



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

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips Note 6	Capacity Provided (AEQ's)	AEQ's Carried QTR 1 F2018	Capacity Utilization QTR 1 F2018 (C / B)	Capacity Utilization QTR 1 F2017 Note 5	AEQ's Carried QTR 1 F2017	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 1 F2018 Note 2 & 4	AEQ Tariff Revenue QTR 1 F2017 Note 2 & 4	AEQ Tariff Revenue Growth (H - I)
1	1,034.5	696,256	614,923	88.3%	89.4%	591,780	23,143	\$ 38,779,753	\$ 37,215,783	\$ 1,563,970
2	785.5	490,368	355,194	72.4%	73.2%	349,830	5,364	20,805,565	20,987,797	(182,232)
3	810.5	485,688	346,360	71.3%	70.5%	337,829	8,531	8,667,233	8,567,431	99,802
30	676.0	398,060	257,281	64.6%	62.9%	248,404	8,877	18,428,513	18,361,672	66,841
<b>Major Routes</b>	<b>3,306.5</b>	<b>2,070,372</b>	<b>1,573,758</b>	<b>76.0%</b>	<b>75.9%</b>	<b>1,527,843</b>	<b>45,915</b>	<b>86,681,064</b>	<b>85,132,683</b>	<b>1,548,381</b>
10	20.5	5,175	3,736	72.2%	71.1%	3,411	325	1,141,553	1,014,750	126,803
11	38.0	6,612	5,749	86.9%	86.0%	5,388	361	1,030,898	986,160	44,738
<b>Northern Routes</b>	<b>58.5</b>	<b>11,787</b>	<b>9,485</b>	<b>80.5%</b>	<b>79.5%</b>	<b>8,799</b>	<b>686</b>	<b>2,172,451</b>	<b>2,000,910</b>	<b>171,541</b>
4	716.5	132,284	90,544	68.4%	66.0%	86,590	3,954	1,046,974	1,009,430	37,544
5	874.0	154,956	77,208	49.8%	51.3%	74,105	3,103	979,925	958,934	20,991
6	1,118.0	116,272	69,962	60.2%	58.0%	68,266	1,696	950,834	901,290	49,544
7	641.0	138,790	51,025	36.8%	35.3%	49,417	1,608	1,207,431	1,218,625	(11,194)
8	1,345.0	239,250	142,747	59.7%	56.9%	134,690	8,057	1,721,750	1,612,637	109,113
9	202.0	76,184	45,619	59.9%	63.2%	44,701	918	2,044,388	2,002,570	41,818
12	805.0	30,590	26,560	86.8%	75.3%	23,071	3,489	321,540	282,840	38,700
13	1,027.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	(1,078)	(307)	(771)
17	337.5	103,464	45,528	44.0%	38.5%	43,981	1,547	1,804,783	1,729,219	75,564
18	791.0	44,504	23,656	53.2%	42.3%	22,596	1,060	188,427	176,083	12,344
19	1,223.0	154,098	99,810	64.8%	60.3%	92,890	6,920	926,515	832,232	94,283
20	923.0	47,996	24,141	50.3%	48.2%	23,131	1,010	210,797	200,197	10,600
21	1,341.0	120,690	73,950	61.3%	57.0%	67,616	6,334	580,582	517,951	62,631
22	1,073.0	46,032	31,531	68.5%	36.8%	29,474	2,057	251,889	231,957	19,932
23	1,447.0	170,746	110,148	64.5%	60.7%	103,540	6,608	943,650	849,687	93,963
24	533.0	27,716	17,390	62.7%	60.9%	16,945	445	180,261	174,010	6,251
25	988.0	111,366	25,696	23.1%	30.7%	24,751	945	286,276	266,951	19,325
26	785.0	25,120	13,879	55.3%	53.5%	12,921	958	145,564	134,937	10,627
<b>Minor Routes</b>	<b>16,170.0</b>	<b>1,740,058</b>	<b>969,394</b>	<b>55.7%</b>	<b>52.7%</b>	<b>918,685</b>	<b>50,709</b>	<b>13,790,508</b>	<b>13,099,243</b>	<b>691,265</b>
<b>Total</b>	<b>19,535.0</b>	<b>3,822,217</b>	<b>2,552,637</b>	<b>66.8%</b>	<b>65.2%</b>	<b>2,455,327</b>	<b>97,310</b>	<b>102,644,023</b>	<b>100,232,836</b>	<b>2,411,187</b>

Note 1

Obligation deferred (settled)

**Total vehicle fare revenue**

**102,644,023    100,232,836**

Note 1) Revenue arises from bike traffic and freight.

Note 2) Tariffs charged to customers on all routes were below price cap at June 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 1 AEQ Tariff Revenue is updated to include reservation revenue.

Note 5) Fiscal 2017 Quarter 1 capacity utilization on Routes 2 and 3 was updated to accommodate a minor adjustment in the AEQ capacity of vessels on these Routes.

Note 6) In addition to the round trips provided on Route 9A during the peak season, Route 9 round trip count includes 23 round trips provided on Route 9A during the off-peak season for the period from June 19 to June 27, 2017. From June 22 to June 28, 2017, the *Queen of Nanaimo* was out of service on Route 9, due to a mechanical problem. During this period, two daily contract-required round trips on Route 9 were cancelled, which was off-set by an equal or greater number of Route 9A round trips provided daily.



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

Routes	K	L	M	N	O	P
	Passengers QTR 1 F2018	Passengers QTR 1 F2017	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 1 F2018 Note 2	Passenger Tariff Revenue QTR 1 F2017 Note 2	Passenger Tariff Revenue Growth (N - O)
1	1,641,439	1,571,724	69,715	\$ 25,080,652	\$ 24,051,204	\$ 1,029,448
2	865,771	848,725	17,046	13,417,775	13,162,762	255,013
3	691,863	677,287	14,576	4,462,348	4,354,360	107,988
30	405,065	373,322	31,743	6,248,997	5,758,737	490,260
<b>Major Routes</b>	<b>3,604,138</b>	<b>3,471,058</b>	<b>133,080</b>	<b>49,209,772</b>	<b>47,327,063</b>	<b>1,882,709</b>
10	9,421	8,761	660	1,218,977	1,161,573	57,404
11	10,952	10,234	718	415,847	388,320	27,527
<b>Northern Routes</b>	<b>20,373</b>	<b>18,995</b>	<b>1,378</b>	<b>1,634,824</b>	<b>1,549,893</b>	<b>84,931</b>
4	180,293	173,988	6,305	944,082	903,960	40,122
5	133,699	128,066	5,633	682,501	651,149	31,352
6	125,302	126,595	(1,293)	550,811	553,347	(2,536)
7	84,439	82,239	2,200	524,909	509,024	15,885
8	324,726	312,763	11,963	1,165,557	1,103,709	61,848
9	121,253	120,338	915	1,589,851	1,558,797	31,054
12	50,570	44,263	6,307	289,043	256,392	32,651
13	10,387	10,551	(164)	49,272	48,617	655
17	93,205	89,783	3,422	1,185,065	1,144,589	40,476
18	41,507	39,719	1,788	145,399	137,933	7,466
19	203,576	197,939	5,637	659,134	630,841	28,293
20	66,646	64,573	2,073	168,803	165,672	3,131
21	127,775	120,911	6,864	394,398	365,971	28,427
22	57,597	54,179	3,418	174,754	167,489	7,265
23	223,441	213,220	10,221	653,019	628,151	24,868
24	28,565	27,748	817	119,927	110,331	9,596
25	64,423	61,261	3,162	242,847	236,863	5,984
26	27,079	24,935	2,144	90,709	81,053	9,656
<b>Minor Routes</b>	<b>1,964,483</b>	<b>1,893,071</b>	<b>71,412</b>	<b>9,630,081</b>	<b>9,253,888</b>	<b>376,193</b>
<b>Total</b>	<b>5,588,994</b>	<b>5,383,124</b>	<b>205,870</b>	<b>60,474,677</b>	<b>58,130,844</b>	<b>2,343,833</b>

% Sailings Within 10 Min. (Note 3)		
QTR 1 F2016	QTR 1 F2017	QTR 1 F2018
75.1%	76.9%	87.5%
70.3%	70.2%	77.6%
56.7%	63.0%	57.3%
91.0%	84.1%	88.8%
<b>73.1%</b>	<b>73.4%</b>	<b>78.0%</b>
88.0%	87.9%	82.5%
96.9%	97.2%	93.4%
<b>89.8%</b>	<b>90.3%</b>	<b>85.3%</b>
96.5%	98.1%	96.1%
85.3%	79.8%	75.3%
94.1%	80.2%	84.8%
91.9%	93.8%	94.6%
82.0%	79.0%	71.5%
78.5%	84.4%	76.5%
94.0%	84.6%	85.7%
99.6%	100.0%	99.8%
90.5%	90.4%	90.4%
98.0%	95.7%	95.4%
97.9%	97.6%	86.1%
90.7%	82.3%	76.5%
97.3%	97.2%	97.0%
98.5%	95.5%	92.1%
98.9%	99.0%	98.9%
93.7%	94.1%	91.7%
80.8%	90.3%	92.0%
96.9%	96.6%	91.9%
<b>92.5%</b>	<b>90.5%</b>	<b>88.0%</b>
<b>89.5%</b>	<b>88.0%</b>	<b>86.4%</b>

Obligation deferred (settled)

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Total passenger fare revenue	<u>60,474,677</u>	<u>58,130,844</u>
Total vehicle and passenger fare revenue per financial statements	<u>163,118,700</u>	<u>158,363,680</u>

# Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

## PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2018 Quarter Ended June 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 Cancels	% 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		1.5										1.5			0.0	1.5	0.23%
Route 02	Horseshoe Bay	Departure Bay		1										1.0			0.0	1.0	0.16%
Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	0.00%
Route 30	Duke Point	Tsawwassen		3										3.0			0.0	3.0	0.54%
<b>Major Routes</b>			<b>0</b>	<b>5.5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5.5</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>5.5</b>	<b>0.21%</b>
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%
<b>Northern Routes</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.00%</b>
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	0.5		0.5	0.5	0.04%
Route 09	Tsawwassen	Long Harbour		1										1.0			0.0	1.0	0.54%
Route 12	Mill Bay	Brentwood Bay												0.0			0.0	0.0	0.00%
Route 13 <sup>(1)</sup>	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River		3										3.0			0.0	3.0	0.88%
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		4			2							6.0			0.0	6.0	0.94%
<b>Minor Routes</b>			<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10.0</b>	<b>0</b>	<b>0.5</b>	<b>0.5</b>	<b>10.5</b>	<b>0.07%</b>
<b>TOTAL</b>			<b>0.0</b>	<b>13.5</b>	<b>0.0</b>	<b>0.0</b>	<b>2.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>15.5</b>	<b>0.0</b>	<b>0.5</b>	<b>0.5</b>	<b>16.0</b>	<b>0.09%</b>

% of Minimum Required Round Trips Cancelled

0.00% 0.08% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.09% 0.00% 0.00% 0.00% 0.10%

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

<b>Fiscal 2018 Quarter Ended June 30, 2017</b>			
Routes <sup>(1)</sup>	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
<b>Major Routes</b>			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
<b>Northern Routes</b>			
	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 <sup>(2)</sup>	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
<b>Minor Routes</b>			
<b>TOTAL</b>			

**Note:**

<sup>(1)</sup> 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).

<sup>(2)</sup> Route 9 - In addition to the round trips provided on Route 9A during the peak season, the Route 9 round trip count includes 23 round trips provided on Route 9A during the off-peak season during the period from June 19 to June 27, 2017. From June 22 through June 28, 2017, the *Queen of Nanaimo* was out of service on Route 9, due to a mechanical problem. During this period, two daily contract-required round trips on Route 9 were cancelled, which were off-set by an equal or greater number of Route 9A round trips provided daily.

<b>Performance Against Minimum (Daily) Core Service Levels 1st Quarter</b>			
Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips
1,034.5	643.0	391.5	1.5
785.5	643.0	142.5	1.0
810.5	718.0	92.5	0.0
676.0	559.0	117.0	3.0
<b>3,306.5</b>	<b>2,563.0</b>	<b>743.5</b>	<b>5.5</b>
20.5	17.5	3.0	0.0
38.0	36.0	2.0	0.0
<b>58.5</b>	<b>53.5</b>	<b>5.0</b>	<b>0.0</b>
716.5	624.0	92.5	0.0
874.0	864.0	10.0	0.0
1,118.0	1,027.0	91.0	0.0
641.0	533.0	108.0	0.0
1,345.0	1,241.5	103.5	0.5
202.0	186.0	16.0	1.0
805.0	715.0	90.0	0.0
1,027.0	933.0	94.0	0.0
337.5	339.0	-1.5	3.0
791.0	611.0	180.0	0.0
1,223.0	1,131.0	92.0	0.0
923.0	832.0	91.0	0.0
1,341.0	1,179.0	162.0	0.0
1,073.0	901.0	172.0	0.0
1,447.0	1,352.0	95.0	0.0
533.0	442.0	91.0	0.0
988.0	897.0	91.0	0.0
785.0	637.0	148.0	6.0
<b>16,170.0</b>	<b>14,444.5</b>	<b>1,725.5</b>	<b>10.5</b>
<b>19,535.0</b>	<b>17,061.0</b>	<b>2,474.0</b>	<b>16.0</b>

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

<b>Fiscal 2018 Quarter Ended June 30, 2017</b>			
Routes <sup>(1)</sup>		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
<b>Major Routes</b>			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
<b>Northern Routes</b>			
	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 <sup>(2)</sup>	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
<b>Minor Routes</b>			
<b>TOTAL</b>			

**Note:**

<sup>(1)</sup> 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).

<sup>(2)</sup> Route 9 - In addition to the round trips provided on Route 9A during the peak season, the Route 9 round trip count includes 23 round trips provided on Route 9A during the off-peak season during the period from June 19 to June 27, 2017. From June 22 through June 28, 2017, the *Queen of Nanaimo* was out of service on Route 9, due to a mechanical problem. During this period, two daily contract-required round trips on Route 9 were cancelled, which were off-set by an equal or greater number of Route 9A round trips provided daily.

Performance Against Estimated Schedule				
1st Quarter				
Actual Round Trips	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)	Cancelled Round Trips from Estimated Schedule	Total Extra / Short Round Trips
1,034.5	1,029.0	5.5	8.0	13.5
785.5	786.0	-0.5	2.5	2.0
810.5	718.0	92.5		92.5
676.0	680.0	-4.0	4.0	0.0
<b>3,306.5</b>	<b>3,213.0</b>	<b>93.5</b>	<b>14.5</b>	<b>108.0</b>
20.5	17.5	3.0		3.0
38.0	36.0	2.0		2.0
<b>58.5</b>	<b>53.5</b>	<b>5.0</b>	<b>0.0</b>	<b>5.0</b>
716.5	715.0	1.5		1.5
874.0	864.0	10.0		10.0
1,118.0	1,118.0	0.0		0.0
641.0	624.0	17.0		17.0
1,345.0	1,331.5	13.5	1.0	14.5
202.0	186.0	16.0	1.0	17.0
805.0	806.0	-1.0	1.0	0.0
1,027.0	1,028.0	-1.0	31.0	30.0
337.5	339.0	-1.5	3.0	1.5
791.0	702.0	89.0	2.0	91.0
1,223.0	1,222.0	1.0		1.0
923.0	923.0	0.0		0.0
1,341.0	1,270.0	71.0		71.0
1,073.0	992.0	81.0	1.0	82.0
1,447.0	1,443.0	4.0	1.0	5.0
533.0	533.0	0.0	1.0	1.0
988.0	988.0	0.0		0.0
785.0	728.0	57.0	7.0	64.0
<b>16,170.0</b>	<b>15,812.5</b>	<b>357.5</b>	<b>49.0</b>	<b>406.5</b>
<b>19,535.0</b>	<b>19,079.0</b>	<b>456.0</b>	<b>63.5</b>	<b>519.5</b>

## 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)*

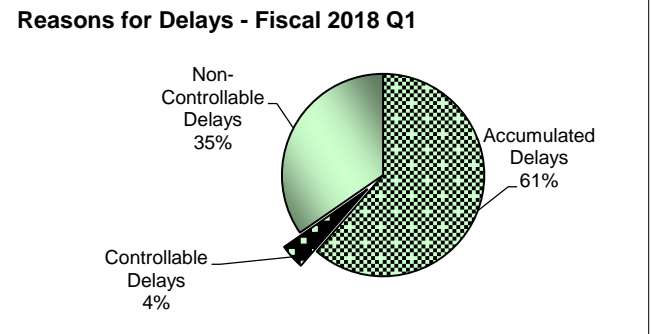
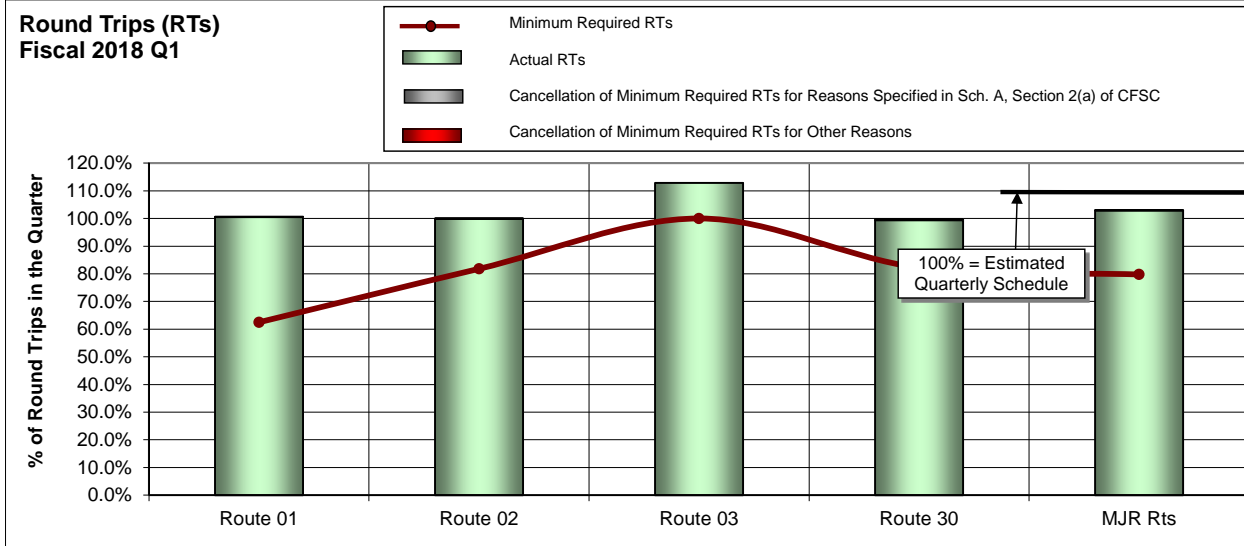
<b>Fiscal 2018 Quarter Ended June 30, 2017</b>				<b>Performance Against Minimum (Daily) Core Service Levels</b>	
<b>Routes</b>				<b>Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i></b>	<b>Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i></b>
<b>Major Routes</b>	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
<b>Northern Routes</b>	Route 10	Port Hardy	Prince Rupert	0	
	Route 11	Skidegate	Prince Rupert	0	
<b>Minor Routes</b>	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	1	1.0
	Route 12	Mill Bay	Brentwood Bay	0	
	Route 13	Langdale	Gambier/Keats	0	
	Route 17	Little River	Powell River	3	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

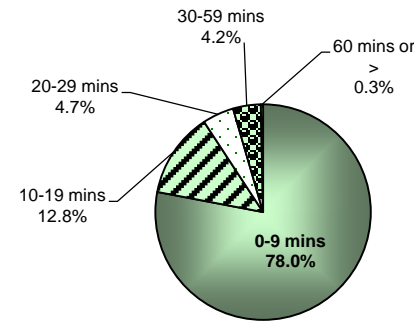
## Fiscal 2018

### Quarter Ended June 30, 2017

#### Major Routes

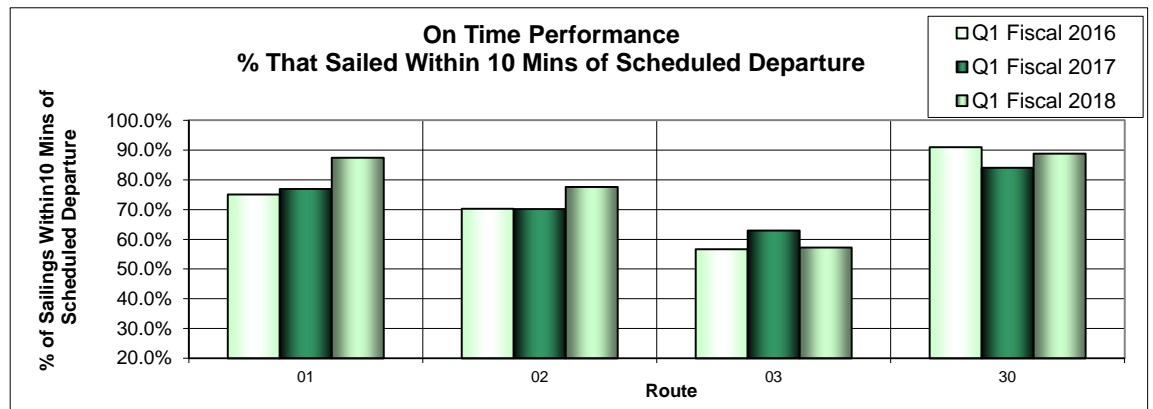


#### On Time Performance Fiscal 2018 Q1



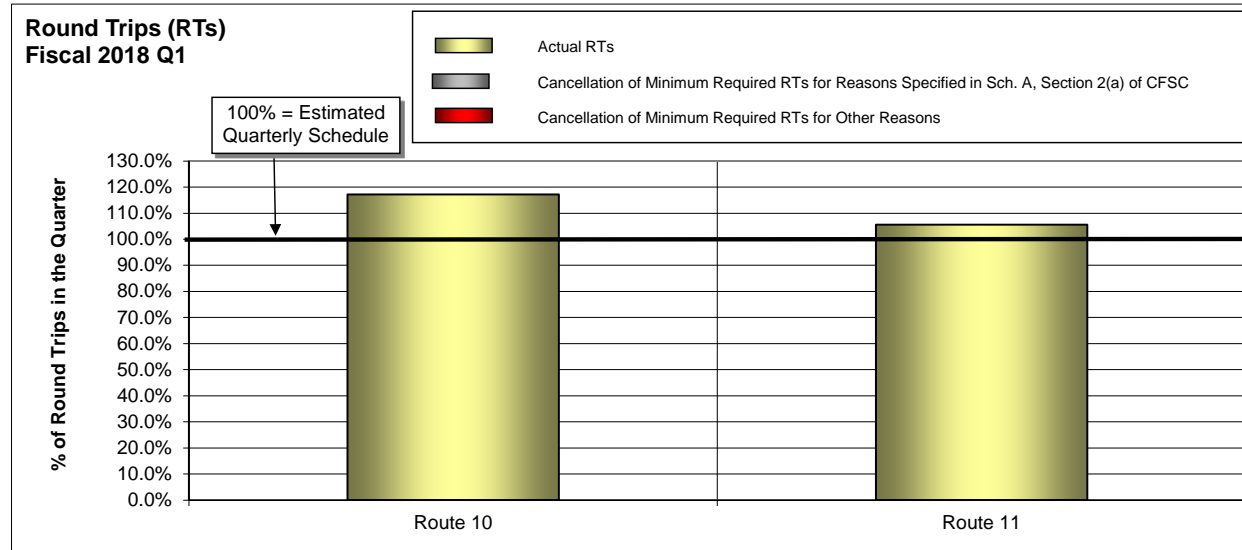
**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs <sup>(1)</sup>	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,034.5	643.0	391.5	51.9%
Route 02	Horseshoe Bay-Nanaimo	785.5	643.0	142.5	28.7%
Route 03	Langdale-Horseshoe Bay	810.5	718.0	92.5	35.2%
Route 30	Nanaimo-Tsawwassen	676.0	559.0	117.0	29.1%
<b>MAJOR Routes Total</b>		<b>3,306.5</b>	<b>2,563.0</b>	<b>743.5</b>	<b>37.6%</b>

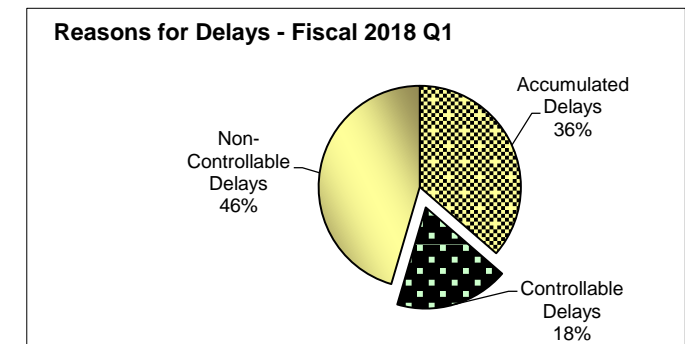


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended June 30, 2017

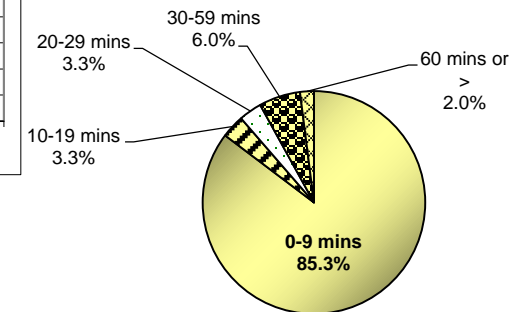
## Northern Routes



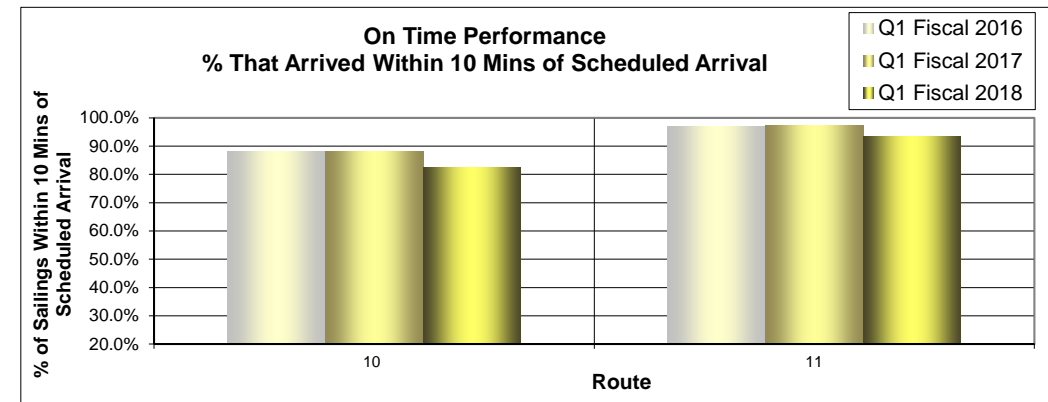
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	20.5	17.5	3.0	0.0%
Route 11	Skidegate-Prince Rupert	38.0	36.0	2.0	0.0%
<b>NORTHERN Routes Total</b>		<b>58.5</b>	<b>53.5</b>	<b>5.0</b>	<b>0.0%</b>



**On Time Performance Fiscal 2018 Q1**



**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



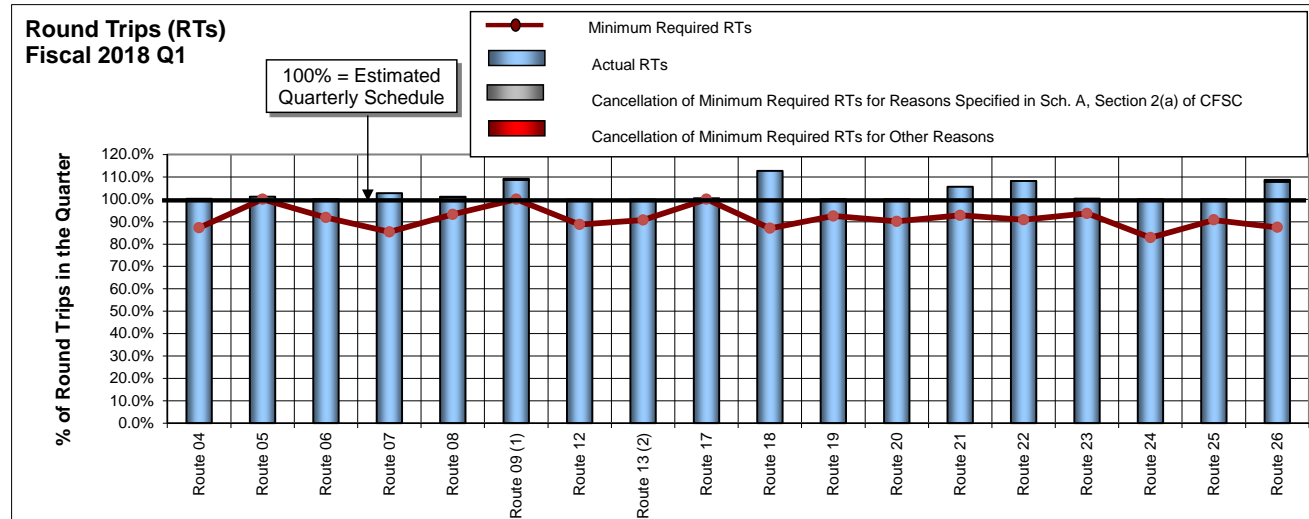


# APPENDIX 4: Round Trip Service Delivery and On Time Performance

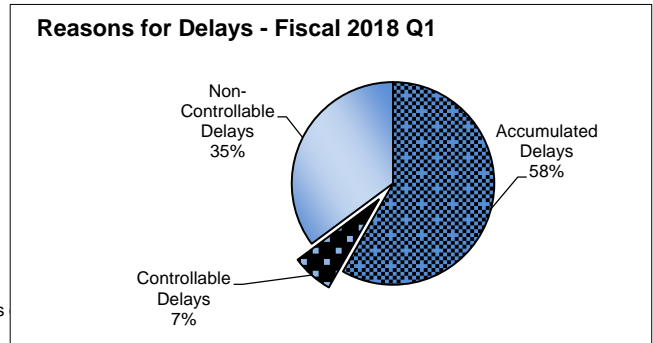
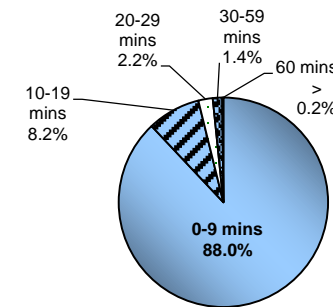
## Fiscal 2018

### Quarter Ended June 30, 2017

#### Minor Routes



#### On Time Performance Fiscal 2018 Q1



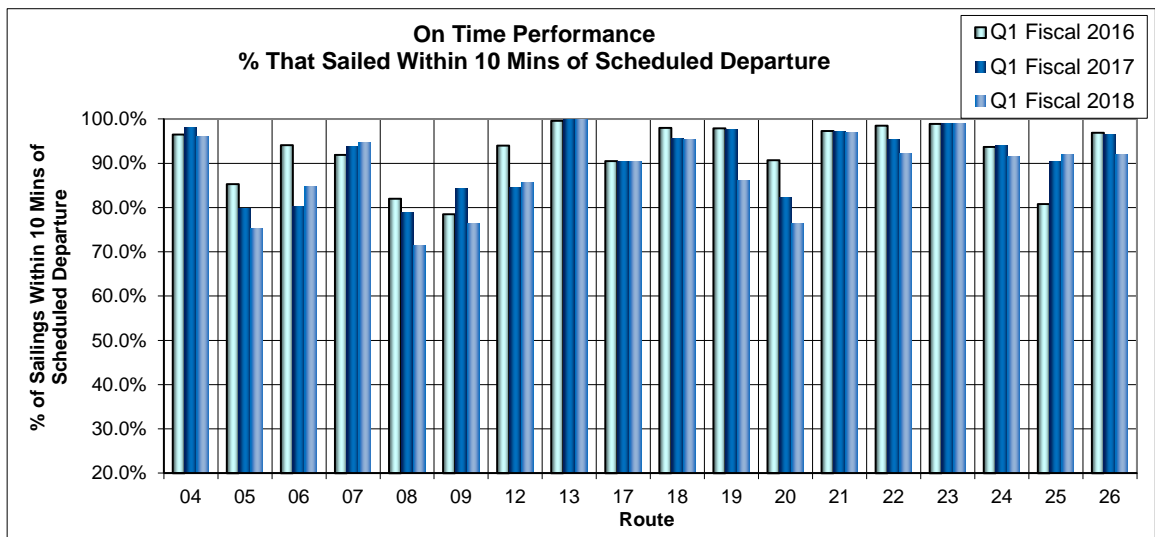
**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	716.5	624.0	92.5	10.0%
Route 05	Swartz Bay-Gulf Islands	874.0	864.0	10.0	6.5%
Route 06	Crofton-Vesuvius Bay	1,118.0	1,027.0	91.0	9.9%
Route 07	Earls Cove-Salter Bay	641.0	533.0	108.0	1.3%
Route 08	Horseshoe Bay-Bowen Island	1,345.0	1,241.5	103.5	8.7%
Route 09 <sup>(1)</sup>	Tsawwassen-Southern Gulf Islands	202.0	186.0	16.0	4.0%
Route 12	Mill Bay-Brentwood Bay	805.0	715.0	90.0	12.5%
Route 13 <sup>(2)</sup>	Langdale-Keats/Gambier	1,027.0	933.0	94.0	Pass only
Route 17	Little River-Powell River	337.5	339.0	-1.5	1.3%
Route 18	Powell River-Texada	791.0	611.0	180.0	8.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,223.0	1,131.0	92.0	9.9%
Route 20	Chemainus-Thetis/Penelakut	923.0	832.0	91.0	2.9%
Route 21	Buckley Bay-Denman West	1,341.0	1,179.0	162.0	8.7%
Route 22	Gravelly Bay-Hornby Island	1,073.0	901.0	172.0	7.5%
Route 23	Campbell River-Quadra Island	1,447.0	1,352.0	95.0	14.8%
Route 24	Quadra Island-Cortes Island	533.0	442.0	91.0	10.5%
Route 25	Port McNeill-Sointula/Alert Bay	988.0	897.0	91.0	0.8%
Route 26	Skidegate-Alliford Bay	785.0	637.0	148.0	3.7%
<b>MINOR Routes Total</b>		<b>16,170.0</b>	<b>14,444.5</b>	<b>1,725.5</b>	<b>7.6%</b>

**Notes:**

<sup>(1)</sup> Route 9: In addition to the round trips provided on Route 9A during the peak season, the Route 9 round trip count includes 23 round trips provided on Route 9A during the off-peak season during the period from June 19 to June 27, 2017. From June 22 through June 28, 2017, the *Queen of Nanaimo* was out of service on Route 9, due to a mechanical problem. During this period, two daily contract-required round trips on Route 9 were cancelled, which were off-set by an equal or greater number of Route 9A round trips provided daily.

<sup>(2)</sup> Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

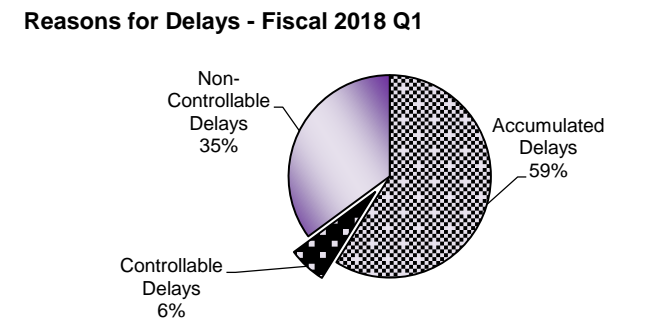
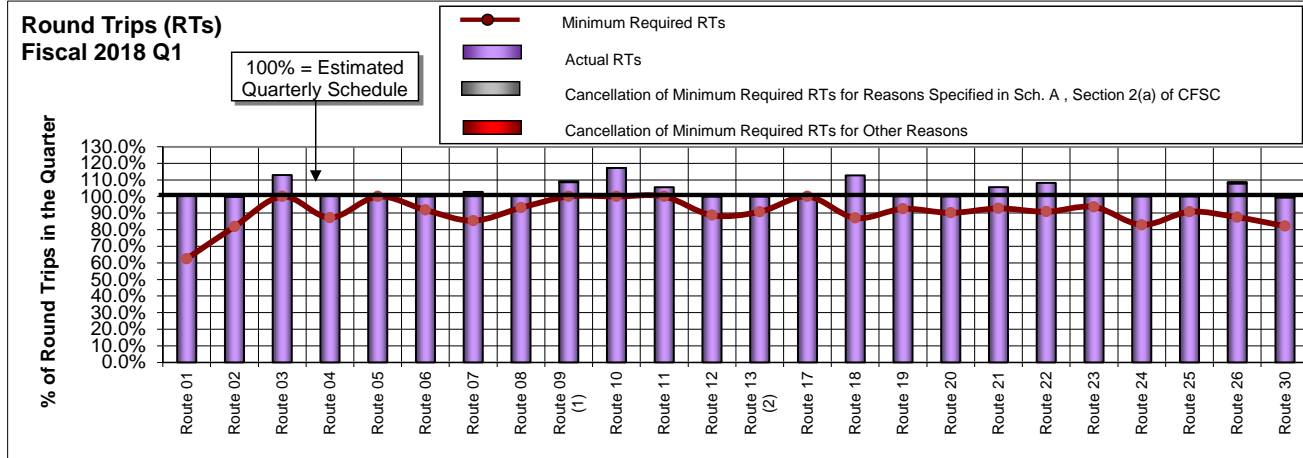


# APPENDIX 4: Round Trip Service Delivery and On Time Performance

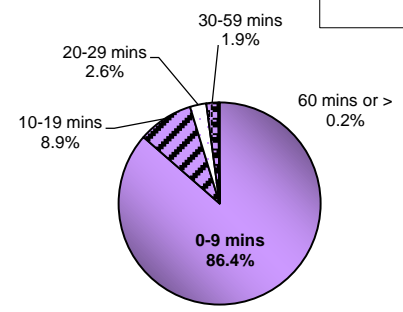
## Fiscal 2018

### Quarter Ended June 30, 2017

#### All Routes

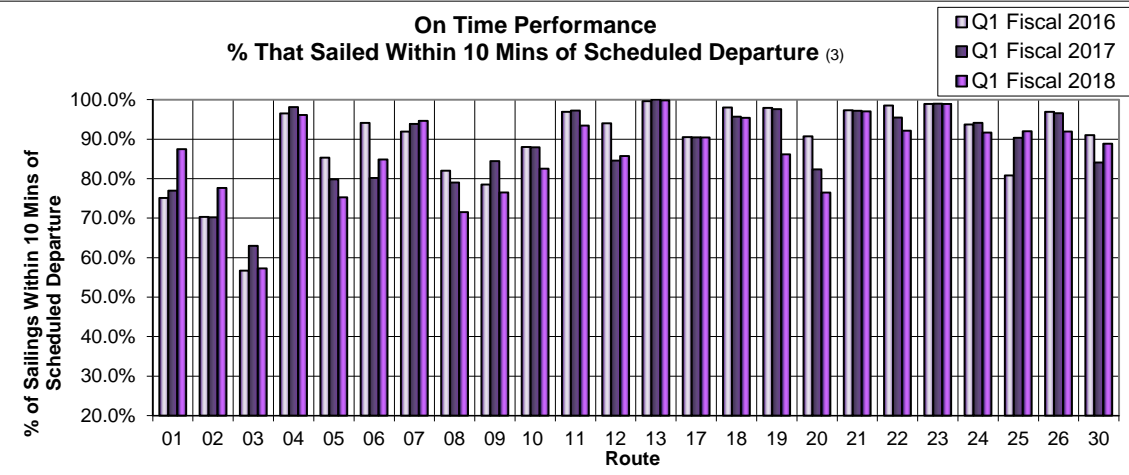


#### On Time Performance Fiscal 2018 Q1



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**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

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Route 01	Swartz Bay-Tsawwassen	1,034.5	643.0	391.5	51.9%
Route 02	Horseshoe Bay-Nanaimo	785.5	643.0	142.5	28.7%
Route 03	Langdale-Horseshoe Bay	810.5	718.0	92.5	35.2%
Route 04	Swartz Bay-Fulford Harbour	716.5	624.0	92.5	10.0%
Route 05	Swartz Bay-Gulf Islands	874.0	864.0	10.0	6.5%
Route 06	Crofton-Vesuvius Bay	1,118.0	1,027.0	91.0	9.9%
Route 07	Earls Cove-Saltery Bay	641.0	533.0	108.0	1.3%
Route 08	Horseshoe Bay-Bowen Island	1,345.0	1,241.5	103.5	8.7%
Route 09 <sup>(1)</sup>	Tsawwassen-Southern Gulf Islands	202.0	186.0	16.0	4.0%
Route 10	Port Hardy-Prince Rupert	20.5	17.5	3.0	0.0%
Route 11	Skidegate-Prince Rupert	38.0	36.0	2.0	0.0%
Route 12	Mill Bay-Brentwood Bay	805.0	715.0	90.0	12.5%
Route 13 <sup>(2)</sup>	Langdale-Keats/Gambier	1,027.0	933.0	94.0	Pass only
Route 17	Little River-Powell River	337.5	339.0	-1.5	1.3%
Route 18	Powell River-Texada	791.0	611.0	180.0	8.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,223.0	1,131.0	92.0	9.9%
Route 20	Chemainus-Thetis/Penelakut	923.0	832.0	91.0	2.9%
Route 21	Buckley Bay-Denman West	1,341.0	1,179.0	162.0	8.7%
Route 22	Gravelly Bay-Hornby Island	1,073.0	901.0	172.0	7.5%
Route 23	Campbell River-Quadra Island	1,447.0	1,352.0	95.0	14.8%
Route 24	Quadra Island-Cortes Island	533.0	442.0	91.0	10.5%
Route 25	Port McNeill-Sointula/Alert Bay	988.0	897.0	91.0	0.8%
Route 26	Skidegate-Alliford Bay	785.0	637.0	148.0	3.7%
Route 30	Nanaimo-Tsawwassen	676.0	559.0	117.0	29.1%
<b>All Routes Total</b>		<b>19,535.0</b>	<b>17,061.0</b>	<b>2,474.0</b>	<b>12.4%</b>



**Notes:**

<sup>(1)</sup> Route 9: In addition to the round trips provided on Route 9A during the peak season, the Route 9 round trip count includes 23 round trips provided on Route 9A during the off-peak season during the period from June 19 to June 27, 2017. From June 22 through June 28, 2017, the *Queen of Nanaimo* was out of service on Route 9, due to a mechanical problem. During this period, two daily contract-required round trips on Route 9 were cancelled, which were off-set by an equal or greater number of Route 9A round trips provided daily.  
<sup>(2)</sup> Route 13: Core service levels include some round trips that are deliverable only 'on demand.'  
<sup>(3)</sup> Within 10 minutes of scheduled arrival for the Northern Routes 10 and 11.