

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

|                        | A                  | B                         | C                         | D   | E                                       | F                         | G                  | H                                     | I                                     | J                                 |
|------------------------|--------------------|---------------------------|---------------------------|---|---|---------------------------|--------------------|---------------------------------------|---------------------------------------|-----------------------------------|
| Routes                 | Actual Round Trips | Capacity Provided (AEQ's) | AEQ's Carried QTR 4 F2017 | Capacity Utilization QTR 4 F2017 (C / B) Note 4 & 5 | Capacity Utilization QTR 4 F2016 Note 4 | AEQ's Carried QTR 4 F2016 | AEQ Growth (C - F) | AEQ Tariff Revenue QTR 4 F2017 Note 2 | AEQ Tariff Revenue QTR 4 F2016 Note 2 | AEQ Tariff Revenue Growth (H - I) |
| 1                      | 803.0              | 516,504                   | 429,505                   | 83.2%   | 85.1%                                   | 443,066                   | (13,561)           | \$ 25,422,459                         | \$ 25,644,205                         | (221,746)                         |
| 2                      | 682.0              | 423,728                   | 232,796                   | 54.9%   | 57.2%                                   | 250,432                   | (17,636)           | 12,604,121                            | 13,344,735                            | (740,614)                         |
| 3                      | 1,223.0            | 728,520                   | 260,265                   | 35.7%   | 57.8%                                   | 262,033                   | (1,768)            | 5,825,181                             | 5,705,781                             | 119,400                           |
| 30                     | 668.0              | 386,380                   | 193,397                   | 50.1%   | 49.3%                                   | 187,203                   | 6,194              | 13,603,272                            | 13,127,147                            | 476,125                           |
| <b>Major Routes</b>    | <b>3,376.0</b>     | <b>2,055,132</b>          | <b>1,115,963</b>          | <b>54.3%</b>  | <b>63.8%</b>                            | <b>1,142,734</b>          | <b>(26,771)</b>    | <b>57,455,033</b>                     | <b>57,821,868</b>                     | <b>(366,835)</b>                  |
| 10                     | 13.5               | 4,041                     | 1,884                     | 46.6%   | 48.1%                                   | 1,911                     | (27)               | 414,112                               | 385,159                               | 28,953                            |
| 11                     | 26.0               | 5,980                     | 3,586                     | 60.0%   | 60.6%                                   | 3,321                     | 265                | 616,114                               | 597,989                               | 18,125                            |
| <b>Northern Routes</b> | <b>39.5</b>        | <b>10,021</b>             | <b>5,470</b>              | <b>54.6%</b>  | <b>55.4%</b>                            | <b>5,232</b>              | <b>238</b>         | <b>1,030,226</b>                      | <b>983,148</b>                        | <b>47,078</b>                     |
| 4                      | 707.0              | 118,461                   | 68,577                    | 57.9%   | 54.2%                                   | 69,029                    | (452)              | 770,987                               | 768,285                               | 2,702                             |
| 5                      | 849.0              | 145,794                   | 57,231                    | 39.3%   | 52.9%                                   | 58,636                    | (1,405)            | 695,657                               | 693,551                               | 2,106                             |
| 6                      | 1,052.0            | 109,408                   | 51,638                    | 47.2%   | 46.0%                                   | 53,817                    | (2,179)            | 657,782                               | 655,607                               | 2,175                             |
| 7                      | 636.0              | 129,612                   | 33,462                    | 25.8%   | 29.0%                                   | 33,932                    | (470)              | 809,321                               | 782,882                               | 26,439                            |
| 8                      | 1,310.0            | 233,508                   | 114,704                   | 49.1%   | 48.3%                                   | 114,068                   | 636                | 1,354,293                             | 1,316,227                             | 38,066                            |
| 9                      | 178.0              | 66,584                    | 28,992                    | 43.5%   | 46.4%                                   | 29,537                    | (545)              | 1,212,825                             | 1,245,804                             | (32,979)                          |
| 12                     | 788.0              | 29,944                    | 20,327                    | 67.9%   | 56.9%                                   | 17,174                    | 3,153              | 308,513                               | 227,832                               | 80,681                            |
| 13                     | 926.0              | <i>Pass. Only</i>         | <i>Pass. Only</i>         | <i>Pass. Only</i>                                   | <i>Pass. Only</i>                       | <i>Pass. Only</i>         | <i>Pass. Only</i>  | (454)                                 | (802)                                 | 348                               |
| 17                     | 326.0              | 107,968                   | 33,101                    | 30.7%   | 37.4%                                   | 36,013                    | (2,912)            | 1,248,110                             | 1,332,137                             | (84,027)                          |
| 18                     | 696.0              | 52,516                    | 18,339                    | 34.9%   | 32.5%                                   | 15,346                    | 2,993              | 137,760                               | 57,356                                | 80,404                            |
| 19                     | 1,209.0            | 152,334                   | 80,569                    | 52.9%   | 51.6%                                   | 79,288                    | 1,281              | 705,986                               | 677,655                               | 28,331                            |
| 20                     | 912.0              | 47,424                    | 19,077                    | 40.2%   | 41.5%                                   | 19,881                    | (804)              | 157,658                               | 170,734                               | (13,076)                          |
| 21                     | 1,247.0            | 112,095                   | 51,599                    | 46.0%   | 44.3%                                   | 50,522                    | 1,077              | 369,212                               | 316,429                               | 52,783                            |
| 22                     | 984.0              | 41,328                    | 18,942                    | 45.8%   | 46.5%                                   | 19,408                    | (466)              | 140,568                               | 140,527                               | 41                                |
| 23                     | 1,423.0            | 168,972                   | 80,983                    | 47.9%   | 46.7%                                   | 79,076                    | 1,907              | 627,178                               | 573,477                               | 53,701                            |
| 24                     | 504.0              | 26,208                    | 11,954                    | 45.6%   | 44.5%                                   | 11,952                    | 2                  | 115,919                               | 112,063                               | 3,856                             |
| 25                     | 974.0              | 50,648                    | 19,687                    | 38.9%   | 39.5%                                   | 20,244                    | (557)              | 211,712                               | 204,598                               | 7,114                             |
| 26                     | 745.0              | 23,840                    | 9,924                     | 41.6%   | 39.7%                                   | 9,330                     | 594                | 101,176                               | 87,832                                | 13,344                            |
| <b>Minor Routes</b>    | <b>15,466.0</b>    | <b>1,616,644</b>          | <b>719,106</b>            | <b>44.5%</b>  | <b>45.6%</b>                            | <b>717,253</b>            | <b>1,853</b>       | <b>9,624,203</b>                      | <b>9,362,194</b>                      | <b>262,009</b>                    |
| <b>Total</b>           | <b>18,881.5</b>    | <b>3,681,797</b>          | <b>1,840,539</b>          | <b>50.0%</b>  | <b>55.3%</b>                            | <b>1,865,219</b>          | <b>(24,680)</b>    | <b>68,109,462</b>                     | <b>68,167,210</b>                     | <b>(57,748)</b>                   |

Note 1

Obligation deferred (settled)

- -

**Total vehicle fare revenue**

**68,109,462 68,167,210**

**Note 1)** Revenue arises from bike traffic and freight.

**Note 2)** Tariffs charged to customers on all routes were below price cap at March 31, 2017 and 2016. There was no obligation to be settled / deferred in the quarter ended March 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)** BC Ferries' Automobile Equivalent (AEQ) standard measurement has been changed from 5.34 metres to 6.1 metres. Capacity Provided (column 'B') and Fiscal 2017 Quarter 4 Capacity Utilization (column 'D') are based on this revised standard, and for comparison purposes, Fiscal 2016 Quarter 4 Capacity Utilization (column 'E') has also been updated using the revised standard.

**Note 5)** 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 2017 Quarter 4 for Route 3 is 56.2%, for the Major Routes is 62.4%, and overall is 53.9%.



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

| Routes                 | K                         | L                         | M                              | N  | O  | P   |
|------------------------|---------------------------|---------------------------|--------------------------------|--|--|---|
|                        | Passengers<br>QTR 4 F2017 | Passengers<br>QTR 4 F2016 | Passenger<br>Growth<br>(K - L) | Passenger Tariff<br>Revenue<br>QTR 4 F2017<br>Note 2 | Passenger Tariff<br>Revenue<br>QTR 4 F2016<br>Note 2 | Passenger Tariff<br>Revenue Growth<br>(N - O) |
| 1                      | 1,030,193                 | 1,095,801                 | (65,608)                       | \$ 15,440,401  | \$ 16,415,993  | (975,592)                                     |
| 2                      | 582,622                   | 634,895                   | (52,273)                       | 8,647,240  | 9,491,333  | (844,093)                                     |
| 3                      | 498,363                   | 514,512                   | (16,149)                       | 2,964,005  | 3,112,041  | (148,036)                                     |
| 30                     | 284,650                   | 267,977                   | 16,673                         | 4,129,498  | 4,026,934  | 102,564                                       |
| <b>Major Routes</b>    | <b>2,395,828</b>          | <b>2,513,185</b>          | <b>(117,357)</b>               | <b>31,181,144</b>                                    | <b>33,046,301</b>                                    | <b>(1,865,157)</b>                            |
| 10                     | 4,807                     | 4,844                     | (37)                           | 312,623  | 339,298  | (26,675)                                      |
| 11                     | 6,614                     | 5,731                     | 883                            | 189,145  | 178,120  | 11,025  |
| <b>Northern Routes</b> | <b>11,421</b>             | <b>10,575</b>             | <b>846</b>                     | <b>501,768</b>                                       | <b>517,418</b>                                       | <b>(15,650)</b>                               |
| 4                      | 127,633                   | 131,582                   | (3,949)                        | 608,847  | 639,872  | (31,025)                                      |
| 5                      | 94,314                    | 100,042                   | (5,728)                        | 441,844  | 471,283  | (29,439)                                      |
| 6                      | 89,946                    | 97,226                    | (7,280)                        | 372,225  | 399,161  | (26,936)                                      |
| 7                      | 53,099                    | 55,338                    | (2,239)                        | 321,203  | 333,695  | (12,492)                                      |
| 8                      | 244,544                   | 253,262                   | (8,718)                        | 788,245  | 821,044  | (32,799)                                      |
| 9                      | 70,994                    | 78,077                    | (7,083)                        | 867,683  | 958,517  | (90,834)                                      |
| 12                     | 36,719                    | 30,896                    | 5,823                          | 254,077  | 193,304  | 60,773  |
| 13                     | 6,683                     | 7,836                     | (1,153)                        | 30,000   | 35,292   | (5,292)                                       |
| 17                     | 70,526                    | 75,743                    | (5,217)                        | 834,379  | 890,857  | (56,478)                                      |
| 18                     | 31,469                    | 29,135                    | 2,334                          | 105,133  | 88,118   | 17,015  |
| 19                     | 165,772                   | 168,938                   | (3,166)                        | 504,558  | 508,492  | (3,934)                                       |
| 20                     | 52,629                    | 53,549                    | (920)                          | 129,986  | 147,055  | (17,069)                                      |
| 21                     | 84,650                    | 87,261                    | (2,611)                        | 237,565  | 255,184  | (17,619)                                      |
| 22                     | 30,532                    | 31,899                    | (1,367)                        | 87,733   | 94,986   | (7,253)                                       |
| 23                     | 159,609                   | 162,163                   | (2,554)                        | 432,726  | 435,799  | (3,073)                                       |
| 24                     | 18,471                    | 18,792                    | (321)                          | 69,983   | 71,754   | (1,771)                                       |
| 25                     | 47,151                    | 48,916                    | (1,765)                        | 170,812  | 177,570  | (6,758)                                       |
| 26                     | 17,333                    | 16,578                    | 755                            | 50,615   | 50,100   | 515   |
| <b>Minor Routes</b>    | <b>1,402,074</b>          | <b>1,447,233</b>          | <b>(45,159)</b>                | <b>6,307,614</b>                                     | <b>6,572,083</b>                                     | <b>(264,469)</b>                              |
| <b>Total</b>           | <b>3,809,323</b>          | <b>3,970,993</b>          | <b>(161,670)</b>               | <b>37,990,526</b>                                    | <b>40,135,802</b>                                    | <b>(2,145,276)</b>                            |

| % Sailings Within 10 Min. (Note 3) |              |              |
|------------------------------------|--------------|--------------|
| QTR 4 F2015                        | QTR 4 F2016  | QTR 4 F2017  |
| 90.4%                              | 86.9%        | 92.4%        |
| 78.6%                              | 78.4%        | 85.7%        |
| 89.0%                              | 81.7%        | 90.1%        |
| 96.7%                              | 95.7%        | 96.5%        |
| <b>88.6%</b>                       | <b>85.5%</b> | <b>91.0%</b> |
| 93.8%                              | 90.1%        | 88.1%        |
| 96.2%                              | 96.2%        | 90.4%        |
| <b>94.4%</b>                       | <b>91.6%</b> | <b>88.7%</b> |
| 99.4%                              | 98.5%        | 94.5%        |
| 96.6%                              | 89.9%        | 94.4%        |
| 98.3%                              | 96.0%        | 93.5%        |
| 95.7%                              | 96.6%        | 93.4%        |
| 94.0%                              | 87.7%        | 78.5%        |
| 92.5%                              | 92.7%        | 94.2%        |
| 99.7%                              | 96.6%        | 90.3%        |
| 99.8%                              | 100.0%       | 100.0%       |
| 95.9%                              | 93.9%        | 95.4%        |
| 98.0%                              | 95.4%        | 97.6%        |
| 98.2%                              | 98.9%        | 98.6%        |
| 96.4%                              | 86.9%        | 89.9%        |
| 99.4%                              | 98.8%        | 98.9%        |
| 99.9%                              | 97.0%        | 96.8%        |
| 99.8%                              | 99.5%        | 99.3%        |
| 96.9%                              | 98.1%        | 94.8%        |
| 88.7%                              | 92.8%        | 94.4%        |
| 99.3%                              | 98.3%        | 97.0%        |
| <b>97.2%</b>                       | <b>95.1%</b> | <b>94.3%</b> |
|                                    |              |              |
| <b>96.0%</b>                       | <b>93.7%</b> | <b>93.7%</b> |

Obligation deferred (settled) - -

|  |                    |                    |
|--|--------------------|--------------------|
| Total passenger fare revenue   | <u>37,990,526</u>  | <u>40,135,802</u>  |
| Total vehicle and passenger fare revenue<br>per financial statements | <u>106,099,988</u> | <u>108,303,012</u> |

# Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

## PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

| Fiscal 2017<br>Quarter Ended March 31, 2017 |                 |                 |                   | Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A,<br>2(a) of the Coastal Ferry Services Contract |                    |                   |                     |                           |                                     |                  |                            |            |                   | Cancellations of Minimum<br>Required Round Trips for<br>Other Reasons |                    |            | Total Cancels | % of Minimum<br>Required Round<br>Trips Cancelled |               |
|---|-----------------|-----------------|-------------------|---|--------------------|-------------------|---------------------|---------------------------|-------------------------------------|------------------|----------------------------|------------|-------------------|---|--------------------|------------|---------------|---|---------------|
| Routes                                      | Terminal 1      | Terminal 2      | Major<br>Incident | Weather   | Emerg.<br>Response | Medical<br>Emerg. | Regulatory<br>Issue | Terminal /<br>Dock Maint. | Terminal /<br>Dock Mech.<br>Failure | Vessel<br>Maint. | Vessel<br>Mech.<br>Failure | Fire       | Labour<br>Dispute | Allowed<br>Cancels  | Community<br>Event | Traffic    |               |   | Other Cancels |
| Route 01                                    | Swartz Bay      | Tsawwassen      |                   |   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 0.0   |                    |            | 0.0           | 0.0   | 0.00%         |
| Route 02                                    | Horseshoe Bay   | Departure Bay   |                   |   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 0.0   |                    |            | 0.0           | 0.0   | 0.00%         |
| Route 03                                    | Langdale        | Horseshoe Bay   |                   |   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 0.0   |                    |            | 0.0           | 0.0   | 0.00%         |
| Route 30                                    | Duke Point      | Tsawwassen      |                   |   |                    |                   |                     |                           |                                     |                  | 1                          |            |                   | 1.0   |                    |            | 0.0           | 1.0   | 0.18%         |
| <b>Major 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>1</b>                   | <b>0</b>   | <b>0</b>          | <b>1.0</b>  | <b>0</b>           | <b>0</b>   | <b>0.0</b>    | <b>1.0</b>  | <b>0.04%</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    |                   | 5.5   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 5.5   |                    |            | 0.0           | 5.5   | 0.45%         |
| Route 09                                    | Tsawwassen      | Long Harbour    |                   |   |                    |                   |                     |                           |                                     |                  | 2                          |            |                   | 2.0   |                    |            | 0.0           | 2.0   | 1.23%         |
| 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    |                   | 9   |                    |                   | 1                   |                           |                                     |                  |                            |            |                   | 10.0  |                    |            | 0.0           | 10.0  | 2.99%         |
| Route 18                                    | Texada          | Powell River    |                   | 1   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 1.0   |                    |            | 0.0           | 1.0   | 0.17%         |
| Route 19                                    | Nanaimo Harbour | Gabriola Island |                   |   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 0.0   |                    |            | 0.0           | 0.0   | 0.00%         |
| Route 20                                    | Chemainus       | Thetis Island   |                   |   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 0.0   |                    |            | 0.0           | 0.0   | 0.00%         |
| Route 21                                    | Buckley Bay     | Denman West     |                   |   |                    |                   |                     |                           |                                     |                  | 3                          |            |                   | 3.0   |                    |            | 0.0           | 3.0   | 0.26%         |
| Route 22                                    | Denman East     | Hornby Island   |                   |   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 0.0   |                    |            | 0.0           | 0.0   | 0.00%         |
| Route 23                                    | Campbell River  | Quadra Island   |                   | 4   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 4.0   |                    |            | 0.0           | 4.0   | 0.30%         |
| Route 24                                    | Quadra Island   | Cortes Island   |                   | 13  |                    |                   | 1                   |                           |                                     |                  |                            |            |                   | 14.0  |                    |            | 0.0           | 14.0  | 3.20%         |
| Route 25                                    | Port McNeill    | Alert Bay       |                   | 1   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 1.0   |                    |            | 0.0           | 1.0   | 0.11%         |
| Route 26                                    | Skidegate       | Alliford Bay    |                   |   |                    |                   |                     |                           |                                     |                  |                            |            |                   | 0.0   |                    |            | 0.0           | 0.0   | 0.00%         |
| <b>Minor Routes</b>                         |                 |                 | <b>0</b>          | <b>33.5</b>   | <b>0</b>           | <b>0</b>          | <b>2</b>            | <b>0</b>                  | <b>0</b>                            | <b>0</b>         | <b>5</b>                   | <b>0</b>   | <b>0</b>          | <b>40.5</b>   | <b>0</b>           | <b>0</b>   | <b>0.0</b>    | <b>40.5</b>                                       | <b>0.29%</b>  |
| <b>TOTAL</b>                                |                 |                 | <b>0.0</b>        | <b>33.5</b>   | <b>0.0</b>         | <b>0.0</b>        | <b>2.0</b>          | <b>0.0</b>                | <b>0.0</b>                          | <b>0.0</b>       | <b>6.0</b>                 | <b>0.0</b> | <b>0.0</b>        | <b>41.5</b>   | <b>0.0</b>         | <b>0.0</b> | <b>0.0</b>    | <b>41.5</b>                                       | <b>0.25%</b>  |

% of Minimum Required Round Trips Cancelled

0.00% 0.20% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.00% 0.04% 0.00% 0.00% 0.25% 0.00% 0.00% 0.00% 0.25%

Note:

<sup>(1)</sup> Route 13 core service levels include some round trips that are deliverable only 'on demand.'

## Appendix 3b(1) - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

| <b>Fiscal 2017<br/>Quarter Ended March 31, 2017</b> |                         |                   |                   |
|---|-------------------------|-------------------|-------------------|
| <b>Routes <sup>(1)</sup></b>                        |                         | <b>Terminal 1</b> | <b>Terminal 2</b> |
|   | 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 <sup>(2)</sup> | 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 <sup>(3)</sup> | 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>  |                         |                   |                   |

| <b>Performance Against<br/>Minimum (Daily) Core Service Levels</b> |   |   |  |                               |   |   |
|--|---|---|--|-------------------------------|---|---|
| <b>4th Quarter</b>   |   |   |  | <b>Fiscal YTD</b>             |   |   |
| <b>Actual<br/>Round Trips</b>                                      | <b>Daily Minimum<br/>Required<br/>Round Trips</b> | <b>Variance<br/>(Actual to<br/>Minimum)</b> | <b>Cancellations<br/>of Minimum<br/>Required<br/>Round Trips</b> | <b>Actual<br/>Round Trips</b> | <b>Daily Minimum<br/>Required<br/>Round Trips</b> | <b>Variance<br/>(Actual to<br/>Minimum)</b> |
| 803.0  | 630.0   | 173.0                                       | 0.0  | 3,950.0                       | 2,762.0   | 1,188.0                                     |
| 682.0  | 630.0   | 52.0  | 0.0  | 3,074.0                       | 2,762.0   | 312.0                                       |
| 1,223.0  | 617.0   | 606.0                                       | 0.0  | 3,621.5                       | 2,583.0   | 1,038.5                                     |
| 668.0  | 555.0   | 113.0                                       | 1.0  | 2,735.5                       | 2,303.0   | 432.5                                       |
| <b>3,376.0</b>   | <b>2,432.0</b>                                    | <b>944.0</b>                                | <b>1.0</b>   | <b>13,381.0</b>               | <b>10,410.0</b>                                   | <b>2,971.0</b>                              |
| 13.5   | 13.5  | 0.0   | 0.0  | 85.5                          | 85.5  | 0.0   |
| 26.0   | 26.0  | 0.0   | 0.0  | 148.0                         | 139.0   | 9.0   |
| <b>39.5</b>  | <b>39.5</b>                                       | <b>0.0</b>                                  | <b>0.0</b>   | <b>233.5</b>                  | <b>224.5</b>                                      | <b>9.0</b>                                  |
| 707.0  | 617.0   | 90.0  | 0.0  | 2,894.0                       | 2,516.0   | 378.0                                       |
| 849.0  | 850.0   | -1.0  | 0.0  | 3,472.0                       | 3,471.0   | 1.0   |
| 1,052.0  | 962.0   | 90.0  | 0.0  | 4,464.0                       | 4,071.0   | 393.0                                       |
| 636.0  | 527.0   | 109.0                                       | 0.0  | 2,562.5                       | 2,148.0   | 414.5                                       |
| 1,310.0  | 1,229.0   | 81.0  | 5.5  | 5,326.0                       | 4,979.5   | 346.5                                       |
| 178.0  | 162.0   | 16.0  | 2.0  | 825.0                         | 812.0   | 13.0  |
| 788.0  | 700.0   | 88.0  | 0.0  | 3,210.0                       | 2,854.0   | 356.0                                       |
| 926.0  | 928.0   | -2.0  | 0.0  | 4,028.0                       | 3,697.0   | 331.0                                       |
| 326.0  | 334.0   | -8.0  | 10.0   | 1,343.0                       | 1,364.0   | -21.0                                       |
| 696.0  | 604.0   | 92.0  | 1.0  | 2,869.5                       | 2,449.0   | 420.5                                       |
| 1,209.0  | 1,118.0   | 91.0  | 0.0  | 4,922.0                       | 4,535.0   | 387.0                                       |
| 912.0  | 822.0   | 90.0  | 0.0  | 3,701.0                       | 3,336.0   | 365.0                                       |
| 1,247.0  | 1,157.0   | 90.0  | 3.0  | 5,474.0                       | 4,900.0   | 574.0                                       |
| 984.0  | 888.0   | 96.0  | 0.0  | 4,327.5                       | 3,699.0   | 628.5                                       |
| 1,423.0  | 1,337.0   | 86.0  | 4.0  | 5,782.0                       | 5,424.0   | 358.0                                       |
| 504.0  | 438.0   | 66.0  | 14.0   | 2,089.0                       | 1,775.0   | 314.0                                       |
| 974.0  | 887.0   | 87.0  | 1.0  | 3,959.0                       | 3,598.0   | 361.0                                       |
| 745.0  | 630.0   | 115.0                                       | 0.0  | 3,029.0                       | 2,555.0   | 474.0                                       |
| <b>15,466.0</b>  | <b>14,190.0</b>                                   | <b>1,276.0</b>                              | <b>40.5</b>  | <b>64,277.5</b>               | <b>58,183.5</b>                                   | <b>6,094.0</b>                              |
| <b>18,881.5</b>  | <b>16,661.5</b>                                   | <b>2,220.0</b>                              | <b>41.5</b>  | <b>77,892.0</b>               | <b>68,818.0</b>                                   | <b>9,074.0</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> Route 5: Route 5 variance arises from a New Years Day sailing cancellation per note 1(b) of Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

<sup>(3)</sup> Route 13: From January 19 to April 7, 2017 alternative service on Route 13 to Gambier and Keats Island was temporarily provided from Gibson's Harbour due to berth construction at Langdale terminal, resulting in some "on demand only" sailing cancellations.

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

| Fiscal 2017<br>Quarter Ended March 31, 2017 |                 |                 |  |
|---|-----------------|-----------------|--|
| 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 <sup>(2)</sup>                     | 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 <sup>(3)</sup>                     | 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 |                                    |   |   |                                 |                    |                                    |   |  |
|--|------------------------------------|---|---|---------------------------------|--------------------|------------------------------------|---|--|
| 4th 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 Schedule) |  |
| 803.0                                  | 802.0                              | 1.0                                     | 7.5   | 8.5                             | 3,950.0            | 3,838.0                            | 112.0                                   |  |
| 682.0                                  | 683.0                              | -1.0                                    | 1.0   | 0.0                             | 3,074.0            | 3,053.5                            | 20.5                                    |  |
| 1,223.0                                | 707.0                              | 516.0                                   |   | 516.0                           | 3,621.5            | 2,947.0                            | 674.5                                   |  |
| 668.0                                  | 644.0                              | 24.0                                    | 2.0   | 26.0                            | 2,735.5            | 2,700.0                            | 35.5                                    |  |
| <b>3,376.0</b>                         | <b>2,836.0</b>                     | <b>540.0</b>                            | <b>10.5</b>                                   | <b>550.5</b>                    | <b>13,381.0</b>    | <b>12,538.5</b>                    | <b>842.5</b>                            |  |
| 13.5                                   | 13.5                               | 0.0                                     |   | 0.0                             | 85.5               | 85.5                               | 0.0                                     |  |
| 26.0                                   | 26.0                               | 0.0                                     |   | 0.0                             | 148.0              | 139.0                              | 9.0                                     |  |
| <b>39.5</b>                            | <b>39.5</b>                        | <b>0.0</b>                              | <b>0.0</b>                                    | <b>0.0</b>                      | <b>233.5</b>       | <b>224.5</b>                       | <b>9.0</b>                              |  |
| 707.0                                  | 707.0                              | 0.0                                     |   | 0.0                             | 2,894.0            | 2,881.0                            | 13.0                                    |  |
| 849.0                                  | 850.0                              | -1.0                                    |   | -1.0                            | 3,472.0            | 3,471.0                            | 1.0                                     |  |
| 1,052.0                                | 1,051.0                            | 1.0                                     | 1.0   | 2.0                             | 4,464.0            | 4,441.0                            | 23.0                                    |  |
| 636.0                                  | 617.0                              | 19.0                                    |   | 19.0                            | 2,562.5            | 2,513.0                            | 49.5                                    |  |
| 1,310.0                                | 1,317.5                            | -7.5                                    | 7.5   | 0.0                             | 5,326.0            | 5,338.5                            | -12.5                                   |  |
| 178.0                                  | 162.0                              | 16.0                                    | 2.0   | 18.0                            | 825.0              | 812.0                              | 13.0                                    |  |
| 788.0                                  | 789.0                              | -1.0                                    | 1.0   | 0.0                             | 3,210.0            | 3,217.0                            | -7.0                                    |  |
| 926.0                                  | 1,018.0                            | -92.0                                   | 96.0  | 4.0                             | 4,028.0            | 4,062.0                            | -34.0                                   |  |
| 326.0                                  | 334.0                              | -8.0                                    | 10.0  | 2.0                             | 1,343.0            | 1,364.0                            | -21.0                                   |  |
| 696.0                                  | 694.0                              | 2.0                                     | 2.0   | 4.0                             | 2,869.5            | 2,814.0                            | 55.5                                    |  |
| 1,209.0                                | 1,209.0                            | 0.0                                     |   | 0.0                             | 4,922.0            | 4,902.0                            | 20.0                                    |  |
| 912.0                                  | 912.0                              | 0.0                                     |   | 0.0                             | 3,701.0            | 3,701.0                            | 0.0                                     |  |
| 1,247.0                                | 1,246.0                            | 1.0                                     | 7.0   | 8.0                             | 5,474.0            | 5,263.0                            | 211.0                                   |  |
| 984.0                                  | 977.0                              | 7.0                                     | 5.0   | 12.0                            | 4,327.5            | 4,062.0                            | 265.5                                   |  |
| 1,423.0                                | 1,426.0                            | -3.0                                    | 7.0   | 4.0                             | 5,782.0            | 5,787.0                            | -5.0                                    |  |
| 504.0                                  | 527.0                              | -23.0                                   | 24.0  | 1.0                             | 2,089.0            | 2,138.0                            | -49.0                                   |  |
| 974.0                                  | 976.0                              | -2.0                                    | 2.0   | 0.0                             | 3,959.0            | 3,961.0                            | -2.0                                    |  |
| 745.0                                  | 719.0                              | 26.0                                    |   | 26.0                            | 3,029.0            | 2,918.0                            | 111.0                                   |  |
| <b>15,466.0</b>                        | <b>15,531.5</b>                    | <b>-65.5</b>                            | <b>164.5</b>                                  | <b>99.0</b>                     | <b>64,277.5</b>    | <b>63,645.5</b>                    | <b>632.0</b>                            |  |
| <b>18,881.5</b>                        | <b>18,407.0</b>                    | <b>474.5</b>                            | <b>175.0</b>                                  | <b>649.5</b>                    | <b>77,892.0</b>    | <b>76,408.5</b>                    | <b>1,483.5</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).

<sup>(2)</sup> Route 5: Route 5 variance arises from a New Years Day sailing cancellation per note 1(b) of Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

<sup>(3)</sup> Route 13: From January 19 to April 7, 2017 alternative service on Route 13 to Gambier and Keats Island was temporarily provided from Gibson's Harbour due to berth construction at Langdale terminal, resulting in some "on demand only" sailing cancellations.

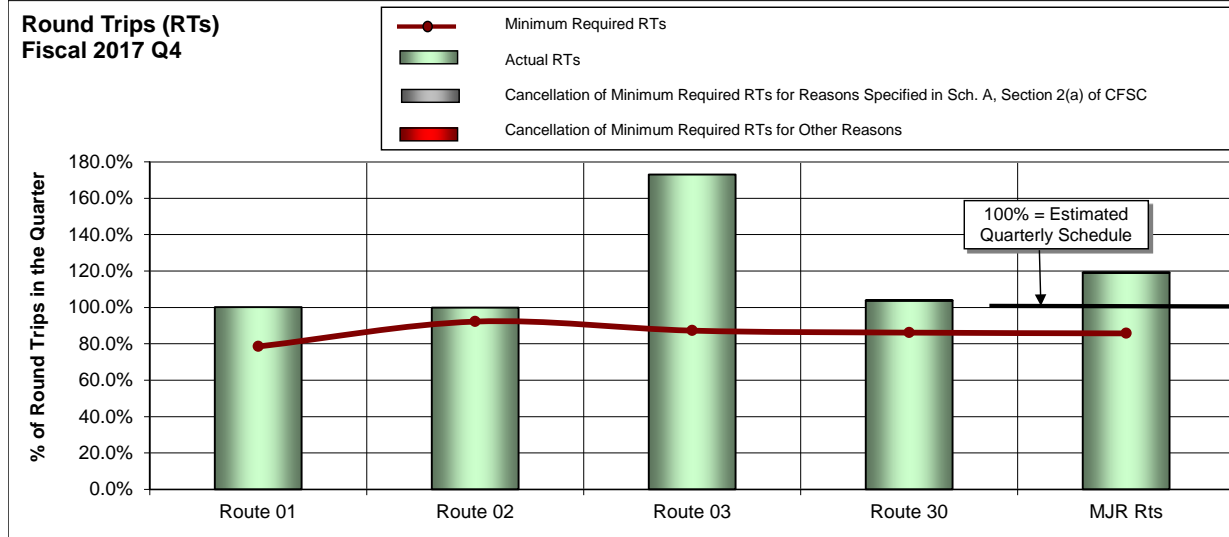
## Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

| <b>Fiscal 2017<br/>Quarter Ended March 31, 2017</b> |              |                 |                 | <b>Performance Against Minimum<br/>(Daily) Core Service Levels</b>                    |  |
|---|--------------|-----------------|-----------------|---|--|
| <b>Route Groups (RG)</b>                            |              |                 |                 | <b>Cumulative Days When<br/>Round Trips Missed<br/><i>Allowed 30 Days / Route</i></b> | <b>Highest Consecutive Days<br/>when Round Trips Missed<br/><i>Allowed 20 Days / Route</i></b> |
| <b>Major Routes</b>                                 | Route 01     | Swartz Bay      | Tsawwassen      | 1.0   | 1.0  |
|   | Route 02     | Horseshoe Bay   | Departure Bay   | 2.0   | 1.0  |
|   | Route 03     | Langdale        | Horseshoe Bay   | 0.0   |  |
|   | Route 30     | Duke Point      | Tsawwassen      | 2.0   | 1.0  |
| <b>Northern Routes</b>                              | Route 10     | Port Hardy      | Prince Rupert   | 0.0   |  |
|   | Route 11     | Skidegate       | Prince Rupert   | 0.0   |  |
| <b>Minor Routes</b>                                 | Route 04     | Fulford Harbour | Swartz Bay      | 1.0   | 1.0  |
|   | Route 05     | Swartz Bay      | Four SGIs       | 0.0   |  |
|   | Route 06     | Crofton         | Vesuvius Bay    | 1.0   | 1.0  |
|   | Route 07     | Earls Cove      | Saltery Bay     | 0.0   |  |
|   | Route 08     | Horseshoe Bay   | Bowen Island    | 2.0   | 1.0  |
|   | Route 09     | Tsawwassen      | Long Harbour    | 4.0   | 2.0  |
|   | Route 12     | Mill Bay        | Brentwood Bay   | 2.0   | 1.0  |
|   | Route 13     | Langdale        | Gambier/Keats   | 1.0   | 1.0  |
|   | Route 17     | Little River    | Powell River    | 17.0  | 3.0  |
|   | Route 18     | Texada          | Powell River    | 2.0   | 1.0  |
|   | Route 19     | Nanaimo Harbour | Gabriola Island | 0.0   |  |
|   | Route 20     | Chemainus       | Thetis Island   | 0.0   |  |
|   | Route 21     | Buckley Bay     | Denman West     | 2.0   | 2.0  |
|   | Route 22     | Denman East     | Hornby Island   | 1.0   | 1.0  |
|   | Route 23     | Campbell River  | Quadra Island   | 5.0   | 1.0  |
|   | Route 24     | Quadra Island   | Cortes Island   | 16.0  | 2.0  |
| Route 25  | Port McNeill | Alert Bay       | 1.0             | 1.0   |  |
| Route 26  | Skidegate    | Alliford Bay    | 1.0             | 1.0   |  |

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

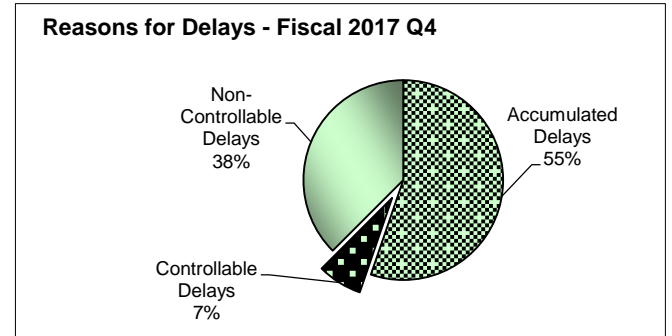
## Major Routes



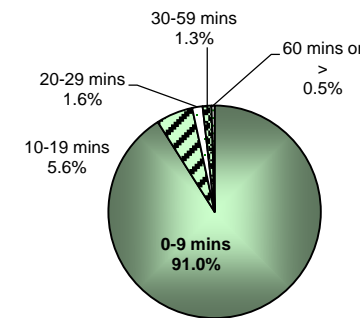
| Routes                    | Route Description      | Actual RTs     | Minimum Required RTs | Variance (Actual to Minimum) | % Sailings Overloaded |
|---------------------------|------------------------|----------------|----------------------|------------------------------|-----------------------|
| Route 01                  | Swartz Bay-Tsawwassen  | 803.0          | 630.0                | 173.0                        | 47.3%                 |
| Route 02                  | Horseshoe Bay-Nanaimo  | 682.0          | 630.0                | 52.0                         | 8.8%                  |
| Route 03 <sup>(1)</sup>   | Langdale-Horseshoe Bay | 1,223.0        | 617.0                | 606.0                        | 12.0%                 |
| Route 30                  | Nanaimo-Tsawwassen     | 668.0          | 555.0                | 113.0                        | 10.4%                 |
| <b>MAJOR Routes Total</b> |                        | <b>3,376.0</b> | <b>2,432.0</b>       | <b>944.0</b>                 | <b>19.5%</b>          |

**Note:**

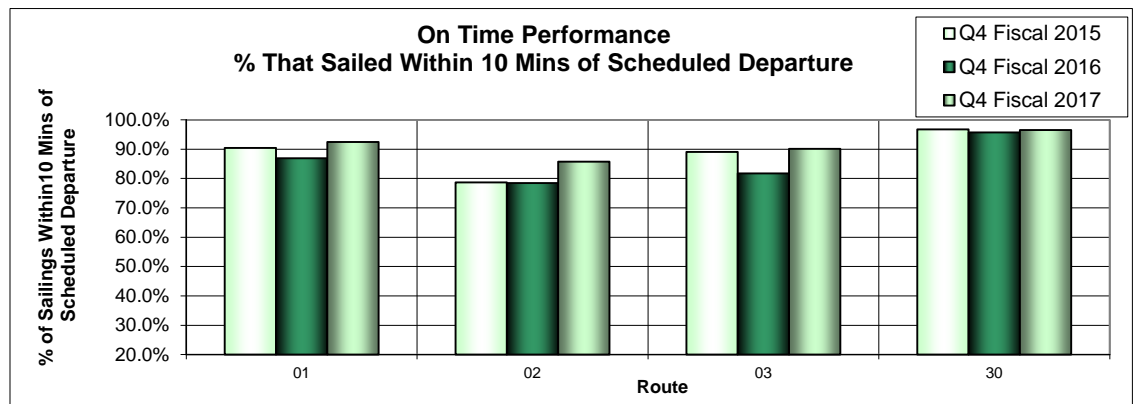
<sup>(1)</sup> Route 3: From January 19 to April 7, 2017, due to berth construction at Langdale terminal, alternative service on Route 3 was provided through the simultaneous operation of two vessels, each of which loaded vehicles on the main vehicle deck only. This resulted in an increase in the number of round trips in order to provide the required route capacity.



**On Time Performance Fiscal 2017 Q4**

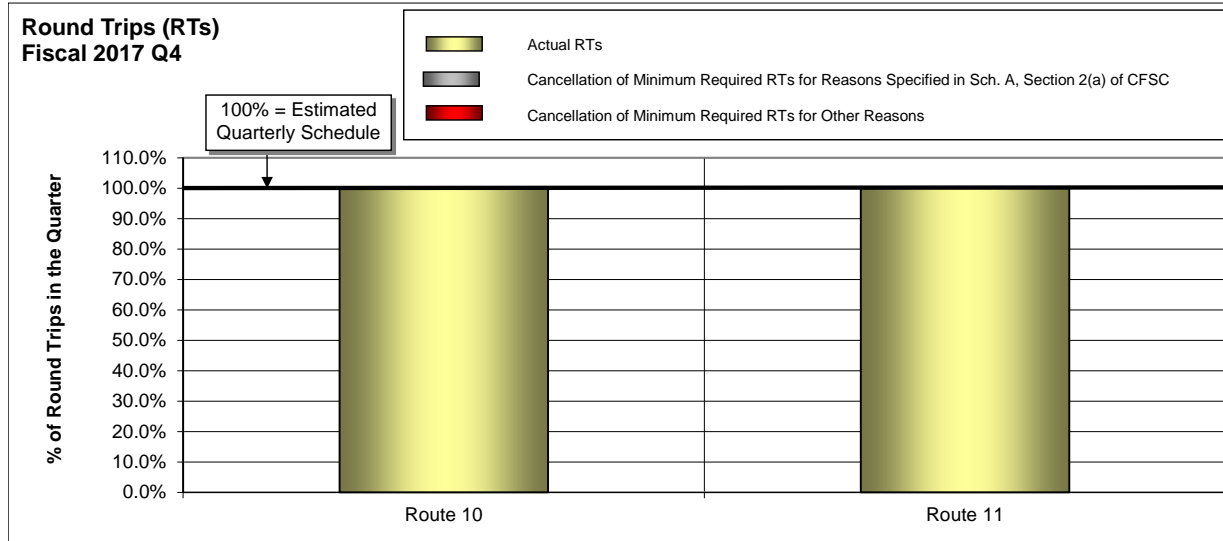


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

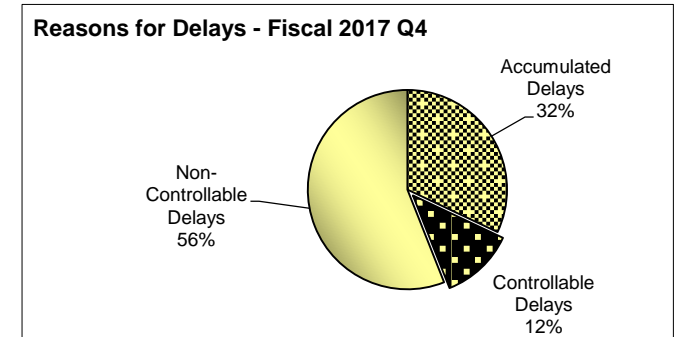


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Quarter Ended March 31, 2017

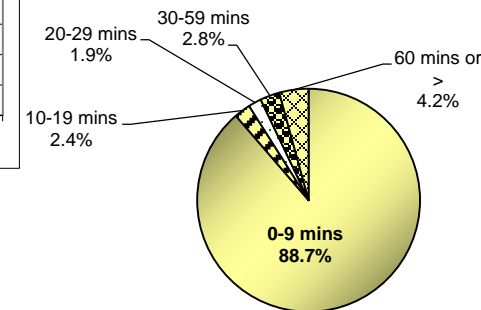
## Northern Routes



| Routes                       | Route Description        | Actual RTs  | Minimum Required RTs | Variance (Actual to Minimum) | % Sailings Overloaded |
|------------------------------|--------------------------|-------------|----------------------|------------------------------|-----------------------|
| Route 10                     | Port Hardy-Prince Rupert | 13.5        | 13.5                 | 0.0                          | 0.0%                  |
| Route 11                     | Skidegate-Prince Rupert  | 26.0        | 26.0                 | 0.0                          | 1.9%                  |
| <b>NORTHERN Routes Total</b> |                          | <b>39.5</b> | <b>39.5</b>          | <b>0.0</b>                   | <b>0.5%</b>           |

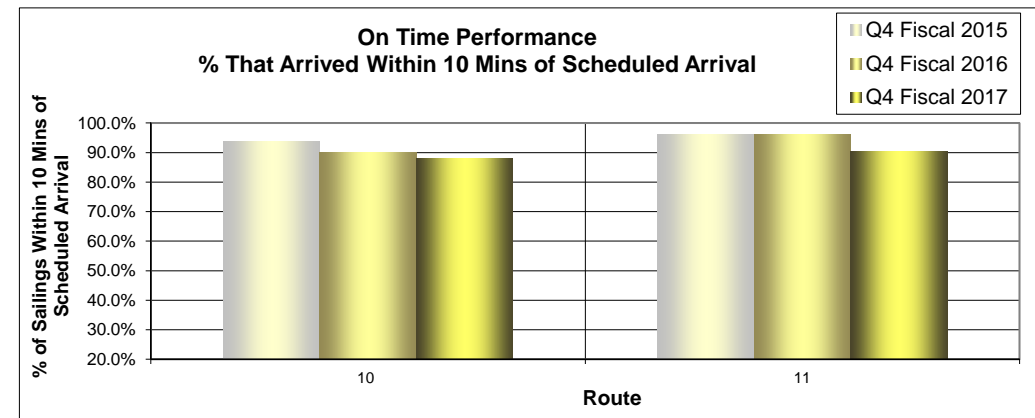


**On Time Performance Fiscal 2017 Q4**



**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

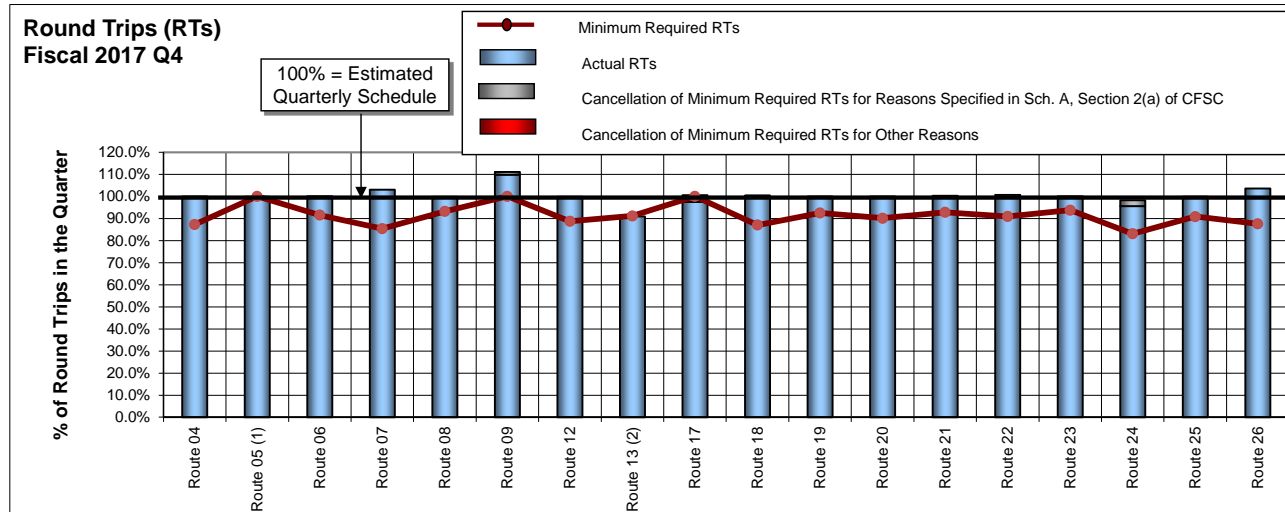
**On Time Performance % That Arrived Within 10 Mins of Scheduled Arrival**



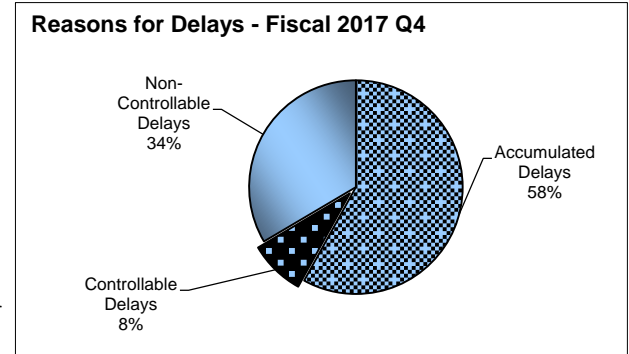
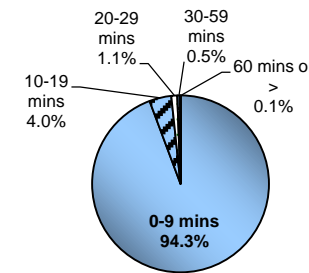


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Quarter Ended March 31, 2017

## Minor Routes



### On Time Performance Fiscal 2017 Q4



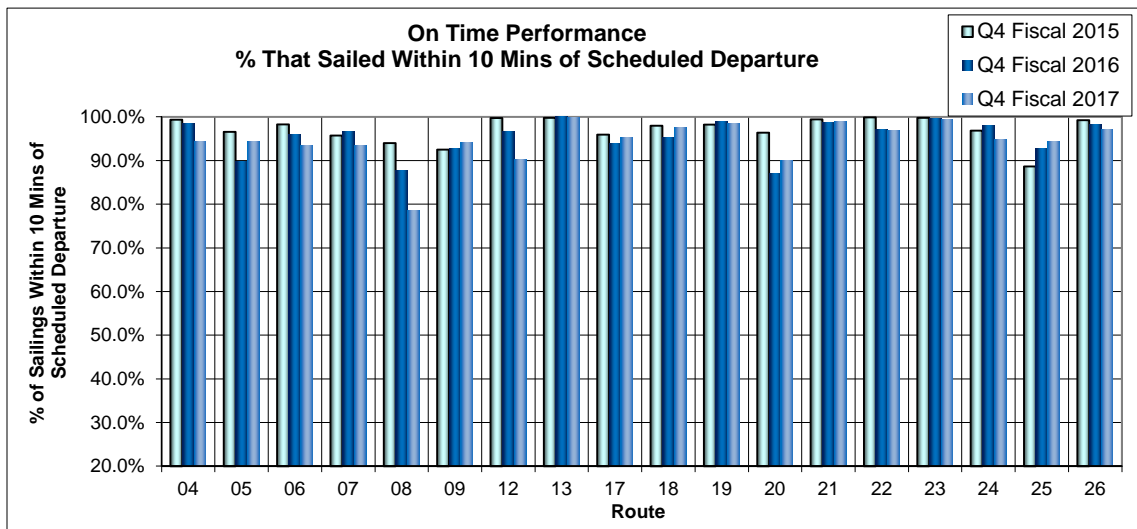
**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

| Routes                    | Route Description                | Actual RTs      | Minimum Required RTs | Variance (Actual to Minimum) | % Sailings Overloaded |
|---------------------------|----------------------------------|-----------------|----------------------|------------------------------|-----------------------|
| Route 04                  | Swartz Bay-Fulford Harbour       | 707.0           | 617.0                | 90.0                         | 6.8%                  |
| Route 05 <sup>(1)</sup>   | Swartz Bay-Gulf Islands          | 849.0           | 850.0                | -1.0                         | 2.6%                  |
| Route 06                  | Crofton-Vesuvius Bay             | 1,052.0         | 962.0                | 90.0                         | 3.8%                  |
| Route 07                  | Earls Cove-Salter Bay            | 636.0           | 527.0                | 109.0                        | 0.6%                  |
| Route 08                  | Horseshoe Bay-Bowen Island       | 1,310.0         | 1,229.0              | 81.0                         | 2.5%                  |
| Route 09                  | Tsawwassen-Southern Gulf Islands | 178.0           | 162.0                | 16.0                         | 0.6%                  |
| Route 12                  | Mill Bay-Brentwood Bay           | 788.0           | 700.0                | 88.0                         | 3.9%                  |
| Route 13 <sup>(2)</sup>   | Langdale-Keats/Gambier           | 926.0           | 928.0                | -2.0                         | Pass only             |
| Route 17                  | Little River-Powell River        | 326.0           | 334.0                | -8.0                         | 0.0%                  |
| Route 18                  | Powell River-Texada              | 696.0           | 604.0                | 92.0                         | 0.7%                  |
| Route 19                  | Nanaimo Harbour-Gabriola Island  | 1,209.0         | 1,118.0              | 91.0                         | 4.6%                  |
| Route 20                  | Chemainus-Thetis/Penelakut       | 912.0           | 822.0                | 90.0                         | 1.1%                  |
| Route 21                  | Buckley Bay-Denman West          | 1,247.0         | 1,157.0              | 90.0                         | 2.9%                  |
| Route 22                  | Gravelly Bay-Hornby Island       | 984.0           | 888.0                | 96.0                         | 0.8%                  |
| Route 23                  | Campbell River-Quadra Island     | 1,423.0         | 1,337.0              | 86.0                         | 3.7%                  |
| Route 24                  | Quadra Island-Cortes Island      | 504.0           | 438.0                | 66.0                         | 1.8%                  |
| Route 25                  | Port McNeill-Sointula/Alert Bay  | 974.0           | 887.0                | 87.0                         | 1.6%                  |
| Route 26                  | Skidegate-Alliford Bay           | 745.0           | 630.0                | 115.0                        | 1.9%                  |
| <b>MINOR Routes Total</b> |                                  | <b>15,466.0</b> | <b>14,190.0</b>      | <b>1,276.0</b>               | <b>2.5%</b>           |

Note:

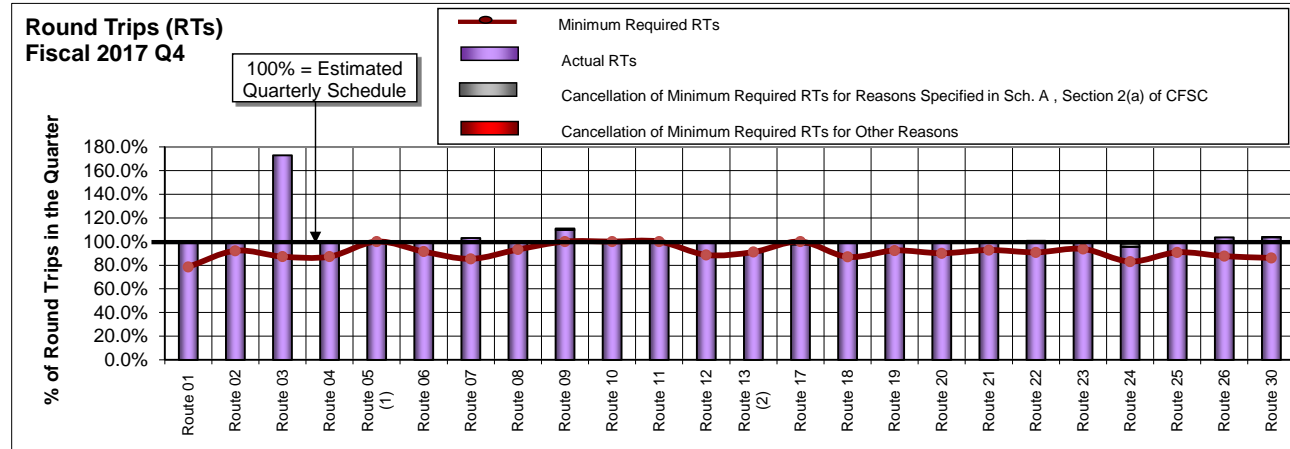
<sup>(1)</sup> Route 5: Route 5 variance arises from a New Years Day sailing cancellation per note 1(b) of Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

<sup>(2)</sup> Route 13: From January 19 to April 7, 2017 alternative service on Route 13 to Gambier and Keats Island was temporarily provided from Gibson's Harbour due to berth construction at Langdale terminal, resulting in some "on demand only" sailing cancellations.



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

## All Routes



| Routes                  | Route Description                | Actual RTs      | Minimum Required RTs | Variance (Actual to Minimum) | % Sailings Overloaded |
|-------------------------|----------------------------------|-----------------|----------------------|------------------------------|-----------------------|
| Route 01                | Swartz Bay-Tsawwassen            | 803.0           | 630.0                | 173.0                        | 47.3%                 |
| Route 02                | Horseshoe Bay-Nanaimo            | 682.0           | 630.0                | 52.0                         | 8.8%                  |
| Route 03                | Langdale-Horseshoe Bay           | 1,223.0         | 617.0                | 606.0                        | 12.0%                 |
| Route 04                | Swartz Bay-Fulford Harbour       | 707.0           | 617.0                | 90.0                         | 6.8%                  |
| Route 05 <sup>(1)</sup> | Swartz Bay-Gulf Islands          | 849.0           | 850.0                | -1.0                         | 2.6%                  |
| Route 06                | Crofton-Vesuvius Bay             | 1,052.0         | 962.0                | 90.0                         | 3.8%                  |
| Route 07                | Earls Cove-Saltery Bay           | 636.0           | 527.0                | 109.0                        | 0.6%                  |
| Route 08                | Horseshoe Bay-Bowen Island       | 1,310.0         | 1,229.0              | 81.0                         | 2.5%                  |
| Route 09                | Tsawwassen-Southern Gulf Islands | 178.0           | 162.0                | 16.0                         | 0.6%                  |
| Route 10                | Port Hardy-Prince Rupert         | 13.5            | 13.5                 | 0.0                          | 0.0%                  |
| Route 11                | Skidegate-Prince Rupert          | 26.0            | 26.0                 | 0.0                          | 1.9%                  |
| Route 12                | Mill Bay-Brentwood Bay           | 788.0           | 700.0                | 88.0                         | 3.9%                  |
| Route 13 <sup>(2)</sup> | Langdale-Keats/Gambier           | 926.0           | 928.0                | -2.0                         | Pass only             |
| Route 17                | Little River-Powell River        | 326.0           | 334.0                | -8.0                         | 0.0%                  |
| Route 18                | Powell River-Texada              | 696.0           | 604.0                | 92.0                         | 0.7%                  |
| Route 19                | Nanaimo Harbour-Gabriola Island  | 1,209.0         | 1,118.0              | 91.0                         | 4.6%                  |
| Route 20                | Chemainus-Thetis/Penelakut       | 912.0           | 822.0                | 90.0                         | 1.1%                  |
| Route 21                | Buckley Bay-Denman West          | 1,247.0         | 1,157.0              | 90.0                         | 2.9%                  |
| Route 22                | Gravelly Bay-Hornby Island       | 984.0           | 888.0                | 96.0                         | 0.8%                  |
| Route 23                | Campbell River-Quadra Island     | 1,423.0         | 1,337.0              | 86.0                         | 3.7%                  |
| Route 24                | Quadra Island-Cortes Island      | 504.0           | 438.0                | 66.0                         | 1.8%                  |
| Route 25                | Port McNeill-Sointula/Alert Bay  | 974.0           | 887.0                | 87.0                         | 1.6%                  |
| Route 26                | Skidegate-Alliford Bay           | 745.0           | 630.0                | 115.0                        | 1.9%                  |
| Route 30                | Nanaimo-Tsawwassen               | 668.0           | 555.0                | 113.0                        | 10.4%                 |
| <b>All Routes Total</b> |                                  | <b>18,881.5</b> | <b>16,661.5</b>      | <b>2,220.0</b>               | <b>5.4%</b>           |

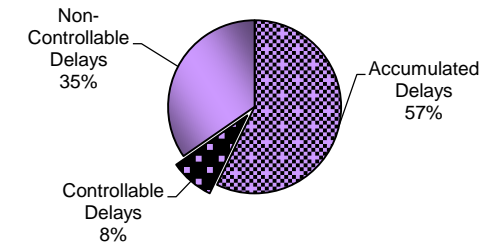
Note:

<sup>(1)</sup> Route 5: Route 5 variance arises from a New Years Day sailing cancellation per note 1(b) of Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

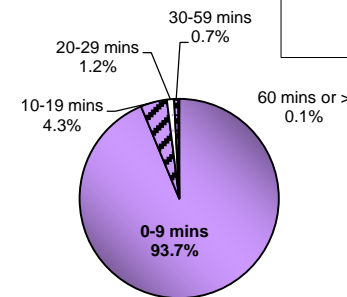
<sup>(2)</sup> Route 13: From January 19 to April 7, 2017 alternative service on Route 13 to Gambier and Keats Island was temporarily provided from Gibson's Harbour due to berth construction at Langdale terminal, resulting in some "on demand only" sailing cancellations.

<sup>(3)</sup> Within 10 minutes of scheduled arrival for the Northern Routes 10 and 11.

## Reasons for Delays - Fiscal 2017 Q4



## On Time Performance Fiscal 2017 Q4



**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

