial vehicles at major terminals, provide turnstiles for access and embarkation control, and offer self-serve baggage tagging kiosks, among other initiatives
- **Providing new card services.** The new system will enable prepayment for travel and onboard amenities, as well as support the launch of a new BC Ferries gift card

This multi-year program will be implemented in stages starting in 2015, and is expected to be fully completed in 2017.

Service Reductions

The Province has set an objective of \$18.9 million in total net savings to be achieved through service reductions by 2016. Annual net savings will carry forward to reduce future pressure on fares.

The Ministry of Transportation and Infrastructure and BC Ferries had identified the following considerations to inform service adjustment decisions:

- **SIGNIFICANT ANNUAL SHORTFALLS:** Consider service reductions on routes that experience significant annual financial shortfalls
- **LOW ANNUAL UTILIZATION:** Consider service reductions on routes that experience low annual utilization (such as less than 55% total vehicle utilization per year)
- **LOW ROUND-TRIP UTILIZATION:** Consider service reductions on routes that experience low round-trip utilization (such as less than 20% vehicle utilization per round trip)
- **BASIC LEVELS OF FERRY SERVICE:** Basic levels of service should be considered (i.e., ensure the majority of users can get to work or school)
- **ROUTES REQUIRING VESSEL REPLACEMENT:** When considering service reductions, take into account routes that require imminent vessel replacement, including alternatives such as route reconfiguration
- **COMPLEXITY OF MULTIPLE-STOP ROUTES:** When considering service reductions, take into account the complexity of routes with multiple ports and those that provide connections to other areas

The Province has set an objective of \$18.9 million in net savings to be achieved through service reductions by 2016. This target will be achieved in two phases. Based on the considerations previously outlined, a service reduction plan on the minor (including Route 3) and Northern routes to achieve net savings of \$14 million through to 2016 has been identified. This leaves \$4.9 million of service reductions still to be identified. The \$4.9 million in savings will come from future changes to the three “major” routes connecting Vancouver Island to the Lower Mainland (in addition to the \$4 million in net savings already in place for 2013 to 2016). A separate engagement process will be undertaken to seek input on changes to the major routes.

In the following pages, you will find specific route-by-route descriptions of the service reductions included in the \$14 million package.

Service Reductions to Begin in 2014

ROUTE	2012/13 ANNUAL UTILIZATION PERCENTAGE	TOTAL ANNUAL ROUND TRIPS	PLANNED ANNUAL ROUND-TRIP REDUCTIONS	ROUND-TRIP REDUCTIONS	ESTIMATED NET SAVINGS TO 2016
#3 Langdale – Horseshoe Bay	54.5%	2,985	40	1.3%	\$200,000
#6 Vesuvius Harbour – Crofton	35.5%	5,046	605	12.0%	\$210,000
#7 Earls Cove – Saltery Bay	26.3%	2,878	365	12.7%	\$750,000
#8 Horseshoe Bay – Bowen Island	50.7%	5,569	234	4.2%	\$ 270,000
#9 Tsawwassen – Southern Gulf Islands	42.2%	830	*	0.0%*	\$180,000
#10 Port Hardy – Mid-Coast – Prince Rupert	39.0%	122	39	32.0%	\$3,820,000
#11 Skidegate – Prince Rupert	42.5%	191	52	27.2%	\$1,900,000
#17 Comox – Powell River	29.6%	1,460	94	6.4%	\$720,000
#18 Texada Island – Powell River	25.6%	3,648	834	22.9%	\$950,000
#19 Gabriola Island – Nanaimo Harbour	45.5%	5,732	834	14.5%	\$800,000
#20 Chemainus – Thetis – Penelakut	29.1%	4,380	417	9.5%	\$160,000
#21 Buckley Bay – Denman Island	41.2%	6,149	888	14.4%	\$660,000
#22 Hornby Island – Denman Island	38.1%	4,482	422	9.4%	\$360,000
#23 Quadra Island – Campbell River	41.9%	6,253	468	7.5%	\$370,000
#26 Skidegate – Alliford Bay	20.2%	4,482	1,564	34.9%	\$1,200,000
#40 Port Hardy – Mid-Coast – Bella Coola	29.5%	39	39	100.0%	\$1,450,000**
TOTAL					\$14,000,000

* No planned round-trip reductions on the Tsawwassen – Southern Gulf Islands route; changes considered will be on off-peak Fridays and weekends.

** This does not include the additional savings from not having to build an estimated \$100 million replacement ferry.

ROUTE 3 | Langdale – Horseshoe Bay

ROUTE 3 service connects the Sunshine Coast and Horseshoe Bay on the Lower Mainland

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATONS
<p>Financial Performance (before taxpayer contributions): \$4.49 million shortfall</p> <p>Average Annual Capacity Utilization: 54.5%</p> <p>Traffic: 1.08 million vehicles and 2.50 million passengers</p>	<p>Elimination of the first round trip Sunday morning in the off-peak.</p> <p>With this reduction, a schedule change to the first sailing from Langdale is also being proposed, revising the 8:20am sailing to depart one hour earlier at 7:20am.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none"> • Low round-trip utilization: eliminated sailings average 15% utilization. • Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 3: Langdale – Horseshoe Bay			Sailing Time																
Season	Departure Terminal	Day	06:20	07:55	08:30	10:05	10:50	12:30	13:05	14:40	15:25	16:45	17:30	18:55	19:35	20:55	21:40		
Peak	Langdale	SUN	21.1%		56.6%		89.5%		92.5%	88.4%	74.5%	88.2%	71.0%	90.2%	65.0%		53.2%		
		MON	58.4%		85.3%		96.1%	94.7%	69.5%	99.1%	78.9%	71.9%	37.3%		70.0%		33.1%		
		TUE	61.7%		92.2%	84.4%	92.9%	81.1%	87.8%	79.1%		73.6%		58.6%		26.9%			
		WED	54.0%		92.4%		93.0%		91.8%	70.7%		71.9%		50.0%		24.4%			
		THU	54.0%		87.9%		89.7%	88.9%	32.3%		76.7%	57.3%	25.0%		52.1%		18.9%		
		FRI	39.4%		65.0%		85.4%	83.2%	28.5%	62.5%	32.9%	58.3%	17.3%		46.8%		17.2%		
		SAT	28.4%	36.3%	29.2%	62.9%	31.2%	76.0%			79.2%		67.4%		49.8%		25.3%		
	Horseshoe Bay	Departure Terminal	Day	07:25	09:00	09:40	11:10	12:00	13:35	14:15	15:45	16:30	17:50	18:35	19:55	20:40	21:50	22:35	
			SUN	37.6%		76.7%		83.5%		76.5%	52.4%	33.2%	43.7%	25.9%	37.6%	18.7%		16.8%	< 10%
			MON	59.7%		74.4%		76.5%	71.3%	27.9%	38.1%	70.0%	46.9%	19.5%		41.4%		12.4%	10% – 19%
			TUE	64.1%		74.5%	49.0%	80.1%	53.6%	78.7%	71.5%		73.7%		49.2%		21.0%		20% – 39%
			WED	67.4%		78.8%		86.2%		86.4%	75.6%		82.0%		58.9%		25.4%		40% – 59%
			THU	73.4%		82.3%		85.7%	84.0%	49.5%		88.3%	87.8%	39.0%		66.2%		21.4%	60% – 79%
			FRI	76.5%		87.0%		88.4%	88.8%	70.3%	91.7%	58.6%	88.2%	37.7%		72.5%		24.6%	80% – 100%
SAT	76.3%	88.5%	43.9%	82.7%	36.0%	72.7%			84.3%		64.3%		39.3%		13.7%	> 100%			

ROUTE 3 | Langdale – Horseshoe Bay



Average of Vehicle Utilized Capacity (%)

Route 3: Langdale – Horseshoe Bay			Sailing Time							
Season	Departure Terminal	Day	06:20	08:20	10:20	12:20	14:30	16:30	18:30	20:20
Off-Peak	Langdale	SUN	14.3%	38.5%	65.3%	75.8%	84.2%	68.9%	61.5%	37.2%
		MON	54.7%	71.9%	70.2%	63.1%	56.5%	42.5%	35.5%	17.4%
		TUE	52.3%	76.9%	66.4%	58.5%	54.7%	39.0%	31.9%	17.8%
		WED	45.6%	77.2%	69.0%	57.6%	57.2%	41.9%	32.0%	15.4%
		THU	45.2%	77.6%	71.8%	63.9%	60.8%	44.5%	36.2%	16.5%
		FRI	37.0%	60.4%	66.8%	62.9%	62.2%	50.0%	38.1%	17.6%
		SAT	23.2%	60.4%	68.2%	60.7%	49.6%	40.0%	34.4%	17.8%
	Departure Terminal	Day	07:20	09:20	11:20	13:20	15:30	17:30	19:25	21:15
	Horseshoe Bay	SUN	16.8%	37.3%	39.9%	55.0%	63.4%	66.3%	45.3%	22.2%
		MON	53.9%	41.9%	43.8%	57.3%	64.8%	56.8%	30.6%	16.3%
		TUE	52.6%	37.5%	38.6%	55.0%	66.5%	60.5%	33.1%	19.0%
		WED	52.3%	41.3%	41.8%	55.3%	71.2%	65.7%	37.8%	18.7%
		THU	54.5%	44.3%	45.6%	63.5%	78.5%	76.9%	44.8%	23.5%
		FRI	46.7%	43.2%	52.3%	71.7%	81.2%	84.7%	62.7%	29.0%
		SAT	35.7%	58.1%	57.3%	54.3%	59.8%	58.7%	39.5%	20.3%

Route 3: Langdale – Horseshoe Bay			Sailing Time							
Season	Departure Terminal	Day	06:20	08:25	10:25	12:35	14:45	16:50	18:50	20:45
Shoulder	Langdale	SUN	16.2%	45.1%	81.4%	94.3%	96.6%	87.0%	82.6%	46.7%
		MON	59.0%	79.2%	82.8%	81.0%	74.0%	58.3%	52.1%	36.3%
		TUE	59.8%	87.0%	81.4%	74.3%	68.7%	55.0%	40.5%	20.6%
		WED	50.4%	84.4%	78.3%	65.9%	64.1%	43.8%	38.6%	19.0%
		THU	48.2%	84.1%	80.4%	75.6%	60.7%	54.6%	46.6%	20.7%
		FRI	39.4%	62.5%	74.4%	77.5%	57.6%	57.2%	43.5%	19.9%
		SAT	27.6%	69.1%	66.6%	62.7%	52.7%	45.1%	41.1%	25.4%
	Departure Terminal	Day	07:20	09:25	11:30	13:35	15:50	17:50	19:50	21:45
	Horseshoe Bay	SUN	20.0%	45.7%	49.2%	62.9%	53.6%	61.3%	41.5%	20.3%
		MON	55.5%	45.0%	57.2%	67.5%	72.8%	61.5%	35.9%	17.0%
		TUE	58.2%	50.1%	56.7%	66.3%	75.4%	63.0%	39.4%	17.5%
		WED	60.4%	50.6%	55.3%	65.0%	82.8%	68.0%	38.5%	19.8%
		THU	65.8%	56.0%	61.9%	77.2%	86.8%	85.9%	62.5%	24.3%
		FRI	59.8%	62.0%	74.3%	77.5%	88.4%	88.8%	85.9%	58.1%
		SAT	55.4%	78.9%	74.1%	65.9%	68.9%	63.4%	41.4%	20.5%

ROUTE 6 | Vesuvius Harbour – Crofton

ROUTE 6 service connects Salt Spring Island (via Vesuvius Bay) with Crofton on Vancouver Island

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$2.40 million shortfall</p> <p>Average Annual Capacity Utilization: 35.5%</p> <p>Traffic: 231,000 vehicles and 479,000 passengers</p>	<p>During the off-peak season, elimination of the last two round trips daily plus the first round trip on Saturday morning.</p> <p>In the peak season, from mid-May to mid-October, the last round trip daily will be eliminated.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none"> Low annual round-trip utilization (under 55%). Low round-trip utilization. With the exception of Saturday mornings, all eliminated round trips have under 20% utilization. Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 6: Vesuvius Harbour – Crofton			Sailing Time															
Season	Departure Terminal	Day	06:30	07:35	08:40	09:45	10:50	11:55	13:00	14:05	14:35	15:40	16:45	17:50	18:55	20:00	21:00	22:00
Peak	Crofton	SUN			25.8%	21.5%	28.6%	38.0%	37.8%	43.8%		57.1%	58.0%	50.9%	39.8%	30.8%	24.7%	11.5%
		MON	33.3%	33.3%	33.2%	DC	48.0%	38.4%	46.9%		56.2%	57.8%	54.8%	41.1%	29.5%	23.1%	17.3%	
		TUE	46.7%	56.6%	45.9%	39.4%	38.7%	43.0%	43.3%		61.4%	58.6%	60.0%	49.7%	30.7%	21.8%	17.9%	
		WED	34.7%	56.3%	47.7%	DC	61.3%	45.2%	49.6%		60.4%	61.7%	66.1%	50.0%	32.6%	28.2%	22.5%	
		THU	43.6%	61.9%	53.4%	DC	61.1%	50.4%	51.1%		60.1%	76.8%	66.4%	48.1%	32.1%	29.8%	18.6%	
		FRI		57.6%	50.6%	33.1%	37.4%	45.6%	51.1%	55.1%		75.2%	70.7%	60.2%	39.0%	31.3%	22.3%	13.9%
		SAT		34.5%	53.4%	83.2%	85.2%	76.4%	57.0%	42.1%		54.9%	48.8%	44.7%	31.9%	24.9%	19.3%	14.6%
	Departure Terminal	Day	06:00	07:00	08:05	09:10	10:15	11:20	12:25	13:30	14:00	15:05	16:10	17:15	18:20	19:25	20:30	21:30
	Vesuvius (Salt Spring Island)	SUN		25.6%		60.8%	59.5%	57.7%	57.6%	49.3%		59.2%	47.3%	39.1%	26.4%	18.6%	13.1%	7.7%
		MON	12.2%	21.7%	42.9%	71.8%	70.3%	65.4%	70.1%		DC	83.0%	45.7%	29.3%	19.6%	10.2%	12.0%	
		TUE	15.1%	23.0%	53.8%	80.1%	87.2%	73.0%	57.5%		59.7%	65.3%	49.3%	40.4%	17.2%	12.0%	9.4%	
		WED	9.7%	29.2%	56.5%	78.7%	78.4%	68.2%	64.2%		54.0%	71.7%	DC	73.6%	24.7%	13.1%	13.4%	
		THU	13.8%	28.6%	61.3%	80.0%	85.2%	80.8%	76.1%		DC	88.4%	76.1%	43.3%	20.6%	10.8%	10.8%	
		FRI		28.3%	39.7%	71.6%	79.8%	65.4%	65.2%	60.7%		71.1%	57.4%	44.5%	23.3%	10.2%	8.8%	8.1%
		SAT		21.2%	38.7%	55.7%	70.7%	59.8%	52.6%	53.5%		81.0%	85.3%	63.9%	43.4%	21.8%	16.3%	12.3%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline Indicates Service Reductions

DC – Dangerous Cargo sailing; no passengers permitted

ROUTE 6 | Vesuvius Harbour – Crofton

Average of Vehicle Utilized Capacity (%)

Route 6: Vesuvius Harbour – Crofton			Sailing Time															
Season	Departure Terminal	Day	06:30	07:35	08:40	09:45	10:50	11:55	13:00	14:05	14:35	15:40	16:45	17:50	18:55	20:00	21:00	22:00
Off-Peak	Crofton	SUN			16.1%	15.7%	17.9%	23.6%	26.5%	32.5%		56.2%	45.7%	42.2%	29.0%	25.2%	15.9%	6.8%
		MON	30.5%	41.2%	36.0%	DC	37.1%	26.1%	34.2%		48.8%	45.3%	47.9%	38.3%	22.4%	17.4%	12.1%	
		TUE	36.7%	54.6%	44.5%	28.7%	25.6%	27.0%	33.8%		56.1%	51.9%	53.7%	41.1%	24.3%	19.9%	12.8%	
		WED	26.0%	52.0%	44.7%	DC	38.8%	33.2%	34.6%		53.3%	55.8%	58.3%	45.2%	23.8%	17.7%	13.4%	
		THU	37.6%	51.6%	52.5%	DC	51.4%	32.6%	34.7%		57.5%	56.6%	56.3%	42.7%	27.9%	21.4%	18.0%	
		FRI		55.2%	35.7%	26.9%	24.8%	30.4%	34.1%	43.1%		67.7%	57.8%	54.7%	35.2%	24.9%	16.0%	9.9%
		SAT		24.6%	21.1%	31.1%	35.3%	35.7%	32.7%	34.9%		55.1%	48.4%	44.5%	30.1%	22.8%	14.0%	8.4%
	Departure Terminal	Day	06:00	07:00	08:05	09:10	10:15	11:20	12:25	13:30	14:00	15:05	16:10	17:15	18:20	19:25	20:30	21:30
	Vesuvius (Salt Spring Island)	SUN		22.3%		50.8%	46.5%	39.3%	41.0%	30.0%		45.5%	26.5%	22.3%	15.8%	11.5%	9.8%	4.6%
		MON	11.8%	28.0%	39.8%	63.8%	66.1%	49.5%	48.9%		DC	65.2%	36.4%	28.7%	11.1%	5.5%	6.5%	
		TUE	11.6%	28.4%	55.5%	72.5%	67.4%	48.5%	49.5%		54.1%	45.1%	39.3%	31.6%	12.3%	7.4%	5.2%	
		WED	9.8%	32.5%	48.8%	69.4%	65.3%	46.6%	49.4%		48.6%	54.4%	DC	56.2%	12.9%	5.1%	6.5%	
		THU	10.0%	27.6%	45.6%	72.4%	68.6%	57.1%	63.6%		DC	82.1%	52.8%	32.1%	15.5%	7.3%	5.5%	
		FRI		31.4%	39.2%	70.3%	71.3%	55.0%	52.3%	43.9%		59.8%	41.6%	34.1%	13.9%	8.5%	5.8%	3.5%
		SAT		23.0%	32.7%	55.7%	62.4%	43.9%	39.4%	32.1%		51.8%	38.5%	25.9%	15.0%	9.0%	8.8%	6.1%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline
Indicates
Service
Reductions

DC — Dangerous Cargo sailing; no passengers permitted—

ROUTE 7 | Earls Cove – Saltery Bay

ROUTE 7 service connects the Powell River area with the Sechelt Peninsula and the Lower Mainland via Langdale – Horseshoe Bay

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$12.54 million shortfall</p> <p>Average Annual Capacity Utilization: 26.3%</p> <p>Traffic: 169,000 vehicles and 332,000 passengers</p>	<p>Elimination of the last round trip daily, year-round.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Low annual round-trip utilization (under 55%).• Low round-trip utilization. The eliminated sailings have very low utilization, well under 20%.• Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 7: Earls Cove – Saltery Bay			Sailing Time							
Season	Departure Terminal	Day	08:15	10:35	12:50	15:10	17:35	19:40	21:35	23:25
Peak	Earls Cove (Jervis Inlet)	SUN	11.1%	59.4%	65.6%	61.8%	52.6%	38.5%	24.8%	6.4%
		MON	21.4%	56.7%	62.3%	60.1%	56.2%	38.4%	22.8%	6.7%
		TUE	23.3%	52.3%	61.4%	56.4%	47.7%	28.0%	24.8%	8.5%
		WED	21.9%	55.9%	57.8%	51.4%	45.3%	25.8%	26.4%	19.8%
		THU	27.7%	66.6%	66.5%	59.7%	63.1%	38.6%	39.8%	10.4%
		FRI	26.8%	81.5%	73.3%	57.3%	70.3%	48.9%	35.3%	10.1%
		SAT	23.2%	84.9%	72.0%	52.2%	32.0%	27.2%	16.3%	5.4%
	Departure Terminal	Day	07:15	09:25	11:40	14:00	16:30	18:40	20:35	22:30
	Saltery Bay (Jervis Inlet)	SUN	44.0%	66.8%	82.1%	85.2%	65.0%	40.8%	6.1%	5.1%
		MON	60.8%	74.8%	77.2%	83.3%	60.6%	29.5%	5.4%	3.9%
		TUE	61.6%	60.9%	51.4%	63.8%	48.9%	21.2%	4.8%	5.2%
		WED	54.6%	51.5%	54.7%	51.7%	41.0%	22.3%	4.1%	2.8%
		THU	66.2%	69.4%	56.7%	64.7%	49.8%	28.1%	4.4%	3.7%
		FRI	52.1%	62.9%	60.8%	64.1%	41.9%	29.4%	4.6%	3.0%
		SAT	45.2%	59.6%	54.5%	56.0%	30.4%	15.3%	4.3%	4.9%

Route 7: Earls Cove – Saltery Bay			Sailing Time *							
Season	Departure Terminal	Day	06:30	08:25	10:25	12:20	16:25	18:25	20:20	22:05
Off-Peak	Earls Cove (Jervis Inlet)	SUN		6.1%	17.2%	29.4%	57.5%	32.4%	28.4%	8.7%
		MON	6.3%	10.8%	31.6%	31.0%	58.5%	28.8%	20.0%	8.4%
		TUE	4.8%	9.6%	26.5%	26.9%	53.3%	23.4%	18.5%	7.5%
		WED	4.9%	10.9%	24.1%	28.3%	54.4%	23.2%	19.5%	12.4%
		THU	7.4%	12.3%	33.4%	29.3%	58.1%	33.5%	27.0%	11.5%
		FRI	5.0%	14.8%	33.6%	37.3%	56.3%	32.9%	28.5%	16.7%
		SAT	7.1%	10.0%	31.6%	30.9%	38.3%	22.5%	16.7%	5.9%
	Departure Terminal	Day	05:35	07:25	09:25	11:20	15:20	17:25	19:20	21:15
	Saltery Bay (Jervis Inlet)	SUN		26.0%	37.9%	40.2%	50.2%	26.1%	5.0%	2.8%
		MON	23.0%	34.7%	41.3%	34.6%	42.0%	20.5%	4.1%	2.0%
		TUE	21.3%	28.2%	39.2%	28.7%	37.8%	19.7%	3.1%	2.1%
		WED	19.6%	27.9%	36.3%	26.1%	39.1%	21.1%	3.6%	2.7%
		THU	19.6%	36.4%	48.8%	30.1%	52.4%	22.8%	4.6%	2.9%
		FRI	21.9%	31.1%	42.0%	30.9%	42.8%	27.1%	3.9%	2.6%
		SAT	12.1%	27.8%	35.3%	23.3%	26.1%	12.9%	3.7%	2.8%

< 10%
10% – 19%
20% – 39%
40% – 59%
60% – 79%
80% – 100%
> 100%

Outline Indicates Service Reductions

* Off-peak holiday schedule is averaged in regular sailing times

ROUTE 8 | Horseshoe Bay – Bowen Island

ROUTE 8 service connects Bowen Island with Horseshoe Bay on the Lower Mainland

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$7.07 million shortfall</p> <p>Average Annual Capacity Utilization: 50.7%</p> <p>Traffic: 463,000 vehicles and 1.13 million passengers</p>	<p>Year round elimination of the first two round trips Saturday and Sunday, as well as the last round trip on Saturday.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Low annual round-trip utilization (under 55%)• Low round-trip utilization. Utilization for most eliminated round trips is under 20%, though some sailings at the end of the day are higher.• Basic service level is maintained. Protects commuter service during the week as well as weekend tourist traffic.

Average of Vehicle Utilized Capacity (%)

Route 8: Horseshoe Bay – Bowen Island			Sailing Time															
Season	Departure Terminal	Day	–	06:00	07:00	08:00	09:05	10:05	11:05	12:10	14:35	15:45	16:45	17:50	18:50	19:50	20:45	21:45
Peak	Horseshoe Bay	SUN		1.6%	4.4%	11.2%	35.4%	58.0%	69.6%	80.8%	84.3%	54.4%	47.4%	49.4%	37.1%	37.0%	30.3%	26.0%
		MON		9.6%	25.7%	38.2%	31.5%	38.4%	47.0%	61.6%	89.4%	72.9%	79.1%	79.9%	61.6%	39.3%	35.3%	26.1%
		TUE		11.1%	36.9%	43.7%	41.2%	36.3%	46.2%	54.6%	100.9%	94.5%	100.5%	103.6%	85.4%	60.7%	45.7%	36.2%
		WED		13.0%	43.3%	54.9%	DC	70.4%	55.7%	62.5%	101.1%	91.8%	100.2%	103.1%	93.3%	58.8%	45.8%	38.8%
		THU		15.9%	44.8%	52.3%	45.6%	41.9%	58.9%	68.6%	103.9%	101.5%	102.6%	104.0%	102.2%	76.0%	62.4%	49.9%
		FRI		9.7%	30.3%	46.0%	41.2%	46.9%	67.3%	82.3%	104.3%	103.7%	106.3%	103.8%	104.7%	95.1%	66.0%	42.9%
		SAT		4.5%	8.8%	21.5%	55.1%	79.8%	91.0%	98.8%	102.9%	96.8%	83.2%	63.4%	53.5%		52.6%	33.8%
	Departure Terminal	Day	05:30	06:30	07:30	08:35	09:35	10:35	11:40	12:45	15:10	16:15	17:15	18:20	19:20	20:15	21:15	22:10
	Snug Cove (Bowen Island)	SUN		16.7%	24.0%	36.0%	52.5%	65.1%	74.8%	88.2%	96.8%	85.7%	80.3%	67.8%	56.9%	55.2%	38.5%	16.0%
		MON	58.0%	62.6%	77.4%	83.6%	78.5%	85.9%	79.8%	85.5%	94.1%	68.7%	66.5%	46.6%	29.8%	24.4%	17.2%	6.9%
		TUE	48.1%	88.4%	103.7%	105.7%	100.4%	97.0%	83.5%	72.8%	76.9%	47.8%	55.9%	25.8%	17.7%	16.0%	11.1%	5.1%
		WED	46.5%	74.5%	101.2%	103.6%	103.8%	87.5%	67.3%	79.0%	92.4%	DC	84.0%	28.9%	21.4%	13.3%	13.4%	5.4%
		THU	41.8%	75.9%	99.2%	104.3%	104.1%	96.2%	82.1%	83.3%	89.9%	60.7%	49.3%	28.2%	21.4%	17.6%	14.8%	7.0%
		FRI	35.9%	71.5%	83.2%	81.6%	72.9%	63.9%	66.1%	75.5%	84.5%	57.7%	46.5%	23.5%	17.4%	13.9%	12.9%	9.0%
		SAT	9.3%	21.6%	40.2%	50.4%	55.4%	63.0%	52.2%	65.4%	63.4%	48.2%	48.9%	48.3%		53.1%	33.6%	26.4%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline
Indicates
Service
Reductions

DC – Dangerous Cargo sailings; no passengers permitted. Does not include charter service or service interruptions

ROUTE 8 | Horseshoe Bay – Bowen Island

Route 8: Horseshoe Bay – Bowen Island			Sailing Time															
Season	Departure Terminal	Day	–	06:00	07:00	08:00	09:00	10:00	11:00	12:00	14:25	15:30	16:30	17:30	18:30	19:30	20:30	21:35
Off-Peak	Horseshoe Bay	SUN		1.4%	4.7%	8.2%	22.0%	29.3%	38.6%	56.0%	67.2%	53.9%	56.8%	55.4%	45.8%	36.8%	31.1%	25.5%
		MON		6.3%	34.4%	42.8%	28.6%	30.2%	32.3%	42.9%	92.0%	74.1%	80.4%	89.9%	72.1%	46.7%	33.8%	34.7%
		TUE		8.6%	43.6%	50.2%	30.0%	32.8%	28.3%	39.7%	86.4%	75.4%	91.0%	96.4%	83.3%	53.3%	41.8%	37.7%
		WED		7.7%	36.1%	53.6%	DC	47.4%	30.6%	44.5%	90.0%	81.6%	91.5%	99.1%	84.7%	58.8%	40.8%	45.2%
		THU		11.1%	35.0%	51.4%	35.5%	28.5%	35.8%	47.3%	95.7%	87.0%	98.4%	101.7%	94.7%	74.0%	56.9%	52.0%
		FRI		5.3%	30.8%	45.9%	31.8%	31.9%	41.7%	56.4%	94.3%	84.0%	93.3%	97.5%	86.6%	67.5%	51.3%	44.7%
		SAT		1.7%	7.4%	19.1%	34.1%	41.6%	51.7%	75.3%	87.7%	71.4%	79.8%	80.7%	74.9%		60.0%	35.6%
	Departure Terminal	Day	05:30	06:30	07:30	08:30	09:30	10:30	11:30	12:30	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00
	Snug Cove (Bowen Island)	SUN		12.7%	20.4%	35.4%	50.7%	56.2%	71.5%	84.7%	83.8%	52.2%	43.9%	29.4%	22.5%	24.1%	19.0%	8.9%
		MON	51.0%	81.7%	88.6%	90.2%	85.6%	72.4%	63.8%	76.2%	67.8%	55.8%	44.3%	22.4%	10.8%	8.1%	10.2%	4.9%
		TUE	54.8%	83.8%	98.4%	95.8%	93.4%	74.7%	64.3%	71.8%	71.0%	46.3%	44.5%	19.0%	9.1%	8.7%	7.7%	4.4%
		WED	48.3%	70.9%	95.1%	98.8%	96.3%	76.4%	63.2%	68.0%	82.1%	DC	68.8%	20.4%	9.2%	8.3%	5.8%	3.4%
		THU	43.8%	74.3%	99.1%	101.9%	100.3%	87.4%	72.3%	76.8%	72.3%	47.3%	47.2%	20.0%	11.7%	6.8%	8.8%	5.0%
		FRI	38.8%	63.9%	83.1%	84.8%	76.6%	63.5%	56.8%	72.5%	71.9%	43.3%	42.0%	22.0%	9.6%	11.5%	7.2%	5.2%
		SAT	7.2%	18.3%	41.3%	66.1%	72.2%	70.4%	68.6%	77.8%	61.7%	40.4%	37.3%	33.6%		25.3%	12.4%	9.8%
Season	Departure Terminal	Day	–	06:00	07:00	08:00	09:05	10:05	11:05	12:10	14:35	15:45	16:45	17:50	18:50	19:50	20:45	21:45
Shoulder	Horseshoe Bay	SUN		2.5%	5.1%	12.4%	27.9%	40.2%	54.7%	68.6%	74.5%	59.4%	55.4%	55.7%	42.3%	34.9%	32.6%	26.5%
		MON		7.4%	36.5%	41.3%	33.3%	36.1%	41.4%	51.7%	92.0%	75.8%	78.0%	86.5%	64.5%	45.0%	35.7%	28.1%
		TUE		9.6%	53.1%	52.4%	32.2%	35.3%	33.2%	49.0%	98.8%	85.0%	94.5%	104.6%	92.3%	62.4%	45.4%	34.2%
		WED		8.2%	35.6%	55.0%	DC	57.0%	40.1%	52.8%	96.2%	93.0%	102.9%	104.3%	91.2%	52.2%	39.5%	40.9%
		THU		14.9%	50.8%	51.2%	41.1%	34.4%	40.2%	61.8%	101.9%	93.8%	102.2%	103.0%	96.9%	69.7%	54.4%	48.7%
		FRI		6.8%	41.4%	52.1%	38.5%	38.6%	54.8%	76.3%	105.7%	97.4%	101.6%	104.6%	100.6%	88.7%	54.1%	38.6%
		SAT		2.0%	12.6%	20.7%	40.8%	54.8%	70.4%	87.5%	99.2%	85.1%	78.3%	80.7%	63.5%		54.8%	31.9%
	Departure Terminal	Day	05:30	06:30	07:30	08:35	09:35	10:35	11:40	12:45	15:10	16:15	17:15	18:20	19:20	20:15	21:15	22:10
	Snug Cove (Bowen Island)	SUN		14.6%	27.3%	39.7%	54.4%	63.5%	75.8%	90.3%	92.2%	76.0%	59.0%	38.7%	32.9%	35.7%	21.9%	11.7%
		MON	61.2%	80.6%	89.0%	93.0%	82.0%	68.6%	73.2%	76.1%	83.0%	64.2%	63.3%	30.6%	19.0%	15.9%	11.7%	5.4%
		TUE	54.3%	93.5%	102.4%	103.5%	99.9%	85.7%	73.6%	69.0%	77.3%	45.4%	51.8%	22.3%	13.4%	8.0%	8.5%	3.0%
		WED	47.7%	86.0%	104.9%	106.0%	100.8%	84.0%	61.2%	62.5%	81.5%	DC	75.9%	21.5%	11.4%	10.9%	8.5%	4.1%
		THU	44.8%	82.8%	105.7%	107.2%	101.4%	82.1%	71.6%	76.8%	91.1%	54.4%	50.5%	25.5%	15.0%	9.6%	9.3%	4.0%
		FRI	41.0%	75.8%	91.9%	90.0%	68.3%	58.9%	52.1%	73.7%	85.5%	52.4%	46.3%	25.3%	15.3%	12.2%	10.0%	6.1%
		SAT	10.5%	20.1%	43.1%	66.7%	71.8%	69.3%	62.1%	67.9%	66.5%	46.9%	41.9%	40.9%		42.7%	25.8%	13.2%

DC – Dangerous Cargo sailings; no passengers permitted. Does not include charter service or service interruptions

< 10%
10% – 19%
20% – 39%
40% – 59%
60% – 79%
80% – 100%
> 100%

Outline Indicates Service Reductions

ROUTE 9 | Tsawwassen – Southern Gulf Islands

ROUTE 9 service connects Salt Spring Island (via Long Harbour) with Tsawwassen on the Lower Mainland. Connections are also made with Galiano, Mayne and Pender Islands. Transfers from Saturna Island at Mayne Island allow Saturna Island residents to travel to the Lower Mainland without going through Swartz Bay.

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$9.76 million shortfall</p> <p>Average Annual Capacity Utilization: 42.2%</p> <p>Traffic: 146,000 vehicles and 435,000 passengers</p>	<p>While there are no service reductions in terms of round trips, some stops to Galiano and Mayne Islands will be combined between mid-October and mid-May on Friday nights, Saturday mornings and Sunday nights.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee about the planned changes.</p> <p>Considerations Met:</p> <ul style="list-style-type: none"> The complexity of this route and the interrelationship between the various stops was considered when contemplating service reductions on this route. Vessel replacement planned for this route: service levels for Routes 5 and 9, in the Southern Gulf Islands, will be reviewed with the introduction of new intermediate-class vessels and the retirement of the <i>Queen of Nanaimo</i> in 2016. Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 9: Tsawwassen – Southern Gulf Islands				Sailing to Southern Gulf Islands	
Season	Departure Terminal	Route	Day	1	2
Peak	Tsawwassen	9	SUN	45.6%	23.1%
			MON	68.8%	26.3%
			TUE	72.9%	43.4%
			WED	73.1%	54.1%
			THU	83.1%	82.5%
			FRI	93.9%	74.6%
			SAT	68.3%	11.4%
		9a	SUN	45.8%	51.0%
			MON	69.4%	43.9%
			THU	91.9%	88.3%
			FRI	102.3%	105.7%
			SAT	77.4%	60.2%

Route 9: Tsawwassen – Southern Gulf Islands				Sailing to Tsawwassen	
Season	Departure Terminal	Route	Day	1	2
Peak	Southern Gulf Islands	9	SUN	55.9%	74.7%
			MON	71.3%	88.6%
			TUE	60.5%	78.1%
			WED	55.2%	69.8%
			THU	53.6%	66.6%
			FRI	45.2%	28.6%
			SAT	27.2%	49.9%
		9a	SUN	77.8%	81.4%
			MON	94.1%	48.5%
			THU	84.0%	24.9%
			FRI	84.3%	16.4%
			SAT	73.2%	20.4%

Route 9: Tsawwassen – Southern Gulf Islands				Sailings	
Season	Departure Terminal	Route	Day	1	2
Off-Peak	Tsawwassen	9	SUN	37.1%	14.3%
			MON	39.4%	22.8%
			TUE	33.4%	26.2%
			WED	33.3%	33.1%
			THU	46.5%	59.4%
			FRI	64.4%	47.4%
			SAT	37.5%	16.2%
	Southern Gulf Islands	9	SUN	40.6%	54.8%
			MON	52.7%	58.9%
			TUE	42.4%	40.4%
			WED	36.1%	34.6%
			THU	36.5%	41.0%
			FRI	33.6%	16.5%
			SAT	17.6%	32.9%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

ROUTE 10 | Port Hardy – Mid-Coast – Prince Rupert

ROUTE 10 summer service connects Prince Rupert, Klemtu, Bella Bella and Port Hardy on the northern tip of Vancouver Island; the season starts in mid-May and continues to the end of September. Winter service connects Prince Rupert, Bella Bella, Klemtu, Ocean Falls, Shearwater and Port Hardy; the season starts in mid-September and continues to mid-June.

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$31.54 million shortfall</p> <p>Average Annual Capacity Utilization: 39.0%</p> <p>Traffic: 12,000 vehicles and 38,000 passengers</p>	<p>The Inside Passage summer service will be reduced by 7 weeks to start mid-June and continue to mid-September. In the peak season, adding additional stops to Bella Bella and Klemtu and will provide connectivity to Ocean Falls, Shearwater and Bella Coola with the <i>Nimkish</i>.</p> <p>The off-peak season will be revised to start mid-September and continue to mid-June eliminating the overlap in peak and off-peak service.</p> <p>During the off-peak, the biweekly sailings on Tuesday/Wednesday will be eliminated.</p> <p>Considerations Met:</p> <ul style="list-style-type: none"> • Low annual round-trip utilization is low (under 55%). • Significant annual shortfall – this route loses a significant amount each year (last year over \$31.5 million before the federal and provincial service fees). • Basic service is maintained (north/south service retained).

Average of Vehicle Utilized Capacity (%)

Route 10: Port Hardy – Mid-Coast – Prince Rupert			Sailings
Season	Departures	Month	Daily
Peak	Southbound	MAY	14.4%
		JUNE	32.3%
		JULY	53.3%
		AUGUST	63.0%
		SEPTEMBER	45.2%
	Northbound	MAY	22.8%
		JUNE	33.8%
		JULY	47.1%
		AUGUST	49.2%
		SEPTEMBER	31.8%

Route 10: Port Hardy – Mid-Coast – Prince Rupert			Sailings	
Season	Departures	Month	Weekend	Mid-Week
Off-Peak	Northbound	JANUARY	13.4%	10.0%
		FEBRUARY	17.4%	13.8%
		MARCH	30.7%	9.7%
		APRIL	26.9%	14.9%
		MAY	20.8%	18.3%
		JUNE	21.6%	
		SEPTEMBER	22.6%	
		OCTOBER	32.1%	14.5%
		NOVEMBER	26.7%	10.8%
		DECEMBER	25.6%	20.6%
	Northbound	JANUARY	51.0%	23.0%
		FEBRUARY	37.6%	18.2%
		MARCH	65.5%	33.7%
		APRIL	67.7%	33.4%
		MAY	68.1%	26.7%
		JUNE	62.5%	
		SEPTEMBER	69.7%	
		OCTOBER	53.7%	19.7%
		NOVEMBER	55.5%	14.3%
		DECEMBER	56.8%	14.2%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline
Indicates
Service
Reductions



ROUTE 11 | Skidegate – Prince Rupert

ROUTE 11 service connects the Haida Gwaii Islands with Prince Rupert and the Mainland

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$20.90 million shortfall</p> <p>Average Annual Capacity Utilization: 42.5%</p> <p>Traffic: 14,000 vehicles and 36,000 passengers</p>	<p>Elimination of one round trip weekly, year-round.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Low annual round-trip utilization (under 55%).• Significant annual shortfall – this route loses a significant amount each year (last year, nearly \$21 million before the federal and provincial service fees).• Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 11: Skidegate – Prince Rupert		Sailing Time					
Season	Departure Terminal	11:00 Sunday	22:00 Monday	13:00 Wednesday	11:00 Thursday	11:00 Friday	11:00 Saturday
Peak	Prince Rupert	67.9%	62.7%	51.0%	62.3%	42.9%	36.3%
	Departure Terminal	11:00 Monday	11:00 Tuesday	23:00 Wednesday	23:00 Thursday	23:00 Friday	23:00 Saturday
	Skidegate (Haida Gwaii)	59.7%	58.8%	43.8%	68.7%	45.8%	40.8%

Route 11: Skidegate – Prince Rupert		Sailing Time		
Season	Departure Terminal	23:00 Sunday	23:00 Monday	14:30 Thursday
Off-Peak	Prince Rupert	57.1%	32.0%	48.8%
	Departure Terminal	11:00 Monday	09:00 Tuesday	23:59 Thursday
	Skidegate (Haida Gwaii)	38.4%	32.6%	55.0%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline
Indicates
Service
Reductions

ROUTE 17 | Comox – Powell River

ROUTE 17 service connects the Powell River area with the Comox/Courtenay area on Vancouver Island

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$8.03 million shortfall</p> <p>Average Annual Capacity Utilization: 29.6%</p> <p>Traffic: 146,000 vehicles and 353,000 passengers</p>	<p>Elimination of the last round trip on Saturday nights year-round and the first round trip on Sunday mornings in the off-peak season early September to end of June.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Low annual round-trip utilization (under 55%).• Utilization for the eliminated round trips is slightly over 20% in the peak season and under 20% in the off-peak.• Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 17: Comox – Powell River			Sailing Time			
Season	Departure Terminal	Day	06:30	10:10	15:15	19:15
Peak	Little River (Comox)	SUN	9.5%	36.8%	69.7%	55.7%
		MON	31.0%	55.0%	89.8%	47.3%
		TUE	43.8%	56.9%	74.6%	45.5%
		WED	45.9%	51.4%	75.6%	45.5%
		THU	37.0%	58.8%	82.0%	48.0%
		FRI	39.8%	61.2%	89.1%	56.3%
		SAT	24.9%	51.1%	53.9%	35.3%
	Departure Terminal	Day	08:10	12:00	17:15	20:45
	Westview (Powell River)	SUN	39.9%	69.6%	53.7%	12.1%
		MON	57.1%	84.1%	51.8%	11.9%
		TUE	67.7%	74.5%	50.5%	9.9%
		WED	69.4%	81.3%	55.8%	11.4%
		THU	75.9%	81.2%	66.2%	10.6%
		FRI	71.3%	92.8%	67.6%	11.5%
		SAT	59.5%	61.5%	34.3%	7.7%

Route 17: Comox – Powell River			Sailing Time			
Season	Departure Terminal	Day	06:30	10:10	15:15	19:15
Off-Peak	Little River (Comox)	SUN	5.1%	24.8%	62.7%	51.3%
		MON	34.9%	30.1%	61.7%	35.3%
		TUE	40.2%	28.7%	53.5%	32.8%
		WED	41.1%	31.6%	56.5%	36.7%
		THU	38.3%	30.5%	59.5%	40.3%
		FRI	33.7%	30.9%	65.0%	39.2%
		SAT	20.0%	30.4%	39.8%	29.0%
	Departure Terminal	Day	08:10	12:00	17:15	20:45
	Westview (Powell River)	SUN	28.2%	41.5%	35.8%	9.9%
		MON	52.9%	52.4%	29.6%	7.8%
		TUE	53.6%	50.7%	36.1%	7.4%
		WED	60.1%	56.5%	41.4%	8.8%
		THU	63.2%	59.8%	50.9%	9.9%
		FRI	60.7%	68.5%	49.2%	8.7%
		SAT	53.3%	36.8%	23.2%	6.8%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline Indicates Service Reductions

ROUTE 18 | Texada Island – Powell River

ROUTE 18 service connects Texada Island with Powell River

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$4.88 million shortfall</p> <p>Average Annual Capacity Utilization: 25.6%</p> <p>Traffic: 84,000 vehicles and 171,000 passengers</p>	<p>Elimination of two round trips daily plus one round trip on Saturday evenings and one round trip on Sunday mornings.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Low annual round-trip utilization (under 55%).• All eliminated round trips have less than 20% utilization.• Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 18: Texada Island – Powell River			Sailing Time										
Season	Departure Terminal	Day	06:00	07:50	09:10	10:30	11:55	15:00	17:00	18:15	19:40	22:10	
Peak	Blubber Bay (Texada Island)	SUN	11.4%	12.8%	16.4%	29.4%	26.9%	55.3%	31.9%	14.6%	17.3%	5.7%	
		MON	17.2%	39.3%	45.3%	51.7%	46.3%	60.1%	28.7%	12.4%	13.0%	7.6%	
		TUE	25.1%	50.6%	59.7%	56.2%	51.4%	63.5%	41.7%	12.8%	12.4%	6.1%	
		WED	23.7%	53.9%	56.9%	60.1%	46.2%	DC	42.5%	12.1%	6.6%	8.5%	
		THU	23.1%	54.2%	61.1%	64.3%	54.6%	60.5%	34.0%	16.2%	9.6%	5.5%	
		FRI	20.8%	38.3%	42.7%	40.9%	41.4%	65.3%	29.3%	9.0%	7.7%	5.8%	
		SAT	16.0%	21.0%	35.4%	32.5%	27.6%	32.9%	24.5%	8.5%	10.4%	8.2%	
	Westview (Powell River)	Departure Terminal	Day	07:00	08:30	09:50	11:10	12:40	15:45	17:40	18:55	21:10	23:00
		SUN	3.7%	14.8%	14.2%	21.7%	34.9%	26.4%	30.9%	9.8%	20.4%	4.3%	
		MON	18.3%	15.2%	19.4%	24.0%	50.5%	58.0%	37.4%	10.8%	19.7%	3.0%	
		TUE	20.2%	33.0%	28.2%	32.0%	66.4%	80.5%	48.3%	19.4%	19.2%	5.2%	
		WED	20.3%	30.0%	DC	31.7%	66.7%	81.6%	61.7%	16.1%	26.1%	3.2%	
		THU	24.1%	38.2%	27.9%	32.7%	89.8%	84.5%	64.9%	22.0%	25.7%	4.2%	
		FRI	20.9%	24.3%	31.2%	27.1%	76.7%	67.4%	61.7%	20.1%	27.7%	7.6%	
		SAT	7.4%	12.6%	22.5%	29.3%	51.0%	49.3%	35.3%	8.4%	17.7%	5.2%	

Route 18: Texada Island – Powell River			Sailing Time										
Season	Departure Terminal	Day	06:10	07:50	09:10	10:30	12:05	15:00	17:00	18:15	19:40	22:10	
Off-Peak	Blubber Bay (Texada Island)	SUN	8.3%	10.7%	12.7%	19.5%	23.6%	32.8%	16.0%	9.0%	11.7%	3.8%	
		MON	18.6%	33.1%	43.1%	39.4%	33.4%	38.8%	19.6%	6.9%	6.9%	5.1%	
		TUE	20.2%	45.0%	49.6%	42.9%	40.7%	57.0%	26.9%	8.2%	5.6%	5.1%	
		WED	19.6%	43.5%	51.3%	52.3%	39.5%	DC	41.0%	8.0%	5.8%	6.7%	
		THU	21.5%	43.1%	58.7%	56.6%	44.3%	61.8%	29.2%	14.5%	6.8%	7.7%	
		FRI	18.9%	31.2%	38.8%	32.0%	39.2%	56.3%	25.5%	8.1%	6.5%	5.4%	
		SAT	13.9%	24.3%	32.5%	28.3%	25.3%	30.7%	15.2%	6.6%	6.7%	5.3%	
	Westview (Powell River)	Departure Terminal	Day	07:00	08:30	09:50	11:10	12:45	15:45	17:40	18:55	21:10	23:00
		SUN	9.2%	8.3%	8.1%	10.6%	22.0%	22.0%	21.5%	12.0%	16.1%	4.9%	
		MON	24.0%	21.5%	16.9%	16.6%	54.4%	54.3%	40.1%	12.7%	13.4%	3.2%	
		TUE	21.7%	28.9%	25.1%	20.4%	56.8%	72.2%	43.5%	14.3%	16.2%	4.0%	
		WED	20.8%	26.0%	DC	25.0%	51.9%	67.9%	41.0%	13.6%	19.0%	4.2%	
		THU	23.2%	35.9%	24.0%	21.9%	68.5%	75.9%	49.1%	17.2%	23.3%	5.9%	
		FRI	18.3%	23.6%	18.9%	17.3%	47.2%	58.7%	41.9%	17.3%	18.9%	6.4%	
		SAT	12.3%	8.9%	12.2%	19.3%	37.4%	39.1%	27.2%	14.4%	14.2%	5.4%	

Excludes charter vessels
DC – Dangerous Cargo sailings; no passengers permitted

< 10%
10% – 19%
20% – 39%
40% – 59%
60% – 79%
80% – 100%
> 100%
Outline Indicates Service Reductions

ROUTE-SPECIFIC
INFORMATION

ROUTE 19 | Gabriola Island – Nanaimo Harbour

ROUTE 19 service connects Gabriola Island with Nanaimo

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$4.37 million shortfall</p> <p>Average Annual Capacity Utilization: 45.5%</p> <p>Traffic: 347,000 vehicles and 772,000 passengers</p>	<p>Elimination of the last two round trips daily and the first round trip on Saturday/Sunday.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Low annual round-trip utilization (under 55%).• Low round-trip utilization. Utilization for most eliminated round trips is under 20%.• Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 19: Gabriola Island – Nanaimo Harbour			Sailing Time															
Season	Departure Terminal	Day	05:25	06:30	07:40	08:50	10:05	11:20	12:35	13:50	15:10	16:25	17:35	18:45	19:50	20:50	21:55	23:00
Peak	Descanso Bay (Gabriola Island)	SUN	18.2%		45.3%	62.0%	74.6%	86.0%	76.5%	77.7%	79.6%	61.9%	45.5%	32.6%	28.4%	14.7%	7.7%	4.1%
		MON	24.8%	48.8%	70.6%	91.9%	101.1%	103.6%	100.5%	93.0%	87.2%	62.7%	41.6%	22.3%	16.5%	14.2%	5.3%	3.1%
		TUE	24.4%	59.9%	99.9%	105.3%	105.9%	105.4%	104.6%	99.2%	91.5%	62.8%	39.5%	19.9%	15.1%	11.8%	8.9%	1.9%
		WED	18.7%	49.5%	93.9%	105.8%	108.0%	102.6%	95.1%	81.1%	85.0%	DC	74.1%	21.5%	10.9%	11.1%		8.4%
		THU	26.7%	56.7%	95.1%	108.2%	110.4%	107.4%	109.2%	90.3%	84.3%	71.7%	42.2%	16.3%	17.0%	11.0%	5.4%	3.2%
		FRI	19.4%	46.5%	80.2%	94.9%	94.8%	93.3%	90.7%	74.4%	65.6%	51.4%	32.6%	20.7%	13.8%	9.4%	4.8%	3.2%
		SAT	12.0%	29.5%	55.5%	73.7%	74.0%	80.6%	62.5%	57.2%	53.6%	45.9%	34.3%	24.7%	18.9%	20.1%	13.1%	5.4%
	Departure Terminal	Day	05:55	07:00	08:15	09:30	10:40	12:00	13:15	14:30	15:45	17:00	18:10	19:20	20:20	21:25	22:25	23:30
	Nanaimo Harbour	SUN		7.4%	12.5%	25.7%	42.4%	46.0%	60.8%	54.0%	67.2%	62.2%	51.6%	31.0%	34.5%	27.6%	12.8%	6.4%
		MON	4.2%	27.7%	34.8%	39.8%	50.4%	54.0%	71.4%	73.9%	80.6%	85.7%	74.3%	43.7%	38.3%	28.3%	13.3%	11.1%
		TUE	13.3%	39.8%	61.8%	49.7%	63.3%	63.7%	83.0%	81.5%	101.0%	102.2%	96.1%	57.6%	47.7%	35.9%	16.7%	7.9%
		WED	9.1%	42.9%	56.7%	61.0%	DC	91.2%	77.1%	86.9%	98.9%	102.1%	91.8%	54.3%	46.6%		39.6%	12.2%
		THU	15.7%	45.6%	70.0%	61.6%	66.0%	66.2%	87.8%	87.8%	104.3%	107.5%	99.6%	65.7%	48.2%	42.4%	21.7%	10.3%
		FRI	14.5%	36.9%	40.0%	50.2%	57.7%	63.0%	89.1%	88.9%	102.2%	100.5%	97.6%	74.0%	65.8%	52.6%	21.5%	16.4%
		SAT	8.9%	10.5%	30.2%	52.3%	73.2%	70.5%	83.4%	69.8%	83.8%	71.8%	58.6%	35.2%	37.7%	24.0%	19.1%	12.8%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline
Indicates
Service
Reductions

DC – Dangerous Cargo sailings; no passengers permitted

ROUTE 19 | Gabriola Island – Nanaimo Harbour

Average of Vehicle Utilized Capacity (%)

Route 19: Gabriola Island – Nanaimo Harbour			Sailing Time															
Season	Departure Terminal	Day	05:25	06:30	07:40	08:50	10:05	11:20	12:35	13:50	15:10	16:25	17:35	18:45	19:50	20:50	21:55	23:00
Off-Peak	Descanso Bay (Gabriola Island)	SUN	10.2%		32.2%	47.6%	56.9%	67.8%	58.3%	59.1%	55.4%	39.5%	32.1%	21.7%	18.9%	8.2%	4.3%	1.7%
		MON	25.2%	51.5%	85.8%	86.1%	92.1%	95.7%	76.9%	64.1%	65.1%	48.0%	28.9%	13.0%	8.9%	6.7%	3.6%	2.1%
		TUE	20.0%	62.1%	90.8%	96.9%	96.8%	102.2%	81.4%	70.9%	64.6%	49.4%	32.3%	12.1%	6.5%	4.6%	4.0%	1.3%
		WED	17.0%	54.5%	85.7%	96.6%	101.1%	97.1%	79.0%	63.4%	77.8%	DC	50.7%	11.6%	9.1%	8.0%		3.7%
		THU	22.1%	53.9%	95.6%	100.0%	104.4%	100.5%	87.9%	72.7%	79.1%	53.5%	35.6%	12.0%	7.3%	5.5%	2.7%	1.3%
		FRI	15.6%	42.4%	79.7%	77.6%	86.9%	83.3%	79.1%	76.1%	66.6%	43.4%	31.4%	14.6%	6.9%	4.2%	3.8%	2.6%
		SAT	9.8%	25.2%	51.0%	71.4%	74.9%	73.6%	57.5%	48.1%	43.1%	34.0%	27.5%	14.9%	10.9%	7.4%	5.9%	3.6%
	Departure Terminal	Day	05:55	07:00	08:15	09:30	10:40	12:00	13:15	14:30	15:45	17:00	18:10	19:20	20:20	21:25	22:25	23:30
	Nanaimo Harbour	SUN		3.6%	9.1%	18.7%	25.4%	31.7%	43.4%	43.2%	61.0%	54.5%	46.2%	34.2%	27.2%	17.1%	10.2%	5.5%
		MON	5.7%	31.1%	43.5%	40.7%	33.2%	42.4%	57.3%	67.8%	94.1%	88.9%	68.9%	40.7%	30.4%	24.9%	9.1%	11.0%
		TUE	11.0%	35.3%	56.8%	47.9%	43.8%	46.6%	61.1%	74.1%	95.6%	95.3%	72.2%	45.2%	30.8%	26.7%	12.1%	4.9%
		WED	7.4%	46.0%	49.8%	47.7%	DC	67.9%	58.0%	75.4%	96.2%	97.3%	81.6%	44.9%	38.1%		28.8%	11.0%
		THU	16.2%	44.2%	59.2%	49.0%	46.5%	49.5%	64.0%	84.2%	100.9%	101.8%	88.3%	61.9%	41.2%	33.3%	14.7%	8.0%
		FRI	8.0%	40.1%	46.2%	41.1%	39.1%	47.7%	61.5%	73.2%	93.8%	94.6%	87.5%	58.0%	48.2%	35.2%	22.9%	15.7%
		SAT	8.3%	10.0%	26.6%	31.5%	46.7%	47.8%	63.0%	59.7%	71.8%	67.1%	53.4%	39.9%	24.8%	21.4%	16.3%	8.7%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline Indicates Service Reductions

DC – Dangerous Cargo sailings; no passengers permitted

ROUTE 20 | Chemainus – Thetis – Penelakut

ROUTE 20 service connects Thetis Island and Penelakut Island with Chemainus on Vancouver Island

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$4.18 million shortfall</p> <p>Average Annual Capacity Utilization: 29.1%</p> <p>Traffic: 78,000 vehicles and 248,000 passengers</p>	<p>Elimination of the last round trip Friday nights as well as the 18:20 / 18:35 dedicated round trip between Chemainus and Thetis Island daily.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Low annual round-trip utilization (under 55%).• Low round-trip utilization. All eliminated round trips have less than 20% utilization.• Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 20: Chemainus – Thetis – Penelakut			Sailing to Thetis & Penelakut Islands												
			sailings combined												
Season	Departure Terminal	Day	1	2	3	4	5	6	7	8	9	10	11	12	13
Peak	Chemainus	SUN		12.5%	21.2%	3.6%	63.8%	50.2%	52.0%	49.8%	15.6%	40.2%	24.9%	16.2%	
		MON	17.2%	9.0%	29.8%	3.7%	64.9%	46.6%	50.4%	53.3%	23.6%	25.5%	24.3%	19.3%	
		TUE	32.0%	16.3%	29.3%	11.8%	70.5%	44.7%	62.9%	61.2%	31.2%	26.7%	23.6%	28.3%	
		WED	39.5%	32.1%	27.8%	7.3%	69.4%	40.3%	65.8%	70.0%	38.7%	28.4%	23.8%	17.0%	
		THU	38.6%	11.6%	40.3%	9.2%	82.7%	47.8%	69.4%	67.6%	34.5%	32.0%	30.8%	25.7%	
		FRI	19.1%	16.1%	19.1%	3.6%	85.6%	65.6%	83.4%	77.1%	41.9%	61.4%	50.8%	43.7%	11.6%
		SAT	10.5%	14.5%	29.8%	6.1%	71.8%	41.4%	45.8%	50.8%	21.8%	46.3%	26.8%	18.6%	

			Sailing to Chemainus											
			sailings combined											
Season	Departure Terminal(s)	Day	1	2	3	4	5	6	7	8	9	10	11	12
Peak	Thetis & Penelakut Islands	SUN	35.0%	36.3%	60.3%	18.9%	82.7%	50.7%	46.1%	17.4%	14.3%	9.3%	6.2%	
		MON	43.3%	53.8%	76.7%	26.5%	70.2%	35.3%	37.0%	19.3%	6.9%	7.4%	3.5%	
		TUE	49.2%	78.2%	77.9%	28.4%	62.0%	25.2%	48.2%	15.1%	8.2%	4.4%	2.5%	
		WED	46.3%	65.8%	75.4%	30.5%	63.0%	37.6%	44.2%	10.9%	10.9%	15.8%	4.8%	
		THU	43.8%	83.5%	74.9%	29.0%	70.4%	15.0%	59.3%	15.7%	7.3%	6.7%	4.5%	
		FRI	50.2%	77.5%	88.2%	67.1%	89.1%	45.9%	28.6%	15.7%	6.3%	8.0%	2.5%	0.1%
		SAT	34.0%	46.2%	75.5%	12.5%	48.3%	20.6%	24.1%	12.2%	13.7%	11.9%	11.9%	

Route 20: Chemainus – Thetis – Penelakut			Sailing to Thetis & Penelakut Islands												
			sailings combined												
Season	Departure Terminal	Day	1	2	3	4	5	6	7	8	9	10	11	12	13
Off-peak	Chemainus	SUN		7.1%	9.9%	6.3%	28.9%	19.6%	47.9%	38.1%	11.6%	35.1%	16.1%	10.5%	
		MON	19.4%	17.2%	22.0%	4.8%	48.0%	33.2%	55.6%	50.8%	20.3%	19.7%	21.5%	10.7%	
		TUE	23.5%	16.9%	32.8%	13.3%	48.8%	32.9%	64.2%	47.7%	21.8%	20.0%	15.9%	13.3%	
		WED	30.2%	24.6%	28.1%	8.2%	50.2%	31.7%	64.7%	45.9%	26.0%	23.4%	20.7%	15.2%	
		THU	30.4%	10.2%	32.8%	11.6%	59.5%	40.6%	68.0%	56.1%	22.7%	28.4%	24.5%	19.2%	
		FRI	18.5%	18.8%	15.4%	6.9%	47.5%	35.6%	62.4%	66.3%	30.9%	57.9%	36.4%	37.9%	17.3%
		SAT	13.1%	9.5%	21.9%	9.7%	41.7%	23.6%	39.2%	37.7%	15.1%	30.1%	18.2%	21.6%	

			Sailing to Chemainus											
			sailings combined											
Season	Departure Terminal(s)	Day	1	2	3	4	5	6	7	8	9	10	11	12
Off-peak	Thetis & Penelakut Islands	SUN	31.3%	30.8%	55.8%	22.9%	43.1%	23.5%	25.6%	11.1%	7.6%	7.5%	4.3%	
		MON	43.2%	47.9%	60.9%	20.5%	46.6%	26.1%	31.4%	12.2%	6.4%	4.2%	1.9%	
		TUE	47.0%	58.6%	59.3%	23.2%	51.3%	26.1%	34.3%	9.6%	3.8%	3.3%	4.4%	
		WED	40.3%	52.7%	63.0%	26.8%	43.9%	30.3%	38.5%	13.6%	6.8%	7.5%	4.4%	
		THU	44.0%	68.6%	65.1%	30.5%	59.8%	14.1%	45.6%	12.2%	3.8%	6.2%	4.5%	
		FRI	44.7%	51.7%	77.4%	62.2%	55.7%	29.1%	26.6%	11.4%	5.4%	4.7%	4.2%	1.2%
		SAT	27.5%	30.2%	52.4%	17.1%	31.8%	17.6%	20.0%	10.4%	5.5%	10.7%	8.4%	

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline Indicates Service Reductions

ROUTE 21 | Buckley Bay – Denman Island

ROUTE 21 service connects Denman Island with Buckley Bay, 20 km south of the Comox/Courtenay area on Vancouver Island. Service is also used to access Vancouver Island from Hornby Island.

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$4.62 million shortfall</p> <p>Average Annual Capacity Utilization: 41.2%</p> <p>Traffic: 235,000 vehicles and 464,000 passengers</p>	<p>Elimination of three round trips daily during off-peak season from the beginning of September to the end of June.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none"> Annual round-trip utilization is low (under 55%). Low round-trip utilization. The majority of round trips eliminated have less than 20% utilization. Basic service levels are maintained.

Average of Vehicle Utilized Capacity (%)

Route 21: Buckley Bay – Denman Island			Sailing Time																
Season	Departure Terminal	Day	07:00	07:40	08:20	09:00	10:00	11:00	12:10	13:05	14:00	15:00	16:00	17:00	18:00	19:00	20:30	22:00	23:00
Peak	Buckley Bay	SUN	9.0%	4.0%		35.7%	52.3%	50.0%	70.4%	63.6%	77.8%	73.4%	58.1%	48.9%	46.2%	23.2%	23.2%	13.1%	9.2%
		MON	23.0%	21.3%	18.1%	30.3%	48.4%	53.6%	75.4%	68.7%	77.0%	77.3%	80.1%	67.1%	54.2%	29.2%	20.3%	15.3%	5.6%
		TUE	32.4%	34.8%	23.4%	39.1%	56.6%	60.0%	79.1%	71.1%	86.6%	94.9%	94.1%	79.4%	84.1%	43.1%	32.9%	18.7%	5.7%
		WED	47.6%	47.2%	39.9%	54.7%	59.0%	57.2%	74.6%	68.3%	86.9%	96.2%	79.0%	74.5%	64.8%	35.6%	32.1%	18.4%	9.6%
		THU	37.5%	37.1%	DC	63.5%	57.1%	66.8%	68.2%	71.0%	85.5%	100.6%	91.0%	79.6%	58.8%	44.6%	48.7%	25.0%	13.2%
		FRI	41.3%	32.9%	25.8%	47.4%	76.4%	79.5%	97.9%	93.1%	92.6%	97.5%	94.0%	89.1%	96.8%	75.8%	66.4%	47.4%	11.7%
		SAT	16.4%	15.9%	18.5%	40.8%	85.3%	81.4%	94.0%	89.3%	90.0%	84.8%	78.9%	65.7%	56.8%	30.0%	28.7%	15.1%	11.8%
	Departure Terminal	Day	06:40	07:20	08:00	08:40	09:40	10:40	11:50	12:45	13:40	14:40	15:40	16:40	17:40	18:40	20:00	21:40	22:40
	Denman West	SUN	11.7%	10.1%	64.8%		82.5%	83.5%	83.1%	83.7%	79.2%	90.3%	78.7%	74.3%	75.1%	70.0%	24.6%	9.0%	1.6%
		MON	26.7%	25.3%	75.8%	82.4%	90.0%	86.9%	77.7%	79.2%	86.7%	89.5%	82.8%	69.9%	57.4%	41.0%	13.2%	4.8%	1.6%
		TUE	33.8%	31.7%	92.1%	98.0%	96.8%	86.2%	84.5%	84.8%	74.0%	66.3%	53.5%	61.8%	41.5%	36.3%	8.2%	6.1%	2.7%
		WED	26.2%	29.1%	88.1%	90.6%	94.0%	95.2%	92.2%	81.9%	67.5%	72.9%	59.9%	54.9%	51.9%	29.6%	9.6%	3.7%	1.5%
		THU	28.6%	34.4%	91.6%	92.2%	90.3%	91.4%	79.3%	83.2%	78.7%	85.1%	DC	55.0%	46.4%	39.0%	15.3%	7.1%	5.0%
		FRI	20.6%	30.8%	80.3%	73.2%	90.6%	92.0%	90.1%	79.3%	76.3%	69.8%	65.1%	55.2%	38.6%	27.0%	19.7%	19.2%	7.0%
		SAT	13.6%	13.9%	66.0%	44.5%	70.8%	74.0%	80.6%	75.7%	69.1%	61.8%	61.1%	53.4%	50.2%	36.8%	16.6%	9.6%	2.9%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Assumes any shuttle service that occurs after the scheduled departure will be averaged in the following departure time
DC – Dangerous Cargo sailings; no passengers permitted
Does not include charter service or service interruptions

ROUTE 21 | Buckley Bay – Denman Island

Average of Vehicle Utilized Capacity (%)

Route 21: Buckley Bay – Denman Island			Sailing Time																
Season	Departure Terminal	Day	07:00	07:40	08:20	09:00	10:00	11:00	12:10	13:05	14:00	15:00	16:00	17:00	18:00	19:00	20:30	22:00	23:00
Off-Peak	Buckley Bay	SUN	7.6%	4.9%		17.9%	22.3%	22.8%	33.8%	28.4%	34.4%	34.1%	40.5%	35.4%	33.6%	19.5%	20.2%	8.2%	3.9%
		MON	19.5%	22.5%	18.6%	30.5%	34.4%	27.8%	46.2%	37.9%	57.7%	57.7%	69.4%	61.1%	51.5%	28.0%	24.4%	10.9%	3.2%
		TUE	29.5%	28.3%	20.3%	35.1%	33.2%	31.7%	44.3%	40.3%	68.9%	78.7%	77.0%	74.6%	63.1%	30.1%	27.4%	15.6%	4.0%
		WED	24.2%	36.9%	32.3%	41.2%	37.6%	33.7%	46.2%	41.8%	62.9%	78.2%	85.8%	78.7%	61.2%	36.0%	25.7%	17.1%	7.8%
		THU	32.3%	32.0%	DC	45.9%	27.2%	33.0%	54.8%	45.3%	72.8%	78.9%	85.9%	80.3%	68.6%	40.4%	37.9%	18.5%	5.5%
		FRI	22.9%	30.6%	25.2%	44.0%	43.0%	39.1%	60.0%	47.4%	65.6%	76.1%	84.9%	81.4%	84.6%	63.2%	57.7%	31.9%	10.5%
		SAT	7.2%	7.3%	10.9%	22.0%	39.5%	36.8%	50.9%	39.5%	49.6%	46.0%	53.6%	55.2%	48.2%	26.7%	24.2%	13.0%	7.4%
	Departure Terminal	Day	06:40	07:20	08:00	08:40	09:40	10:40	11:50	12:45	13:40	14:40	15:40	16:40	17:40	18:40	20:00	21:40	22:40
	Denman West	SUN	9.0%	7.2%	35.9%		56.4%	44.7%	47.0%	62.5%	47.7%	56.2%	47.9%	50.9%	36.1%	24.5%	10.9%	3.6%	2.7%
		MON	32.5%	35.7%	67.2%	55.4%	74.8%	69.4%	63.4%	56.8%	49.1%	57.4%	44.5%	38.4%	26.3%	17.6%	6.2%	3.0%	2.3%
		TUE	30.6%	41.0%	75.8%	80.1%	89.2%	78.7%	59.5%	55.7%	43.6%	49.0%	46.9%	36.4%	21.3%	14.5%	4.4%	3.6%	1.9%
		WED	29.3%	35.1%	75.1%	72.3%	89.7%	80.6%	71.3%	51.0%	50.5%	51.3%	51.0%	38.4%	23.2%	15.0%	5.8%	3.2%	1.9%
		THU	33.5%	40.6%	80.2%	76.2%	89.5%	76.5%	66.0%	61.0%	45.3%	52.2%	DC	48.9%	22.1%	13.4%	5.7%	3.9%	3.7%
		FRI	23.0%	33.9%	74.1%	66.1%	74.7%	65.3%	61.3%	60.0%	53.4%	50.7%	44.4%	31.3%	21.9%	14.6%	8.4%	7.4%	3.7%
		SAT	14.3%	13.8%	43.9%	36.6%	49.6%	51.3%	43.9%	38.7%	30.9%	34.0%	29.6%	31.1%	24.7%	18.2%	8.6%	3.9%	2.6%

< 10%
10% – 19%
20% – 39%
40% – 59%
60% – 79%
80% – 100%
> 100%

Outline Indicates Service Reductions

Assumes any shuttle service that occurs after the scheduled departure will be averaged in the following departure time

DC – Dangerous Cargo sailings; no passengers permitted

Does not include charter service or service interruptions

ROUTE 22 | Hornby Island – Denman Island

ROUTE 22 service connects Hornby Island and Denman Island. Service is used by Hornby Island residents to access Vancouver Island.

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$4.12 million shortfall</p> <p>Average Annual Capacity Utilization: 38.1%</p> <p>Traffic: 102,000 vehicles and 208,000 passengers</p>	<p>Elimination of one midday round trip daily, plus the last two round trips on Fridays and the first round trip on Saturdays during the off-peak season from the beginning of September to the end of June.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none"> Annual round-trip utilization is low (under 55%). Basic service levels are maintained.

Average of Vehicle Utilized Capacity (%)

Route 22: Hornby Island – Denman Island			Sailing Time														
Season	Departure Terminal	Day	07:30	08:00	09:00	10:00	11:00	12:10	13:00	14:00	15:00	16:00	17:00	18:00	19:15	21:00	22:00
Peak	Shingle Spit (Hornby Island)	SUN	72.1%		72.9%	75.8%	77.8%	77.0%	75.9%	72.4%	73.0%	79.1%	75.4%	54.2%			
		MON	77.7%	76.1%	65.7%	77.6%	78.0%	74.9%	72.1%	66.2%	60.0%	66.0%	61.9%	38.8%			
		TUE	85.8%	73.9%	68.1%	78.9%	76.2%	75.6%	58.6%	51.0%	63.0%	60.3%	56.5%	31.7%			
		WED	79.1%	58.6%	64.1%	67.6%	76.6%	72.8%	64.9%	59.0%	64.7%	66.3%	62.9%	31.4%			
		THU	78.1%	73.9%	67.9%	65.7%	59.2%	75.9%	65.4%	45.2%	DC	67.3%	55.1%	27.1%			
		FRI	78.1%	47.7%	64.5%	71.4%	76.6%	72.8%	71.7%	59.6%	51.7%	52.1%	37.7%	27.5%	19.7%	18.1%	9.7%
		SAT	63.2%	36.4%	66.7%	71.0%	74.5%	76.0%	74.3%	58.8%	54.8%	52.9%	53.3%	28.4%			
	Departure Terminal	Day	07:45	08:20	09:40	10:40	11:50	12:45	13:40	14:40	15:40	16:40	17:40	18:35	19:40	21:15	22:35
	Gravelley Bay (Denman Island)	SUN	16.2%		36.4%	57.2%	51.6%	76.7%	65.6%	66.1%	70.2%	60.0%	54.8%	48.0%			
		MON	34.5%	23.1%	39.5%	51.8%	60.7%	51.9%	65.7%	67.7%	68.5%	69.1%	51.5%	39.7%			
		TUE	45.6%	36.5%	62.4%	69.7%	70.4%	75.1%	65.6%	79.6%	78.1%	80.7%	62.7%	50.0%			
		WED	52.9%	49.3%	71.1%	74.0%	67.9%	68.5%	74.0%	72.2%	67.5%	61.2%	53.1%	43.9%			
		THU	40.5%	28.5%	50.4%	DC	76.7%	77.3%	74.4%	69.9%	76.1%	75.6%	68.0%	34.3%			
		FRI	38.9%	28.2%	65.9%	70.6%	73.5%	76.3%	74.5%	79.4%	80.1%	78.3%	78.7%	78.5%	70.7%	52.2%	30.2%
		SAT	21.3%	27.9%	55.6%	78.4%	72.2%	80.2%	76.5%	77.3%	77.8%	75.2%	64.7%	53.9%			

Does not include charter vessel service during berth closure
 Assumes any shuttle service that occurs after the scheduled departure will be averaged in the following departure time
 DC – Dangerous Cargo sailings; no passengers permitted

ROUTE 22 | Hornby Island – Denman Island

Average of Vehicle Utilized Capacity (%)

Route 22: Hornby Island – Denman Island			Sailing Time														
Season	Departure Terminal	Day	07:30	08:00	09:00	10:00	11:00	12:10	13:00	14:00	15:00	16:00	17:00	18:00	19:15	21:00	22:00
Off-Peak	Shingle Spit (Hornby Island)	SUN	22.4%		31.5%	29.6%	32.5%	46.0%	38.5%	41.9%	42.3%	41.5%	34.0%	23.7%			
		MON	50.0%	24.2%	42.3%	38.0%	38.6%	43.3%	33.5%	36.3%	34.2%	34.5%	24.6%	17.9%			
		TUE	63.3%	39.8%	54.4%	42.6%	32.0%	37.2%	25.3%	31.5%	36.9%	29.0%	22.3%	15.8%			
		WED	58.2%	30.4%	47.6%	40.2%	32.2%	37.4%	29.0%	33.4%	35.3%	33.7%	24.6%	15.0%			
		THU	57.9%	36.2%	47.6%	38.1%	40.7%	42.6%	23.9%	25.7%	DC	50.5%	24.4%	11.6%			
		FRI	59.3%	31.9%	41.9%	44.7%	38.2%	42.8%	32.6%	30.3%	33.6%	27.1%	22.2%	13.9%	6.4%	6.5%	4.0%
		SAT	28.4%	13.4%	22.9%	26.4%	19.1%	21.6%	17.6%	19.5%	19.9%	23.2%	21.8%	18.0%			
	Departure Terminal	Day	07:45	08:20	09:40	10:40	11:50	12:45	13:40	14:40	15:40	16:40	17:40	18:35	19:40	21:15	22:35
	Gravelley Bay (Denman Island)	SUN	9.8%		16.3%	18.6%	17.3%	23.3%	21.0%	24.3%	22.3%	25.4%	22.4%	18.7%			
		MON	29.2%	24.9%	27.5%	25.7%	20.4%	29.8%	21.6%	34.7%	32.5%	42.1%	36.3%	24.0%			
		TUE	38.6%	29.2%	37.3%	25.9%	23.0%	29.2%	22.2%	41.1%	46.3%	46.7%	40.5%	27.1%			
		WED	37.0%	33.3%	39.2%	34.7%	33.4%	32.4%	25.9%	36.4%	38.9%	47.8%	40.9%	26.1%			
		THU	40.8%	24.6%	36.4%	DC	38.1%	37.6%	23.0%	44.0%	44.7%	49.7%	46.9%	31.9%			
		FRI	24.0%	25.2%	40.7%	36.1%	34.5%	48.6%	38.6%	46.6%	50.1%	61.3%	55.2%	55.5%	49.2%	40.1%	19.3%
		SAT	8.6%	11.6%	24.7%	33.8%	26.9%	35.0%	28.4%	29.8%	26.8%	30.0%	27.5%	20.0%			

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline Indicates Service Reductions

Does not include charter vessel service during berth closure
Assumes any shuttle service that occurs after the scheduled departure will be averaged in the following departure time
DC – Dangerous Cargo sailings; no passengers permitted

ROUTE 23 | Quadra Island – Campbell River

ROUTE 23 service connects Quadra Island and Campbell River

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$5.03 million shortfall</p> <p>Average Annual Capacity Utilization: 41.9%</p> <p>Traffic: 345,000 vehicles and 785,000 passengers</p>	<p>Elimination of the last round trip Sunday to Thursday, and the last two round trips on Fridays and Saturdays year-round.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Low annual round-trip utilization (under 55%).• Low round-trip utilization. All round trips eliminated have less than 20% utilization.• Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 23: Quadra Island – Campbell River			Sailing Time																	
Season	Departure Terminal	Day	06:15	07:05	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:05	16:00	17:00	17:50	19:00	20:00	21:00	22:00	23:00
Peak	Quathiaski Cove (Quadra Island)	SUN	12.9%		45.2%	51.4%	66.6%	83.3%	80.3%	81.1%	73.7%	79.3%	57.7%	68.5%	37.6%	59.4%	23.7%	22.2%	8.7%	
		MON	21.0%	39.8%	62.2%	91.9%	87.6%	91.4%	89.3%	87.0%	84.6%	87.6%	79.2%	67.6%	44.1%	39.4%	16.5%	9.8%	7.5%	
		TUE	23.3%	46.1%	75.5%	94.9%	89.7%	93.0%	85.6%	88.6%	66.0%	66.0%	DC	91.8%	58.8%	38.2%	12.7%	15.2%	5.7%	
		WED	16.2%	41.8%	71.4%	93.0%	88.0%	87.0%	79.6%	89.1%	74.6%	78.6%	62.8%	64.7%	40.0%	29.1%	14.9%	10.6%	7.9%	
		THU	19.1%	40.6%	73.4%	94.5%	93.5%	92.1%	82.4%	89.3%	85.0%	88.6%	74.7%	71.4%	47.9%	43.9%	16.3%	11.7%	9.6%	
		FRI	19.7%	39.5%	66.2%	91.1%	83.7%	91.2%	86.1%	88.5%	79.7%	85.2%	67.9%	70.5%	29.3%	31.1%	13.2%	8.5%	7.6%	4.4%
		SAT	11.7%	20.1%	42.7%	82.4%	64.1%	87.1%	70.1%	68.5%	59.8%	58.5%	41.5%	48.1%	26.5%	29.2%	20.7%	16.5%	12.8%	5.3%
	Departure Terminal	Day	06:40	07:30	08:30	09:30	10:30	11:30	12:30	13:30	14:30	15:30	16:30	17:25	18:15	19:30	20:30	21:30	22:30	23:30
	Campbell River	SUN	5.9%		21.0%	27.9%	49.2%	47.2%	65.5%	59.2%	72.6%	67.1%	57.2%	53.4%	43.0%	36.1%	23.3%	16.3%	14.2%	
		MON	36.1%	26.6%	41.5%	40.0%	46.5%	55.8%	70.2%	65.9%	80.2%	76.1%	78.0%	72.6%	56.4%	39.7%	27.9%	15.4%	11.7%	
		TUE	35.7%	38.4%	42.5%	47.5%	DC	80.0%	79.9%	75.0%	81.8%	87.0%	95.7%	90.1%	61.8%	53.3%	26.4%	22.3%	15.6%	
		WED	37.2%	46.1%	52.1%	56.3%	53.7%	56.0%	72.3%	70.9%	86.0%	81.5%	90.5%	87.6%	67.1%	52.9%	29.8%	23.9%	14.7%	
		THU	35.6%	41.0%	60.8%	54.4%	56.2%	64.0%	71.7%	77.2%	86.8%	88.9%	90.3%	89.7%	72.5%	57.5%	36.6%	28.4%	24.8%	
		FRI	32.6%	31.1%	38.8%	52.7%	68.9%	66.8%	75.9%	80.7%	90.1%	88.0%	91.8%	88.2%	84.7%	56.5%	45.7%	34.7%	21.5%	11.4%
		SAT	8.1%	15.1%	24.8%	37.9%	65.6%	68.3%	78.8%	79.3%	80.5%	72.8%	73.0%	63.1%	45.8%	48.2%	33.3%	25.1%	16.6%	10.0%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline Indicates Service Reductions

DC – Dangerous Cargo sailings; no passengers permitted

ROUTE 23 | Quadra Island – Campbell River

Average of Vehicle Utilized Capacity (%)

Route 23: Quadra Island – Campbell River			Sailing Time																	
Season	Departure Terminal	Day	06:15	07:05	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:05	16:00	17:00	17:50	19:00	20:00	21:00	22:00	23:00
Off-Peak	Quathiaski Cove (Quadra Island)	SUN	9.0%		26.8%	34.5%	45.6%	59.1%	48.2%	55.6%	39.7%	49.5%	32.6%	40.7%	21.8%	29.4%	14.9%	9.8%	4.5%	
		MON	19.5%	43.4%	56.9%	80.6%	66.0%	85.4%	64.4%	65.8%	50.4%	60.0%	39.4%	49.1%	25.5%	19.2%	8.3%	5.9%	3.0%	
		TUE	21.6%	52.4%	66.4%	86.2%	72.9%	83.7%	60.6%	65.5%	50.8%	59.3%	DC	72.4%	28.3%	24.3%	8.4%	5.2%	3.2%	
		WED	17.2%	51.5%	58.2%	88.8%	76.2%	82.6%	64.8%	62.7%	50.4%	67.6%	40.1%	56.2%	23.0%	22.5%	6.6%	5.7%	3.0%	
		THU	16.2%	47.5%	65.7%	88.9%	77.2%	92.4%	75.5%	72.3%	61.4%	67.6%	42.1%	52.1%	24.8%	24.8%	6.9%	4.7%	3.6%	
		FRI	15.2%	41.1%	60.1%	81.2%	68.1%	81.0%	66.4%	67.7%	50.9%	62.1%	47.0%	61.1%	24.5%	24.7%	7.6%	5.9%	3.7%	3.2%
		SAT	8.7%	17.4%	32.8%	62.1%	56.4%	60.6%	49.8%	47.7%	32.6%	41.8%	33.2%	37.8%	20.2%	21.2%	10.9%	8.8%	5.6%	4.5%
	Departure Terminal	Day	06:40	07:30	08:30	09:30	10:30	11:30	12:30	13:30	14:30	15:30	16:30	17:25	18:15	19:30	20:30	21:30	22:30	23:30
	Campbell River	SUN	7.9%		13.9%	15.0%	22.9%	23.5%	37.0%	32.9%	39.3%	38.0%	45.1%	35.8%	28.5%	31.6%	22.8%	16.5%	11.4%	
		MON	35.7%	27.6%	41.3%	30.7%	35.7%	36.8%	46.9%	48.3%	66.2%	62.0%	76.9%	60.4%	40.4%	30.1%	21.1%	14.8%	8.0%	
		TUE	32.6%	29.7%	46.7%	36.7%	DC	56.7%	51.0%	50.7%	70.5%	71.8%	81.7%	66.0%	45.8%	36.0%	24.1%	19.1%	11.1%	
		WED	28.0%	37.8%	51.5%	38.9%	34.5%	38.4%	50.6%	48.6%	64.3%	71.2%	83.2%	69.0%	48.9%	37.5%	28.5%	21.6%	10.0%	
		THU	29.1%	36.7%	53.7%	44.9%	39.1%	38.1%	52.7%	53.9%	72.3%	74.5%	88.7%	74.8%	56.8%	44.8%	24.6%	22.4%	13.6%	
		FRI	28.6%	26.6%	41.8%	34.7%	39.1%	37.7%	56.7%	52.1%	73.1%	79.4%	86.9%	78.5%	60.3%	48.1%	32.8%	25.8%	16.5%	8.7%
		SAT	7.1%	11.8%	21.0%	25.2%	34.1%	34.4%	46.9%	43.0%	57.1%	50.6%	62.3%	42.1%	38.3%	32.6%	21.8%	19.9%	12.6%	6.6%

DC – Dangerous Cargo sailings; no passengers permitted



ROUTE 26 | Skidegate – Alliford Bay

ROUTE 26 service in the Haida Gwaii Islands connects Alliford Bay on Moresby Island with Skidegate on Graham Island

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$4.81 million shortfall</p> <p>Average Annual Capacity Utilization: 20.2%</p> <p>Traffic: 42,000 vehicles and 87,000 passengers</p>	<p>Service reductions result in a move to a 12-hour day and the elimination of four round trips daily all year-round plus a Dangerous Cargo sailing that will be accommodated within the operational day.</p> <p>Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.</p> <p>Service would be maintained to coincide with operation of the airport, which drives a significant amount of traffic on the route.</p> <p>Considerations Met:</p> <ul style="list-style-type: none">• Annual round-trip utilization is low (under 55%).• The majority of eliminated round trips have less than 20% utilization.• Basic service is maintained.

Average of Vehicle Utilized Capacity (%)

Route 26: Skidegate – Alliford Bay			Sailing Time											
Season	Departure Terminal	Day	07:00	08:00	08:50/ 09:30	10:30	12:30	13:30	15:40	16:30	17:30	19:00	21:00	22:00
Peak	Alliford Bay (Moresby Island)	SUN	8.0%	11.3%	19.7%	46.8%	31.1%	12.1%	55.0%	34.1%	15.7%	21.4%	12.6%	6.6%
		MON	16.7%	22.3%	27.4%	46.4%	42.0%	16.3%	68.4%	26.2%	17.9%	18.2%	6.2%	10.3%
		TUE	14.9%	37.9%	31.7%	57.3%	71.5%	22.8%	60.4%	30.0%	22.3%	9.9%	12.1%	5.7%
		WED	11.0%	16.7%	16.9%	72.0%	44.6%	30.0%	71.7%	41.5%	30.0%	19.5%	9.1%	2.7%
		THU	13.2%	21.9%	31.3%	54.3%	44.1%	34.0%	72.1%	29.8%	19.6%	20.0%	18.5%	7.3%
		FRI	14.2%	27.2%	26.6%	53.7%	52.8%	28.9%	64.6%	18.2%	17.5%	15.9%	13.7%	5.1%
		SAT	9.2%	8.0%	21.6%	28.5%	26.7%	14.9%	59.1%	22.1%	15.5%	17.5%	14.7%	6.2%
	Departure Terminal	Day	07:30	08:30	10:00	11:00	13:00	14:00	16:00	17:00	18:30	19:30	21:30	22:30
	Skidegate (Graham Island)	SUN	14.6%	38.8%	14.1%	26.4%	49.3%	22.6%	20.1%	18.3%	27.4%	13.3%	8.3%	4.3%
		MON	29.2%	49.9%	12.1%	35.2%	53.9%	25.7%	24.6%	19.0%	15.9%	9.7%	7.3%	3.7%
		TUE	50.4%	68.9%	38.5%	42.7%	54.5%	29.5%	36.5%	23.4%	19.6%	7.1%	8.9%	4.5%
		WED	42.3%	47.6%	32.9%	38.3%	60.3%	30.9%	33.3%	22.9%	18.6%	7.7%	21.8%	9.0%
		THU	38.2%	45.8%	29.9%	29.1%	56.9%	33.8%	32.3%	23.0%	35.1%	9.7%	10.3%	5.0%
		FRI	39.8%	36.9%	27.0%	48.8%	60.7%	28.3%	38.8%	20.8%	35.5%	16.3%	13.3%	6.4%
		SAT	6.2%	19.0%	19.2%	31.2%	67.1%	37.3%	21.4%	19.0%	28.9%	11.3%	12.5%	7.7%
			<div><div>< 10%</div><div>10% – 19%</div><div>20% – 39%</div><div>40% – 59%</div><div>60% – 79%</div><div>80% – 100%</div><div>> 100%</div></div> <div>Outline Indicates Service Reductions</div>											

ROUTE 26 | Skidegate – Alliford Bay

Average of Vehicle Utilized Capacity (%)

Route 26: Skidegate – Alliford Bay			Sailing Time											
Season	Departure Terminal	Day	07:00	08:00	08:50/ 09:30	10:30	12:30	13:30	15:40	16:30	17:30	19:00	21:00	22:00
Off-Peak	Alliford Bay (Moresby Island)	SUN	4.6%	6.7%	8.5%	9.4%	13.9%	11.6%	52.7%	22.2%	14.8%	15.0%	13.5%	4.5%
		MON	23.3%	24.1%	18.1%	21.4%	33.1%	15.6%	59.1%	28.0%	15.3%	12.0%	11.0%	2.4%
		TUE	25.9%	24.7%	24.1%	20.7%	50.6%	18.2%	58.8%	24.4%	16.3%	11.6%	7.2%	4.4%
		WED	19.5%	22.3%	16.6%	30.8%	29.1%	20.2%	61.1%	23.9%	17.6%	10.0%	5.9%	5.4%
		THU	17.2%	23.3%	26.1%	19.6%	35.8%	17.5%	58.7%	24.1%	17.7%	16.3%	16.0%	6.0%
		FRI	21.2%	22.5%	19.2%	20.9%	45.0%	22.3%	59.4%	23.1%	13.9%	13.1%	9.8%	6.7%
		SAT	8.3%	10.0%	20.3%	17.3%	27.5%	13.2%	55.8%	18.1%	12.4%	12.8%	11.6%	5.7%
	Departure Terminal	Day	07:30	08:30	10:00	11:00	13:00	14:00	16:00	17:00	18:30	19:30	21:30	22:30
	Skidegate (Graham Island)	SUN	8.3%	9.8%	13.3%	13.6%	45.9%	18.3%	12.5%	7.7%	9.5%	6.5%	5.6%	4.5%
		MON	36.7%	24.2%	22.0%	26.4%	51.3%	20.4%	21.1%	17.5%	9.2%	7.4%	6.5%	4.3%
		TUE	37.1%	32.6%	27.8%	35.8%	52.2%	23.9%	26.3%	25.0%	10.0%	7.2%	6.5%	4.6%
		WED	27.5%	19.3%	22.4%	26.9%	53.9%	28.0%	25.1%	24.5%	12.5%	6.6%	9.1%	3.6%
		THU	21.5%	18.6%	26.6%	28.8%	56.8%	27.3%	28.4%	23.5%	21.0%	6.5%	18.7%	6.2%
		FRI	23.7%	23.5%	29.4%	34.5%	53.8%	27.6%	33.8%	29.2%	20.3%	10.4%	12.5%	6.1%
		SAT	13.1%	12.3%	19.4%	23.7%	48.5%	27.6%	22.5%	13.8%	12.5%	8.9%	7.9%	5.4%

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline Indicates Service Reductions

ROUTE 40 | Port Hardy – Mid-Coast – Bella Coola

ROUTE 40 service connects Port Hardy on the northern tip of Vancouver Island with Bella Bella, Klemtu, Ocean Falls, Shearwater and Bella Coola

2012/2013 FINANCIAL PERFORMANCE AND UTILIZATION	SERVICE LEVEL ADJUSTMENTS AND CONSIDERATIONS
<p>Financial Performance (before taxpayer contributions): \$7.35 million shortfall</p> <p>Average Annual Capacity Utilization: 29.5%</p> <p>Traffic: 2,000 vehicles and 7,000 passengers</p>	<ul style="list-style-type: none">Service by the <i>Queen of Chilliwack</i> will be discontinued.Utilization has averaged 30–40% over the last 10 years.The <i>Queen of Chilliwack</i> is nearing the end of its service life. The elimination of Route 40 will result in an estimated annual net savings of approximately \$725,000 per year, and up to an estimated \$100 million in longer-term costs will be avoided by not having to replace the <i>Queen of Chilliwack</i> in 2016/17.Year-round service by the <i>Nimpkish</i> will continue to provide a connection between Bella Coola, Ocean Falls, Shearwater and Bella Bella.The <i>Nimpkish</i> service will be scheduled to provide a year-round connection to McLoughlin Bay (Bella Bella) where travellers can connect to the north/south Route 10 service that sails between Port Hardy and Prince Rupert.Bella Bella and Klemtu will continue to be ports of call on Route 10.

Average of Vehicle Utilized Capacity (%)

Route 40: Port Hardy – Mid-Coast – Bella Coola		Sailing to Mid-Coast		
Departure Terminal	Day	10:15	10:15	21:30
Port Hardy	TUE	13.1%		
	THUR		25.5%	
	SAT			43.0%

Route 40: Port Hardy – Mid-Coast – Bella Coola		Sailing to Port Hardy		
Departure Terminal	Day	19:46	23:00	08:00
Mid-Coast	MON			71.0%
	WED	16.8%		
	FRI		33.8%	

< 10%

10% – 19%

20% – 39%

40% – 59%

60% – 79%

80% – 100%

> 100%

Outline Indicates Service Reductions

How Feedback Will Be Used

Input received through this engagement will be considered, along with technical, financial and policy considerations, as the Ministry of Transportation and Infrastructure and BC Ferries plan for the long-term sustainability of the coastal transportation network.

When completing the feedback form, please do not include the personal opinions or personal information of individuals other than yourself.

Long-Term Plans – Background

In an effort to create an affordable and sustainable system, the Province and BC Ferries are continuing to explore a set of strategies, several of which are listed below. Many of these strategies were included for consideration in the 2012 Consultation and Engagement.

- Standardize vessels and use more “no-frills vessels” on smaller routes
- Move to liquefied natural gas (LNG) fuel propulsion
- Consider alternative ferry technologies (e.g., cable ferries)
- Explore the feasibility of fixed links
- Seek additional operational efficiencies
- Seek additional capital investment from new federal infrastructure programs
- Achieve additional savings and efficiencies when significant capital investments are being planned, e.g., the terminal renewal requirements at Horseshoe Bay provide an opportunity to explore how service is provided between Nanaimo and the Lower Mainland

While these changes have longer-term benefits, they will take time to implement, and the system still faces an immediate shortfall of \$18.9 million to 2016.

Medium-Term Plans – Feedback Form Questions

During the 2012 Consultation and Engagement, participants suggested that the government consider reallocating taxpayer funding from the Seniors Discount to support fares for all ferry users and consider introducing gaming on major routes to generate additional revenue.

The following ideas are now being implemented to help find additional savings and revenue:

- **SENIORS’ DISCOUNT** Reducing the seniors’ discount on all routes except the Northern routes, with savings redirected to reduce the rate of increase in fares for all users.
- **GAMING PILOT PROJECT** Considering the introduction of a Gaming Pilot Project, making gaming facilities available on the Tsawwassen-Swartz Bay route, with net revenues directed to reduce the rate of increase in fares.

During the 2012 Consultation and Engagement process there was significant discussion about reservations and passenger only ferry service. The current engagement process provides an opportunity to discuss the following ideas in more detail.

- **RESERVATION SYSTEM, TIME-OF-DAY PRICING, AND LOYALTY PROGRAMS** BC Ferries is implementing new customer service technology that will allow for new pricing initiatives and support customer loyalty programs.
- **SUPPLEMENTAL PRIVATE PASSENGER-ONLY SERVICE** Consider additional supplemental private passenger-only service, such as water taxis, in cases where it would be feasible, to further augment BC Ferries’ service to coastal communities.

Service Reductions – Feedback Form Questions

The Ministry of Transportation and Infrastructure and BC Ferries have identified a series of service reductions to address the \$14 million shortfall over the next four years. A further \$4.9 million in service reductions will be identified on the major routes connecting Vancouver Island with the Lower Mainland.

The Ministry of Transportation and Infrastructure and BC Ferries are seeking comments for consideration prior to implementation of the reductions to achieve \$14 million in savings.

FEEDBACK FORM

Medium-Term Plans

SENIORS' DISCOUNT

Consistent with feedback received during the last round of community engagement in 2012, the Province and BC Ferries are reducing the seniors' discount, currently offered Monday to Thursday on most routes, by 50% commencing in April 2014. This reduction would generate an estimated \$6 million per year in savings to reduce the rate of increase in fares for all users. (There would be no change to the 33% discount for seniors travelling on the Northern routes.)

1.1 Please rate your level of agreement with a 50% reduction in the seniors' discount.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide reasons for your level of agreement:

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GAMING PILOT PROJECT

The idea of producing new revenue through gaming on BC Ferries was raised during the last round of community engagement in 2012. The Province is considering the introduction of gaming (slot machines) through a pilot project on the Tsawwassen – Swartz Bay route.

1.2 Along with considering a Gaming Pilot Project, we're interested in your feedback on introducing gaming as a permanent revenue-generating program on major routes between Vancouver Island and the Lower Mainland. Please indicate your level of agreement with permanent gaming on major routes.

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide reasons for your level of agreement:

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The Ministry of Transportation and Infrastructure and BC Ferries are making service reductions to sailings and routes that have incurred one or all of the following: significant annual shortfalls, low annual utilization and low round-trip utilization.

Off-peak:
Departing Langdale: 6:20am Sunday
Departing Horseshoe Bay: 7:20am Sunday

Please provide comments for consideration prior to the implementation of these changes:

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Peak:	Off-peak:
Departing Crofton: 10:00pm Friday–Sunday	Departing Crofton: 9:00pm and 10:00pm Friday–Sunday
Departing Crofton: 9:00pm Monday–Thursday	Departing Crofton: 8:00pm and 9:00pm Monday–Thursday
Departing Vesuvius Harbour: 9:30pm Friday–Sunday	Departing Vesuvius Harbour: 8:30pm and 9:30pm Friday–Sunday
Departing Vesuvius Harbour: 8:30pm Monday–Thursday	Departing Vesuvius Harbour: 7:25pm and 8:30pm Monday–Thursday
	Departing Vesuvius Harbour: 7:00am Saturday
	Departing Crofton: 7:35am Saturday

Please provide comments for consideration prior to the implementation of these changes:

[illegible]

FEEDBACK FORM

Service Reductions

2.3 On Route 7 – Earls Cove to Saltery Bay, the following service reductions are planned:

Peak:	Off-peak:
Departing Earls Cove: 11:25pm Daily	Departing Earls Cove: 10:05pm Daily
Departing Saltery Bay: 10:30pm Daily	Departing Saltery Bay: 9:15pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

[illegible]

2.4 On Route 8 – Horseshoe Bay to Bowen Island, the following service reductions are planned:

Peak and Shoulder:	Off-peak:
Departing Horseshoe Bay: 6:00am Saturday and Sunday	Departing Horseshoe Bay: 6:00am Saturday and Sunday
Departing Horseshoe Bay: 7:00am Sunday	Departing Horseshoe Bay: 7:00am Sunday
Departing Horseshoe Bay: 9:45pm Saturday	Departing Horseshoe Bay: 9:35pm Saturday
Departing Bowen Island: 5:30am Saturday	Departing Bowen Island: 5:30am Saturday
Departing Bowen Island 6:30am Saturday and Sunday	Departing Bowen Island: 6:30am Saturday and Sunday
Departing Bowen Island: 7:30am Sunday	Departing Bowen Island: 7:30am Sunday
Departing Bowen Island: 10:10pm Saturday	Departing Bowen Island: 10:00pm Saturday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

[illegible]

2.5 On Route 9 – Tsawwassen to Southern Gulf Islands, the following service reductions are planned:

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee about the planned changes.

[illegible]

In the peak season, adding additional stops to Bella Bella and Klemtu and will provide connectivity to Ocean Falls, Shearwater and Bella Coola with the *Nimkish*.

[illegible]

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FEEDBACK FORM

Service Reductions

2.8 On Route 17 – Comox to Powell River, the following service reductions are planned:

Peak:
Departing Comox: 7:15pm Saturday
Departing Powell River: 8:45pm Saturday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

[illegible]

Off-peak:
Departing Comox: 6:30am Sunday
Departing Comox: 7:15pm Saturday
Departing Powell River: 8:10am Sunday
Departing Powell River: 8:45pm Saturday

2.9 On Route 18 – Texada Island to Powell River, the following service reductions are planned:

Peak:
Departing Texada Island: 6:00am Sunday
Departing Texada Island: 6:15pm Saturday
Departing Texada Island: 7:40pm Daily
Departing Texada Island: 10:10pm Daily
Departing Powell River: 7:00am Sunday
Departing Powell River: 6:55pm Saturday
Departing Powell River: 9:10pm Daily
Departing Powell River: 11:00pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

[illegible]

Off-peak:
Departing Texada Island: 6:10am Sunday
Departing Texada Island: 6:15pm Saturday
Departing Texada Island: 7:40pm Daily
Departing Texada Island: 10:10pm Daily
Departing Powell River: 7:00am Sunday
Departing Powell River: 6:55pm Saturday
Departing Powell River: 9:10pm Daily
Departing Powell River: 11:00pm Daily

FEEDBACK FORM

Service Reductions

2.10 On Route 19 – Gabriola Island to Nanaimo Harbour, the following service reductions are planned:

Year-Round:
Departing Gabriola Island: 5:25am Sunday and Saturday
Departing Gabriola Island: 8:50pm Wednesday
Departing Gabriola Island: 9:55pm Daily (no scheduled Wednesday run)
Departing Gabriola Island: 11:00pm Daily
Departing Nanaimo Harbour: 5:55am Saturday
Departing Nanaimo Harbour: 7:00am Sunday
Departing Nanaimo Harbour: 10:25pm Daily
Departing Nanaimo Harbour: 11:30pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

[illegible]

2.11 On Route 20 – Chemainus to Thetis to Penelakut, the following service reductions are planned:

Peak:
Departing Chemainus: 6:35pm Daily
Departing Chemainus: 11:45pm Friday
Departing Thetis Island: 7:05pm Daily
Departing Thetis Island:12:00am Friday

Off-peak:
Departing Chemainus: 6:20pm Daily
Departing Chemainus: 11:30pm Friday
Departing Thetis Island: 6:50pm Daily
Departing Thetis Island: 12:00am Friday

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

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Service Reductions

2.15 On Route 26 – Skidegate to Alliford Bay, the following service reductions are planned:

Year-Round:
Departing Alliford Bay: 7:00am Daily
Departing Alliford Bay: 7:00pm Daily
Departing Alliford Bay: 9:00pm Daily
Departing Alliford Bay: 10:00pm Daily
Departing Skidegate: 7:30am Daily
Departing Skidegate: 7:30pm Daily
Departing Skidegate: 9:30pm Daily
Departing Skidegate: 10:30pm Daily

Following this engagement process, BC Ferries will consult the local Ferry Advisory Committee to refine the schedule of remaining sailings to best meet community needs while achieving net savings.

Please provide comments for consideration prior to the implementation of these changes:

[illegible]

2.16 Route 40 – Port Hardy – Mid-Coast – Bella Coola

This route will be discontinued. Year round service by the *Nimpkish* will continue to provide a connection between Bella Coola, Ocean Falls, Shearwater and Bella Bella and connect to Route 10 north/south route via Bella Bella.

Please provide comments regarding the discontinuation of Route 40:

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FEEDBACK FORM

Additional Comments

3. Please provide any additional comments:

Feedback Form

PLEASE PROVIDE YOUR CONTACT INFORMATION (OPTIONAL):

Are you a (please select one):

☐ BC Ferries Employee

☐ Coastal Ferry User Route(s):

☐ Other:

Name:

Organization (if applicable):

Address:

Postal Code:

Email:

Phone:

If you would like to receive updates regarding the BC Coastal Ferry Engagement via email, please tick this box. ☐

If you would like to receive updates regarding the BC Coastal Ferry Engagement via post, please tick this box. ☐

Personal information is collected for the purposes of informing the BC Coastal Ferries Engagement undertaken by the Ministry of Transportation and Infrastructure under s.26 of the *Freedom of Information and Protection of Privacy Act*. For questions regarding the collection of personal information, please contact the Executive Director-Marine Branch, Ministry of Transportation and Infrastructure, PO Box 9850, Stn Provincial Government, Victoria, B.C. V8W 9T5, 250-952-0678.

Public and stakeholder feedback will be received from November 18 – December 20, 2013.

You can return completed feedback forms by:

- Mail:

PO Box 3532 Vancouver Main
Vancouver, B.C. V6B 3Y6
- Email:

coastalferriesengagement@gov.bc.ca
- Website:

coastalferriesengagement.ca
- Phone:

1-855-974-1204



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