

Appendix 1: Operations Summary Report for the Year Ended March 31, 2016

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried Fiscal 2016	Capacity Utilization Fiscal 2016 (C / B)	Capacity Utilization Fiscal 2015	AEQ's Carried Fiscal 2015	AEQ Growth (C - F)	AEQ Tariff Revenue Fiscal 2016 Note 2	AEQ Tariff Revenue Fiscal 2015 Note 2	AEQ Tariff Revenue Growth (H - I)
1	3,845.0	2,905,800	2,218,744	76.4%	73.2%	2,100,417	118,327	\$ 126,173,436	\$ 115,496,149	\$ 10,677,287
2	3,070.5	2,235,360	1,319,957	59.0%	57.4%	1,267,009	52,948	71,111,889	65,921,987	5,189,902
3	3,059.0	2,213,992	1,254,649	56.7%	55.2%	1,205,768	48,881	28,145,512	25,916,436	2,229,076
30	2,707.0	1,739,700	914,074	52.5%	49.6%	860,670	53,404	62,262,624	56,561,313	5,701,311
Major Routes	12,681.5	9,094,852	5,707,424	62.8%	60.4%	5,433,864	273,560	287,693,461	263,895,885	23,797,576
10	84.0	29,511	14,788	50.1%	48.0%	14,528	260	4,317,105	4,221,428	95,677
11	143.0	31,960	20,661	64.6%	57.6%	18,213	2,448	3,615,186	3,268,601	346,585
Northern Routes	227.0	61,471	35,449	57.7%	52.9%	32,741	2,708	7,932,291	7,490,029	442,262
4	2,982.0	575,234	319,566	55.6%	54.1%	309,840	9,726	3,647,297	3,364,147	283,150
5	3,481.0	642,472	270,473	42.1%	36.5%	258,883	11,590	3,398,985	3,125,532	273,453
6	4,574.0	640,360	252,716	39.5%	38.3%	241,843	10,873	3,153,602	2,895,374	258,228
7	2,511.0	576,780	193,115	33.5%	29.4%	183,657	9,458	4,568,060	4,124,955	443,105
8	5,394.0	1,064,300	489,839	46.0%	53.0%	475,576	14,263	5,779,155	5,381,246	397,909
9	807.0	348,970	164,600	47.2%	43.5%	153,347	11,253	7,446,783	6,700,330	746,453
12	2,669.0	117,436	68,016	57.9%	56.3%	79,501	(11,485)	804,998	896,234	(91,236)
13	4,116.0	<i>Pass. Only</i>	<i>Pass. Only</i>			<i>Pass. Only</i>	<i>Pass. Only</i>	(2,815)	(1,732)	(1,083)
17	1,338.0	476,647	169,836	35.6%	30.9%	158,159	11,677	6,465,710	5,787,098	678,612
18	2,904.0	268,041	86,684	32.3%	32.3%	84,862	1,822	626,865	653,924	(27,059)
19	4,915.0	687,820	355,561	51.7%	49.6%	344,445	11,116	3,133,430	2,886,918	246,512
20	3,709.0	237,184	88,402	37.3%	34.8%	82,675	5,727	782,001	687,114	94,887
21	5,446.0	544,900	251,414	46.1%	43.7%	238,282	13,132	1,817,207	1,729,693	87,514
22	4,276.0	256,590	113,298	44.2%	40.4%	103,840	9,458	898,253	725,170	173,083
23	5,785.0	808,080	385,750	47.7%	45.1%	367,569	18,181	3,225,133	2,926,306	298,827
24	2,083.0	124,950	60,877	48.7%	45.0%	57,174	3,703	604,102	532,331	71,771
25	3,960.0	237,360	93,174	39.3%	38.5%	84,632	8,542	997,452	894,585	102,867
26	3,013.0	156,364	46,679	29.9%	27.9%	44,938	1,741	454,543	422,359	32,184
Minor Routes	63,963.0	7,763,488	3,410,000	43.9%	42.1%	3,269,223	140,777	47,800,761	43,731,584	4,069,177
Total	76,871.5	16,919,811	9,152,873	54.1%	51.9%	8,735,828	417,045	343,426,513	315,117,498	28,309,015

Note 1

Note 1) Revenue arises from bike traffic and freight.

Note 2) Obligations deferred or settled reflect the following:

Fiscal 2016 - The settlement of tariff in excess of the price cap reflects the difference between the balances at March 31, 2015 (\$0.6 million and \$0.4 million for vehicle and passenger, respectively) and zero balances at March 31, 2016.

Fiscal 2015 - At March 31, 2015, the routes were over price cap by \$1 million (\$0.6 million and \$0.4 million for vehicle and passenger, respectively).

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.

Obligation deferred (settled)

(615,054)

615,054

342,811,459

315,732,552



Appendix 1: Operations Summary Report for the Year Ended March 31, 2016

Routes	K	L	M	N	O	P
	Passengers Fiscal 2016	Passengers Fiscal 2015	Passenger Growth (K - L)	Passenger Tariff Revenue Fiscal 2016 Note 2	Passenger Tariff Revenue Fiscal 2015 Note 2	Passenger Tariff Revenue Growth (N - O)
1	5,962,339	5,656,166	306,173	\$ 88,940,525	\$ 82,390,745	\$ 6,549,780
2	3,409,340	3,286,455	122,885	50,900,877	48,005,476	2,895,401
3	2,595,660	2,483,071	112,589	15,932,459	14,938,072	994,387
30	1,482,019	1,393,271	88,748	22,120,263	20,203,146	1,917,117
Major Routes	13,449,358	12,818,963	630,395	177,894,124	165,537,439	12,356,685
10	40,585	39,617	968	5,238,123	4,970,380	267,743
11	40,283	35,491	4,792	1,437,683	1,283,027	154,656
Northern Routes	80,868	75,108	5,760	6,675,806	6,253,407	422,399
4	647,887	621,888	25,999	3,253,747	3,052,628	201,119
5	478,674	460,196	18,478	2,359,217	2,185,447	173,770
6	471,004	444,853	26,151	1,985,936	1,830,294	155,642
7	338,817	324,841	13,976	2,077,938	1,923,831	154,107
8	1,155,629	1,120,017	35,612	3,970,684	3,755,457	215,227
9	460,976	434,628	26,348	5,781,842	5,309,735	472,107
12	131,308	154,738	(23,430)	735,621	830,387	(94,766)
13	40,490	41,814	(1,324)	186,632	179,133	7,499
17	362,259	341,819	20,440	4,370,948	4,113,684	257,264
18	156,435	154,586	1,849	525,680	533,811	(8,131)
19	767,364	748,066	19,298	2,381,668	2,263,367	118,301
20	245,605	237,706	7,899	677,888	632,063	45,825
21	462,185	446,682	15,503	1,388,076	1,282,624	105,452
22	219,640	197,861	21,779	672,973	550,529	122,444
23	802,012	769,888	32,124	2,322,477	2,159,748	162,729
24	102,270	95,843	6,427	407,455	371,090	36,365
25	229,088	223,090	5,998	865,117	831,772	33,345
26	87,218	83,435	3,783	285,782	263,790	21,992
Minor Routes	7,158,861	6,901,951	256,910	34,249,681	32,069,390	2,180,291
Total	20,689,087	19,796,022	893,065	218,819,611	203,860,236	14,959,375

% Sailings Within 10 Min. (Note 3)		
Fiscal 2014	Fiscal 2015	Fiscal 2016
88.7%	87.7%	82.4%
72.5%	74.0%	76.2%
76.6%	77.4%	73.2%
92.6%	93.2%	91.9%
82.7%	83.1%	80.7%
89.8%	88.6%	89.6%
96.0%	94.6%	96.2%
91.6%	90.0%	91.0%
96.2%	96.6%	96.4%
88.2%	91.3%	88.1%
87.8%	86.6%	91.8%
88.7%	95.1%	91.5%
92.5%	89.0%	82.2%
89.1%	86.3%	84.9%
94.6%	93.7%	94.1%
99.8%	99.8%	99.7%
88.8%	94.2%	91.4%
86.9%	95.4%	96.3%
95.8%	90.1%	96.4%
82.3%	91.3%	89.2%
99.2%	97.2%	97.6%
98.5%	98.4%	97.1%
98.2%	98.0%	98.0%
92.8%	91.8%	93.9%
87.3%	85.4%	83.9%
99.0%	98.3%	96.5%
92.9%	93.2%	92.6%
91.5%	91.7%	90.8%

Obligation deferred (settled)	<u>(397,898)</u>	<u>397,898</u>
Total passenger revenue	<u>218,421,713</u>	<u>204,258,134</u>
Total vehicle and passenger revenue	<u><u>561,233,172</u></u>	<u><u>519,990,686</u></u>

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

Performance Against CFSC Requirements - Annual Core Service Levels

Fiscal 2016 Year Ended March 31, 2016				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		3										3.0			0.0	3.0 4.0 1.0 4.0	0.10%
Route 02	Horseshoe Bay	Departure Bay		4										4.0			0.0		
Route 03	Langdale	Horseshoe Bay									1			1.0			0.0		
Route 30	Duke Point	Tsawwassen		2							2			4.0			0.0		
Major Routes			0	9	0	0	0	0	0	0	3	0	0	12.0	0	0	0.0	12.0	0.10%
Route 10	Port Hardy	Prince Rupert												0.0			0.0	0.0 0.0	0.00% 0.00%
Route 11	Skidegate	Prince Rupert												0.0			0.0		
Northern Routes			0	0	0	0	0	0	0	0	0	0	0	0.0	0	0	0.0	0.0	0.00%
Route 04	Fulford Harbour	Swartz Bay												0.0			0.0	0.0 1.0 0.0 7.0 0.0 7.0 32.0 0.0 38.0 7.0 0.0 1.0 0.0 6.0 17.0 59.0 10.0 9.0	0.00% 0.03% 0.00% 0.28% 0.00% 0.86% 0.99% 0.00% 2.78% 0.25% 0.00% 0.03% 0.00% 0.15% 0.29% 2.75% 0.25% 0.31%
Route 05	Swartz Bay	Four SGLs					1							1.0			0.0		
Route 06	Crofton	Vesuvius Bay												0.0			0.0		
Route 07	Earls Cove	Saltery Bay									7			7.0			0.0		
Route 08	Horseshoe Bay	Bowen Island												0.0			0.0		
Route 09	Tsawwassen	Long Harbour		7										7.0			0.0		
Route 12	Mill Bay	Brentwood Bay	8			5	3				15			31.0		1	1.0		
Route 13*	Langdale	Gambier/Keats												0.0			0.0		
Route 17	Little River	Powell River		37							1			38.0			0.0		
Route 18	Texada	Powell River		7										7.0			0.0		
Route 19	Nanaimo Harbour	Gabriola Island												0.0			0.0		
Route 20	Chemainus	Thetis Island												0.0		1	1.0		
Route 21	Buckley Bay	Denman West												0.0			0.0		
Route 22	Denman East	Hornby Island		6										6.0			0.0		
Route 23	Campbell River	Quadra Island		17										17.0			0.0		
Route 24	Quadra Island	Cortes Island		57							2			59.0			0.0		
Route 25	Port McNeill	Alert Bay		5				1		2	2			10.0			0.0		
Route 26	Skidegate	Alliford Bay		9										9.0			0.0		
Minor Routes			8	145	0	5	4	1	0	2	27	0	0	192.0	0	2	2.0	194.0	0.30%
TOTAL			8.0	154.0	0.0	5.0	4.0	1.0	0.0	2.0	30.0	0.0	0.0	204.0	0.0	2.0	2.0	206.0	0.27%

% of Minimum Required Round Trips Cancelled 0.05% 0.92% 0.00% 0.03% 0.02% 0.01% 0.00% 0.01% 0.18% 0.00% 0.00% 1.21% 0.00% 0.01% 0.01% 1.22%

*Note: Route 13 core service levels include some round trips that are deliverable only 'on demand.'

Appendix 3b - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

Fiscal 2016 Year Ended March 31, 2016			
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 ⁽³⁾	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 ⁽⁴⁾	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, 2016				
Actual Round Trips ⁽¹⁾	Round Trips Required ⁽²⁾	Variance - Net Extra / Short Round Trips	Required Round Trips Cancelled	Total Extra / Short Round Trips
3,845.0				
3,070.5	12,254.0	427.5	12.0	439.5
3,059.0				
2,707.0				
12,681.5	12,254.0	427.5	12.0	439.5
84.0	84.0	0.0	0.0	0.0
143.0	139.0	4.0	0.0	4.0
227.0	223.0	4.0	0.0	4.0
2,982.0	2,887.0	95.0	0.0	95.0
3,481.0	3,482.0	-1.0	1.0	0.0
4,574.0	4,452.0	122.0	0.0	122.0
2,511.0	2,518.0	-7.0	7.0	0.0
5,394.0	5,351.5	42.5	0.0	42.5
807.0	814.0	-7.0	7.0	0.0
2,669.0	3,224.0	-555.0	32.0	-523.0
4,116.0	4,074.0	42.0	0.0	42.0
1,338.0	1,367.0	-29.0	38.0	9.0
2,904.0	2,822.0	82.0	7.0	89.0
4,915.0	4,913.0	2.0	0.0	2.0
3,709.0	3,710.0	-1.0	1.0	0.0
5,446.0	5,278.0	168.0	0.0	168.0
4,276.0	4,072.0	204.0	6.0	210.0
5,785.0	5,800.0	-15.0	17.0	2.0
2,083.0	2,142.0	-59.0	59.0	0.0
3,960.0	3,970.0	-10.0	10.0	0.0
3,013.0	2,926.0	87.0	9.0	96.0
63,963.0	63,802.5	160.5	194.0	354.5
76,871.5	76,279.5	592.0	206.0	798.0

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).

⁽³⁾ Route 5 - The Queen of Cumberland underwent a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service was provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen began its morning transiting to Sturdies Bay from Fulford Harbour instead of from Swartz Bay, as specified in the Coastal Ferry Services Contract.

⁽⁴⁾ Route 12 - The Klitsa was in refit for 59 days (523 round trips) in Q1 F2016. Section 2(c) of Schedule "A" of the Coastal Ferry Services Contract allows for a temporary service disruption of up to 65 days every four years to refit the vessel.

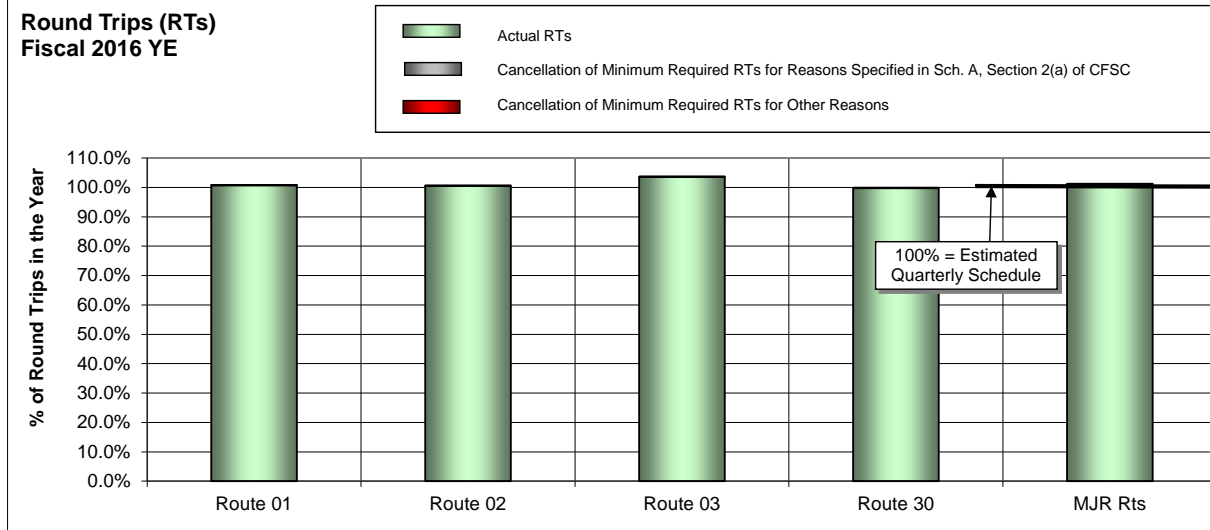
Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

Fiscal 2016 Year Ended March 31, 2016				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	2.0	1.0
	Route 03	Langdale	Horseshoe Bay	1.0	1.0
	Route 30	Duke Point	Tsawwassen	2.0	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert	0.0	0.0
	Route 11	Skidegate	Prince Rupert	0.0	0.0
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	3.0	1.0
	Route 08	Horseshoe Bay	Bowen Island	1.0	1.0
	Route 09	Tsawwassen	Long Harbour	6.0	2.0
	Route 12	Mill Bay	Brentwood Bay	7.0	2.0
	Route 13	Langdale	Gambier/Keats	0.0	0.0
	Route 17	Little River	Powell River	20.0	3.0
	Route 18	Texada	Powell River	5.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	0.0	0.0
	Route 20	Chemainus	Thetis Island	0.0	0.0
	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	5.0	2.0
	Route 24	Quadra Island	Cortes Island	27.0	3.0
Route 25	Port McNeill	Alert Bay	5.0	1.0	
Route 26	Skidegate	Alliford Bay	7.0	1.0	

APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2016 Year Ended March 31, 2016

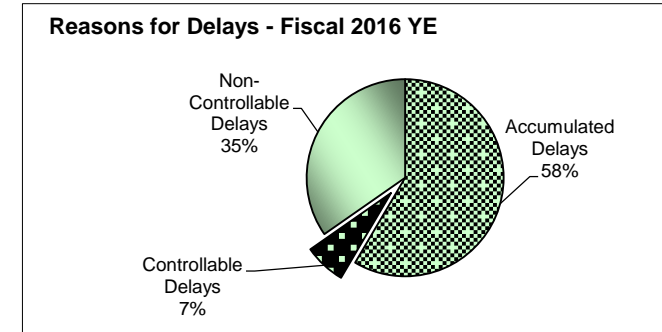
Major Routes



Routes	Route Description	Actual RTs	Round Trips Required ⁽¹⁾	Net Extra RT (Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	3,845.0	12,254.0	427.5	49.6%
Route 02	Horseshoe Bay-Nanaimo	3,070.5			28.3%
Route 03	Langdale-Horseshoe Bay	3,059.0			20.6%
Route 30	Nanaimo-Tsawwassen	2,707.0			23.2%
MAJOR Routes Total		12,681.5	12,254.0	427.5	31.8%

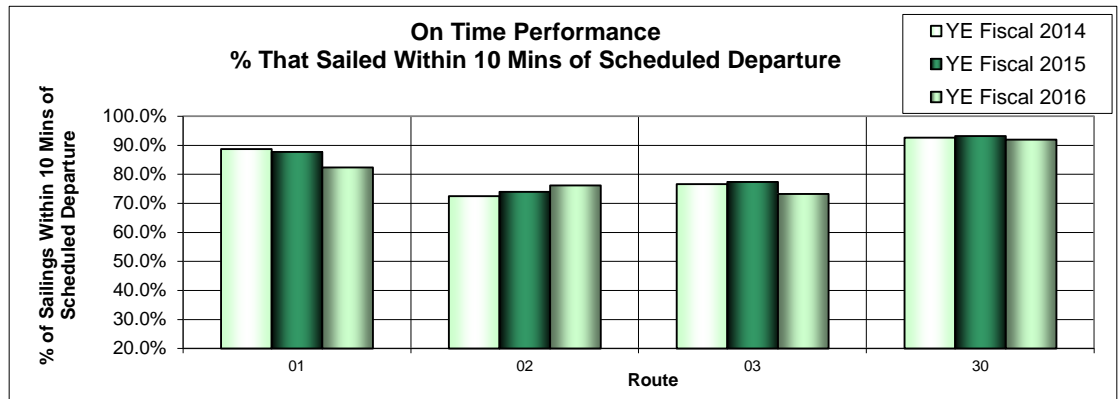
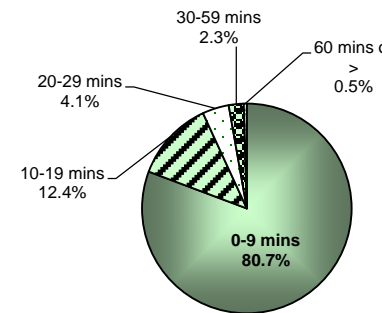
Note:

⁽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).



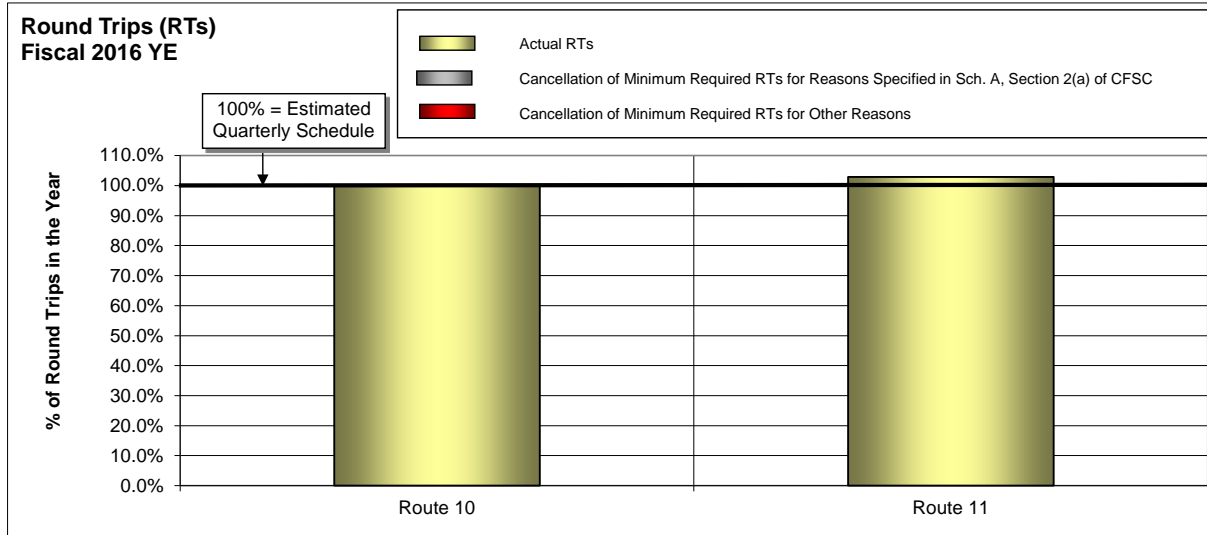
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2016 YE

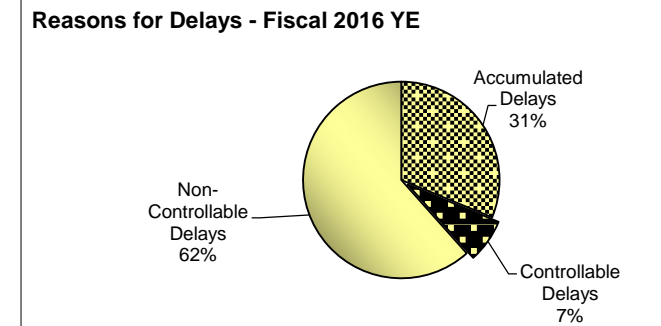


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2016 Year Ended March 31, 2016

Northern Routes

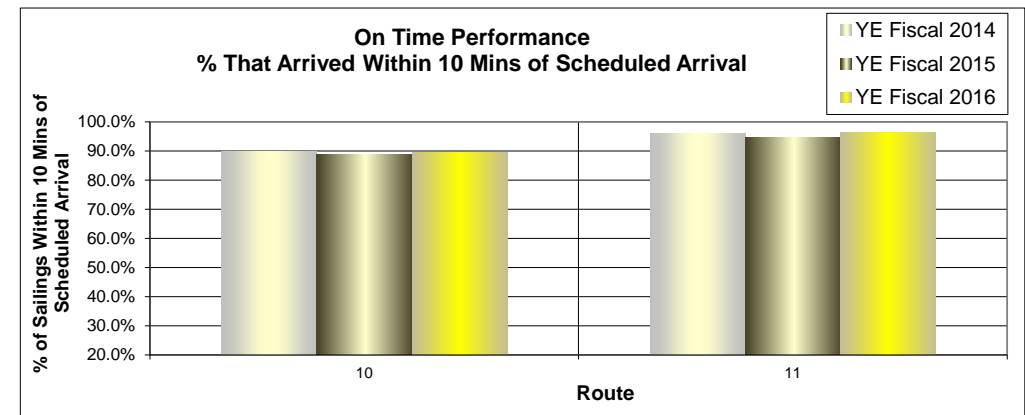
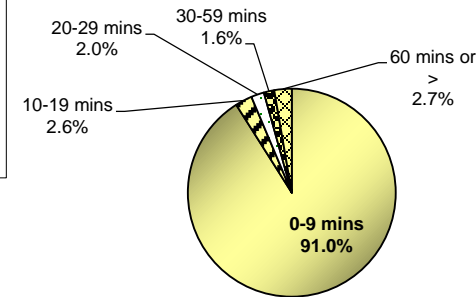


Routes	Route Description	Actual RTs	Round Trips Required	Net Extra RT (Short RT)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	84.0	84.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	143.0	139.0	4.0	2.8%
NORTHERN Routes Total		227.0	223.0	4.0	0.6%



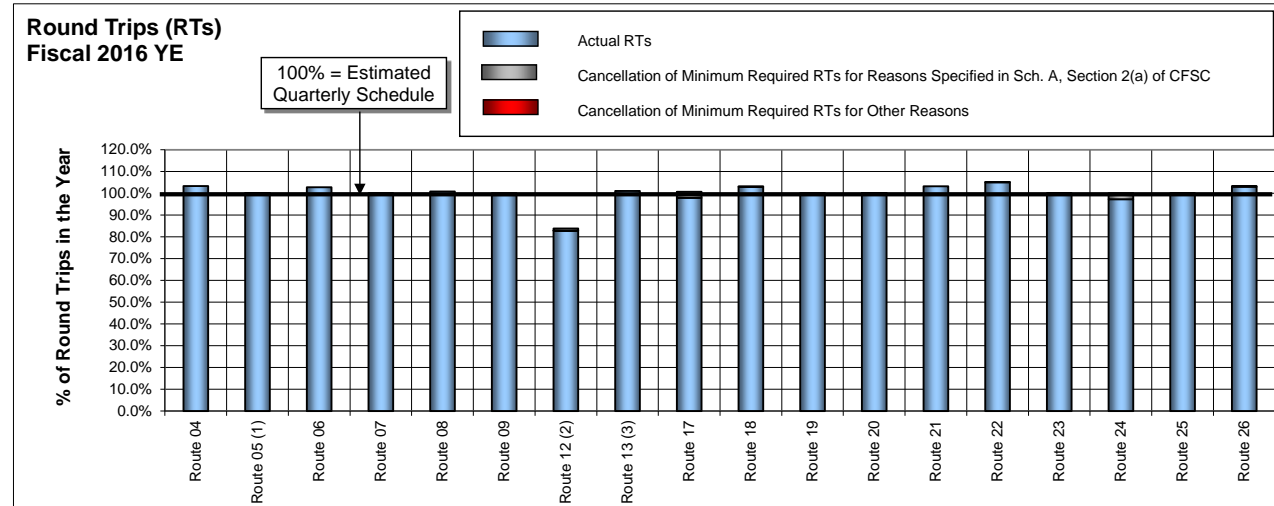
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2016 YE

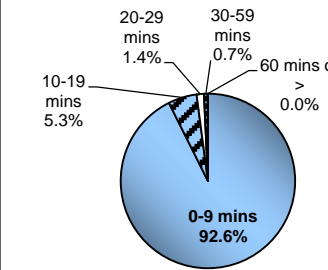


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2016 Year Ended March 31, 2016

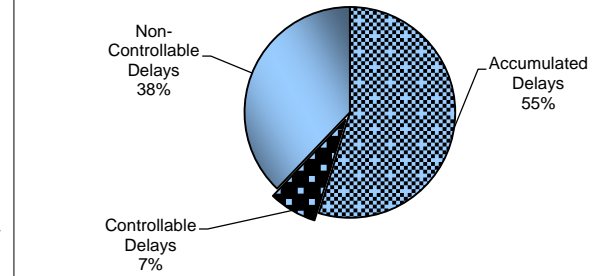
Minor Routes



On Time Performance Fiscal 2016 YE



Reasons for Delays - Fiscal 2016 YE



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

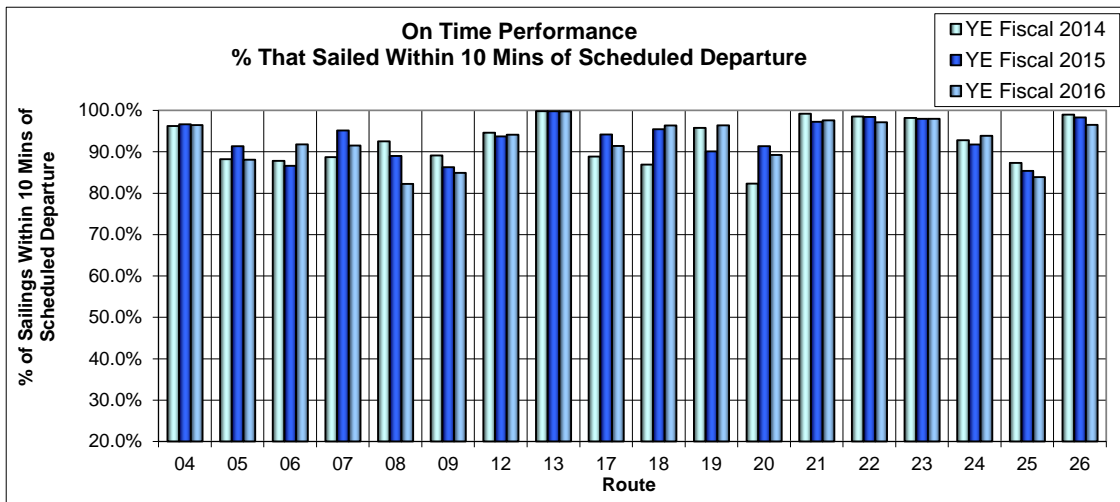
Routes	Route Description	Actual RTs	Round Trips Required	Net Extra RT (Short RT)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	2,982.0	2,887.0	95.0	9.0%
Route 05 ⁽¹⁾	Swartz Bay-Gulf Islands	3,481.0	3,482.0	-1.0	4.2%
Route 06	Crofton-Vesuvius Bay	4,574.0	4,452.0	122.0	3.7%
Route 07	Earls Cove-Saltrey Bay	2,511.0	2,518.0	-7.0	3.0%
Route 08	Horseshoe Bay-Bowen Island	5,394.0	5,351.5	42.5	7.6%
Route 09	Tsawwassen-Southern Gulf Islands	807.0	814.0	-7.0	3.2%
Route 12 ⁽²⁾	Mill Bay-Brentwood Bay	2,669.0	3,224.0	-555.0	3.8%
Route 13 ⁽³⁾	Langdale-Keats/Gambier	4,116.0	4,074.0	42.0	Pass only
Route 17	Little River-Powell River	1,338.0	1,367.0	-29.0	0.7%
Route 18	Powell River-Texada	2,904.0	2,822.0	82.0	2.2%
Route 19	Nanaimo Harbour-Gabriola Island	4,915.0	4,913.0	2.0	5.6%
Route 20	Chemainus-Thetis/Penelakut	3,709.0	3,710.0	-1.0	2.0%
Route 21	Buckley Bay-Denman West	5,446.0	5,278.0	168.0	8.9%
Route 22	Gravelly Bay-Hornby Island	4,276.0	4,072.0	204.0	7.6%
Route 23	Campbell River-Quadra Island	5,785.0	5,800.0	-15.0	9.4%
Route 24	Quadra Island-Cortes Island	2,083.0	2,142.0	-59.0	6.6%
Route 25	Port McNeill-Sointula/Alert Bay	3,960.0	3,970.0	-10.0	3.3%
Route 26	Skidegate-Alliford Bay	3,013.0	2,926.0	87.0	2.1%
MINOR Routes Total		63,963.0	63,802.5	160.5	5.3%

Note:

⁽¹⁾ Route 5 - The Queen of Cumberland underwent a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service was provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen began its morning transiting to Sturdies Bay from Fulford Harbour instead of from Swartz Bay, as specified in the Coastal Ferry Services Contract.

⁽²⁾ Route 12 - The Klitsa was in refit for 59 days (523 round trips) in Q1 F2016. Section 2(c) of Schedule "A" of the Coastal Ferry Services Contract allows for a temporary service disruption of up to 65 days every four years to refit the vessel.

⁽³⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

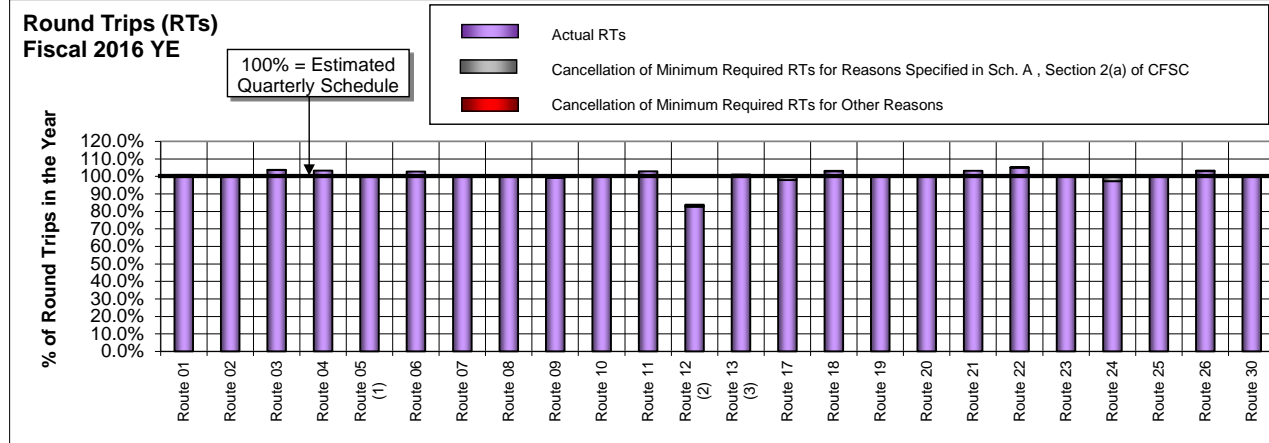


APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2016

Year Ended March 31, 2016

All Routes



Routes	Route Description	Actual RTs	Round Trips Required	Net Extra RT (Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	3,845.0			49.6%
Route 02	Horseshoe Bay-Nanaimo	3,070.5	12,254.0	427.5	28.3%
Route 03	Langdale-Horseshoe Bay	3,059.0			20.6%
Route 30	Nanaimo-Tsawwassen	2,707.0			23.2%
Route 04	Swartz Bay-Fulford Harbour	2,982.0	2,887.0	95.0	9.0%
Route 05 ⁽¹⁾	Swartz Bay-Gulf Islands	3,481.0	3,482.0	-1.0	4.2%
Route 06	Crofton-Vesuvius Bay	4,574.0	4,452.0	122.0	3.7%
Route 07	Earls Cove-Saltery Bay	2,511.0	2,518.0	-7.0	3.0%
Route 08	Horseshoe Bay-Bowen Island	5,394.0	5,351.5	42.5	7.6%
Route 09	Tsawwassen-Southern Gulf Islands	807.0	814.0	-7.0	3.2%
Route 10	Port Hardy-Prince Rupert	84.0	84.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	143.0	139.0	4.0	2.8%
Route 12 ⁽²⁾	Mill Bay-Brentwood Bay	2,669.0	3,224.0	-555.0	3.8%
Route 13 ⁽³⁾	Langdale-Keats/Gambier	4,116.0	4,074.0	42.0	Pass only
Route 17	Little River-Powell River	1,338.0	1,367.0	-29.0	0.7%
Route 18	Powell River-TeXada	2,904.0	2,822.0	82.0	2.2%
Route 19	Nanaimo Harbour-Gabriola Island	4,915.0	4,913.0	2.0	5.6%
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Route 24	Quadra Island-Cortes Island	2,083.0	2,142.0	-59.0	6.6%
Route 25	Port McNeill-Sointula/Alert Bay	3,960.0	3,970.0	-10.0	3.3%
Route 26	Skidegate-Alliford Bay	3,013.0	2,926.0	87.0	2.1%
All Routes Total		76,871.5	76,279.5	592.0	9.5%

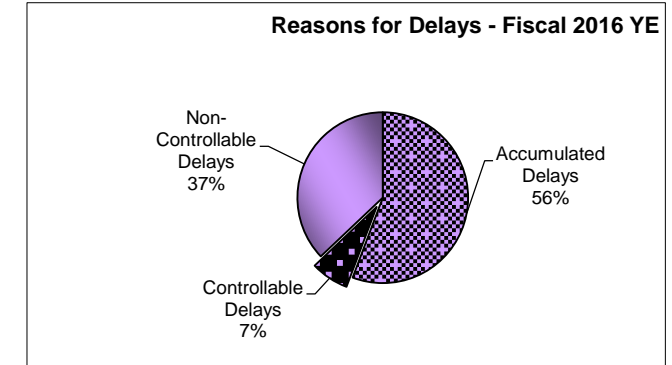
Note:

⁽¹⁾ Route 5 - The Queen of Cumberland underwent a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service was provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen began its morning transiting to Sturdies Bay from Fulford Harbour instead of from Swartz Bay, as specified in the Coastal Ferry Services Contract.

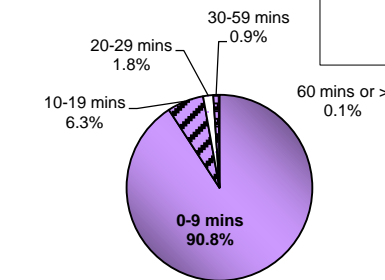
⁽²⁾ Route 12 - The Klitsa was in refit for 59 days (523 round trips) in Q1 F2016. Section 2(c) of Schedule "A" of the Coastal Ferry Services Contract allows for a temporary service disruption of up to 65 days every four years to refit the vessel.

⁽³⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

⁽⁴⁾ Within 10 minutes of scheduled arrival for the Northern Routes 10 and 11.



On Time Performance Fiscal 2016 YE



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