



Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2018

	A	B	C	D	E	F	G	H	I	J	
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 2 F2019	Capacity Utilization QTR 2 F2019 (C / B)	Capacity Utilization QTR 2 F2018	AEQ's Carried QTR 2 F2018	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 2 F2019 Note 2	AEQ Tariff Revenue QTR 2 F2018 Note 2	AEQ Tariff Revenue Growth (H - I)	
1	1,394.5	890,196	786,303	88.3%	89.2%	784,166	2,137	\$ 48,608,494	\$ 48,364,921	\$ 243,573	
2	932.5	579,088	486,635	84.0%	83.6%	487,647	(1,012)	28,893,143	29,187,055	(293,912)	
3	925.0	580,192	425,081	73.3%	73.4%	421,820	3,261	9,599,069	10,976,868	(1,377,799)	
30	720.0	424,748	325,709	76.7%	77.9%	331,682	(5,973)	22,924,594	23,245,479	(320,885)	
Major Routes	3,972.0	2,474,224	2,023,728	81.8%	82.2%	2,025,315	(1,587)	110,025,300	111,774,323	(1,749,023)	
10	41.0	12,430	8,343	67.1%	67.0%	8,634	(291)	2,393,580	3,004,615	(611,035)	
11	58.5	10,543	9,629	91.3%	87.2%	9,289	340	1,458,795	1,687,965	(229,170)	
28	7.0	1,401	374	26.7%			374	69,966		69,966	Note 4
Northern Routes	106.5	24,374.0	18,346	75.3%	76.1%	17,923	423	3,922,341	4,692,580	(770,239)	
4	736.5	135,276	103,724	76.7%	72.8%	99,041	4,683	1,158,268	1,255,417	(97,149)	
5	931.0	162,404	84,985	52.3%	50.7%	83,166	1,819	1,036,040	1,158,019	(121,979)	
6	1,229.0	127,816	86,024	67.3%	66.5%	82,602	3,422	1,040,070	1,159,408	(119,338)	
7	722.0	161,728	81,040	50.1%	48.5%	78,576	2,464	1,690,212	1,948,046	(257,834)	
8	1,371.0	243,774	155,520	63.8%	63.1%	153,054	2,466	1,636,191	1,903,351	(267,160)	
9	403.0	134,274	83,881	62.5%	59.1%	78,722	5,159	3,715,628	4,111,799	(396,171)	
12	813.0	30,894	30,893	100.0%	101.6%	31,470	(577)	300,325	396,191	(95,866)	
13	1,182.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	188	(11)	199	Note 1
17	368.0	101,568	62,588	61.6%	60.5%	58,452	4,136	2,316,132	2,511,774	(195,642)	
18	781.5	59,432	29,380	49.4%	51.6%	28,196	1,184	222,089	250,537	(28,448)	
19	1,258.5	158,634	111,252	70.1%	70.0%	110,406	846	909,228	1,049,406	(140,178)	
20	935.0	48,360	27,037	55.9%	53.9%	26,166	871	202,272	232,965	(30,693)	
21	1,627.0	146,238	100,232	68.5%	68.1%	98,220	2,012	712,137	814,657	(102,520)	
22	1,361.0	59,071	53,887	91.2%	93.7%	52,432	1,455	399,703	450,788	(51,085)	
23	1,478.0	174,404	128,920	73.9%	73.4%	126,902	2,018	1,059,461	1,195,678	(136,217)	
24	554.0	28,808	23,056	80.0%	81.0%	23,040	16	218,910	268,447	(49,537)	
25	998.0	102,016	32,947	32.3%	56.7%	29,506	3,441	323,075	346,869	(23,794)	
26	848.0	27,136	17,520	64.6%	59.9%	16,455	1,065	161,873	178,396	(16,523)	
Minor Routes	17,596.5	1,901,833	1,212,886	63.8%	64.2%	1,176,406	36,480	17,101,802	19,231,737	(2,129,935)	
Total	21,675.0	4,400,431	3,254,960	74.0%	74.6%	3,219,644	35,316	131,049,443	135,698,640	(4,649,197)	

Obligation deferred (settled)

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Total vehicle fare revenue

131,049,443 **135,698,640**

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, 2018 and 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) Service commenced on Route 28 on September 16, 2018.



Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2018

Routes	K	L	M	N	O	P
	Passengers QTR 2 F2019	Passengers QTR 2 F2018	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 2 F2019 Note 2	Passenger Tariff Revenue QTR 2 F2018 Note 2	Passenger Tariff Revenue Growth (N - O)
1	2,302,714	2,313,525	(10,811)	\$ 34,162,236	\$ 35,274,740	(1,112,504)
2	1,272,400	1,289,430	(17,030)	18,790,244	19,796,866	(1,006,622)
3	935,820	933,813	2,007	4,816,385	5,985,792	(1,169,407)
30	628,163	639,420	(11,257)	9,109,952	9,724,741	(614,789)
Major Routes	5,139,097	5,176,188	(37,091)	66,878,817	70,782,139	(3,903,322)
10	23,761	25,403	(1,642)	3,101,024	4,030,759	(929,735)
11	20,972	20,450	522	716,131	825,086	(108,955)
28	783	783	783	77,873	77,873	77,873
Northern Routes	45,516	45,853	(337)	3,895,028	4,855,845	(960,817)
4	214,422	209,623	4,799	879,499	1,088,261	(208,762)
5	157,128	157,429	(301)	630,882	822,035	(191,153)
6	162,074	159,791	2,283	598,983	738,850	(139,867)
7	156,368	153,678	2,690	829,169	998,282	(169,113)
8	381,923	371,110	10,813	1,192,767	1,439,785	(247,018)
9	242,204	233,448	8,756	2,483,881	3,036,907	(553,026)
12	68,296	66,142	2,154	274,048	397,158	(123,110)
13	15,079	15,601	(522)	58,074	78,237	(20,163)
17	135,631	127,484	8,147	1,393,129	1,637,132	(244,003)
18	52,482	52,345	137	149,390	192,959	(43,569)
19	239,746	238,196	1,550	651,236	824,317	(173,081)
20	72,549	71,659	890	158,749	202,810	(44,061)
21	200,630	191,921	8,709	501,685	609,780	(108,095)
22	119,140	119,193	(53)	316,639	366,537	(49,898)
23	273,725	270,572	3,153	722,359	904,354	(181,995)
24	41,804	39,266	2,538	144,143	183,747	(39,604)
25	80,487	76,822	3,665	268,564	326,179	(57,615)
26	36,237	33,445	2,792	110,290	123,243	(12,953)
Minor Routes	2,649,925	2,587,725	62,200	11,363,487	13,970,573	(2,607,086)
Total	7,834,538	7,809,766	24,772	82,137,332	89,608,557	(7,471,225)

% Sailings Within 10 Min. (Note 3)		
QTR 2 F2017	QTR 2 F2018	QTR 2 F2019
79.6%	77.7%	84.0%
80.8%	81.6%	68.3%
70.2%	78.5%	73.5%
78.9%	85.6%	78.7%
77.6%	80.2%	76.9%
83.0%	89.4%	85.5%
99.2%	98.3%	88.0%
86.5%	91.3%	86.4%
91.5%	94.3%	91.4%
76.4%	82.7%	80.9%
70.1%	73.1%	59.5%
83.9%	94.1%	92.5%
72.6%	68.3%	89.1%
77.8%	71.5%	81.0%
80.9%	74.5%	81.3%
99.6%	99.4%	98.7%
82.6%	90.3%	86.3%
92.1%	96.5%	92.1%
86.4%	76.9%	76.9%
83.2%	78.2%	64.6%
97.1%	96.7%	96.8%
92.1%	96.3%	94.6%
96.5%	95.5%	92.1%
91.5%	80.2%	80.7%
77.7%	70.4%	79.9%
91.9%	95.3%	93.8%
85.9%	85.0%	84.9%
84.5%	84.3%	83.6%

Note 4

Obligation deferred (settled) - -

Total passenger fare revenue	<u>82,137,332</u>	<u>89,608,557</u>
Total vehicle and passenger fare revenue per financial statements	<u>213,186,775</u>	<u>225,307,197</u>

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2019 Quarter Ended September 30, 2018				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												0.0			0.0	0.0	0.00%
Route 02	Horseshoe Bay	Departure Bay								2				2.0			0.0	2.0	0.26%
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	2	0	0	0	2.0	0	0	0.0	2.0	0.07%
Route 10	Port Hardy	Prince Rupert									1			1.0			0.0	1.0	2.50%
Route 11	Skidegate	Prince Rupert												0.0			0.0	0.0	0.00%
Route 28	Port Hardy	Bella Coola		0.5										0.5			0.0	0.5	6.67%
Northern Routes			0	0.5	0	0	0	0	0	0	1	0	0	1.5	0	0	0.0	1.5	1.43%
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 ⁽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	0.28%
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						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												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	1	1	0	0	0	0	0	2.0	0	0	0.0	2.0	0.01%
TOTAL			0.0	0.5	0.0	0.0	1.0	1.0	0.0	2.0	1.0	0.0	0.0	5.5	0.0	0.0	0.0	5.5	0.03%

% of Minimum Required Round Trips Cancelled

0.00% 0.00% 0.00% 0.00% 0.01% 0.01% 0.00% 0.01% 0.01% 0.00% 0.01% 0.01% 0.00% 0.00% 0.03% 0.00% 0.00% 0.00% 0.03%

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 2019 Quarter Ended September 30, 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
	Route 28	Port Hardy	Bella Coola
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)
1,394.5	839.0	555.5	0.0	2,541.0	1,488.0	1,053.0
932.5	776.0	156.5	2.0	1,708.0	1,421.0	287.0
925.0	706.0	219.0	0.0	1,705.0	1,334.0	371.0
720.0	620.0	100.0	0.0	1,419.0	1,182.0	237.0
3,972.0	2,941.0	1,031.0	2.0	7,373.0	5,425.0	1,948.0
41.0	40.0	1.0	1.0	61.0	57.0	4.0
58.5	57.5	1.0	0.0	97.5	94.5	3.0
7.0	7.5	-0.5	0.5	7.0	7.5	-0.5
106.5	105.0	1.5	1.5	165.5	159.0	6.5
736.5	643.0	93.5	0.0	1,447.0	1,268.0	179.0
931.0	890.0	41.0	0.0	1,757.0	1,755.0	2.0
1,229.0	1,090.0	139.0	0.0	2,343.0	2,118.0	225.0
722.0	548.0	174.0	0.0	1,391.0	1,081.0	310.0
1,371.0	1,252.5	118.5	0.0	2,728.5	2,494.0	234.5
403.0	278.0	125.0	0.0	606.0	466.0	140.0
813.0	722.0	91.0	0.0	1,621.0	1,437.0	184.0
1,182.0	883.0	299.0	0.0	2,321.0	1,815.0	506.0
368.0	351.0	17.0	1.0	730.0	690.0	40.0
781.5	617.0	164.5	0.0	1,488.5	1,228.0	260.5
1,258.5	1,142.0	116.5	0.0	2,496.5	2,273.0	223.5
935.0	841.0	94.0	1.0	1,857.0	1,673.0	184.0
1,627.0	1,377.0	250.0	0.0	3,041.0	2,559.0	482.0
1,361.0	998.0	363.0	0.0	2,515.0	1,901.0	614.0
1,478.0	1,365.0	113.0	0.0	2,926.0	2,717.0	209.0
554.0	446.0	108.0	0.0	1,092.0	888.0	204.0
998.0	906.0	92.0	0.0	1,984.0	1,803.0	181.0
848.0	644.0	204.0	0.0	1,679.0	1,281.0	398.0
17,596.5	14,993.5	2,603.0	2.0	34,023.5	29,447.0	4,576.5
21,675.0	18,039.5	3,635.5	5.5	41,562.0	35,031.0	6,531.0

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

Fiscal 2019			
Quarter Ended September 30, 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	
Route 28	Port Hardy	Bella Coola	
Northern Routes			
Route 04	Fulford Harbour	Swartz Bay	
Route 05 ⁽²⁾	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			

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).

⁽²⁾ Although Route 5 indicates one cancelled round trip from the estimated schedule, this actually reflects an error in the estimated schedule and in fact, all core daily required daily round trips were carried out.

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 Estimated)	
1,394.5	1,390.0	4.5	12.5	17.0		2,541.0	2,546.0	-5.0	
932.5	922.0	10.5	2.5	13.0		1,708.0	1,708.5	-0.5	
925.0	897.0	28.0	3.5	31.5		1,705.0	1,653.0	52.0	
720.0	720.0	0.0		0.0		1,419.0	1,398.0	21.0	
3,972.0	3,929.0	43.0	18.5	61.5		7,373.0	7,305.5	67.5	
41.0	40.0	1.0	1.0	2.0		61.0	57.0	4.0	
58.5	57.5	1.0		1.0		97.5	94.5	3.0	
7.0	7.5	-0.5	0.5	0.0		7.0	7.5	-0.5	
106.5	105.0	1.5	1.5	3.0		165.5	159.0	6.5	
736.5	735.0	1.5		1.5		1,447.0	1,451.0	-4.0	
931.0	887.0	44.0	1.0	45.0		1,757.0	1,752.0	5.0	
1,229.0	1,182.0	47.0	1.0	48.0		2,343.0	2,301.0	42.0	
722.0	640.0	82.0		82.0		1,391.0	1,264.0	127.0	
1,371.0	1,343.0	28.0		28.0		2,728.5	2,675.0	53.5	
403.0	278.0	125.0		125.0		606.0	466.0	140.0	
813.0	814.0	-1.0	1.0	0.0		1,621.0	1,620.0	1.0	
1,182.0	981.0	201.0	2.0	203.0		2,321.0	2,008.0	313.0	
368.0	351.0	17.0	1.0	18.0		730.0	690.0	40.0	
781.5	709.0	72.5		72.5		1,488.5	1,411.0	77.5	
1,258.5	1,234.0	24.5	2.5	27.0		2,496.5	2,456.0	40.5	
935.0	933.0	2.0	3.0	5.0		1,857.0	1,856.0	1.0	
1,627.0	1,469.0	158.0		158.0		3,041.0	2,742.0	299.0	
1,361.0	1,090.0	271.0		271.0		2,515.0	2,084.0	431.0	
1,478.0	1,457.0	21.0		21.0		2,926.0	2,900.0	26.0	
554.0	538.0	16.0		16.0		1,092.0	1,071.0	21.0	
998.0	998.0	0.0		0.0		1,984.0	1,986.0	-2.0	
848.0	736.0	112.0		112.0		1,679.0	1,464.0	215.0	
17,596.5	16,375.0	1,221.5	11.5	1,233.0		34,023.5	32,197.0	1,826.5	
21,675.0	20,409.0	1,266.0	31.5	1,297.5		41,562.0	39,661.5	1,900.5	

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)

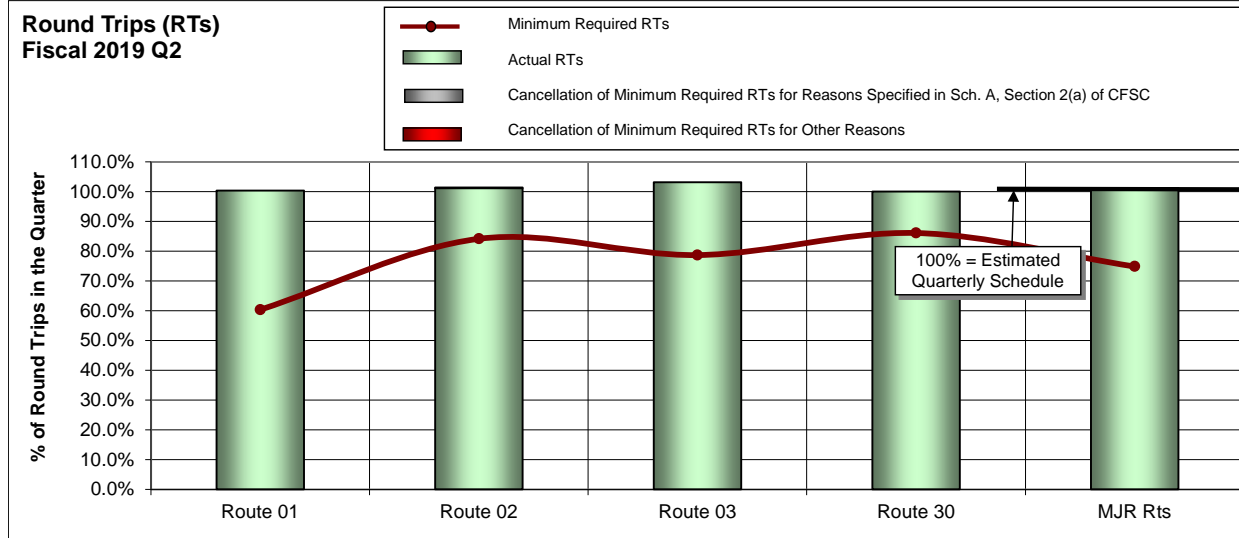
Fiscal 2019 Quarter Ended September 30, 2018				Performance Against Estimated (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen	0	
	Route 02	Horseshoe Bay	Departure Bay	1	1
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	0	
Northern Routes	Route 10	Port Hardy	Prince Rupert	1	2
	Route 11	Skidegate	Prince Rupert	0	
	Route 28	Port Hardy	Bella Coola	1	1
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0	
	Route 05	Swartz Bay	Four SGIs	27	9
	Route 06	Crofton	Vesuvius Bay	0	
	Route 07	Earls Cove	Saltery Bay	0	
	Route 08	Horseshoe Bay	Bowen Island	0	
	Route 09	Tsawwasse	Long Harbour	17	5
	Route 12	Mill Bay	Brentwood Bay	0	
	Route 13	Langdale	Gambier/Keats	0	
	Route 17	Little River	Powell River	3	1
	Route 18	Texada	Powell River	0	
	Route 19	Nanaimo Harbour	Gabriola Island	0	
	Route 20	Chemainus	Thetis Island	2	1
	Route 21	Buckley Bay	Denman West	0	
	Route 22	Denman East	Hornby Island	0	
	Route 23	Campbell River	Quadra Island	1	1
	Route 24	Quadra Island	Cortes Island	2	1
	Route 25	Port McNeill	Alert Bay	1	1
Route 26	Skidegate	Alliford Bay	0		

APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2019

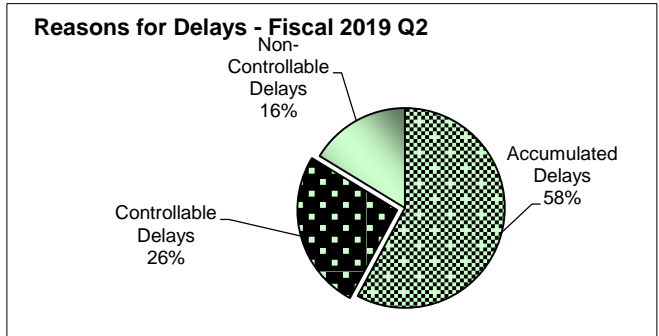
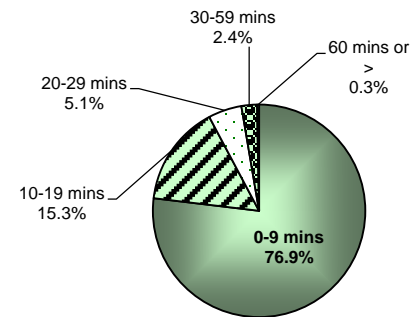
Quarter Ended September 30, 2018

Major Routes

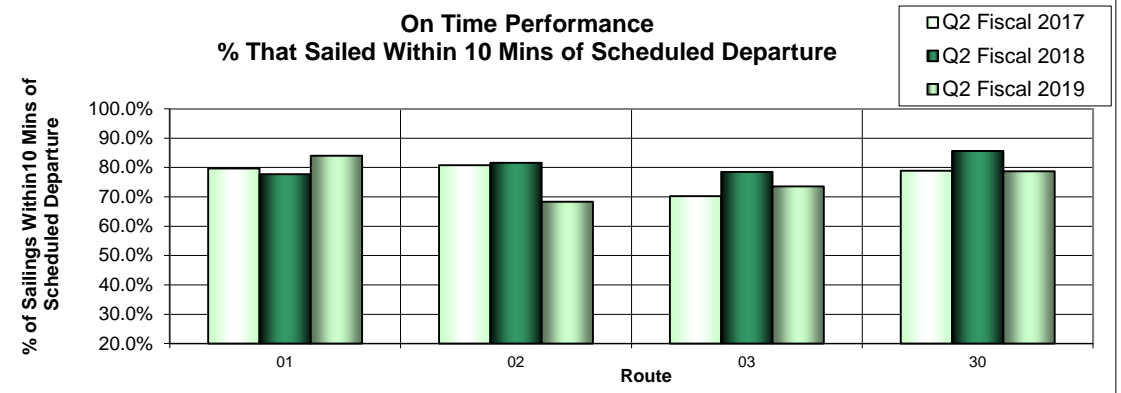


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,394.5	839.0	555.5	52.4%
Route 02	Horseshoe Bay-Nanaimo	932.5	776.0	156.5	58.5%
Route 03	Langdale-Horseshoe Bay	925.0	706.0	219.0	38.0%
Route 30	Nanaimo-Tsawwassen	720.0	620.0	100.0	47.8%
MAJOR Routes Total		3,972.0	2,941.0	1,031.0	49.6%

On Time Performance Fiscal 2019 Q2

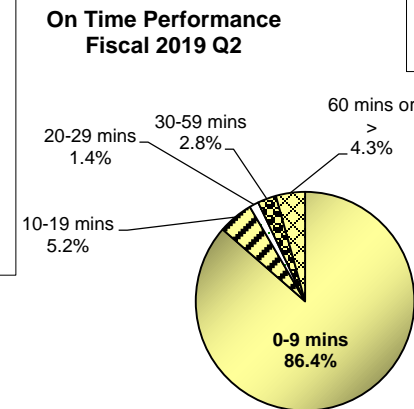
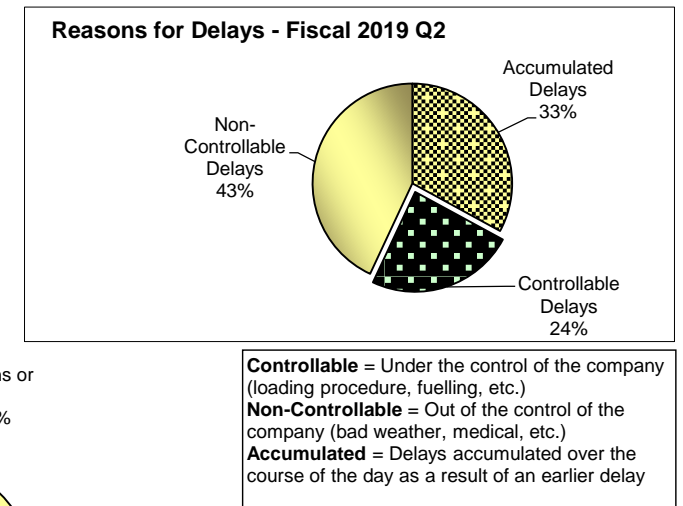
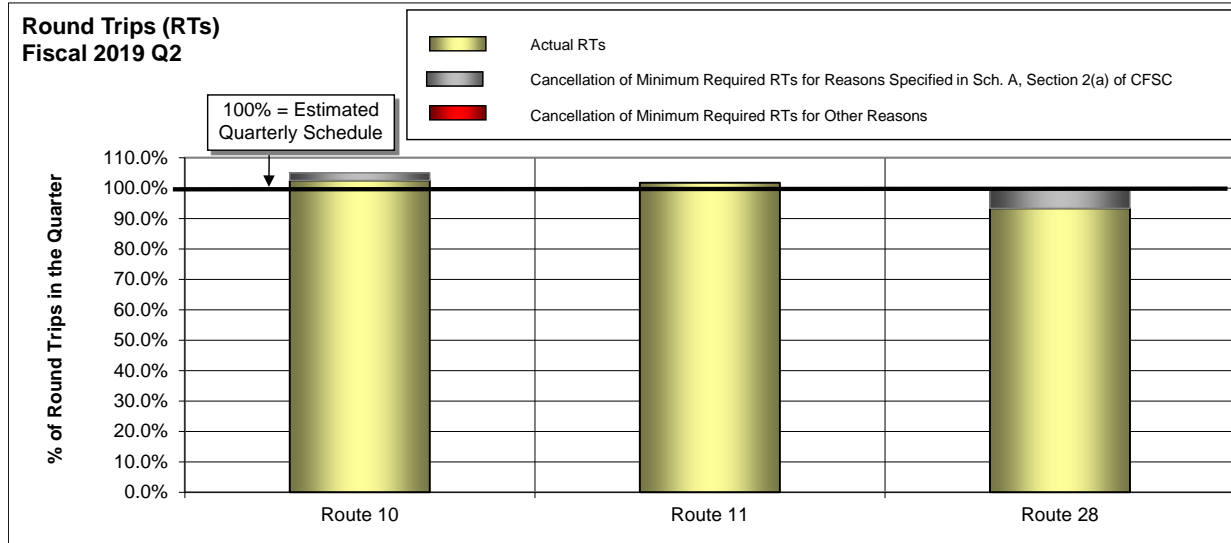


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay



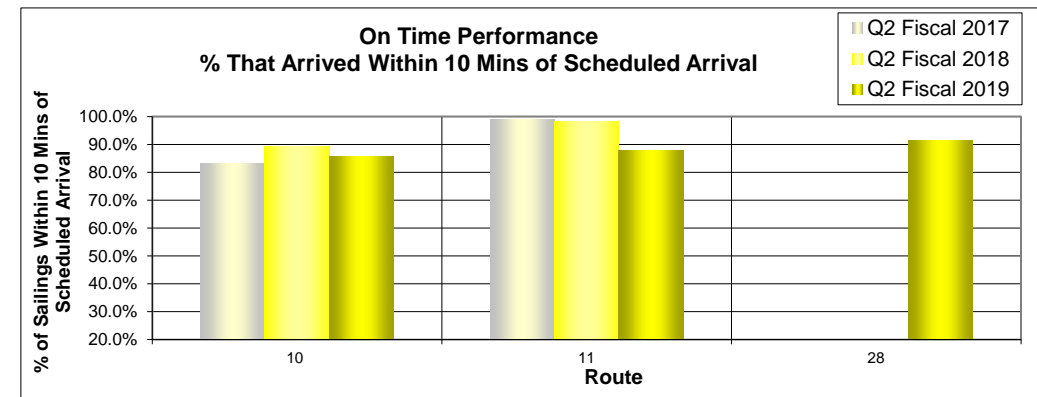
APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2019 Quarter Ended September 30, 2018

Northern Routes



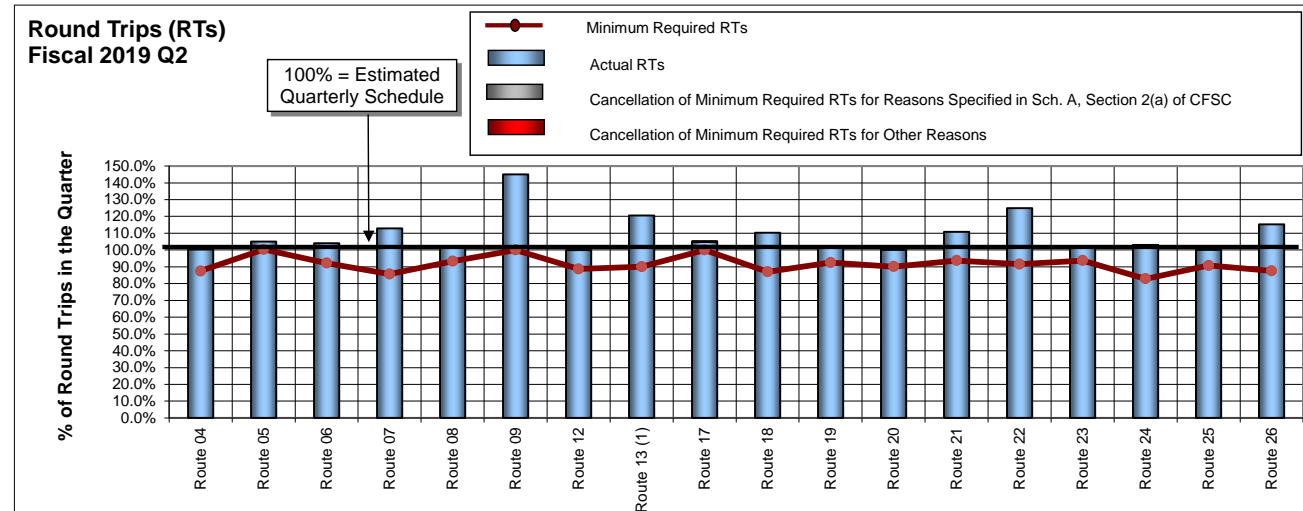
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	41.0	40.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	58.5	57.5	1.0	0.0%
Route 28	Port Hardy-Bella Coola	7.0	7.5	-0.5	0.0%
NORTHERN Routes Total		106.5	105.0	1.5	0.0%

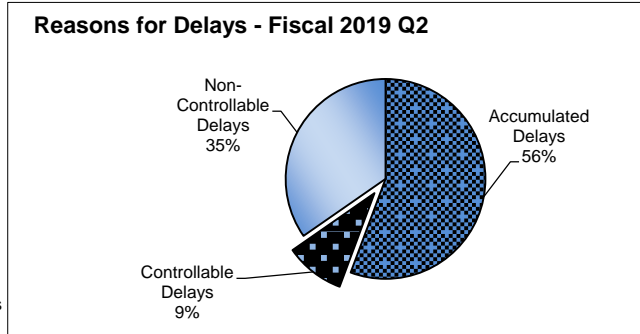
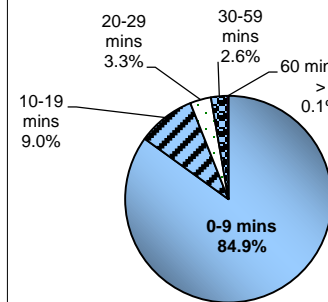


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2019 Quarter Ended September 30, 2018

Minor Routes



On Time Performance Fiscal 2019 Q2

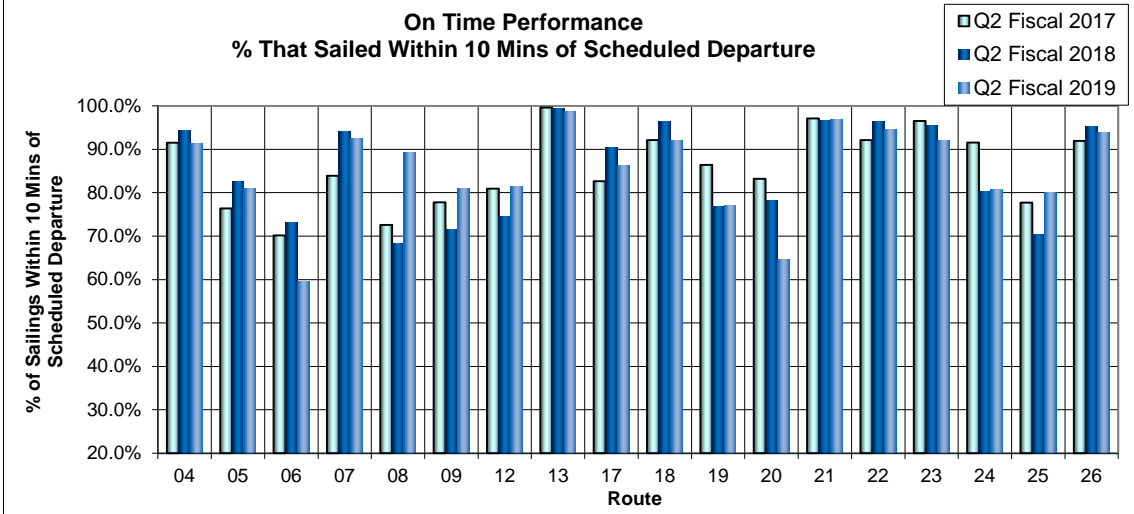


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	736.5	643.0	93.5	17.5%
Route 05	Swartz Bay-Gulf Islands	931.0	890.0	41.0	6.3%
Route 06	Crofton-Vesuvius Bay	1,229.0	1,090.0	139.0	24.0%
Route 07	Earls Cove-Salter Bay	722.0	548.0	174.0	7.9%
Route 08	Horseshoe Bay-Bowen Island	1,371.0	1,252.5	118.5	15.6%
Route 09	Tsawwassen-Southern Gulf Islands	403.0	278.0	125.0	4.8%
Route 12	Mill Bay-Brentwood Bay	813.0	722.0	91.0	46.5%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	1,182.0	883.0	299.0	Pass only
Route 17	Little River-Powell River	368.0	351.0	17.0	8.2%
Route 18	Powell River-Texada	781.5	617.0	164.5	4.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,258.5	1,142.0	116.5	14.4%
Route 20	Chemainus-Thetis/Penelakut	935.0	841.0	94.0	4.3%
Route 21	Buckley Bay-Denman West	1,627.0	1,377.0	250.0	15.3%
Route 22	Gravelly Bay-Hornby Island	1,361.0	998.0	363.0	46.7%
Route 23	Campbell River-Quadra Island	1,478.0	1,365.0	113.0	31.8%
Route 24	Quadra Island-Cortes Island	554.0	446.0	108.0	30.8%
Route 25	Port McNeill-Sointula/Alert Bay	998.0	906.0	92.0	1.7%
Route 26	Skidegate-Alliford Bay	848.0	644.0	204.0	6.1%
MINOR Routes Total		17,596.5	14,993.5	2,603.0	17.2%

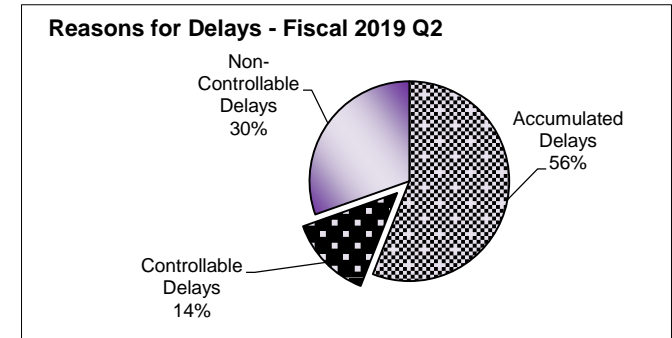
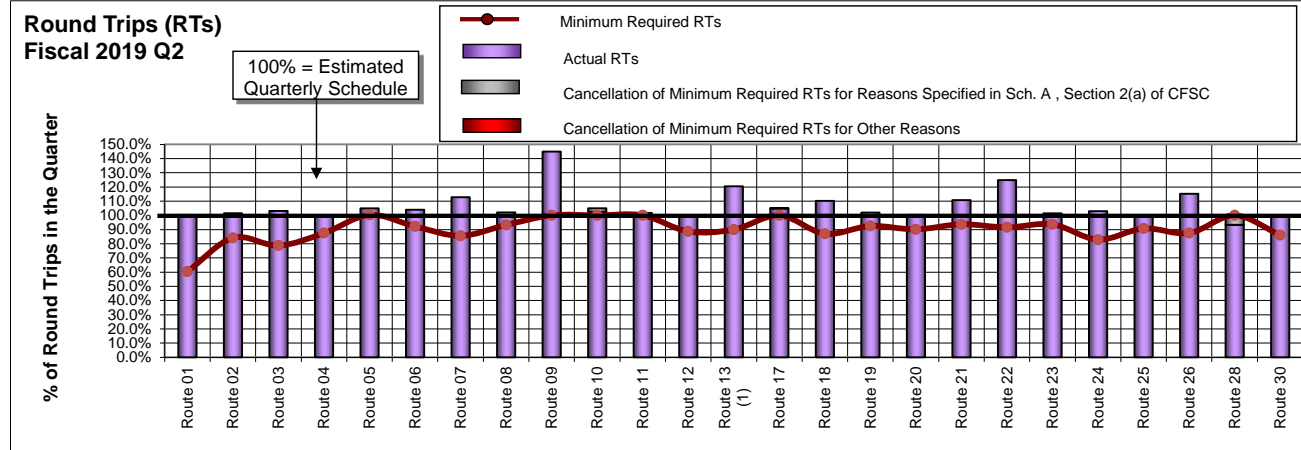
Notes:

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

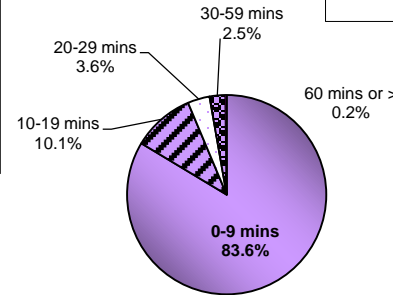


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2019 Quarter Ended September 30, 2018

All Routes



On Time Performance Fiscal 2019 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	1,394.5	839.0	555.5	52.4%
Route 02	Horseshoe Bay-Nanaimo	932.5	776.0	156.5	58.5%
Route 03	Langdale-Horseshoe Bay	925.0	706.0	219.0	38.0%
Route 04	Swartz Bay-Fulford Harbour	736.5	643.0	93.5	17.5%
Route 05	Swartz Bay-Gulf Islands	931.0	890.0	41.0	6.3%
Route 06	Crofton-Vesuvius Bay	1,229.0	1,090.0	139.0	24.0%
Route 07	Earls Cove-Salter Bay	722.0	548.0	174.0	7.9%
Route 08	Horseshoe Bay-Bowen Island	1,371.0	1,252.5	118.5	15.6%
Route 09	Tsawwassen-Southern Gulf Islands	403.0	278.0	125.0	4.8%
Route 10	Port Hardy-Prince Rupert	41.0	40.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	58.5	57.5	1.0	0.0%
Route 12	Mill Bay-Brentwood Bay	813.0	722.0	91.0	46.5%
Route 13 (1)	Langdale-Keats/Gambier	1,182.0	883.0	299.0	Pass only
Route 17	Little River-Powell River	368.0	351.0	17.0	8.2%
Route 18	Powell River-Texada	781.5	617.0	164.5	4.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,258.5	1,142.0	116.5	14.4%
Route 20	Chemainus-Thetis/Penelakut	935.0	841.0	94.0	4.3%
Route 21	Buckley Bay-Denman West	1,627.0	1,377.0	250.0	15.3%
Route 22	Gravelly Bay-Hornby Island	1,361.0	998.0	363.0	46.7%
Route 23	Campbell River-Quadra Island	1,478.0	1,365.0	113.0	31.8%
Route 24	Quadra Island-Cortes Island	554.0	446.0	108.0	30.8%
Route 25	Port McNeill-Sointula/Alert Bay	998.0	906.0	92.0	1.7%
Route 26	Skidegate-Alliford Bay	848.0	644.0	204.0	6.1%
Route 28	Port Hardy-Bella Coola	7.0	7.5	-0.5	0.0%
Route 30	Nanaimo-Tsawwassen	720.0	620.0	100.0	47.8%
All Routes Total		21,675.0	18,039.5	3,635.5	22.7%

Notes:

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

