

Association of Vancouver Island & Coastal Communities April 9, 2010



- BC Ferries update
- Investing in new ships and terminals
- The Olympic experience
- Recent traffic trends
- New initiatives
- Priorities going forward

- One of the largest ferry services in the world
- Diverse service
 - 25 routes, 47 terminals
- Daily
 - 55,500 passengers
 - 23,000 vehicles
 - 500 sailings
- 36 vessels



We are an essential link for your coastal communities

Our job is to support your communities economic development aspirations

Support growth in west coast tourism



- BC Ferries is a large business:
 - More than 4,500 employees
 - \$261 million in payroll and benefits
 - \$164 million in other operating expenditures





BC Ferries Investing in our Infrastructure

- All earnings back into our infrastructure to:
 - Replace aging infrastructure
- Since 2003, BC Ferries has invested:
 - over \$886 million in new vessels
 - and \$665 million in upgrades to existing fleet, terminals and systems

BC Ferries New Vessels

Seven new vessels over the last three years:

- Three new Super C class
 - Coastal Renaissance
 - Coastal Inspiration
 - Coastal Celebration
- MV Kuper
- Island Sky
- Northern Expedition
- Northern Adventure

BC Ferries Super C-class

- Super Cs
 - Coastal Renaissance
 - Coastal Inspiration
 - Coastal Celebration
- \$542 million design-build, fixed-price contract
- Delivered on time and \$26 million under budget






Investing in our Terminals

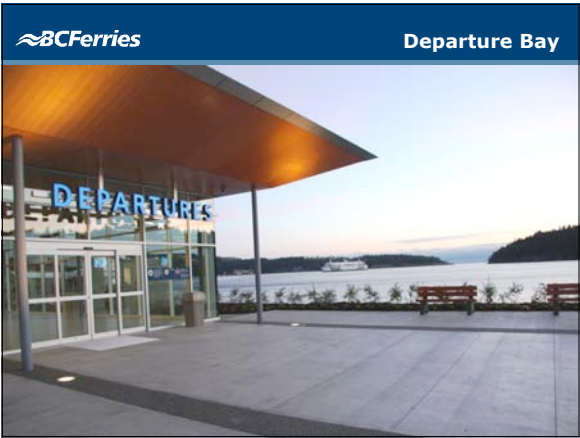
In 2008/2009:

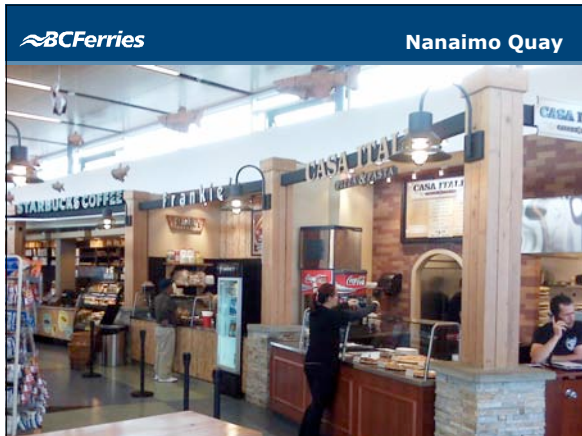
- BC Ferries invested \$55.3 million in terminal upgrades, including \$31.0 million in marine structures and \$24.3 million for terminal upgrades and equipment



Departure Bay Quay

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BC Ferries Recent Traffic Trends

- April to December 31, 2009 traffic increased:
2.5% in vehicles
1.3% in passengers
- September to December 31, 2009, traffic increased:
4.2% in vehicles
2.8% in passengers
- Future growth dependent on recession ending
- BC Ferries is a very weather dependent

BC Ferries Customer Satisfaction



Overall customer satisfaction

- 82% in 2003
- 88% in 2004
- 86% in 2005
- 89% in 2006
- 88% in 2007
- 88% in 2008
- 86% in 2009

High marks for:

- Staff courtesy and professionalism
- Usefulness of the web site
- Safety of operations
- Ease of using online reservations
- Highway signage
- Cleanliness

BC Ferries New Vancouver Travel Centre


- Opening next month in Vancouver
- Across the street from newly expanded Vancouver Convention Centre
- In close proximity to major convention hotels, rapid transit and visitor amenities



BC Ferries New Drop Trailer Business

- New drop trailer service launched in 2009
- Averaging over 180 trailers per week
- Adding new customers
- Incentives for current customers

BC Ferries



BCFerries

sailsSAFE
A CLEAR COMMITMENT

BCFerries 

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BCFerries **June 15, 2010**

BCFerries
50th
ANNIVERSARY
1960 ~ 2010

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BCFerries **Going Forward**

- **Safety remains our top priority**
- **Focus on enhanced customer service**
- **Maximize sailings loads and reduce overloads**
- **Continue terminal upgrades to match our new vessels**
- **Pursue additional new business opportunities**
- **Finalize our plan for new vessels for our minor routes**

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BCFerries **THANK YOU**

