



Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2017

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 3 F2018	Capacity Utilization QTR 3 F2018 (C / B)	Capacity Utilization QTR 3 F2017 Note 5	AEQ's Carried QTR 3 F2017	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 3 F2018 Note 2 & 4	AEQ Tariff Revenue QTR 3 F2017 Note 2 & 4	AEQ Tariff Revenue Growth (H - I)
1	940.5	611,068	518,507	84.9%	84.9%	503,888	14,619	\$ 33,000,554	\$ 31,053,240	\$ 1,947,314
2	715.5	447,128	290,156	64.9%	62.9%	277,868	12,288	17,167,012	15,653,599	1,513,413
3	739.5	456,661	301,901	66.1%	63.1%	286,204	15,697	7,410,222	6,646,039	764,183
30	667.0	388,696	223,100	57.4%	56.2%	217,936	5,164	15,860,835	15,193,156	667,679
<b>Major Routes</b>	<b>3,062.5</b>	<b>1,903,553</b>	<b>1,333,664</b>	<b>70.1%</b>	<b>68.5%</b>	<b>1,285,896</b>	<b>47,768</b>	<b>73,438,623</b>	<b>68,546,034</b>	<b>4,892,589</b>
10	14.0	4,144	2,416	58.3%	59.0%	2,430	(14)	540,982	470,185	70,797
11	34.5	7,935	4,127	52.0%	65.8%	4,087	40	717,639	652,083	65,556
<b>Northern Routes</b>	<b>48.5</b>	<b>12,079</b>	<b>6,543</b>	<b>54.2%</b>	<b>63.1%</b>	<b>6,517</b>	<b>26</b>	<b>1,258,621</b>	<b>1,122,268</b>	<b>136,353</b>
4	721.0	132,596	81,332	61.3%	58.1%	77,079	4,253	947,189	797,139	150,050
5	879.0	156,828	64,033	40.8%	39.9%	61,352	2,681	813,576	732,818	80,758
6	1,124.0	114,688	62,585	54.6%	50.8%	57,241	5,344	831,720	739,052	92,668
7	638.0	142,912	42,212	29.5%	28.0%	39,613	2,599	1,023,901	917,957	105,944
8	1,369.5	243,252	132,823	54.6%	51.1%	121,852	10,971	1,584,311	1,419,418	164,893
9	219.0	68,724	38,890	56.6%	48.8%	33,301	5,589	1,759,568	1,378,013	381,555
12	803.0	30,514	24,022	74.8%	74.8%	22,846	1,176	296,943	207,057	89,886
13	1,040.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	(104)	(671)	567
17	334.0	92,184	39,840	43.2%	33.8%	36,684	3,156	1,580,733	1,316,990	263,743
18	703.0	53,428	23,118	43.3%	40.0%	21,342	1,776	189,417	151,797	37,620
19	1,238.0	153,120	92,964	60.7%	55.8%	86,828	6,136	837,694	736,029	101,665
20	930.5	48,360	21,537	44.5%	41.0%	19,864	1,673	182,640	158,137	24,503
21	1,379.0	124,110	58,853	47.4%	48.3%	55,898	2,955	438,109	397,838	40,271
22	1,037.0	43,554	21,124	48.5%	48.2%	20,439	685	158,597	154,460	4,137
23	1,451.0	172,692	94,452	54.7%	50.9%	87,337	7,115	772,949	660,984	111,965
24	526.0	27,352	13,796	50.4%	47.1%	12,411	1,385	133,997	118,582	15,415
25	988.0	51,376	22,687	44.2%	32.1%	20,926	1,761	247,677	204,696	42,981
26	808.0	29,824	10,194	34.2%	42.6%	10,319	(125)	100,000	93,373	6,627
<b>Minor Routes</b>	<b>16,188.0</b>	<b>1,685,514</b>	<b>844,462</b>	<b>50.1%</b>	<b>46.5%</b>	<b>785,332</b>	<b>59,130</b>	<b>11,898,917</b>	<b>10,183,669</b>	<b>1,715,248</b>
<b>Total</b>	<b>19,299.0</b>	<b>3,601,146</b>	<b>2,184,669</b>	<b>60.7%</b>	<b>58.1%</b>	<b>2,077,745</b>	<b>106,924</b>	<b>86,596,161</b>	<b>79,851,971</b>	<b>6,744,190</b>

Note 1

Obligation deferred (settled)

Total vehicle fare revenue

86,596,161      79,851,971

Note 1) Revenue arises from bike traffic and freight.

Note 2) Tariffs charged to customers on all routes were below price cap at December 31, 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 3 AEQ Tariff Revenue is updated to include reservation revenue.

Note 5) Fiscal 2017 Quarter 3 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 December 31, 2017

Routes	K	L	M	N	O	P
	Passengers QTR 3 F2018	Passengers QTR 3 F2017	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 3 F2018 Note 2	Passenger Tariff Revenue QTR 3 F2017 Note 2	Passenger Tariff Revenue Growth (N - O)
1	1,320,030	1,256,373	63,657	\$ 20,483,816	\$ 19,515,446	\$ 968,370
2	728,576	698,986	29,590	11,364,604	10,881,547	483,057
3	588,369	559,512	28,857	3,731,904	3,556,495	175,409
30	355,736	340,584	15,152	5,503,988	5,268,279	235,709
<b>Major Routes</b>	<b>2,992,711</b>	<b>2,855,455</b>	<b>137,256</b>	<b>41,084,312</b>	<b>39,221,767</b>	<b>1,862,545</b>
10	5,379	5,635	(256)	438,819	439,249	(430)
11	6,715	6,996	(281)	231,058	242,368	(11,310)
<b>Northern Routes</b>	<b>12,094</b>	<b>12,631</b>	<b>(537)</b>	<b>669,877</b>	<b>681,617</b>	<b>(11,740)</b>
4	149,184	146,182	3,002	746,150	744,635	1,515
5	105,764	103,030	2,734	521,265	509,933	11,332
6	109,937	101,752	8,185	460,694	434,864	25,830
7	68,064	63,889	4,175	419,367	401,855	17,512
8	282,757	262,305	20,452	942,890	882,120	60,770
9	96,343	83,317	13,026	1,268,849	1,084,728	184,121
12	44,527	41,095	3,432	251,016	184,629	66,387
13	8,759	8,190	569	40,046	37,491	2,555
17	85,107	80,079	5,028	1,062,665	998,805	63,860
18	38,101	35,243	2,858	134,334	125,748	8,586
19	187,396	182,127	5,269	603,701	571,403	32,298
20	56,992	56,252	740	144,727	142,607	2,120
21	98,455	93,164	5,291	283,057	274,768	8,289
22	34,120	32,427	1,693	101,314	100,543	771
23	183,040	173,935	9,105	523,437	482,283	41,154
24	21,655	19,814	1,841	84,002	81,783	2,219
25	54,894	51,245	3,649	206,877	191,619	15,258
26	17,025	18,537	(1,512)	55,769	61,062	(5,293)
<b>Minor Routes</b>	<b>1,642,120</b>	<b>1,552,583</b>	<b>89,537</b>	<b>7,850,160</b>	<b>7,310,876</b>	<b>539,284</b>
<b>Total</b>	<b>4,646,925</b>	<b>4,420,669</b>	<b>226,256</b>	<b>49,604,349</b>	<b>47,214,260</b>	<b>2,390,089</b>

% Sailings Within 10 Min. (Note 3)		
QTR 3 F2016	QTR 3 F2017	QTR 3 F2018
83.2%	84.5%	88.4%
77.2%	483,057	73.8%
71.6%	65.2%	70.5%
93.6%	94.0%	86.9%
<b>81.2%</b>	<b>80.5%</b>	<b>80.3%</b>
98.1%	90.3%	81.4%
94.4%	90.7%	100.0%
<b>97.1%</b>	<b>90.4%</b>	<b>87.0%</b>
97.8%	98.3%	98.3%
92.3%	90.8%	86.1%
94.5%	25,830	90.7%
87.9%	17,512	96.0%
84.7%	83.6%	83.3%
89.0%	91.8%	82.9%
96.3%	66,387	93.7%
99.8%	99.8%	99.6%
94.7%	92.3%	95.5%
96.7%	96.5%	97.7%
98.1%	98.6%	91.9%
90.1%	93.5%	84.7%
98.8%	98.5%	98.9%
97.5%	96.8%	97.8%
99.1%	98.4%	99.3%
98.4%	94.1%	97.0%
85.9%	90.6%	93.4%
97.3%	95.9%	96.0%
<b>94.2%</b>	<b>94.4%</b>	<b>92.9%</b>
<b>92.4%</b>	<b>92.4%</b>	<b>91.1%</b>

Obligation deferred (settled)

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Total passenger fare revenue	<u>49,604,349</u>	<u>47,214,260</u>
Total vehicle and passenger fare revenue per financial statements	<u>136,200,510</u>	<u>127,066,231</u>

# Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

## PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2018 Quarter Ended December 31, 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				1					4.5			5.5			0.0	5.5	0.85%
Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	0.00%
Route 30	Duke Point	Tsawwassen									4.5			4.5			0.0	4.5	0.80%
<b>Major Routes</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>10.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>10.0</b>	<b>0.40%</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			0.0	0.0	0.00%
Route 09	Tsawwassen	Long Harbour												0.0			0.0	0.0	0.00%
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		11										11.0			0.0	11.0	3.23%
Route 18	Texada	Powell River		3										3.0			0.0	3.0	0.49%
Route 19	Nanaimo Harbour	Gabriola Island												0.0			0.0	0.0	0.00%
Route 20	Chemainus	Thetis Island									1			1.0			0.0	1.0	0.12%
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		5										5.0			0.0	5.0	0.37%
Route 24	Quadra Island	Cortes Island		4										4.0			0.0	4.0	0.90%
Route 25	Port McNeill	Alert Bay		7										7.0			0.0	7.0	0.77%
Route 26	Skidegate	Alliford Bay		14										14.0			0.0	14.0	2.17%
<b>Minor Routes</b>			<b>0</b>	<b>44</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>45.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>45.0</b>	<b>0.31%</b>
<b>TOTAL</b>			<b>0.0</b>	<b>44.0</b>	<b>0.0</b>	<b>1.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>10.0</b>	<b>0.0</b>	<b>0.0</b>	<b>55.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>55.0</b>	<b>0.32%</b>

% of Minimum Required Round Trips Cancelled

0.00% 0.26% 0.00% 0.01% 0.00% 0.00% 0.00% 0.00% 0.00% 0.06% 0.00% 0.00% 0.33% 0.00% 0.00% 0.00% 0.33%

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 December 31, 2017		
Routes <sup>(1)</sup>	Terminal 1	Terminal 2
Route 01	Swartz Bay	Tsawwassen
Route 02	Horseshoe Bay	Departure Bay
Route 03 <sup>(2)</sup>	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	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>		

Performance Against Minimum (Daily) Core Service Levels						
3rd 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)
940.5	644.0	296.5	0.0	3,348.5	2,129.0	1,219.5
715.5	644.0	71.5	5.5	2,436.5	2,129.0	307.5
739.5	630.0	109.5	0.0	2,471.5	1,965.0	506.5
667.0	560.0	107.0	4.5	2,065.0	1,742.0	323.0
<b>3,062.5</b>	<b>2,478.0</b>	<b>584.5</b>	<b>10.0</b>	<b>10,321.5</b>	<b>7,965.0</b>	<b>2,356.5</b>
14.0	13.0	1.0	0.0	76.5	71.5	5.0
34.5	33.5	1.0	0.0	131.5	127.5	4.0
<b>48.5</b>	<b>46.5</b>	<b>2.0</b>	<b>0.0</b>	<b>208.0</b>	<b>199.0</b>	<b>9.0</b>
721.0	630.0	91.0	0.0	2,177.0	1,898.0	279.0
879.0	866.0	13.0	0.0	2,685.0	2,618.0	67.0
1,124.0	998.0	126.0	0.0	3,425.0	3,116.0	309.0
638.0	538.0	100.0	0.0	2,002.0	1,620.0	382.0
1,369.5	1,251.0	118.5	0.0	4,079.5	3,746.0	333.5
219.0	184.0	35.0	0.0	820.0	650.0	170.0
803.0	714.0	89.0	0.0	2,423.0	2,152.0	271.0
1,040.0	948.0	92.0	0.0	3,176.0	2,761.0	415.0
334.0	341.0	-7.0	11.0	1,021.5	1,030.0	-8.5
703.0	617.0	86.0	3.0	2,213.0	1,845.0	368.0
1,238.0	1,142.0	96.0	0.0	3,714.0	3,416.0	298.0
930.5	841.0	89.5	1.0	2,786.5	2,514.0	272.5
1,379.0	1,181.0	198.0	0.0	4,329.0	3,741.0	588.0
1,037.0	905.0	132.0	0.0	3,442.0	2,807.0	635.0
1,451.0	1,364.0	87.0	5.0	4,363.5	4,083.0	280.5
526.0	445.0	81.0	4.0	1,606.0	1,334.0	272.0
988.0	906.0	82.0	7.0	2,977.0	2,710.0	267.0
808.0	644.0	164.0	14.0	2,451.5	1,925.0	526.5
<b>16,188.0</b>	<b>14,515.0</b>	<b>1,673.0</b>	<b>45.0</b>	<b>49,691.5</b>	<b>43,966.0</b>	<b>5,725.5</b>
<b>19,299.0</b>	<b>17,039.5</b>	<b>2,259.5</b>	<b>55.0</b>	<b>60,221.0</b>	<b>52,130.0</b>	<b>8,091.0</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> 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

<b>Fiscal 2018</b>			
<b>Quarter Ended December 31, 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	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>			

Performance Against Estimated Schedule							
3rd 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)
940.5	916.0	24.5	6.0	30.5	3,348.5	3,211.0	137.5
715.5	717.0	-1.5	6.5	5.0	2,436.5	2,425.0	11.5
739.5	722.0	17.5	1.5	19.0	2,471.5	2,239.0	232.5
667.0	678.0	-11.0	11.5	0.5	2,065.0	2,080.0	-15.0
<b>3,062.5</b>	<b>3,033.0</b>	<b>29.5</b>	<b>25.5</b>	<b>55.0</b>	<b>10,321.5</b>	<b>9,955.0</b>	<b>366.5</b>
14.0	13.0	1.0		1.0	76.5	71.5	5.0
34.5	33.5	1.0		1.0	131.5	127.5	4.0
<b>48.5</b>	<b>46.5</b>	<b>2.0</b>	<b>0.0</b>	<b>2.0</b>	<b>208.0</b>	<b>199.0</b>	<b>9.0</b>
721.0	721.0	0.0		0.0	2,177.0	2,172.0	5.0
879.0	866.0	13.0		13.0	2,685.0	2,618.0	67.0
1,124.0	1,089.0	35.0		35.0	3,425.0	3,390.0	35.0
638.0	629.0	9.0		9.0	2,002.0	1,894.0	108.0
1,369.5	1,341.5	28.0		28.0	4,079.5	4,017.5	62.0
219.0	186.0	33.0		33.0	820.0	652.0	168.0
803.0	805.0	-2.0	2.0	0.0	2,423.0	2,426.0	-3.0
1,040.0	1,044.0	-4.0		-4.0	3,176.0	3,048.0	128.0
334.0	341.0	-7.0	11.0	4.0	1,021.5	1,030.0	-8.5
703.0	708.0	-5.0	6.0	1.0	2,213.0	2,119.0	94.0
1,238.0	1,233.0	5.0		5.0	3,714.0	3,690.0	24.0
930.5	932.0	-1.5	2.0	0.5	2,786.5	2,788.0	-1.5
1,379.0	1,272.0	107.0		107.0	4,329.0	4,015.0	314.0
1,037.0	996.0	41.0	1.0	42.0	3,442.0	3,081.0	361.0
1,451.0	1,455.0	-4.0	9.0	5.0	4,363.5	4,357.0	6.5
526.0	537.0	-11.0	11.0	0.0	1,606.0	1,609.0	-3.0
988.0	997.0	-9.0	10.0	1.0	2,977.0	2,984.0	-7.0
808.0	736.0	72.0	17.0	89.0	2,451.5	2,200.0	251.5
<b>16,188.0</b>	<b>15,888.5</b>	<b>299.5</b>	<b>69.0</b>	<b>368.5</b>	<b>49,691.5</b>	<b>48,090.5</b>	<b>1,601.0</b>
<b>19,299.0</b>	<b>18,968.0</b>	<b>331.0</b>	<b>94.5</b>	<b>425.5</b>	<b>60,221.0</b>	<b>58,244.5</b>	<b>1,976.5</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).

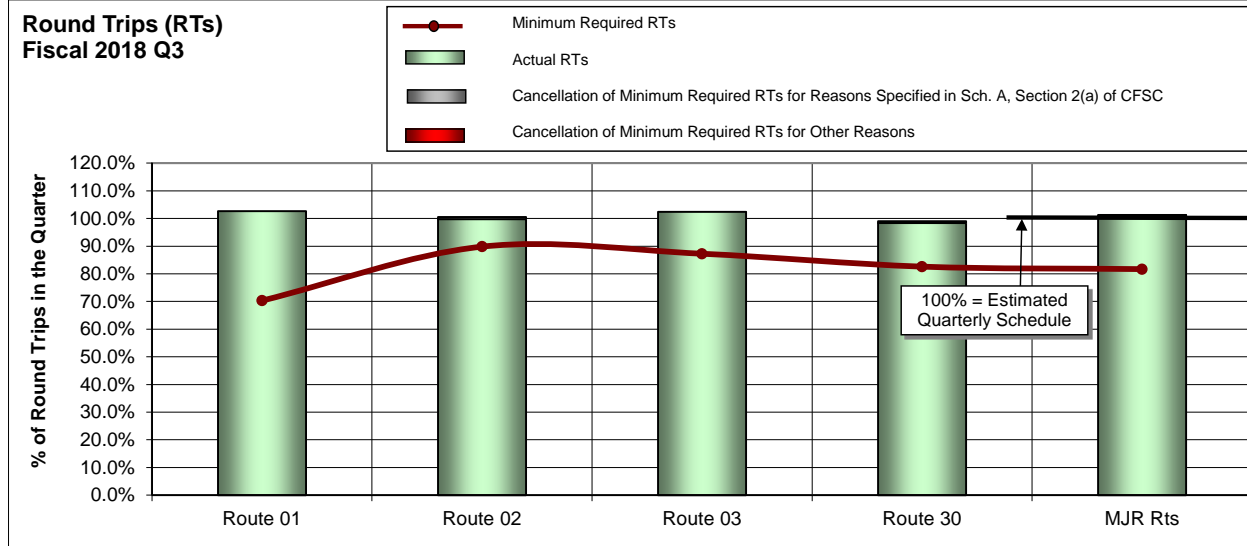
## Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

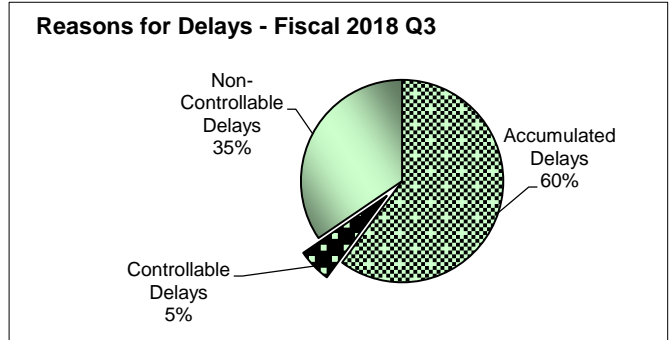
<b>Fiscal 2018 Quarter Ended December 31, 2017</b>				<b>Performance Against Minimum (Daily) Core Service Levels</b>	
<b>Routes</b>				<b>Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i></b>	<b>Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i></b>
<b>Major Routes</b>	Route 01	Swartz Bay	Tsawwassen	1	1.0
	Route 02	Horseshoe Bay	Departure Bay	6	2.0
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	4	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	2	1.0
	Route 12	Mill Bay	Brentwood Bay	0	
	Route 13	Langdale	Gambier/Keats	0	
	Route 17	Little River	Powell River	12	2.0
	Route 18	Texada	Powell River	2	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	0	
	Route 20	Chemainus	Thetis Island	1	1.0
	Route 21	Buckley Bay	Denman West	0	
	Route 22	Denman East	Hornby Island	0	
	Route 23	Campbell River	Quadra Island	2	1.0
	Route 24	Quadra Island	Cortes Island	3	1.0
Route 25	Port McNeill	Alert Bay	2	1.0	
Route 26	Skidegate	Alliford Bay	4	1.0	

# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended December 31, 2017

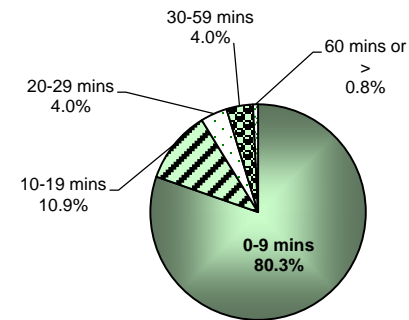
## Major Routes



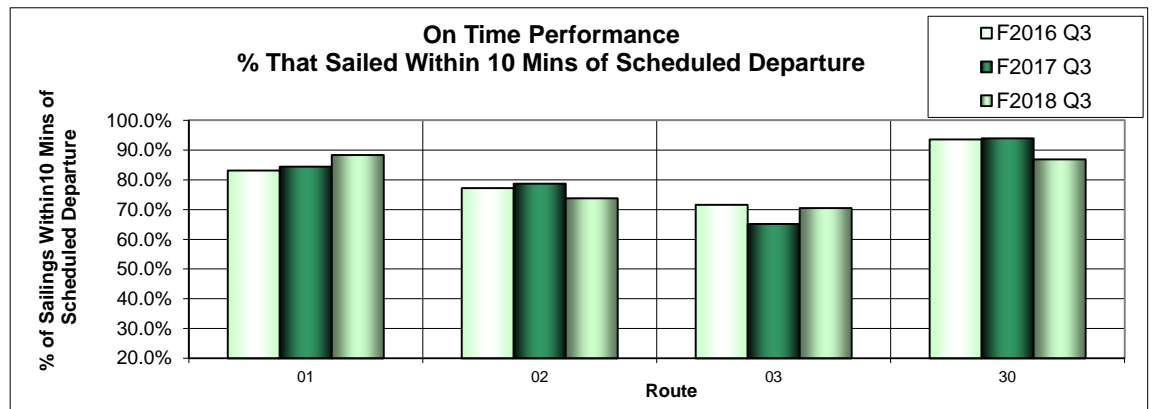
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	940.5	644.0	296.5	44.7%
Route 02	Horseshoe Bay-Nanaimo	715.5	644.0	71.5	17.4%
Route 03	Langdale-Horseshoe Bay	739.5	630.0	109.5	24.3%
Route 30	Nanaimo-Tsawwassen	667.0	560.0	107.0	17.1%
<b>MAJOR Routes Total</b>		<b>3,062.5</b>	<b>2,478.0</b>	<b>584.5</b>	<b>27.4%</b>



## On Time Performance Fiscal 2018 Q3

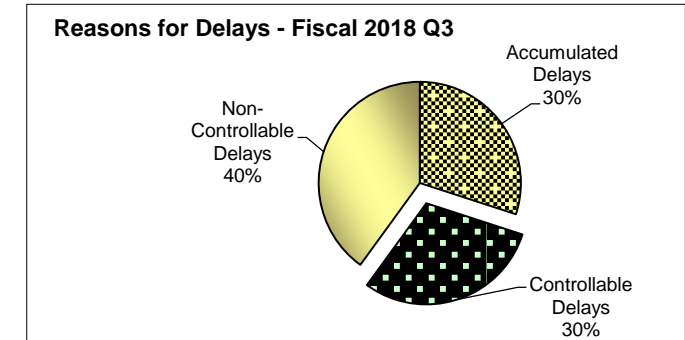
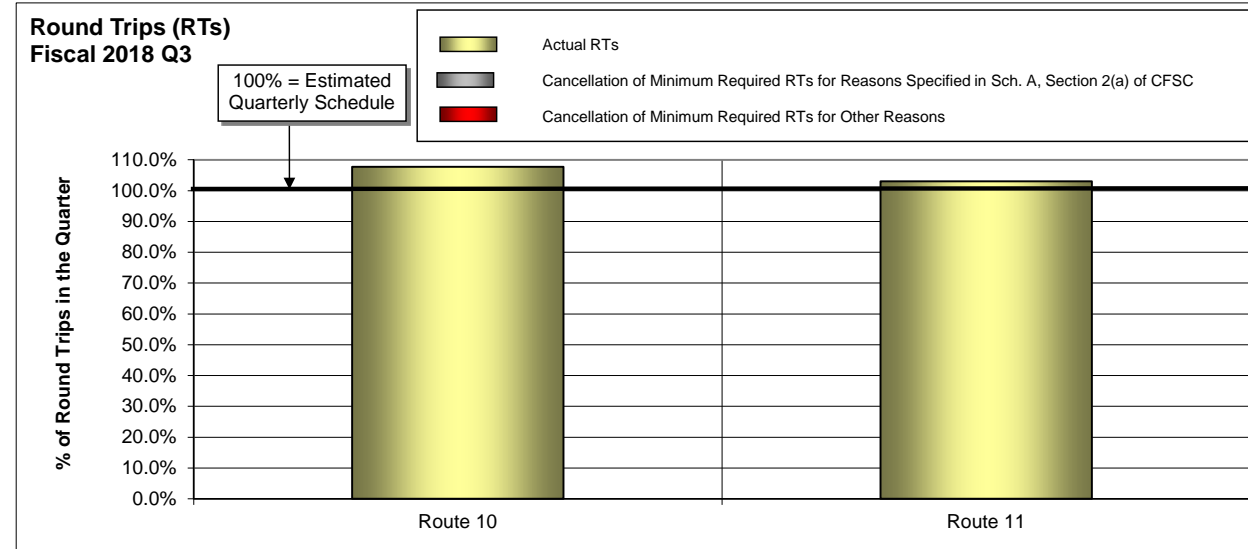


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

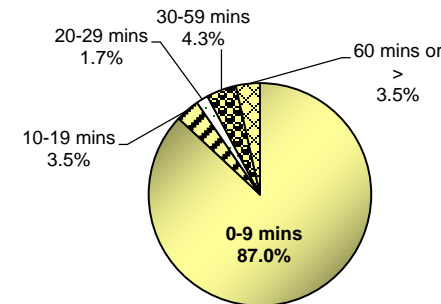


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended December 31, 2017

## Northern Routes

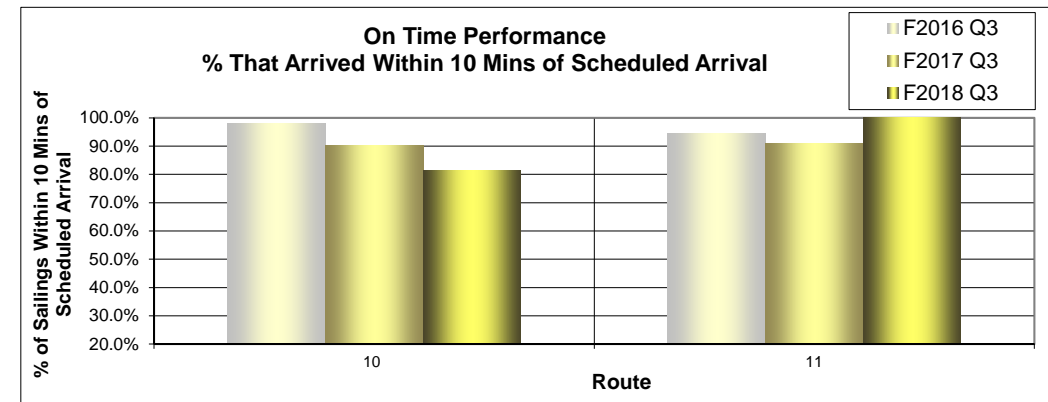


**On Time Performance Fiscal 2018 Q3**



**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

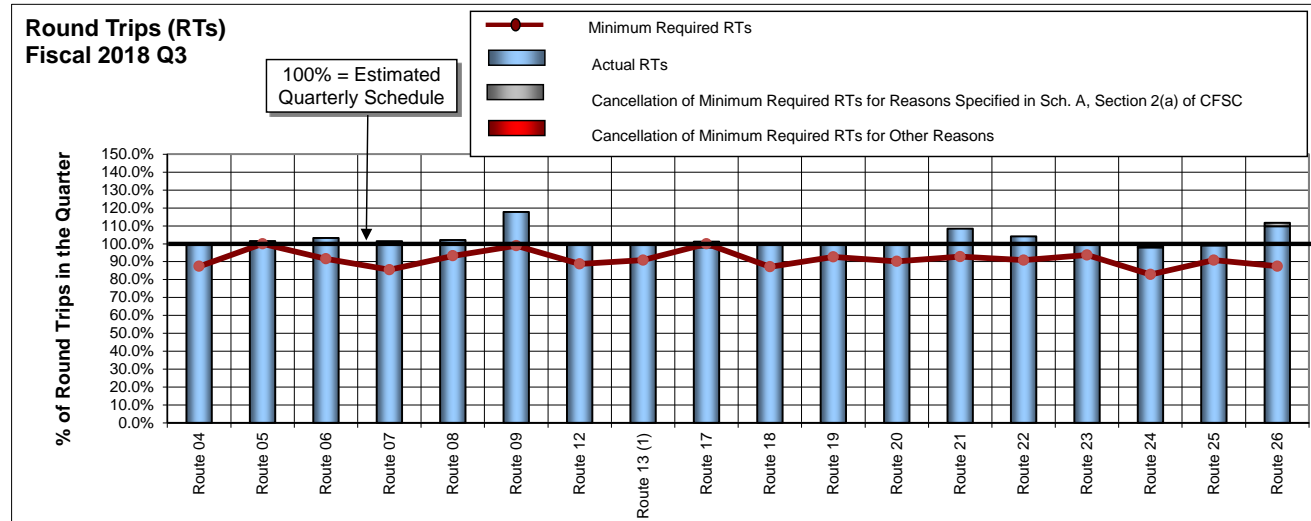
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	14.0	13.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	34.5	33.5	1.0	0.0%
<b>NORTHERN Routes Total</b>		<b>48.5</b>	<b>46.5</b>	<b>2.0</b>	<b>0.0%</b>



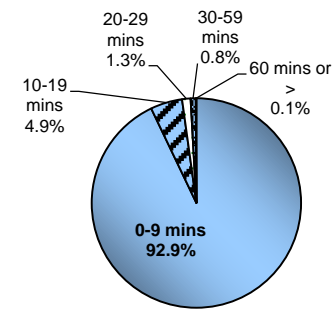


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended December 31, 2017

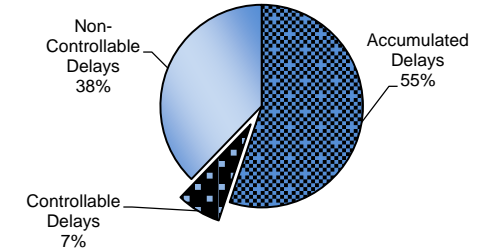
## Minor Routes



## On Time Performance Fiscal 2018 Q3



## Reasons for Delays - Fiscal 2018 Q3

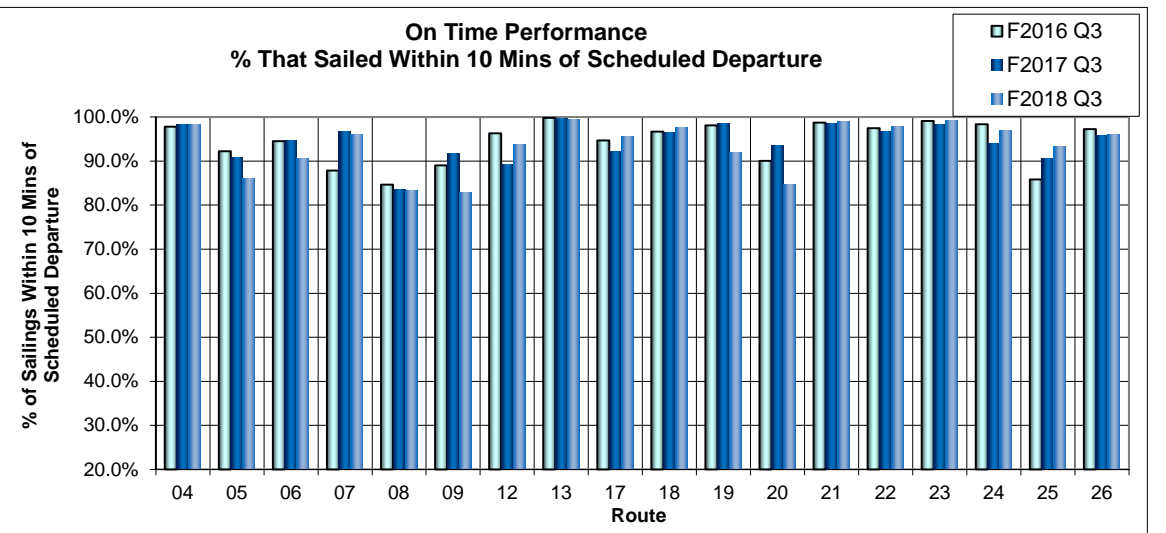


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	721.0	630.0	91.0	5.7%
Route 05	Swartz Bay-Gulf Islands	879.0	866.0	13.0	2.4%
Route 06	Crofton-Vesuvius Bay	1,124.0	998.0	126.0	10.2%
Route 07	Earls Cove-Salter Bay	638.0	538.0	100.0	0.5%
Route 08	Horseshoe Bay-Bowen Island	1,369.5	1,251.0	118.5	6.3%
Route 09	Tsawwassen-Southern Gulf Islands	219.0	184.0	35.0	2.4%
Route 12	Mill Bay-Brentwood Bay	803.0	714.0	89.0	11.0%
Route 13 (1)	Langdale-Keats/Gambier	1,040.0	948.0	92.0	Pass only
Route 17	Little River-Powell River	334.0	341.0	-7.0	0.1%
Route 18	Powell River-Texada	703.0	617.0	86.0	1.7%
Route 19	Nanaimo Harbour-Gabriola Island	1,238.0	1,142.0	96.0	10.1%
Route 20	Chemainus-Thetis/Penelakut	930.5	841.0	89.5	1.6%
Route 21	Buckley Bay-Denman West	1,379.0	1,181.0	198.0	2.1%
Route 22	Gravelly Bay-Hornby Island	1,037.0	905.0	132.0	1.6%
Route 23	Campbell River-Quadra Island	1,451.0	1,364.0	87.0	7.6%
Route 24	Quadra Island-Cortes Island	526.0	445.0	81.0	4.0%
Route 25	Port McNeill-Sointula/Alert Bay	988.0	906.0	82.0	3.4%
Route 26	Skidegate-Alliford Bay	808.0	644.0	164.0	0.6%
<b>MINOR Routes Total</b>		<b>16,188.0</b>	<b>14,515.0</b>	<b>1,673.0</b>	<b>4.5%</b>

**Notes:**

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

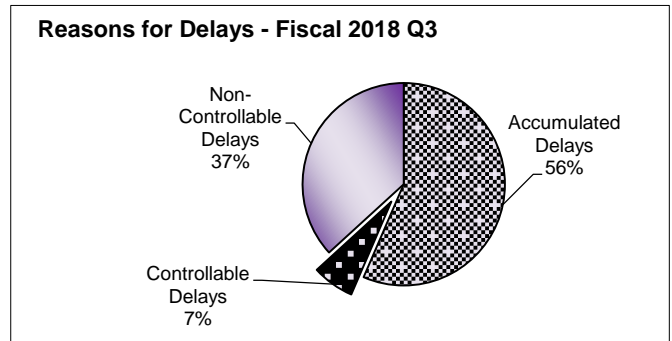
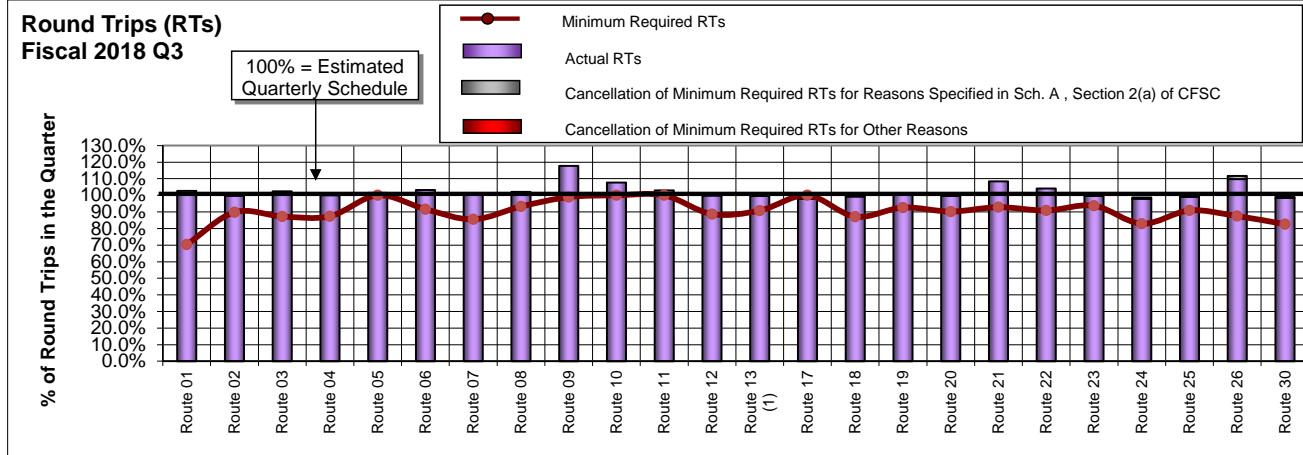


# APPENDIX 4: Round Trip Service Delivery and On Time Performance

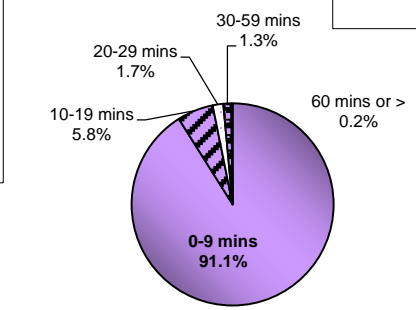
## Fiscal 2018

### Quarter Ended December 31, 2017

#### All Routes



#### On Time Performance Fiscal 2018 Q3



**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	940.5	644.0	296.5	44.7%
Route 02	Horseshoe Bay-Nanaimo	715.5	644.0	71.5	17.4%
Route 03	Langdale-Horseshoe Bay	739.5	630.0	109.5	24.3%
Route 04	Swartz Bay-Fulford Harbour	721.0	630.0	91.0	5.7%
Route 05	Swartz Bay-Gulf Islands	879.0	866.0	13.0	2.4%
Route 06	Crofton-Vesuvius Bay	1,124.0	998.0	126.0	10.2%
Route 07	Earls Cove-Saltery Bay	638.0	538.0	100.0	0.5%
Route 08	Horseshoe Bay-Bowen Island	1,369.5	1,251.0	118.5	6.3%
Route 09	Tsawwassen-Southern Gulf Islands	219.0	184.0	35.0	2.4%
Route 10	Port Hardy-Prince Rupert	14.0	13.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	34.5	33.5	1.0	0.0%
Route 12	Mill Bay-Brentwood Bay	803.0	714.0	89.0	11.0%
Route 13 <sup>(1)</sup>	Langdale-Keats/Gambier	1,040.0	948.0	92.0	Pass only
Route 17	Little River-Powell River	334.0	341.0	-7.0	0.1%
Route 18	Powell River-Texada	703.0	617.0	86.0	1.7%
Route 19	Nanaimo Harbour-Gabriola Island	1,238.0	1,142.0	96.0	10.1%
Route 20	Chemainus-Thetis/Penelakut	930.5	841.0	89.5	1.6%
Route 21	Buckley Bay-Denman West	1,379.0	1,181.0	198.0	2.1%
Route 22	Gravelly Bay-Hornby Island	1,037.0	905.0	132.0	1.6%
Route 23	Campbell River-Quadra Island	1,451.0	1,364.0	87.0	7.6%
Route 24	Quadra Island-Cortes Island	526.0	445.0	81.0	4.0%
Route 25	Port McNeill-Sointula/Alert Bay	988.0	906.0	82.0	3.4%
Route 26	Skidegate-Alliford Bay	808.0	644.0	164.0	0.6%
Route 30	Nanaimo-Tsawwassen	667.0	560.0	107.0	17.1%
<b>All Routes Total</b>		<b>19,299.0</b>	<b>17,039.5</b>	<b>2,259.5</b>	<b>8.0%</b>

**Notes:**

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

