



Appendix 1: Operations Summary Report for the Year Ended March 31, 2018

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried Fiscal 2018	Capacity Utilization Fiscal 2018 (C / B)	Capacity Utilization Fiscal 2017 Note 4	AEQ's Carried Fiscal 2017	AEQ Growth (C - F)	AEQ Tariff Revenue Fiscal 2018 Note 2 & 5	AEQ Tariff Revenue Fiscal 2017 Note 2 & 5	AEQ Tariff Revenue Growth (H - I)
1	4,181.5	2,718,356	2,366,308	87.0%	87.4%	2,283,655	82,653	\$ 148,421,028	\$ 141,654,651	\$ 6,766,377
2	3,154.5	1,968,748	1,374,158	69.8%	69.7%	1,331,416	42,742	80,881,508	78,122,911	2,758,597
3	3,192.5	1,966,163	1,339,812	68.1%	58.0%	1,287,152	52,660	33,458,116	31,553,742	1,904,374
30	2,729.0	1,604,436	1,010,662	63.0%	60.9%	971,795	38,867	71,599,564	70,023,142	1,576,422
Major Routes	13,257.5	8,257,703	6,090,940	73.8%	70.4%	5,874,018	216,922	334,360,216	321,354,446	13,005,770
10	90.5	26,331	16,832	63.9%	62.8%	15,852	980	5,118,610	4,745,249	373,361
11	162.0	32,220	22,628	70.2%	76.0%	22,157	471	4,024,889	3,888,003	136,886
Northern Routes	252.5	58,551	39,460	67.4%	69.8%	38,009	1,451	9,143,499	8,633,252	510,247
4	2,883.0	530,852	344,311	64.9%	63.3%	327,583	16,728	4,092,284	3,725,081	367,203
5	3,546.0	630,182	284,960	45.2%	46.1%	275,026	9,934	3,712,415	3,547,029	165,386
6	4,475.0	464,380	272,595	58.7%	55.3%	255,871	16,724	3,698,656	3,394,688	303,968
7	2,659.0	559,508	208,625	37.3%	35.4%	195,027	13,598	5,055,439	4,731,644	323,795
8	5,419.5	935,480	546,658	58.4%	54.3%	514,336	32,322	6,609,504	6,142,562	466,942
9	1,020.0	340,732	195,708	57.4%	58.4%	172,620	23,088	9,397,598	8,026,654	1,370,944
12	3,211.0	122,018	103,742	85.0%	77.7%	94,759	8,983	1,286,431	1,155,108	131,323
13	4,224.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(1,277)	(1,872)	595
17	1,362.5	386,364	180,123	46.6%	37.7%	168,363	11,760	7,317,781	6,589,110	728,671
18	2,902.0	204,940	95,319	46.5%	41.3%	89,007	6,312	786,996	685,202	101,794
19	4,929.0	618,010	387,540	62.7%	58.8%	364,563	22,977	3,563,689	3,249,930	313,759
20	3,699.5	192,348	91,802	47.7%	45.4%	87,318	4,484	794,714	738,364	56,350
21	5,678.0	510,409	287,386	56.3%	54.3%	266,613	20,773	2,247,274	2,030,241	217,033
22	4,499.0	189,924	125,329	66.0%	54.4%	118,774	6,555	1,011,691	959,480	52,211
23	5,765.5	681,865	419,040	61.5%	57.2%	391,495	27,545	3,602,533	3,207,536	394,997
24	2,107.5	109,616	66,757	60.9%	58.1%	63,156	3,601	706,043	646,835	59,208
25	3,938.0	264,766	98,416	37.2%	37.3%	92,751	5,665	1,099,326	998,423	100,903
26	3,253.5	107,968	50,960	47.2%	49.8%	48,296	2,664	527,411	491,913	35,498
Minor Routes	65,572.0	6,849,362	3,759,271	54.9%	51.7%	3,525,558	233,713	55,508,508	50,317,928	5,190,580
Total	79,082.0	15,165,616	9,889,671	65.2%	62.0%	9,437,585	452,086	399,012,223	380,305,626	18,706,597

Note 1

Obligation deferred (settled)	-	-
Total vehicle fare revenue	399,012,223	380,305,626

Note 1) Revenue arises from bike traffic and freight.

Note 2) There is no obligation deferred or settled in Fiscal Year 2018 and Fiscal Year 2017.

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) From January 19 to April 7, 2017 during berth construction at Langdate Terminal, alternative service was provided on Route 3 through two vessels operating on an approximately hourly basis, using only their main car decks. When adjusted for this reduction in the vessels' vehicle capacity, capacity utilization during Fiscal Year 2017 for Route 3 is 65.9%, for the Major Routes is 72.8%, and overall is 63.1%.

Note 5) Reservations revenue is included in the Automobile Equivalents (AEQ) Tariff Revenue starting Fiscal Year 2018 Quarter 1. Fiscal Year 2017 AEQ Tariff Revenue is updated to include reservation revenue.



Appendix 1: Operations Summary Report for the Year Ended March 31, 2018

Routes	K	L	M	N	O	P
	Passengers Fiscal 2018	Passengers Fiscal 2017	Passenger Growth (K - L)	Passenger Tariff Revenue Fiscal 2018 Note 2	Passenger Tariff Revenue Fiscal 2017 Note 2	Passenger Tariff Revenue Growth (N - O)
1	6,348,722	6,065,602	283,120	\$ 97,523,221	\$ 92,641,989	\$ 4,881,232
2	3,483,563	3,381,076	102,487	53,922,538	51,907,585	2,014,953
3	2,726,825	2,636,308	90,517	17,456,487	16,630,205	826,282
30	1,699,176	1,587,196	111,980	26,095,787	24,136,939	1,958,848
Major Routes	14,258,286	13,670,182	588,104	194,998,033	185,316,718	9,681,315
10	45,029	42,555	2,474	6,044,889	5,615,312	429,577
11	44,637	43,749	888	1,691,109	1,625,162	65,947
Northern Routes	89,666	86,304	3,362	7,735,998	7,240,474	495,524
4	674,471	651,111	23,360	3,458,826	3,340,838	117,988
5	495,755	484,266	11,489	2,511,226	2,448,834	62,392
6	494,119	471,094	23,025	2,173,153	2,067,033	106,120
7	363,363	343,217	20,146	2,296,316	2,173,908	122,408
8	1,236,556	1,165,891	70,665	4,410,665	4,101,407	309,258
9	531,612	472,655	58,957	6,951,579	6,102,442	849,137
12	201,170	180,779	20,391	1,172,486	1,046,023	126,463
13	42,496	41,054	1,442	203,136	193,238	9,898
17	381,520	361,397	20,123	4,836,884	4,536,917	299,967
18	165,636	156,185	9,451	590,027	541,306	48,721
19	799,525	770,452	29,073	2,631,110	2,479,321	151,789
20	246,795	243,354	3,441	647,837	638,290	9,547
21	510,527	480,367	30,160	1,555,432	1,455,670	99,762
22	242,542	227,837	14,705	741,215	704,614	36,601
23	847,115	799,635	47,480	2,558,251	2,374,245	184,006
24	108,767	104,019	4,748	464,081	429,585	34,496
25	245,296	231,049	14,247	960,192	900,847	59,345
26	95,011	93,908	1,103	325,412	315,339	10,073
Minor Routes	7,682,276	7,278,270	404,006	38,487,828	35,849,857	2,637,971
Total	22,030,228	21,034,756	995,472	241,221,859	228,407,049	12,814,810

% Sailings Within 10 Min. (Note 3)		
YE Fiscal 2016	YE Fiscal 2017	YE Fiscal 2018
82.4%	82.7%	85.6%
76.2%	78.7%	81.8%
73.2%	74.3%	74.7%
91.9%	88.2%	88.8%
80.7%	80.6%	82.8%
89.6%	86.1%	85.8%
96.2%	95.6%	96.6%
91.0%	88.4%	88.5%
96.4%	95.6%	97.0%
88.1%	85.3%	83.7%
91.8%	84.2%	84.3%
91.5%	91.8%	95.4%
82.2%	78.4%	80.0%
84.9%	86.7%	79.2%
94.1%	86.2%	86.6%
99.7%	99.8%	99.6%
91.4%	90.0%	92.9%
96.3%	95.4%	97.0%
96.4%	95.2%	88.3%
89.2%	87.2%	81.9%
97.6%	97.9%	97.8%
97.1%	95.1%	95.9%
98.0%	98.3%	98.3%
93.9%	93.6%	91.1%
83.9%	88.2%	86.4%
96.5%	95.3%	95.7%
92.6%	91.2%	90.2%
90.8%	89.5%	89.0%

Obligation deferred (settled)	-	-
Total passenger revenue	241,221,859	228,407,049
Total vehicle and passenger revenue	640,234,082	608,712,675

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

Performance Against CFSC Requirements - Annual Core Service Levels

Fiscal 2018 Year Ended March 31, 2018			Cancellations of Required Round Trips for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract											Cancellations of Required Round Trips for Other Reasons			Total Cancels	% of 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	179.0	0.14%
Route 02	Horseshoe Bay	Departure Bay		3		1					4.5			8.5			0.0		
Route 03	Langdale	Horseshoe Bay												0.0			0.0		
Route 30 ⁽¹⁾	Duke Point	Tsawwassen		5							2.5			7.5			0.0		
Major Routes			0	9.5	0	1	0	0	0	0	7	0	0	17.5	0	0	0.0	17.5	0.14%
Route 10	Port Hardy	Prince Rupert												0.0			0.0	0.0	0.00%
Route 11	Skidegate	Prince Rupert		1										1.0			0.0	1.0	0.63%
Northern Routes			0	1	0	0	0	0	0	0	0	0	0	1.0	0	0	0.0	1.0	0.41%
Route 04	Fulford Harbour	Swartz Bay												0.0			0.0	0.0	0.00%
Route 05	Swartz Bay	Four SGIs		1										1.0			0.0	1.0	0.03%
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		2							2			4.0			0.0	4.0	0.49%
Route 12	Mill Bay	Brentwood Bay					2				2			4.0			0.0	4.0	0.12%
Route 13 ⁽²⁾	Langdale	Gambier/Keats		3										3.0			0.0	3.0	0.07%
Route 17	Little River	Powell River		28							1			29.0			0.0	29.0	2.13%
Route 18	Texada	Powell River		7										7.0			0.0	7.0	0.25%
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	0.03%
Route 21	Buckley Bay	Denman West												0.0			0.0	0.0	0.00%
Route 22	Denman East	Hornby Island		7										7.0			0.0	7.0	0.17%
Route 23	Campbell River	Quadra Island		24										24.0			0.0	24.0	0.41%
Route 24	Quadra Island	Cortes Island		28.5										28.5			0.0	28.5	1.33%
Route 25	Port McNeill	Alert Bay		18			5							23.0			0.0	23.0	0.58%
Route 26	Skidegate	Alliford Bay		26			3							29.0			0.0	29.0	0.99%
Minor Routes			0	144.5	0	0	10	0	0	0	6	0	0	160.5	0	0	0.0	160.5	0.25%
TOTAL			0.0	155.0	0.0	1.0	10.0	0.0	0.0	0.0	13.0	0.0	0.0	179.0	0.0	0.0	0.0	179.0	0.24%

% of Minimum Required Round Trips Cancelled

0.00% 0.20% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.00% 0.02% 0.00% 0.00% 0.24% 0.00% 0.00% 0.00% 0.24%

Note:

⁽¹⁾ Route 30 - two year-end allowable weather cancellations were previously reported in Q3 as mechanical

⁽²⁾ Route 13 core service levels include some round trips that are deliverable only 'on demand.'

Appendix 3b - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

Fiscal 2018 Year Ended March 31, 2018			
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 CFSC Requirements Annual Core Service Levels Year Ended March 31, 2018				
Actual Round Trips ⁽¹⁾	Round Trips Required ⁽²⁾	Variance - Net Extra / Short Round Trips	Required Round Trips Cancelled	Total Extra / Short Round Trips
4,181.5				
3,154.5	12,254.0	1,003.5	17.5	1,021.0
3,192.5				
2,729.0				
13,257.5	12,254.0	1,003.5	17.5	1,021.0
90.5	84.5	6.0	0.0	6.0
162.0	159.0	3.0	1.0	4.0
252.5	243.5	9.0	1.0	10.0
2,883.0	2,879.0	4.0	0.0	4.0
3,546.0	3,467.0	79.0	1.0	80.0
4,475.0	4,440.0	35.0	0.0	35.0
2,659.0	2,511.0	148.0	0.0	148.0
5,419.5	5,334.5	85.0	0.0	85.0
1,020.0	814.0	206.0	4.0	210.0
3,211.0	3,215.0	-4.0	4.0	0.0
4,224.0	4,066.0	158.0	3.0	161.0
1,362.5	1,363.0	-0.5	29.0	28.5
2,902.0	2,813.0	89.0	7.0	96.0
4,929.0	4,899.0	30.0	0.0	30.0
3,699.5	3,700.0	-0.5	1.0	0.5
5,678.0	5,261.0	417.0	0.0	417.0
4,499.0	4,059.0	440.0	7.0	447.0
5,765.5	5,784.0	-18.5	24.0	5.5
2,107.5	2,136.0	-28.5	28.5	0.0
3,938.0	3,961.0	-23.0	23.0	0.0
3,253.5	2,920.0	333.5	29.0	362.5
65,572.0	63,622.5	1,949.5	160.5	2,110.0
79,082.0	76,120.0	2,962.0	179.0	3,141.0

Notes:

⁽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⁾ For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract is an aggregate total for the four routes (Routes 1, 2, 3 and 30).

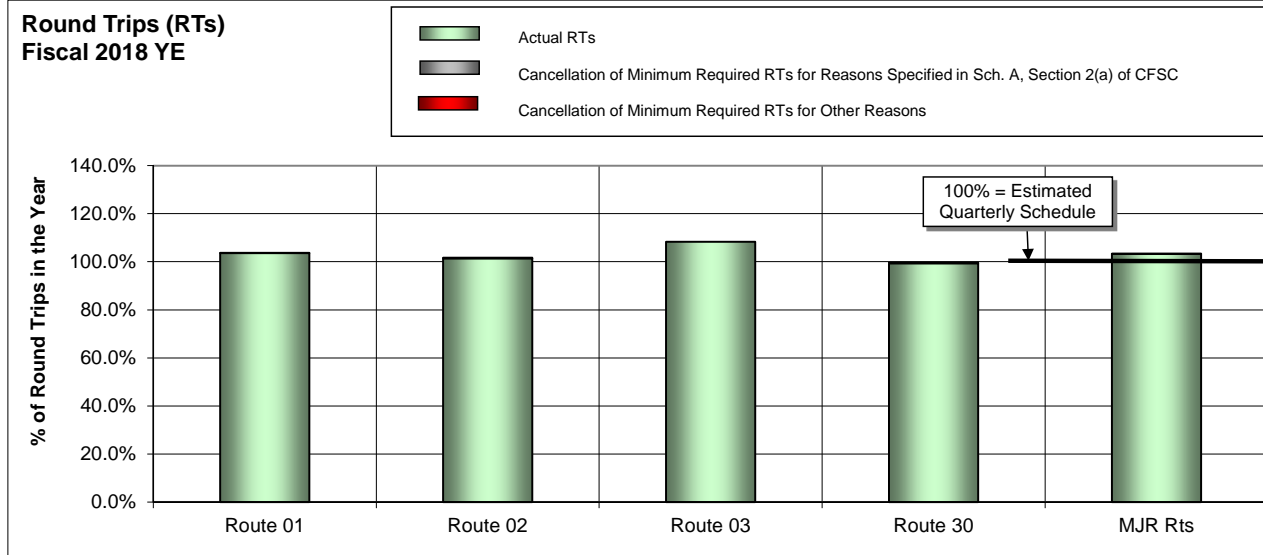
Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

Fiscal 2018 Year Ended March 31, 2018				Performance Against CFSC Requirements Annual Core Service Level	
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	1.0	1.0
	Route 02	Horseshoe Bay	Departure Bay	8.0	2.0
	Route 03	Langdale	Horseshoe Bay	0.0	0.0
	Route 30	Duke Point	Tsawwassen	4.0	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert	0.0	0.0
	Route 11	Skidegate	Prince Rupert	1.0	1.0
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0.0	0.0
	Route 05	Swartz Bay	Four SGIs	1.0	1.0
	Route 06	Crofton	Vesuvius Bay	0.0	0.0
	Route 07	Earls Cove	Saltery Bay	0.0	0.0
	Route 08	Horseshoe Bay	Bowen Island	0.0	0.0
	Route 09	Tsawwassen	Long Harbour	4.0	1.0
	Route 12	Mill Bay	Brentwood Bay	4.0	1.0
	Route 13	Langdale	Gambier/Keats	1.0	1.0
	Route 17	Little River	Powell River	20.0	3.0
	Route 18	Texada	Powell River	5.0	2.0
	Route 19	Nanaimo Harbour	Gabriola Island	0.0	0.0
	Route 20	Chemainus	Thetis Island	1.0	1.0
	Route 21	Buckley Bay	Denman West	0.0	0.0
	Route 22	Denman East	Hornby Island	3.0	1.0
	Route 23	Campbell River	Quadra Island	7.0	3.0
	Route 24	Quadra Island	Cortes Island	10.0	4.0
Route 25	Port McNeill	Alert Bay	7.0	2.0	
Route 26	Skidegate	Alliford Bay	9.0	1.0	

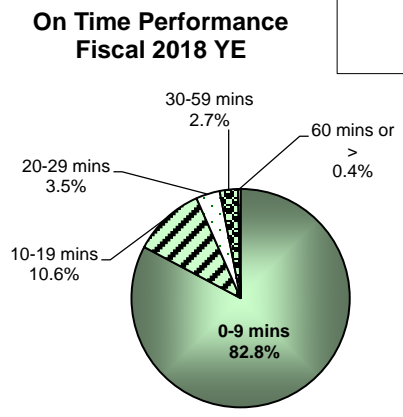
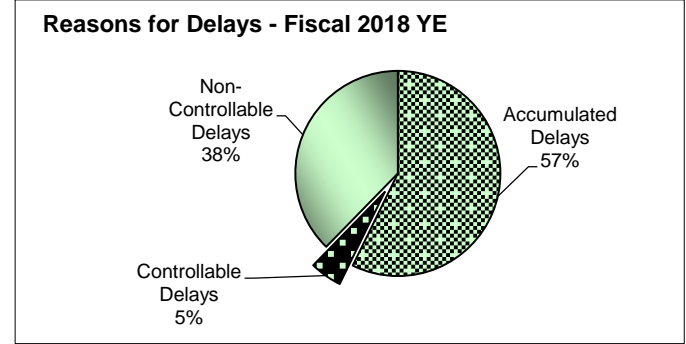
APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Year Ended March 31, 2018

Major Routes

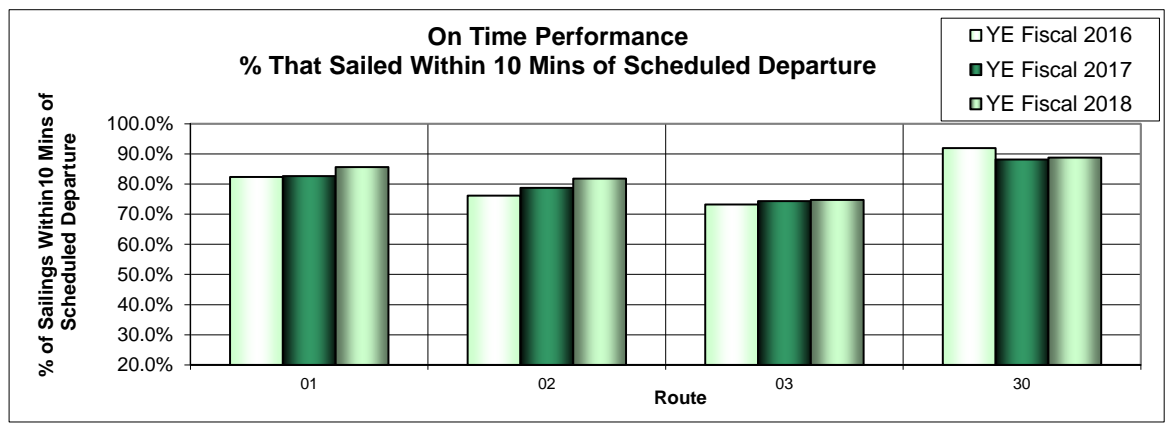


Routes	Route Description	Actual RTs	Round Trips Required ⁽¹⁾	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	4,181.5	12,254.0	1,003.5	49.5%
Route 02	Horseshoe Bay-Nanaimo	3,154.5			30.4%
Route 03	Langdale-Horseshoe Bay	3,192.5			29.6%
Route 30	Nanaimo-Tsawwassen	2,729.0			28.0%
MAJOR Routes Total		13,257.5	12,254.0	1,003.5	35.7%

Note:
⁽¹⁾ For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract is an aggregate total for the four routes (Routes 1, 2, 3 and 30).

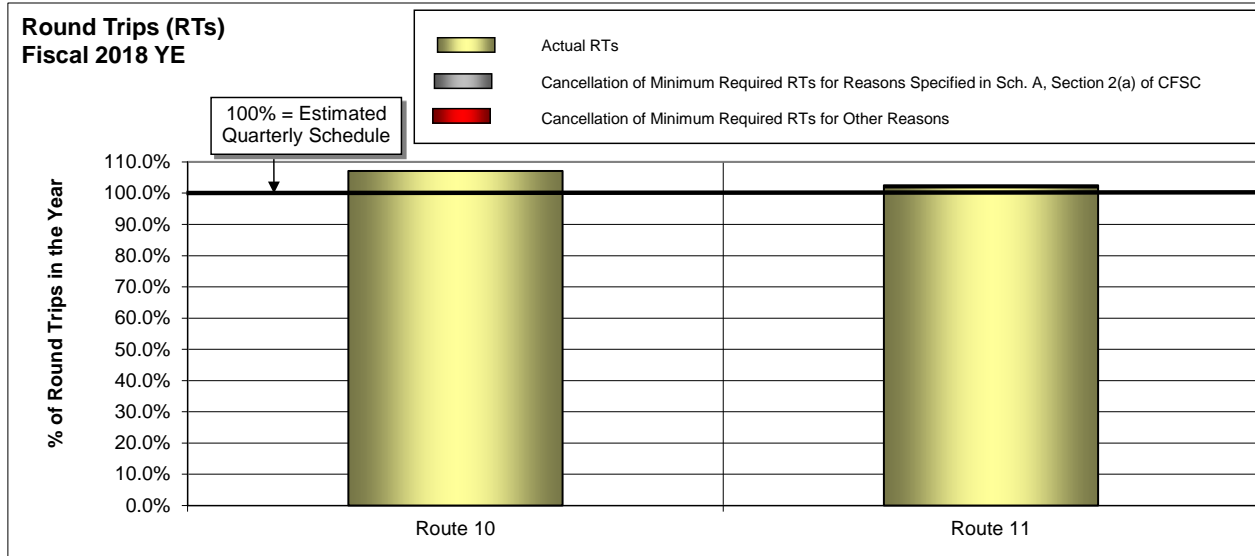


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

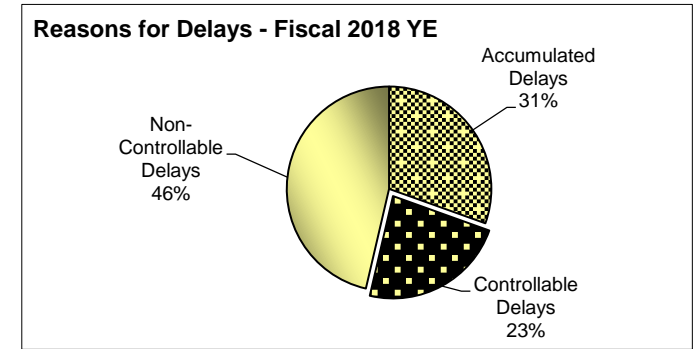


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Year Ended March 31, 2018

Northern Routes

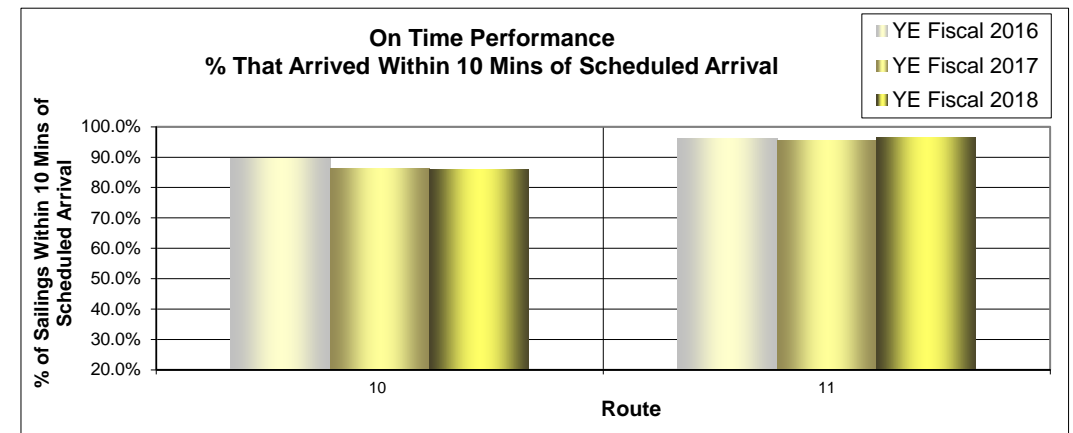
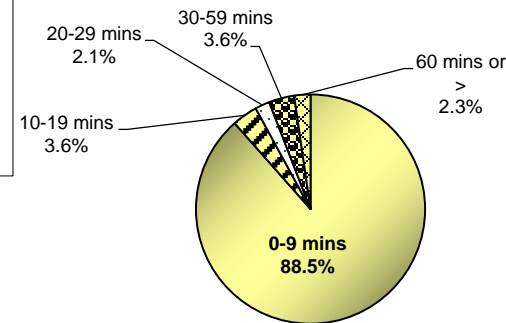


Routes	Route Description	Actual RTs	Round Trips Required	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	90.5	84.5	6.0	0.0%
Route 11	Skidegate-Prince Rupert	162.0	159.0	3.0	0.9%
NORTHERN Routes Total		252.5	243.5	9.0	0.2%



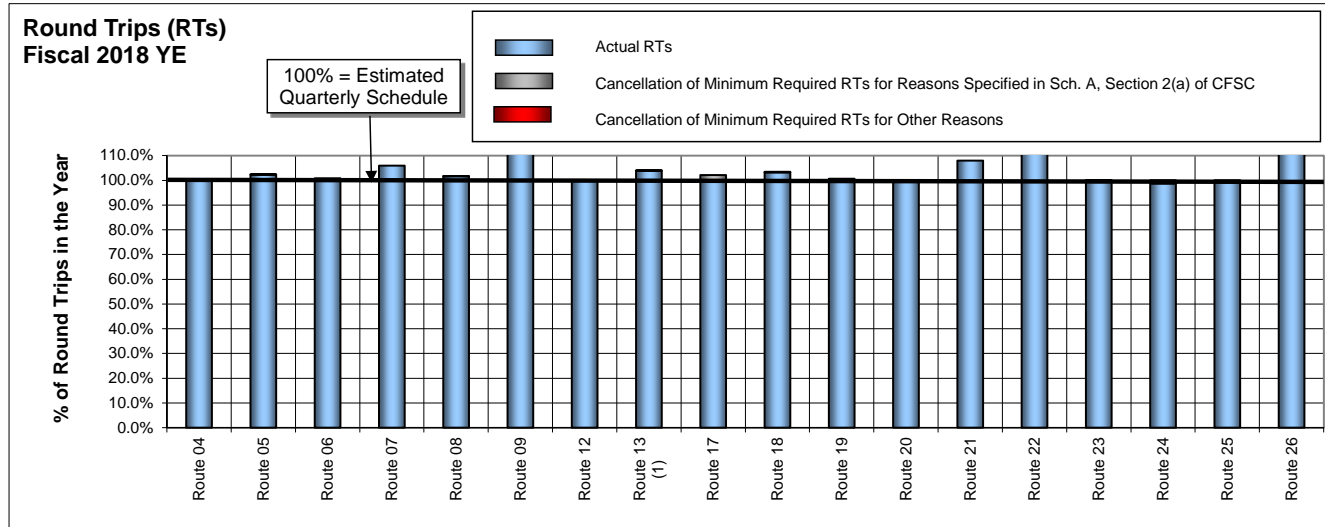
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Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2018 YE

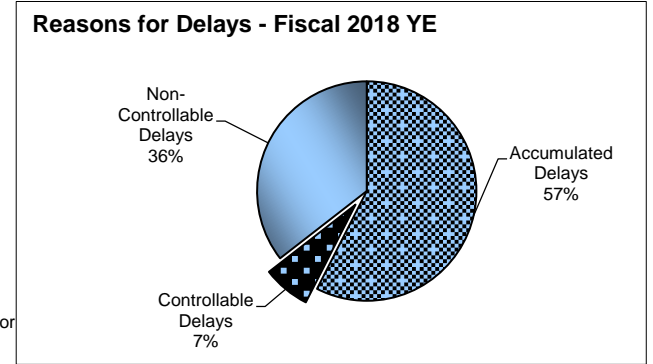
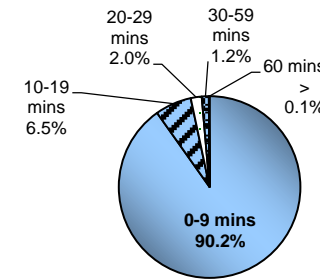


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Year Ended March 31, 2018

Minor Routes



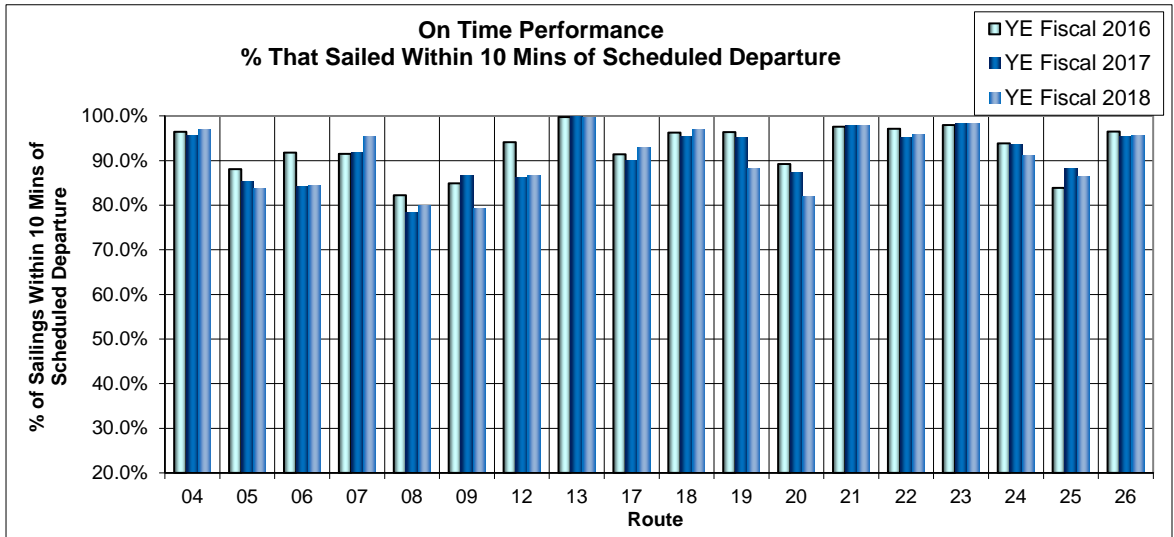
On Time Performance Fiscal 2018 YE



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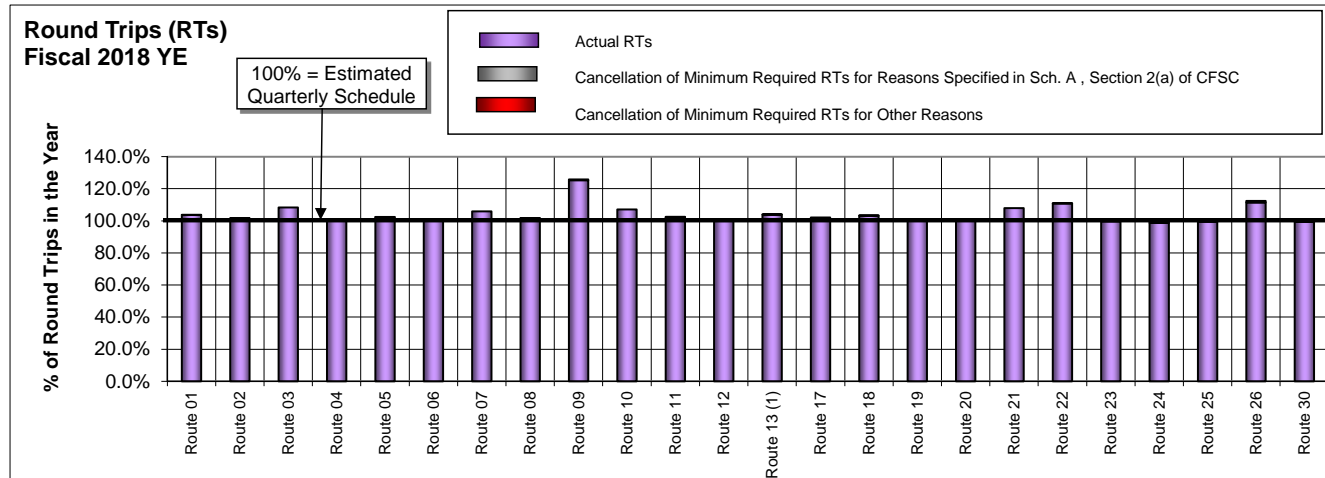
Routes	Route Description	Actual RTs	Round Trips Required	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	2,883.0	2,879.0	4.0	8.1%
Route 05	Swartz Bay-Gulf Islands	3,546.0	3,467.0	79.0	4.4%
Route 06	Crofton-Vesuvius Bay	4,475.0	4,440.0	35.0	11.9%
Route 07	Earls Cove-Salter Bay	2,659.0	2,511.0	148.0	1.8%
Route 08	Horseshoe Bay-Bowen Island	5,419.5	5,334.5	85.0	10.1%
Route 09	Tsawwassen-Southern Gulf Islands	1,020.0	814.0	206.0	3.5%
Route 12	Mill Bay-Brentwood Bay	3,211.0	3,215.0	-4.0	16.2%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	4,224.0	4,066.0	158.0	Pass only
Route 17	Little River-Powell River	1,362.5	1,363.0	-0.5	2.0%
Route 18	Powell River-Texada	2,902.0	2,813.0	89.0	4.1%
Route 19	Nanaimo Harbour-Gabriola Island	4,929.0	4,899.0	30.0	10.3%
Route 20	Chemainus-Thetis/Penelakut	3,699.5	3,700.0	-0.5	2.6%
Route 21	Buckley Bay-Denman West	5,678.0	5,261.0	417.0	7.2%
Route 22	Gravelly Bay-Hornby Island	4,499.0	4,059.0	440.0	14.9%
Route 23	Campbell River-Quadra Island	5,765.5	5,784.0	-18.5	13.8%
Route 24	Quadra Island-Cortes Island	2,107.5	2,136.0	-28.5	11.1%
Route 25	Port McNeill-Sointula/Alert Bay	3,938.0	3,961.0	-23.0	4.0%
Route 26	Skidegate-Alliford Bay	3,253.5	2,920.0	333.5	2.4%
MINOR Routes Total		65,572.0	63,622.5	1,949.5	7.9%

Note: ⁽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 Year Ended March 31, 2018

All Routes



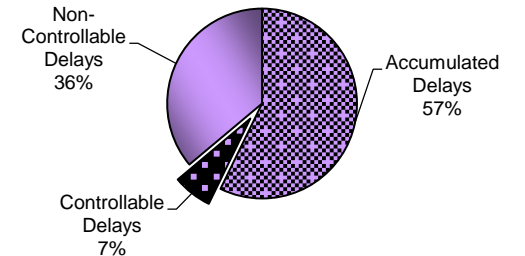
Routes	Route Description	Actual RTs	Round Trips Required	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	4,181.5			49.5%
Route 02	Horseshoe Bay-Nanaimo	3,154.5	12,254.0	1,003.5	30.4%
Route 03	Langdale-Horseshoe Bay	3,192.5			29.6%
Route 30	Nanaimo-Tsawwassen	2,729.0			28.0%
Route 04	Swartz Bay-Fulford Harbour	2,883.0	2,879.0	4.0	8.1%
Route 05	Swartz Bay-Gulf Islands	3,546.0	3,467.0	79.0	4.4%
Route 06	Crofton-Vesuvius Bay	4,475.0	4,440.0	35.0	11.9%
Route 07	Earls Cove-Salter Bay	2,659.0	2,511.0	148.0	1.8%
Route 08	Horseshoe Bay-Bowen Island	5,419.5	5,334.5	85.0	10.1%
Route 09	Tsawwassen-Southern Gulf Islands	1,020.0	814.0	206.0	3.5%
Route 10	Port Hardy-Prince Rupert	90.5	84.5	6.0	0.0%
Route 11	Skidegate-Prince Rupert	162.0	159.0	3.0	0.9%
Route 12	Mill Bay-Brentwood Bay	3,211.0	3,215.0	-4.0	16.2%
Route 13 ⁽²⁾	Langdale-Keats/Gambier	4,224.0	4,066.0	158.0	Pass only
Route 17	Little River-Powell River	1,362.5	1,363.0	-0.5	2.0%
Route 18	Powell River-Texada	2,902.0	2,813.0	89.0	4.1%
Route 19	Nanaimo Harbour-Gabriola Island	4,929.0	4,899.0	30.0	10.3%
Route 20	Chemainus-Thetis/Penelakut	3,699.5	3,700.0	-0.5	2.6%
Route 21	Buckley Bay-Denman West	5,678.0	5,261.0	417.0	7.2%
Route 22	Gravelly Bay-Hornby Island	4,499.0	4,059.0	440.0	14.9%
Route 23	Campbell River-Quadra Island	5,765.5	5,784.0	-18.5	13.8%
Route 24	Quadra Island-Cortes Island	2,107.5	2,136.0	-28.5	11.1%
Route 25	Port McNeill-Sointula/Alert Bay	3,938.0	3,961.0	-23.0	4.0%
Route 26	Skidegate-Alliford Bay	3,253.5	2,920.0	333.5	2.4%
All Routes Total		79,082.0	76,120.0	2,962.0	12.4%

Notes:

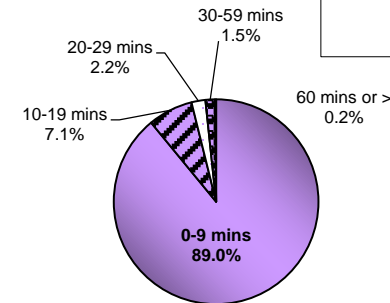
(1) Within 10 minutes of scheduled arrival for the Northern Routes 10 and 11.

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

Reasons for Delays - Fiscal 2018 YE



On Time Performance Fiscal 2018 YE



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