



Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2017

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 2 F2018	Capacity Utilization QTR 2 F2018 (C / B)	Capacity Utilization QTR 2 F2017 Note 5	AEQ's Carried QTR 2 F2017	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 2 F2018 Note 2 & 4	AEQ Tariff Revenue QTR 2 F2017 Note 2 & 4	AEQ Tariff Revenue Growth (H - I)
1	1,373.5	878,984	784,166	89.2%	90.1%	758,482	25,684	\$ 48,364,921	\$ 47,514,606	\$ 850,315
2	935.5	583,404	487,647	83.6%	82.9%	470,922	16,725	29,187,055	28,970,986	216,069
3	921.5	574,656	421,820	73.4%	72.3%	402,854	18,966	10,976,868	10,611,055	365,813
30	722.0	425,980	331,682	77.9%	73.1%	312,058	19,624	23,245,479	22,990,595	254,884
Major Routes	3,952.5	2,463,024	2,025,315	82.2%	81.2%	1,944,316	80,999	111,774,323	110,087,242	1,687,081
10	42.0	12,884	8,634	67.0%	66.1%	8,127	507	3,004,615	2,843,352	161,263
11	59.0	10,658	9,289	87.2%	84.9%	9,096	193	1,687,965	1,629,766	58,199
Northern Routes	101.0	23,542	17,923	76.1%	74.8%	17,223	700	4,692,580	4,473,118	219,462
4	739.5	136,068	99,041	72.8%	70.8%	95,337	3,704	1,255,417	1,147,338	108,079
5	932.0	164,192	83,166	50.7%	53.7%	82,338	828	1,158,019	1,153,512	4,507
6	1,183.0	124,220	82,602	66.5%	64.2%	78,726	3,876	1,159,408	1,081,484	77,924
7	723.0	161,952	78,576	48.5%	51.8%	72,535	6,041	1,948,046	1,785,741	162,305
8	1,365.0	242,730	153,054	63.1%	59.9%	143,090	9,964	1,903,351	1,756,214	147,137
9	399.0	133,310	78,722	59.1%	73.1%	65,626	13,096	4,111,799	3,417,706	694,093
12	815.0	30,970	31,470	101.6%	92.4%	28,515	2,955	396,191	356,698	39,493
13	1,109.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	(11)	(440)	429
17	350.0	96,600	58,452	60.5%	47.0%	54,597	3,855	2,511,774	2,302,080	209,694
18	719.0	54,644	28,196	51.6%	47.4%	26,730	1,466	250,537	219,562	30,975
19	1,253.0	157,702	110,406	70.0%	65.9%	104,276	6,130	1,049,406	975,683	73,723
20	933.0	48,516	26,166	53.9%	52.0%	25,246	920	232,965	222,372	10,593
21	1,609.0	144,199	98,220	68.1%	63.1%	91,500	6,720	814,657	745,240	69,417
22	1,332.0	55,944	52,432	93.7%	91.2%	49,919	2,513	450,788	432,495	18,293
23	1,465.5	172,991	126,902	73.4%	69.0%	119,635	7,267	1,195,678	1,069,687	125,991
24	547.0	28,444	23,040	81.0%	77.4%	21,846	1,194	268,447	238,324	30,123
25	1,001.0	52,052	29,506	56.7%	52.7%	27,387	2,119	346,869	315,064	31,805
26	858.5	27,488	16,455	59.9%	61.3%	15,132	1,323	178,396	162,427	15,969
Minor Routes	17,333.5	1,832,022	1,176,406	64.2%	62.4%	1,102,435	73,971	19,231,737	17,381,187	1,850,550
Total	21,387.0	4,318,588	3,219,644	74.6%	73.2%	3,063,974	155,670	135,698,640	131,941,547	3,757,093

Note 1

Obligation deferred (settled)

Total vehicle fare revenue

135,698,640 131,941,547

Note 1) Revenue arises from bike traffic and freight.

Note 2) Tariffs charged to customers on all routes were below price cap at September 30, 2017 and 2016.

Note 3) Indicates percentage of sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.

Note 4) Reservations revenue is included in the Automobile Equivalents (AEQ) Tariff Revenue starting Fiscal 2018 Quarter 1. Fiscal 2017 Quarter 2 AEQ Tariff Revenue is updated to include reservation revenue.

Note 5) Fiscal 2017 Quarter 2 capacity utilization on Routes 2 and 3 was updated to accommodate a minor adjustment in the AEQ capacity of vessels on these Routes.



Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2017

Routes	K	L	M	N	O	P
	Passengers QTR 2 F2018	Passengers QTR 2 F2017	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 2 F2018 Note 2	Passenger Tariff Revenue QTR 2 F2017 Note 2	Passenger Tariff Revenue Growth (N - O)
1	2,313,525	2,207,312	106,213	\$ 35,274,740	\$ 33,634,938	\$ 1,639,802
2	1,289,430	1,250,743	38,687	19,796,866	19,216,036	580,830
3	933,813	901,146	32,667	5,985,792	5,755,345	230,447
30	639,420	588,640	50,780	9,724,741	8,980,425	744,316
Major Routes	5,176,188	4,947,841	228,347	70,782,139	67,586,744	3,195,395
10	25,403	23,352	2,051	4,030,759	3,701,867	328,892
11	20,450	19,905	545	825,086	805,329	19,757
Northern Routes	45,853	43,257	2,596	4,855,845	4,507,196	348,649
4	209,623	203,308	6,315	1,088,261	1,083,396	4,865
5	157,429	158,856	(1,427)	822,035	845,908	(23,873)
6	159,791	152,801	6,990	738,850	706,597	32,253
7	153,678	143,990	9,688	998,282	941,826	56,456
8	371,110	346,279	24,831	1,439,785	1,327,333	112,452
9	233,448	198,006	35,442	3,036,907	2,591,234	445,673
12	66,142	58,702	7,440	397,158	350,925	46,233
13	15,601	15,630	(29)	78,237	77,130	1,107
17	127,484	121,009	6,475	1,637,132	1,559,144	77,988
18	52,345	49,754	2,591	192,959	172,492	20,467
19	238,196	224,614	13,582	824,317	772,519	51,798
20	71,659	69,900	1,759	202,810	200,025	2,785
21	191,921	181,642	10,279	609,780	577,366	32,414
22	119,193	110,699	8,494	366,537	348,849	17,688
23	270,572	252,871	17,701	904,354	831,085	73,269
24	39,266	37,986	1,280	183,747	167,488	16,259
25	76,822	71,392	5,430	326,179	301,553	24,626
26	33,445	33,103	342	123,243	122,609	634
Minor Routes	2,587,725	2,430,542	157,183	13,970,573	12,977,479	993,094
Total	7,809,766	7,421,640	388,126	89,608,557	85,071,419	4,537,138

% Sailings Within 10 Min. (Note 3)		
QTR 2 F2016	QTR 2 F2017	QTR 2 F2018
84.4%	79.6%	77.7%
78.6%	80.8%	81.6%
81.6%	70.2%	78.5%
88.0%	78.9%	85.6%
83.0%	77.6%	80.2%
87.3%	83.0%	89.4%
96.6%	99.2%	98.3%
89.2%	86.5%	91.3%
92.7%	91.5%	94.3%
84.9%	76.4%	82.7%
82.9%	32.253	73.1%
89.9%	83.9%	94.1%
74.5%	72.6%	68.3%
80.9%	77.8%	71.5%
89.5%	46,233	74.5%
99.5%	99.6%	99.4%
87.0%	82.6%	90.3%
95.1%	92.1%	96.5%
90.6%	51,798	76.9%
89.1%	83.2%	78.2%
95.8%	97.1%	96.7%
95.7%	17,688	96.3%
94.3%	73,269	95.5%
85.8%	91.5%	80.2%
76.2%	77.7%	70.4%
93.6%	91.9%	95.3%
88.9%	85.9%	85.0%
88.0%	84.5%	84.3%

Obligation deferred (settled) - -

Total passenger fare revenue	<u>89,608,557</u>	<u>85,071,419</u>
Total vehicle and passenger fare revenue per financial statements	<u>225,307,197</u>	<u>217,012,966</u>

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2018 Quarter Ended September 30, 2017				Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract										Cancellations of Minimum Required Round Trips for Other Reasons			Total Cancellations	% of Minimum Required Round Trips Cancelled	
Routes	Terminal 1	Terminal 2	Major Incident	Weather	Emerg. Response	Medical Emerg.	Regulatory Issue	Terminal / Dock Maint.	Terminal / Dock Mech. Failure	Vessel Maint.	Vessel Mech. Failure	Fire	Labour Dispute	Allowed Cancels	Community Event	Traffic			Other Cancels
Route 01	Swartz Bay	Tsawwassen												0.0			0.0	0.0	0.00%
Route 02	Horseshoe Bay	Departure Bay												0.0			0.0	0.0	0.00%
Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	0.00%
Route 30	Duke Point	Tsawwassen												0.0			0.0	0.0	0.00%
Major Routes			0	0	0	0	0	0	0	0	0	0	0	0.0	0	0	0.0	0.0	0.00%
Route 10	Port Hardy	Prince Rupert												0.0			0.0	0.0	0.00%
Route 11	Skidegate	Prince Rupert												0.0			0.0	0.0	0.00%
Northern Routes			0	0	0	0	0	0	0	0	0	0	0	0.0	0	0	0.0	0.0	0.00%
Route 04	Fulford Harbour	Swartz Bay												0.0			0.0	0.0	0.00%
Route 05	Swartz Bay	Four SGIs												0.0			0.0	0.0	0.00%
Route 06	Crofton	Vesuvius Bay												0.0			0.0	0.0	0.00%
Route 07	Earls Cove	Saltery Bay												0.0			0.0	0.0	0.00%
Route 08	Horseshoe Bay	Bowen Island												0.0			0.0	0.0	0.00%
Route 09	Tsawwassen	Long Harbour									1			1.0			0.0	1.0	0.36%
Route 12	Mill Bay	Brentwood Bay												0.0			0.0	0.0	0.00%
Route 13 ⁽¹⁾	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River									1			1.0			0.0	1.0	0.29%
Route 18	Texada	Powell River												0.0			0.0	0.0	0.00%
Route 19	Nanaimo Harbour	Gabriola Island												0.0			0.0	0.0	0.00%
Route 20	Chemainus	Thetis Island												0.0			0.0	0.0	0.00%
Route 21	Buckley Bay	Denman West												0.0			0.0	0.0	0.00%
Route 22	Denman East	Hornby Island												0.0			0.0	0.0	0.00%
Route 23	Campbell River	Quadra Island												0.0			0.0	0.0	0.00%
Route 24	Quadra Island	Cortes Island												0.0			0.0	0.0	0.00%
Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%
Route 26	Skidegate	Alliford Bay												0.0			0.0	0.0	0.00%
Minor Routes			0	0	0	0	0	0	0	0	2	0	0	2.0	0	0	0.0	2.0	0.01%
TOTAL			0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	2.0	0.0	0.0	0.0	2.0	0.01%

% of Minimum Required Round Trips Cancelled

0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.01% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.01%

Note:

(1) Route 13 core service levels include some round trips that are deliverable only 'on demand.'

Appendix 3b(1) - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

Fiscal 2018 Quarter Ended September 30, 2017			
Routes ⁽¹⁾	Terminal 1	Terminal 2	
Route 01	Swartz Bay	Tsawwassen	
Route 02	Horseshoe Bay	Departure Bay	
Route 03 ⁽²⁾	Langdale	Horseshoe Bay	
Route 30	Duke Point	Tsawwassen	
Major Routes			
Route 10	Port Hardy	Prince Rupert	
Route 11	Skidegate	Prince Rupert	
Northern Routes			
Route 04	Fulford Harbour	Swartz Bay	
Route 05	Swartz Bay	Four SGIs	
Route 06	Crofton	Vesuvius Bay	
Route 07	Earls Cove	Saltery Bay	
Route 08	Horseshoe Bay	Bowen Island	
Route 09	Tsawwassen	Long Harbour	
Route 12	Mill Bay	Brentwood Bay	
Route 13	Langdale	Gambier/Keats	
Route 17	Little River	Powell River	
Route 18	Texada	Powell River	
Route 19	Nanaimo Harbour	Gabriola Island	
Route 20	Chemainus	Thetis Island	
Route 21	Buckley Bay	Denman West	
Route 22	Denman East	Hornby Island	
Route 23	Campbell River	Quadra Island	
Route 24	Quadra Island	Cortes Island	
Route 25	Port McNeill	Alert Bay	
Route 26	Skidegate	Alliford Bay	
Minor Routes			
TOTAL			

Performance Against Minimum (Daily) Core Service Levels						
2nd Quarter				Fiscal YTD		
Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips	Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)
1,373.5	842.0	531.5	0.0	2,408.0	1,485.0	923.0
935.5	842.0	93.5	0.0	1,721.0	1,485.0	236.0
921.5	708.0	213.5	0.0	1,732.0	1,335.0	397.0
722.0	623.0	99.0	0.0	1,398.0	1,182.0	216.0
3,952.5	3,015.0	937.5	0.0	7,259.0	5,487.0	1,772.0
42.0	41.0	1.0	0.0	62.5	58.5	4.0
59.0	58.0	1.0	0.0	97.0	94.0	3.0
101.0	99.0	2.0	0.0	159.5	152.5	7.0
739.5	644.0	95.5	0.0	1,456.0	1,268.0	188.0
932.0	888.0	44.0	0.0	1,806.0	1,752.0	54.0
1,183.0	1,091.0	92.0	0.0	2,301.0	2,118.0	183.0
723.0	549.0	174.0	0.0	1,364.0	1,082.0	282.0
1,365.0	1,253.5	111.5	0.0	2,710.0	2,495.0	215.0
399.0	280.0	119.0	1.0	601.0	466.0	135.0
815.0	723.0	92.0	0.0	1,620.0	1,438.0	182.0
1,109.0	880.0	229.0	0.0	2,136.0	1,813.0	323.0
350.0	350.0	0.0	1.0	687.5	689.0	-1.5
719.0	617.0	102.0	0.0	1,510.0	1,228.0	282.0
1,253.0	1,143.0	110.0	0.0	2,476.0	2,274.0	202.0
933.0	841.0	92.0	0.0	1,856.0	1,673.0	183.0
1,609.0	1,381.0	228.0	0.0	2,950.0	2,560.0	390.0
1,332.0	1,001.0	331.0	0.0	2,405.0	1,902.0	503.0
1,465.5	1,367.0	98.5	0.0	2,912.5	2,719.0	193.5
547.0	447.0	100.0	0.0	1,080.0	889.0	191.0
1,001.0	907.0	94.0	0.0	1,989.0	1,804.0	185.0
858.5	644.0	214.5	0.0	1,643.5	1,281.0	362.5
17,333.5	15,006.5	2,327.0	2.0	33,503.5	29,451.0	4,052.5
21,387.0	18,120.5	3,266.5	2.0	40,922.0	35,090.5	5,831.5

Note:

⁽¹⁾ In certain circumstances (e.g. vessel or dock breakdown, mechanical failure or maintenance) round trips may be provided by contracted service providers (e.g. water taxi, tug & barge, flights).

⁽²⁾ Fiscal year to date daily minimum required round trips for Route 3 includes a correction from 718 round trips to 627 for Quarter 1.

Appendix 3b(2) - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

Fiscal 2018			
Quarter Ended September 30, 2017			
Routes ⁽¹⁾	Terminal 1	Terminal 2	
Route 01	Swartz Bay	Tsawwassen	
Route 02	Horseshoe Bay	Departure Bay	
Route 03	Langdale	Horseshoe Bay	
Route 30	Duke Point	Tsawwassen	
Major Routes			
Route 10	Port Hardy	Prince Rupert	
Route 11	Skidegate	Prince Rupert	
Northern Routes			
Route 04	Fulford Harbour	Swartz Bay	
Route 05	Swartz Bay	Four SGIs	
Route 06	Crofton	Vesuvius Bay	
Route 07	Earls Cove	Saltery Bay	
Route 08	Horseshoe Bay	Bowen Island	
Route 09	Tsawwassen	Long Harbour	
Route 12	Mill Bay	Brentwood Bay	
Route 13	Langdale	Gambier/Keats	
Route 17	Little River	Powell River	
Route 18	Texada	Powell River	
Route 19	Nanaimo Harbour	Gabriola Island	
Route 20	Chemainus	Thetis Island	
Route 21	Buckley Bay	Denman West	
Route 22	Denman East	Hornby Island	
Route 23	Campbell River	Quadra Island	
Route 24	Quadra Island	Cortes Island	
Route 25	Port McNeill	Alert Bay	
Route 26	Skidegate	Alliford Bay	
Minor Routes			
TOTAL			

Performance Against Estimated Schedule							
2nd Quarter					Fiscal YTD		
Actual Round Trips	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)	Cancelled Round Trips from Estimated Schedule	Total Extra / Short Round Trips	Actual Round Trips	Round Trips Per Estimated Schedule	Variance (Actual to Minimum)
1,373.5	1,266.0	107.5		107.5	2,408.0	2,295.0	113.0
935.5	922.0	13.5		13.5	1,721.0	1,708.0	13.0
921.5	799.0	122.5		122.5	1,732.0	1,517.0	215.0
722.0	722.0	0.0		0.0	1,398.0	1,402.0	-4.0
3,952.5	3,709.0	243.5	0.0	243.5	7,259.0	6,922.0	337.0
42.0	41.0	1.0		1.0	62.5	58.5	4.0
59.0	58.0	1.0		1.0	97.0	94.0	3.0
101.0	99.0	2.0	0.0	2.0	159.5	152.5	7.0
739.5	736.0	3.5		3.5	1,456.0	1,451.0	5.0
932.0	888.0	44.0		44.0	1,806.0	1,752.0	54.0
1,183.0	1,183.0	0.0	1.0	1.0	2,301.0	2,301.0	0.0
723.0	641.0	82.0		82.0	1,364.0	1,265.0	99.0
1,365.0	1,344.5	20.5	6.5	27.0	2,710.0	2,676.0	34.0
399.0	280.0	119.0	1.0	120.0	601.0	466.0	135.0
815.0	815.0	0.0		0.0	1,620.0	1,621.0	-1.0
1,109.0	976.0	133.0		133.0	2,136.0	2,004.0	132.0
350.0	350.0	0.0	1.0	1.0	687.5	689.0	-1.5
719.0	709.0	10.0		10.0	1,510.0	1,411.0	99.0
1,253.0	1,235.0	18.0	2.0	20.0	2,476.0	2,457.0	19.0
933.0	933.0	0.0		0.0	1,856.0	1,856.0	0.0
1,609.0	1,473.0	136.0	1.0	137.0	2,950.0	2,743.0	207.0
1,332.0	1,093.0	239.0		239.0	2,405.0	2,085.0	320.0
1,465.5	1,459.0	6.5		6.5	2,912.5	2,902.0	10.5
547.0	539.0	8.0		8.0	1,080.0	1,072.0	8.0
1,001.0	999.0	2.0		2.0	1,989.0	1,987.0	2.0
858.5	736.0	122.5		122.5	1,643.5	1,464.0	179.5
17,333.5	16,389.5	944.0	12.5	956.5	33,503.5	32,202.0	1,301.5
21,387.0	20,197.5	1,189.5	12.5	1,202.0	40,922.0	39,276.5	1,645.5

Note:

⁽¹⁾ In certain circumstances (e.g. vessel or dock breakdown, mechanical failure or maintenance) round trips may be provided by contracted service providers (e.g. water taxi, tug & barge, flights).

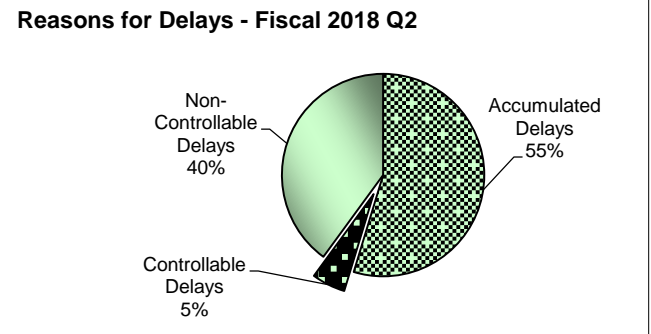
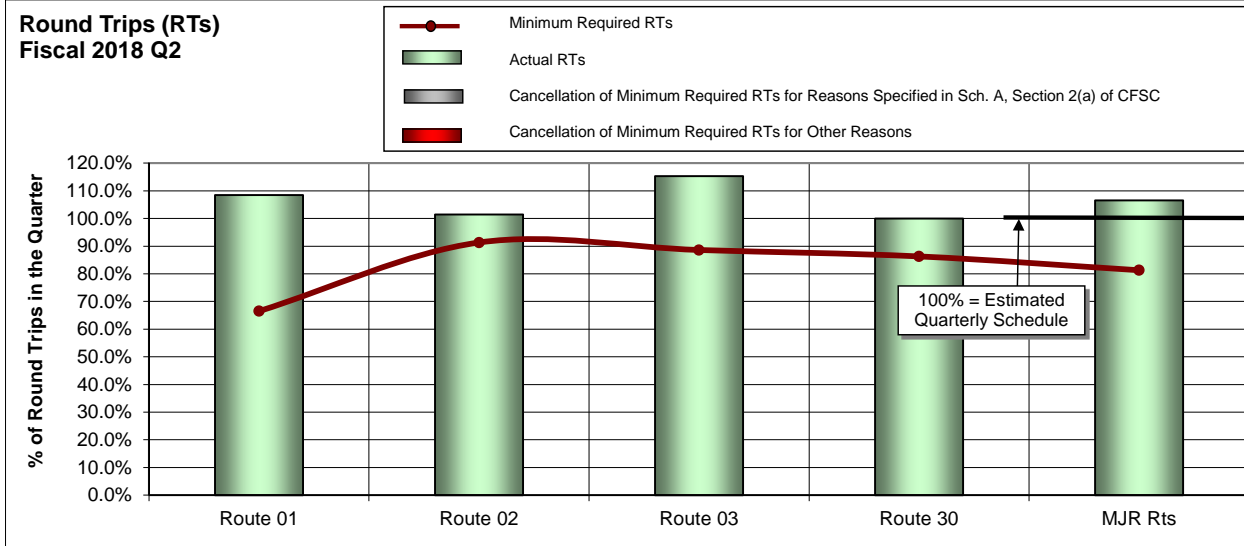
Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

(For Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, Section 2(a) of the Coastal Ferry Services Contract)

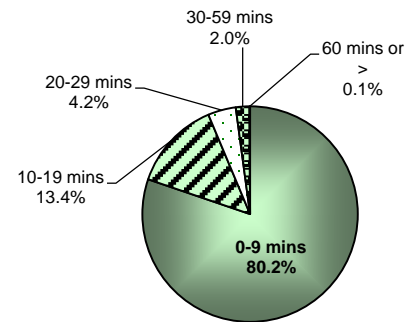
Fiscal 2018 Quarter Ended September 30, 2017				Performance Against Minimum (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen	1	1.0
	Route 02	Horseshoe Bay	Departure Bay	1	1.0
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	1	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert	0	
	Route 11	Skidegate	Prince Rupert	0	
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0	
	Route 05	Swartz Bay	Four SGIs	0	
	Route 06	Crofton	Vesuvius Bay	0	
	Route 07	Earls Cove	Saltery Bay	0	
	Route 08	Horseshoe Bay	Bowen Island	0	
	Route 09	Tsawwassen	Long Harbour	2	1.0
	Route 12	Mill Bay	Brentwood Bay	0	
	Route 13	Langdale	Gambier/Keats	0	
	Route 17	Little River	Powell River	4	1.0
	Route 18	Texada	Powell River	0	
	Route 19	Nanaimo Harbour	Gabriola Island	0	
	Route 20	Chemainus	Thetis Island	0	
	Route 21	Buckley Bay	Denman West	0	
	Route 22	Denman East	Hornby Island	0	
	Route 23	Campbell River	Quadra Island	0	
	Route 24	Quadra Island	Cortes Island	0	
Route 25	Port McNeill	Alert Bay	0		
Route 26	Skidegate	Alliford Bay	2	1.0	

APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended September 30, 2017

Major Routes

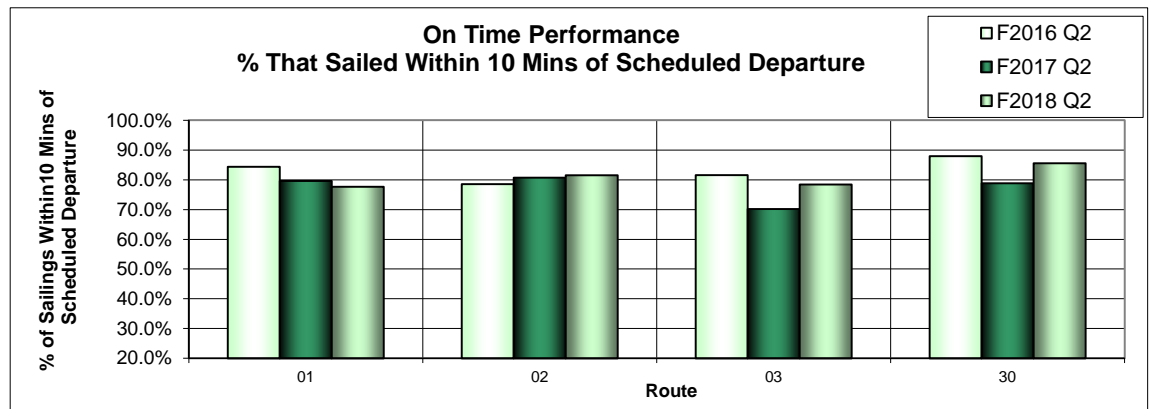


On Time Performance Fiscal 2018 Q2



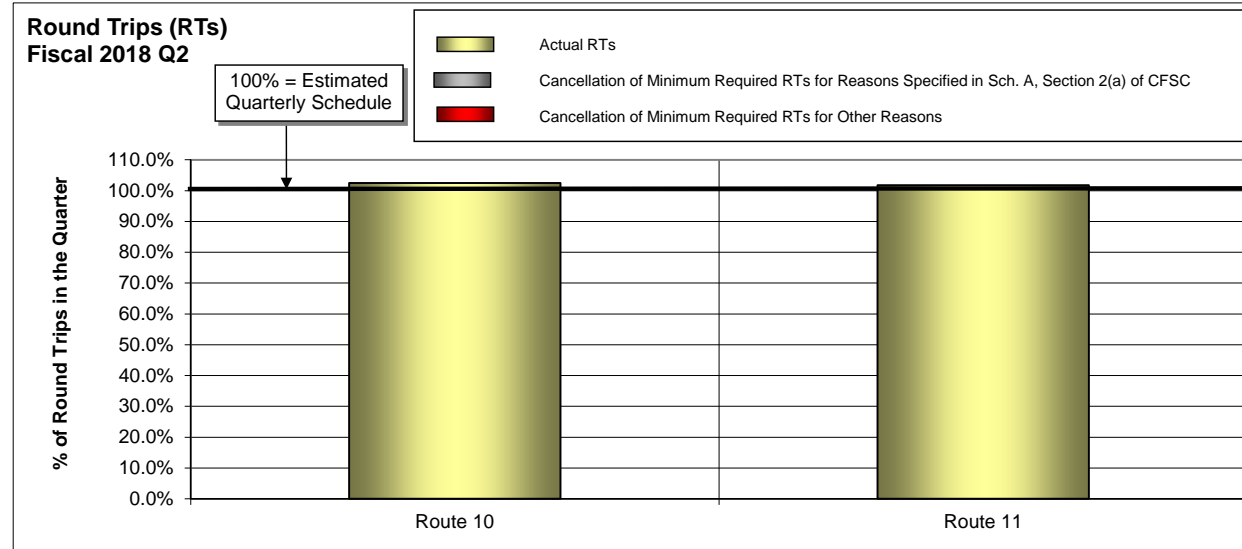
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,373.5	842.0	531.5	56.6%
Route 02	Horseshoe Bay-Nanaimo	935.5	842.0	93.5	57.2%
Route 03	Langdale-Horseshoe Bay	921.5	708.0	213.5	40.6%
Route 30	Nanaimo-Tsawwassen	722.0	623.0	99.0	54.8%
MAJOR Routes Total		3,952.5	3,015.0	937.5	52.7%

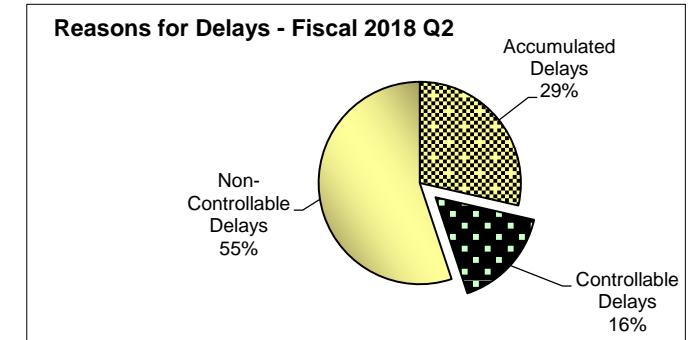


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended September 30, 2017

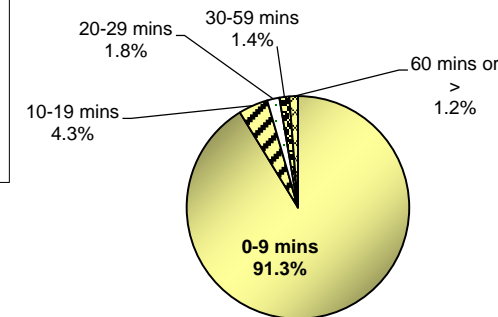
Northern Routes



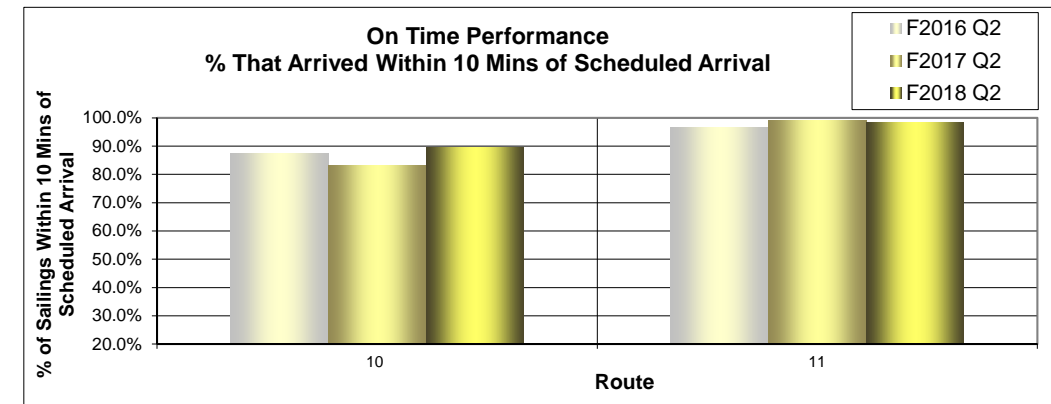
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	42.0	41.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	59.0	58.0	1.0	2.5%
NORTHERN Routes Total		101.0	99.0	2.0	0.5%



On Time Performance Fiscal 2018 Q2



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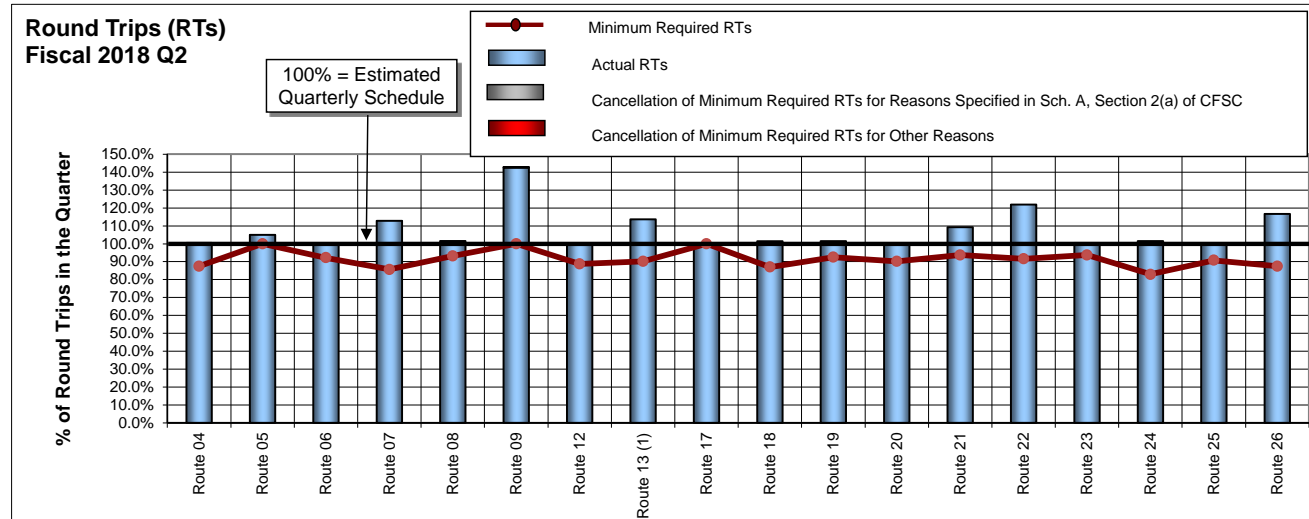


APPENDIX 4: Round Trip Service Delivery and On Time Performance

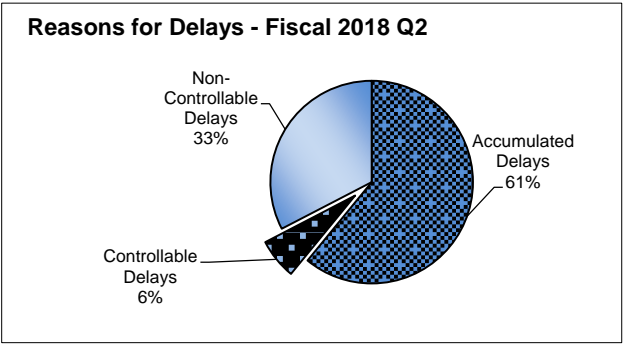
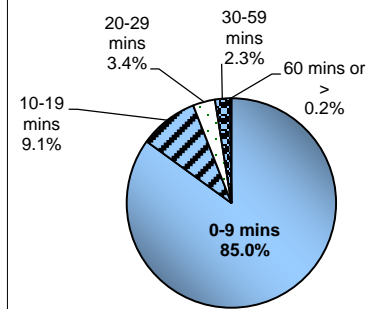
Fiscal 2018

Quarter Ended September 30, 2017

Minor Routes



On Time Performance Fiscal 2018 Q2

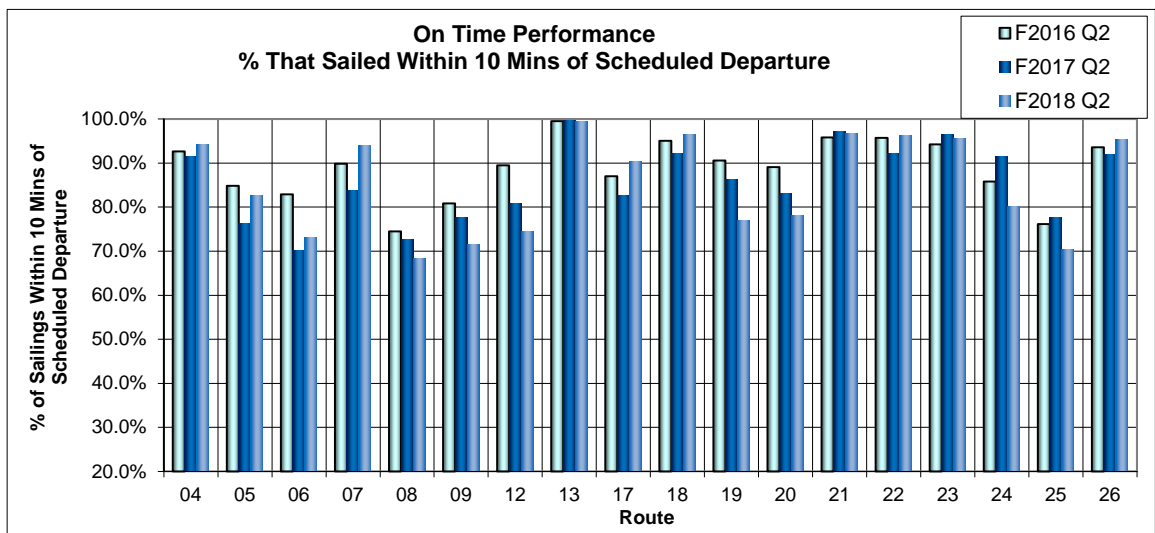


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	739.5	644.0	95.5	13.1%
Route 05	Swartz Bay-Gulf Islands	932.0	888.0	44.0	7.0%
Route 06	Crofton-Vesuvius Bay	1,183.0	1,091.0	92.0	17.0%
Route 07	Earls Cove-Salter Bay	723.0	549.0	174.0	4.5%
Route 08	Horseshoe Bay-Bowen Island	1,365.0	1,253.5	111.5	13.9%
Route 09	Tsawwassen-Southern Gulf Islands	399.0	280.0	119.0	4.7%
Route 12	Mill Bay-Brentwood Bay	815.0	723.0	92.0	33.0%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	1,109.0	880.0	229.0	Pass only
Route 17	Little River-Powell River	350.0	350.0	0.0	5.7%
Route 18	Powell River-Texada	719.0	617.0	102.0	4.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,253.0	1,143.0	110.0	15.5%
Route 20	Chemainus-Thetis/Penelakut	933.0	841.0	92.0	4.4%
Route 21	Buckley Bay-Denman West	1,609.0	1,381.0	228.0	15.4%
Route 22	Gravelly Bay-Hornby Island	1,332.0	1,001.0	331.0	42.2%
Route 23	Campbell River-Quadra Island	1,465.5	1,367.0	98.5	27.4%
Route 24	Quadra Island-Cortes Island	547.0	447.0	100.0	26.8%
Route 25	Port McNeill-Sointula/Alert Bay	1,001.0	907.0	94.0	9.3%
Route 26	Skidegate-Alliford Bay	858.5	644.0	214.5	4.4%
MINOR Routes Total		17,333.5	15,006.5	2,327.0	15.3%

Notes:

⁽¹⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

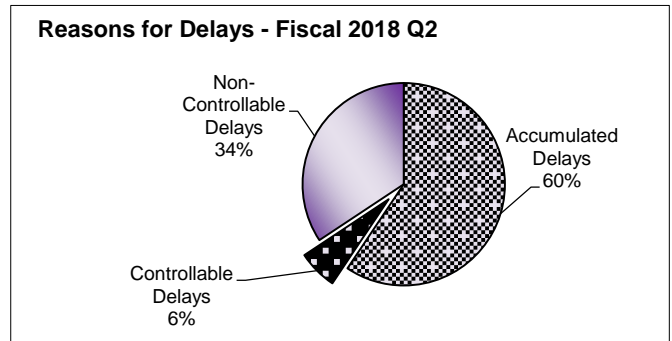
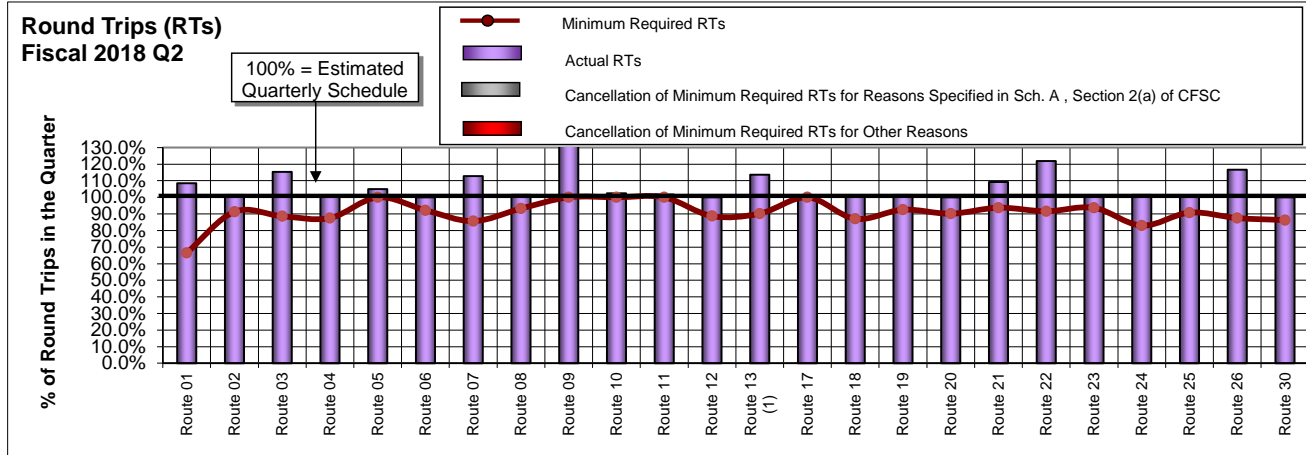


APPENDIX 4: Round Trip Service Delivery and On Time Performance

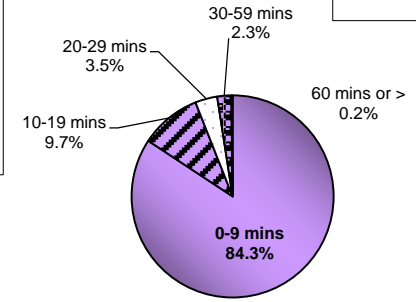
Fiscal 2018

Quarter Ended September 30, 2017

All Routes



On Time Performance Fiscal 2018 Q2



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Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,373.5	842.0	531.5	56.6%
Route 02	Horseshoe Bay-Nanaimo	935.5	842.0	93.5	57.2%
Route 03	Langdale-Horseshoe Bay	921.5	708.0	213.5	40.6%
Route 04	Swartz Bay-Fulford Harbour	739.5	644.0	95.5	13.1%
Route 05	Swartz Bay-Gulf Islands	932.0	888.0	44.0	7.0%
Route 06	Crofton-Vesuvius Bay	1,183.0	1,091.0	92.0	17.0%
Route 07	Earls Cove-Salter Bay	723.0	549.0	174.0	4.5%
Route 08	Horseshoe Bay-Bowen Island	1,365.0	1,253.5	111.5	13.9%
Route 09	Tsawwassen-Southern Gulf Islands	399.0	280.0	119.0	4.7%
Route 10	Port Hardy-Prince Rupert	42.0	41.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	59.0	58.0	1.0	2.5%
Route 12	Mill Bay-Brentwood Bay	815.0	723.0	92.0	33.0%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	1,109.0	880.0	229.0	Pass only
Route 17	Little River-Powell River	350.0	350.0	0.0	5.7%
Route 18	Powell River-Texada	719.0	617.0	102.0	4.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,253.0	1,143.0	110.0	15.5%
Route 20	Chemainus-Thetis/Penelakut	933.0	841.0	92.0	4.4%
Route 21	Buckley Bay-Denman West	1,609.0	1,381.0	228.0	15.4%
Route 22	Gravelly Bay-Hornby Island	1,332.0	1,001.0	331.0	42.2%
Route 23	Campbell River-Quadra Island	1,465.5	1,367.0	98.5	27.4%
Route 24	Quadra Island-Cortes Island	547.0	447.0	100.0	26.8%
Route 25	Port McNeill-Sointula/Alert Bay	1,001.0	907.0	94.0	9.3%
Route 26	Skidegate-Alliford Bay	858.5	644.0	214.5	4.4%
Route 30	Nanaimo-Tsawwassen	722.0	623.0	99.0	54.8%
All Routes Total		21,387.0	18,120.5	3,266.5	21.8%

Notes:

⁽¹⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
⁽²⁾ Within 10 minutes of scheduled arrival for the Northern Routes 10 and 11.

