



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

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's) Note 6	AEQ's Carried Fiscal 2017	Capacity Utilization Fiscal 2017 (C / B) Note 4 & 5	Capacity Utilization Fiscal 2016 Note 4	AEQ's Carried Fiscal 2016	AEQ Growth (C - F)	AEQ Tariff Revenue Fiscal 2017 Note 2	AEQ Tariff Revenue Fiscal 2016 Note 2	AEQ Tariff Revenue Growth (H - I)
1	3,950.0	2,614,056	2,283,655	87.4%	86.9%	2,218,744	64,911	\$ 132,734,598	\$ 126,173,436	\$ 6,561,162
2	3,074.0	1,911,520	1,331,416	69.7%	68.5%	1,319,957	11,459	73,158,951	71,111,889	2,047,062
3	3,621.5	2,218,550	1,287,152	58.0%	65.4%	1,254,649	32,503	29,711,533	28,145,512	1,566,021
30	2,735.5	1,595,856	971,795	60.9%	57.8%	914,074	57,721	67,151,361	62,262,624	4,888,737
Major Routes	13,381.0	8,339,982	5,874,018	70.4%	71.5%	5,707,424	166,594	302,756,443	287,693,461	15,062,982
10	85.5	25,261	15,852	62.8%	59.1%	14,788	1,064	4,726,077	4,317,105	408,972
11	148.0	29,168	22,157	76.0%	74.2%	20,661	1,496	3,861,563	3,615,186	246,377
Northern Routes	233.5	54,429	38,009	69.8%	67.0%	35,449	2,560	8,587,640	7,932,291	655,349
4	2,894.0	517,119	327,583	63.3%	60.8%	319,566	8,017	3,724,587	3,647,297	77,290
5	3,472.0	597,166	275,026	46.1%	48.6%	270,473	4,553	3,521,234	3,398,985	122,249
6	4,464.0	462,416	255,871	55.3%	51.9%	252,716	3,155	3,321,073	3,153,602	167,471
7	2,562.5	551,236	195,027	35.4%	37.6%	193,115	1,912	4,731,644	4,568,060	163,584
8	5,326.0	947,778	514,336	54.3%	52.9%	489,839	24,497	6,142,562	5,779,155	363,407
9	825.0	295,386	172,620	58.4%	55.0%	164,600	8,020	7,915,357	7,446,783	468,574
12	3,210.0	121,980	94,759	77.7%	67.1%	68,016	26,743	1,155,108	804,998	350,110
13	4,028.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(1,872)	(2,815)	943
17	1,343.0	446,678	168,363	37.7%	40.6%	169,836	(1,473)	6,457,217	6,465,710	(8,493)
18	2,869.5	215,634	89,007	41.3%	41.5%	86,684	2,323	685,202	626,865	58,337
19	4,922.0	620,172	364,563	58.8%	57.4%	355,561	9,002	3,249,930	3,133,430	116,500
20	3,701.0	192,452	87,318	45.4%	45.9%	88,402	(1,084)	738,363	782,001	(43,638)
21	5,474.0	491,449	266,613	54.3%	52.3%	251,414	15,199	2,030,241	1,817,207	213,034
22	4,327.5	218,476	118,774	54.4%	63.1%	113,298	5,476	959,480	898,253	61,227
23	5,782.0	684,386	391,495	57.2%	56.5%	385,750	5,745	3,207,536	3,225,133	(17,597)
24	2,089.0	108,628	63,156	58.1%	56.2%	60,877	2,279	646,835	604,102	42,733
25	3,959.0	248,410	92,751	37.3%	45.3%	93,174	(423)	998,423	997,452	971
26	3,029.0	96,928	48,296	49.8%	48.5%	46,679	1,617	491,913	454,543	37,370
Minor Routes	64,277.5	6,816,294	3,525,558	51.7%	51.6%	3,410,000	115,558	49,974,833	47,800,761	2,174,072
Total	77,892.0	15,210,705	9,437,585	62.0%	62.5%	9,152,873	284,712	361,318,916	343,426,513	17,892,403

Note 1

Note 1) Revenue arises from bike traffic and freight.

Note 2) Obligations deferred or settled reflect the following:

Fiscal 2017 - There is no obligation to be settled/deferred.

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 vehicles and passengers, respectively) and zero balances at March 31, 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 Capacity Utilization (column 'D') are based on this revised standard, and for comparison purposes, Fiscal 2016 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 for Route 3 is 65.9%, for the Major Routes is 72.8%, and overall is 63.1%.

Note 6) Year-end Capacity Provided on Routes 2 and 3 has been adjusted to accommodate a minor adjustment in the AEQ capacity of vessels on these Routes.

Obligation deferred (settled)

0

(615,054)

361,318,916

342,811,459



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

Routes	K	L	M	N	O	P
	Passengers Fiscal 2017	Passengers Fiscal 2016	Passenger Growth (K - L)	Passenger Tariff Revenue Fiscal 2017 Note 2	Passenger Tariff Revenue Fiscal 2016 Note 2	Passenger Tariff Revenue Growth (N - O)
1	6,065,602	5,962,339	103,263	\$ 92,641,989	\$ 88,940,525	\$ 3,701,464
2	3,381,076	3,409,340	(28,264)	51,907,585	50,900,877	1,006,708
3	2,636,308	2,595,660	40,648	16,630,205	15,932,459	697,746
30	1,587,196	1,482,019	105,177	24,136,939	22,120,263	2,016,676
Major Routes	13,670,182	13,449,358	220,824	185,316,718	177,894,124	7,422,594
10	42,555	40,585	1,970	5,615,312	5,238,123	377,189
11	43,749	40,283	3,466	1,625,162	1,437,683	187,479
Northern Routes	86,304	80,868	5,436	7,240,474	6,675,806	564,668
4	651,111	647,887	3,224	3,340,838	3,253,747	87,091
5	484,266	478,674	5,592	2,448,834	2,359,217	89,617
6	471,094	471,004	90	2,067,033	1,985,936	81,097
7	343,217	338,817	4,400	2,173,908	2,077,938	95,970
8	1,165,891	1,155,629	10,262	4,101,407	3,970,684	130,723
9	472,655	460,976	11,679	6,102,442	5,781,842	320,600
12	180,779	131,308	49,471	1,046,023	735,621	310,402
13	41,054	40,490	564	193,238	186,632	6,606
17	361,397	362,259	(862)	4,536,917	4,370,948	165,969
18	156,185	156,435	(250)	541,306	525,680	15,626
19	770,452	767,364	3,088	2,479,321	2,381,668	97,653
20	243,354	245,605	(2,251)	638,290	677,888	(39,598)
21	480,367	462,185	18,182	1,455,670	1,388,076	67,594
22	227,837	219,640	8,197	704,614	672,973	31,641
23	799,635	802,012	(2,377)	2,374,245	2,322,477	51,768
24	104,019	102,270	1,749	429,585	407,455	22,130
25	231,049	229,088	1,961	900,847	865,117	35,730
26	93,908	87,218	6,690	315,339	285,782	29,557
Minor Routes	7,278,270	7,158,861	119,409	35,849,857	34,249,681	1,600,176
Total	21,034,756	20,689,087	345,669	228,407,049	218,819,611	9,587,438

% Sailings Within 10 Min. (Note 3)		
Fiscal 2015	Fiscal 2016	Fiscal 2017
87.7%	82.4%	82.7%
74.0%	76.2%	78.7%
77.4%	73.2%	74.3%
93.2%	91.9%	88.2%
83.1%	80.7%	80.6%
88.6%	89.6%	86.1%
94.6%	96.2%	95.6%
90.0%	91.0%	88.4%
96.6%	96.4%	95.6%
91.3%	88.1%	85.3%
86.6%	91.8%	84.2%
95.1%	91.5%	91.8%
89.0%	82.2%	78.4%
86.3%	84.9%	86.7%
93.7%	94.1%	86.2%
99.8%	99.7%	99.8%
94.2%	91.4%	90.0%
95.4%	96.3%	95.4%
90.1%	96.4%	95.2%
91.3%	89.2%	87.2%
97.2%	97.6%	97.9%
98.4%	97.1%	95.1%
98.0%	98.0%	98.3%
91.8%	93.9%	93.6%
85.4%	83.9%	88.2%
98.3%	96.5%	95.3%
93.2%	92.6%	91.2%
91.7%	90.8%	89.5%

Obligation deferred (settled) 0 (397,898)

Total passenger revenue 228,407,049 218,421,713

Total vehicle and passenger revenue 589,725,965 561,233,172

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

Performance Against CFSC Requirements - Annual Core Service Levels

Fiscal 2017 Year Ended March 31, 2017				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	0.07%
Route 02	Horseshoe Bay	Departure Bay	0.5	3										3.5			0.0	3.5	
Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	
Route 30	Duke Point	Tsawwassen		1							1			2.0			0.0	2.0	
Major Routes			0.5	7	0	0	0	0	0	0	1	0	0	8.5	0	0	0.0	8.5	0.07%
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%
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									1			1.0			0.0	1.0	0.03%
Route 05	Swartz Bay	Four SGIs												0.0			0.0	0.0	0.00%
Route 06	Crofton	Vesuvius Bay		1										1.0			0.0	1.0	0.02%
Route 07	Earls Cove	Saltery Bay												0.0			0.0	0.0	0.00%
Route 08	Horseshoe Bay	Bowen Island		5.5			0.5				1.5			7.5		5	5.0	12.5	0.23%
Route 09	Tsawwassen	Long Harbour		3							2			5.0			0.0	5.0	0.62%
Route 12	Mill Bay	Brentwood Bay		3			1				3			7.0			0.0	7.0	0.22%
Route 13 ⁽¹⁾	Langdale	Gambier/Keats					1							1.0			0.0	1.0	0.02%
Route 17	Little River	Powell River		27			1							28.0			0.0	28.0	2.05%
Route 18	Texada	Powell River		2										2.0			0.0	2.0	0.07%
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	0.06%
Route 22	Denman East	Hornby Island		2										2.0			0.0	2.0	0.05%
Route 23	Campbell River	Quadra Island		12										12.0			0.0	12.0	0.21%
Route 24	Quadra Island	Cortes Island		48			1							49.0			0.0	49.0	2.29%
Route 25	Port McNeill	Alert Bay		2										2.0			0.0	2.0	0.05%
Route 26	Skidegate	Alliford Bay		1										1.0			0.0	1.0	0.03%
Minor Routes			0	106.5	0	0	4.5	0	0	0	10.5	0	0	121.5	0	5	5.0	126.5	0.20%
TOTAL			0.5	113.5	0.0	0.0	4.5	0.0	0.0	0.0	11.5	0.0	0.0	130.0	0.0	5.0	5.0	135.0	0.18%

% of Minimum Required Round Trips Cancelled

0.00% 0.15% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.02% 0.00% 0.00% 0.17% 0.00% 0.01% 0.01% 0.18%

Note:

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

Appendix 3b - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

Fiscal 2017 Year Ended March 31, 2017			
Routes ⁽¹⁾		Terminal 1	Terminal 2
	Route 01	Swartz Bay	Tsawwassen
	Route 02	Horseshoe Bay	Departure Bay
	Route 03	Langdale	Horseshoe Bay
	Route 30	Duke Point	Tsawwassen
Major Routes			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
Northern Routes			
	Route 04	Fulford Harbour	Swartz Bay
	Route 05	Swartz Bay	Four SGIs
	Route 06	Crofton	Vesuvius Bay
	Route 07	Earls Cove	Saltery Bay
	Route 08	Horseshoe Bay	Bowen Island
	Route 09	Tsawwassen	Long Harbour
	Route 12	Mill Bay	Brentwood Bay
	Route 13 ⁽³⁾	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, 2017				
Actual Round Trips ⁽¹⁾	Round Trips Required ⁽²⁾	Variance - Net Extra / Short Round Trips	Required Round Trips Cancelled	Total Extra / Short Round Trips
3,950.0				
3,074.0	12,254.0	1,127.0	8.5	1,135.5
3,621.5				
2,735.5				
13,381.0	12,254.0	1,127.0	8.5	1,135.5
85.5	85.5	0.0	0.0	0.0
148.0	139.0	9.0	0.0	9.0
233.5	224.5	9.0	0.0	9.0
2,894.0	2,881.0	13.0	1.0	14.0
3,472.0	3,471.0	1.0	0.0	1.0
4,464.0	4,441.0	23.0	1.0	24.0
2,562.5	2,513.0	49.5	0.0	49.5
5,326.0	5,338.5	-12.5	12.5	0.0
825.0	812.0	13.0	5.0	18.0
3,210.0	3,217.0	-7.0	7.0	0.0
4,028.0	4,062.0	-34.0	1.0	-33.0
1,343.0	1,364.0	-21.0	28.0	7.0
2,869.5	2,814.0	55.5	2.0	57.5
4,922.0	4,902.0	20.0	0.0	20.0
3,701.0	3,701.0	0.0	0.0	0.0
5,474.0	5,263.0	211.0	3.0	214.0
4,327.5	4,062.0	265.5	2.0	267.5
5,782.0	5,787.0	-5.0	12.0	7.0
2,089.0	2,138.0	-49.0	49.0	0.0
3,959.0	3,961.0	-2.0	2.0	0.0
3,029.0	2,918.0	111.0	1.0	112.0
64,277.5	63,645.5	632.0	126.5	758.5
77,892.0	76,124.0	1,768.0	135.0	1,903.0

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 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 33 "on demand only" sailing cancellations.

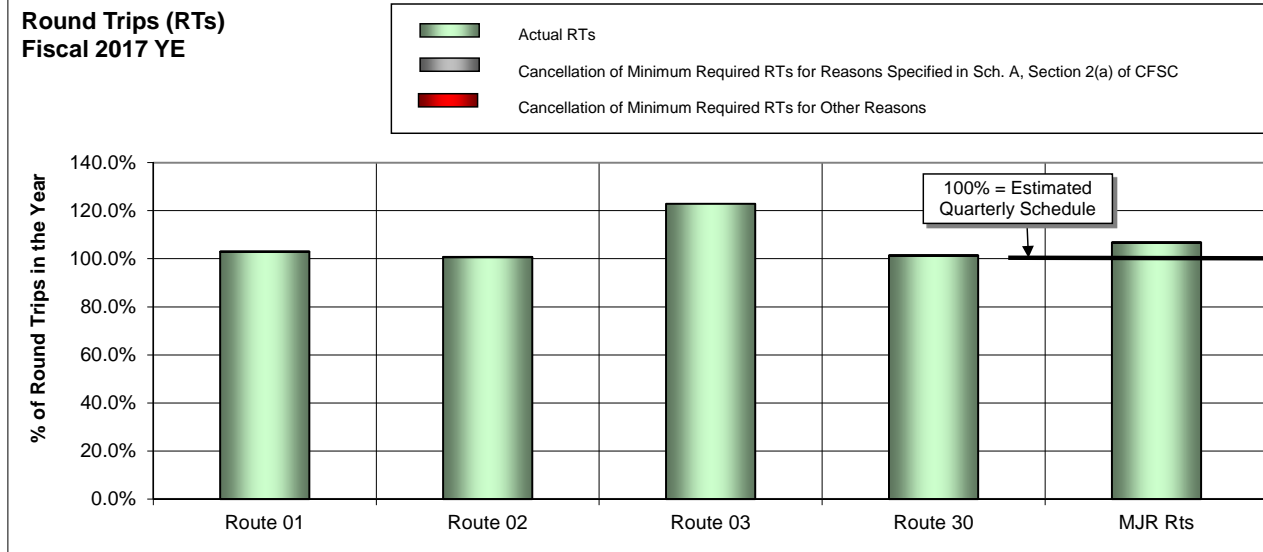
Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

Fiscal 2017 Year Ended March 31, 2017				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		
	Route 30	Duke Point	Tsawwassen	2.0	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert		
	Route 11	Skidegate	Prince Rupert		
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	1.0	1.0
	Route 05	Swartz Bay	Four SGIs		
	Route 06	Crofton	Vesuvius Bay	1.0	1.0
	Route 07	Earls Cove	Saltery Bay		
	Route 08	Horseshoe Bay	Bowen Island	4.0	1.0
	Route 09	Tsawwassen	Long Harbour	4.0	2.0
	Route 12	Mill Bay	Brentwood Bay	5.0	2.0
	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		
	Route 20	Chemainus	Thetis Island		
	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	

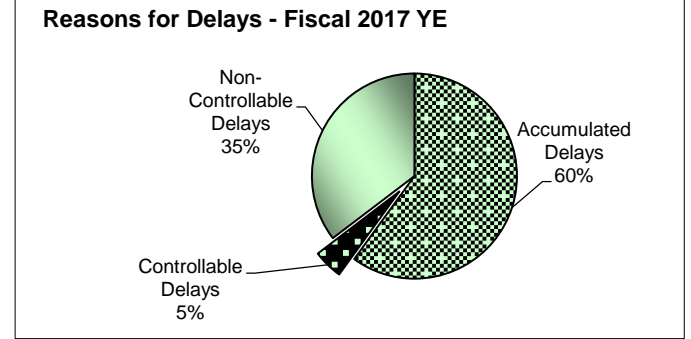
APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Year Ended March 31, 2017

Major Routes

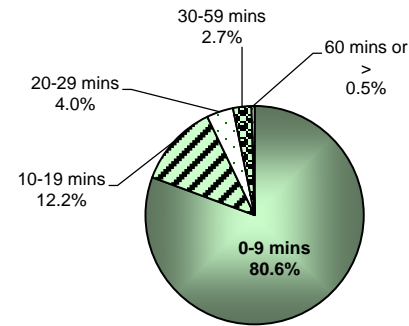


Routes	Route Description	Actual RTs	Round Trips Required ⁽¹⁾	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	3,950.0	12,254.0	1,127.0	53.5%
Route 02	Horseshoe Bay-Nanaimo	3,074.0			29.6%
Route 03	Langdale-Horseshoe Bay	3,621.5			22.9%
Route 30	Nanaimo-Tsawwassen	2,735.5			25.7%
MAJOR Routes Total		13,381.0	12,254.0	1,127.0	34.1%

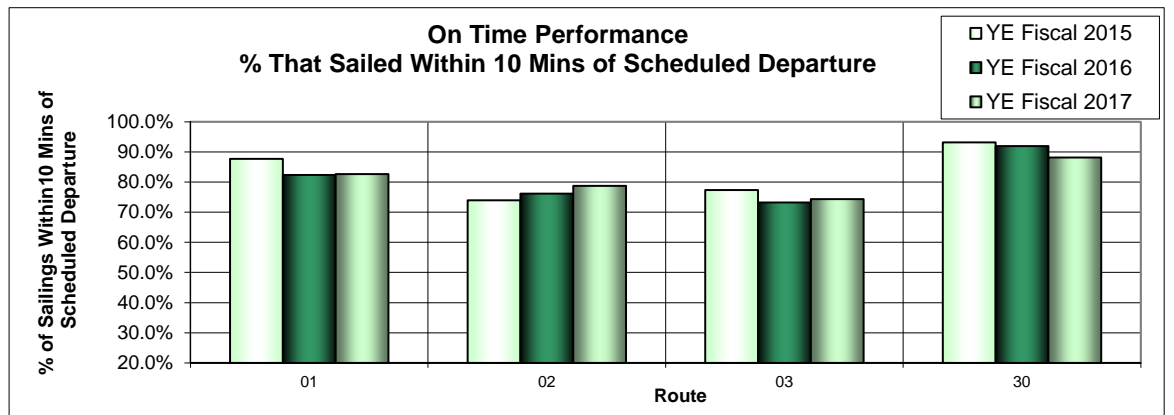
Note:
⁽¹⁾ For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract is an aggregate total for the four routes (Routes 1, 2, 3 and 30).



On Time Performance Fiscal 2017 YE

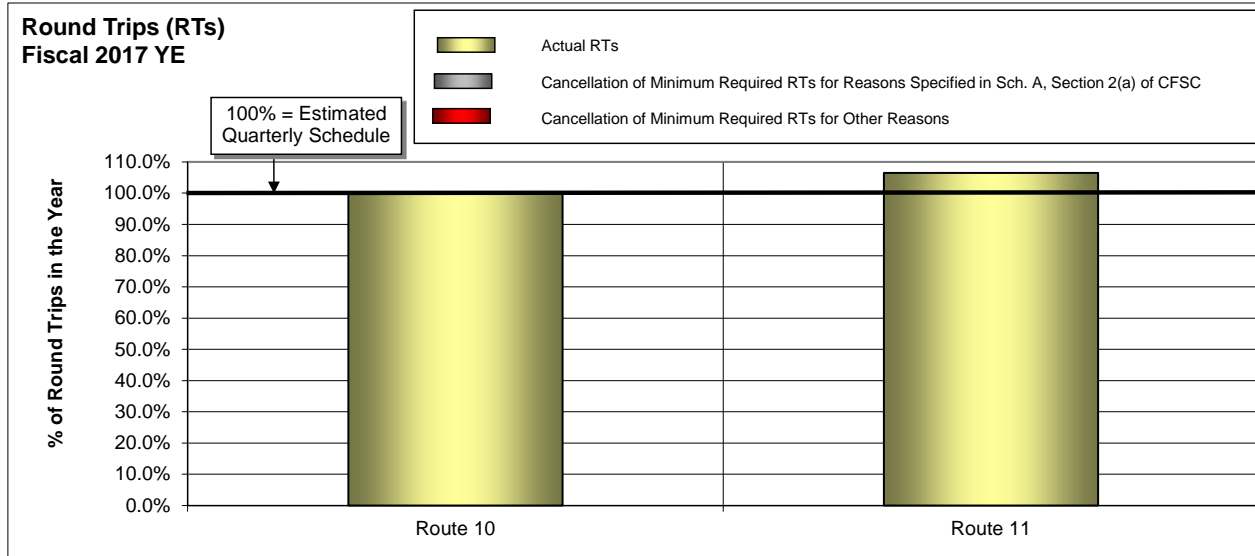


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

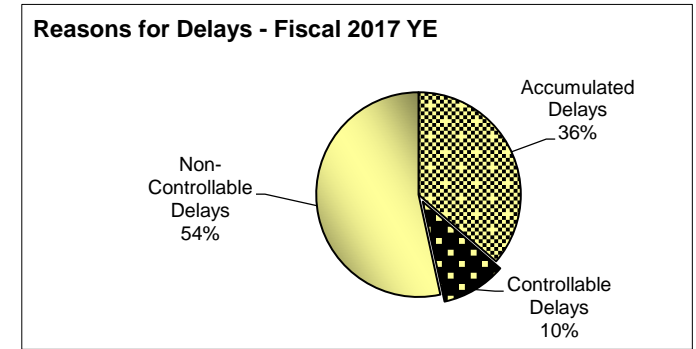


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Year Ended March 31, 2017

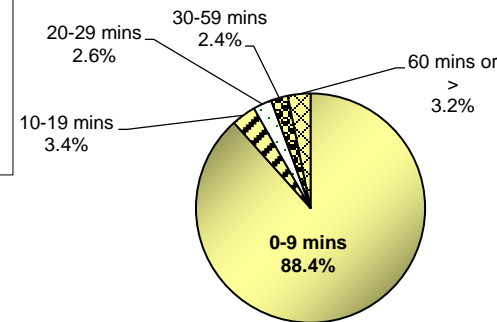
Northern Routes



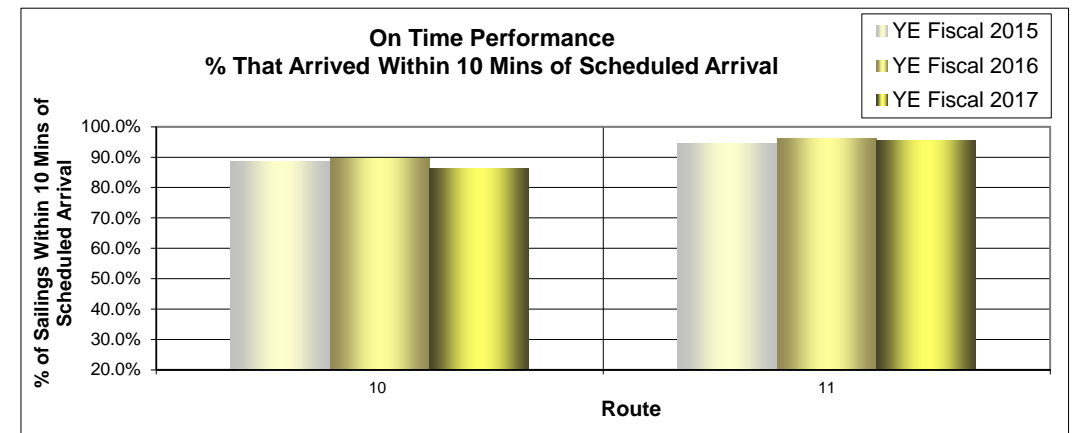
Routes	Route Description	Actual RTs	Round Trips Required	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	85.5	85.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	148.0	139.0	9.0	1.4%
NORTHERN Routes Total		233.5	224.5	9.0	0.3%



On Time Performance Fiscal 2017 YE

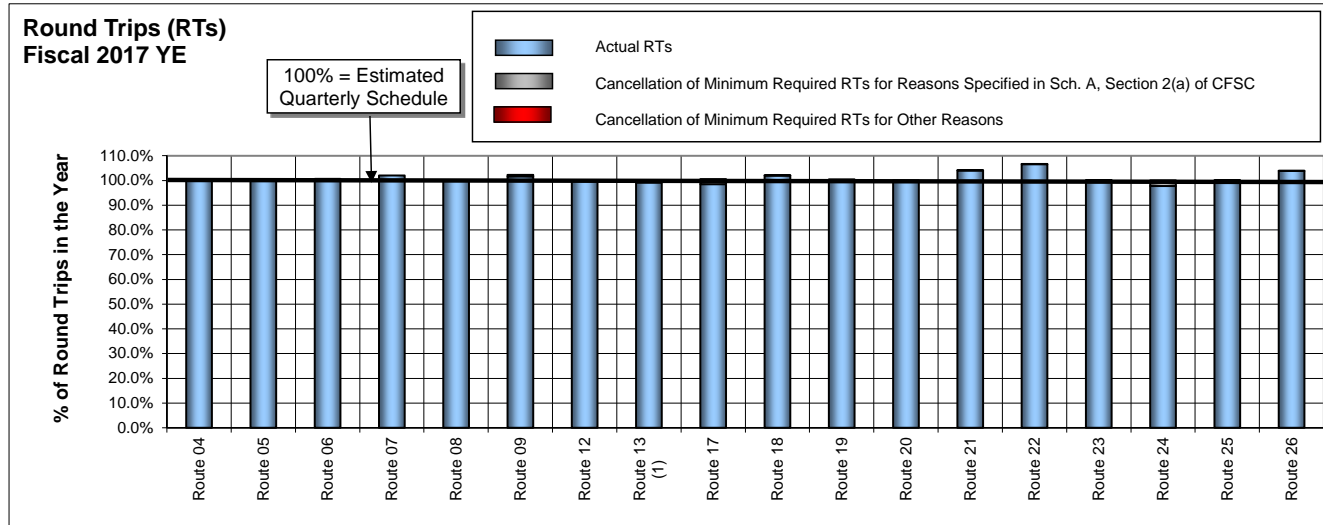


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
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Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

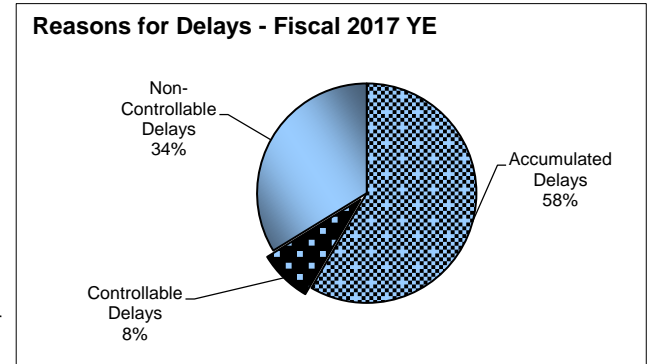
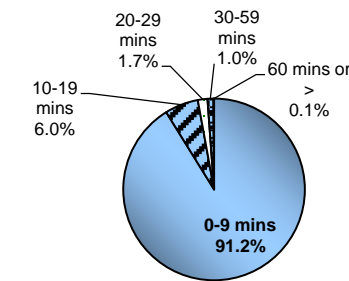


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Year Ended March 31, 2017

Minor Routes



On Time Performance Fiscal 2017 YE

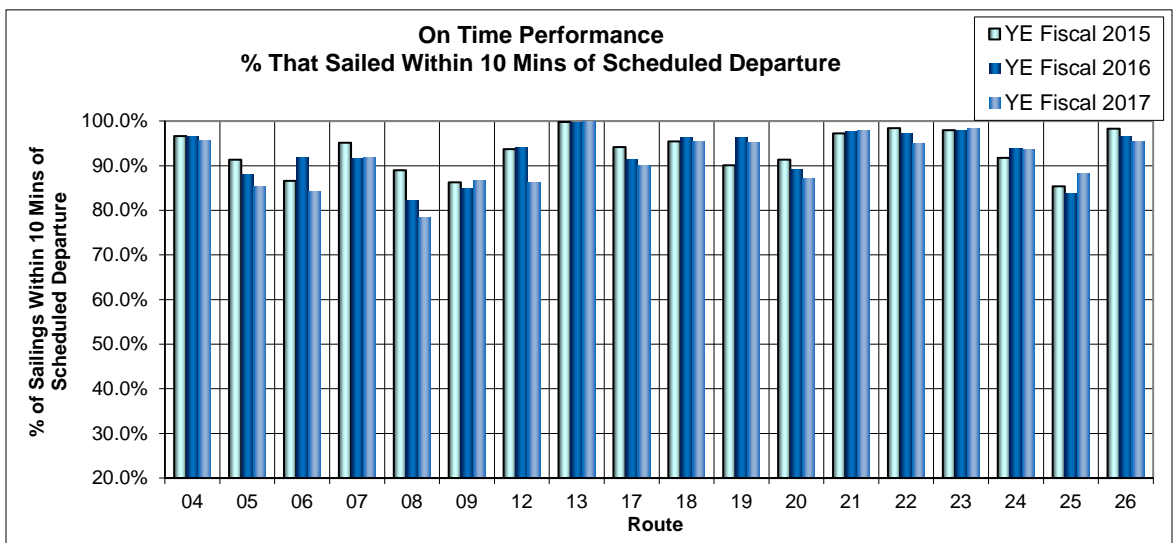


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
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Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Round Trips Required	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	2,894.0	2,881.0	13.0	8.3%
Route 05	Swartz Bay-Gulf Islands	3,472.0	3,471.0	1.0	4.2%
Route 06	Crofton-Vesuvius Bay	4,464.0	4,441.0	23.0	6.9%
Route 07	Earls Cove-Saltory Bay	2,562.5	2,513.0	49.5	2.1%
Route 08	Horseshoe Bay-Bowen Island	5,326.0	5,338.5	-12.5	5.7%
Route 09	Tsawwassen-Southern Gulf Islands	825.0	812.0	13.0	3.3%
Route 12	Mill Bay-Brentwood Bay	3,210.0	3,217.0	-7.0	8.1%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	4,028.0	4,062.0	-34.0	Pass only
Route 17	Little River-Powell River	1,343.0	1,364.0	-21.0	0.8%
Route 18	Powell River-Texada	2,869.5	2,814.0	55.5	2.0%
Route 19	Nanaimo Harbour-Gabriola Island	4,922.0	4,902.0	20.0	6.7%
Route 20	Chemainus-Thetis/Penelakut	3,701.0	3,701.0	0.0	1.8%
Route 21	Buckley Bay-Denman West	5,474.0	5,263.0	211.0	6.8%
Route 22	Gravelly Bay-Hornby Island	4,327.5	4,062.0	265.5	9.2%
Route 23	Campbell River-Quadra Island	5,782.0	5,787.0	-5.0	10.0%
Route 24	Quadra Island-Cortes Island	2,089.0	2,138.0	-49.0	9.4%
Route 25	Port McNeill-Sointula/Alert Bay	3,959.0	3,961.0	-2.0	2.6%
Route 26	Skidegate-Alliford Bay	3,029.0	2,918.0	111.0	3.1%
MINOR Routes Total		64,277.5	63,645.5	632.0	5.6%

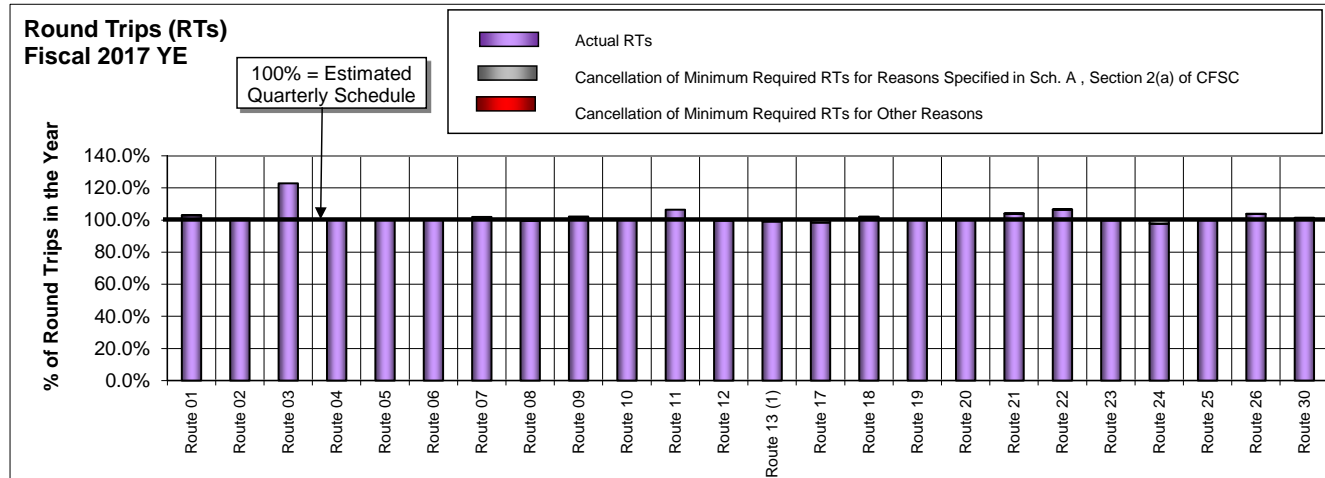
Note:

⁽¹⁾ 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 33 "on demand only" sailing cancellations.



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

All Routes



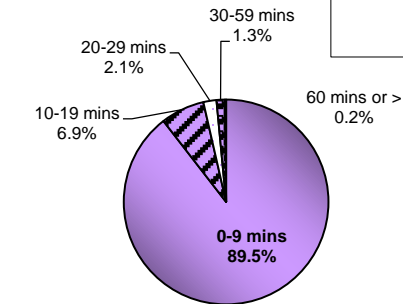
Routes	Route Description	Actual RTs	Round Trips Required	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	3,950.0			53.5%
Route 02	Horseshoe Bay-Nanaimo	3,074.0	12,254.0	1,127.0	29.6%
Route 03	Langdale-Horseshoe Bay	3,621.5			22.9%
Route 30	Nanaimo-Tsawwassen	2,735.5			25.7%
Route 04	Swartz Bay-Fulford Harbour	2,894.0	2,881.0	13.0	8.3%
Route 05	Swartz Bay-Gulf Islands	3,472.0	3,471.0	1.0	4.2%
Route 06	Crofton-Vesuvius Bay	4,464.0	4,441.0	23.0	6.9%
Route 07	Earls Cove-Salter Bay	2,562.5	2,513.0	49.5	2.1%
Route 08	Horseshoe Bay-Bowen Island	5,326.0	5,338.5	-12.5	5.7%
Route 09	Tsawwassen-Southern Gulf Islands	825.0	812.0	13.0	3.3%
Route 10	Port Hardy-Prince Rupert	85.5	85.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	148.0	139.0	9.0	1.4%
Route 12	Mill Bay-Brentwood Bay	3,210.0	3,217.0	-7.0	8.1%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	4,028.0	4,062.0	-34.0	Pass only
Route 17	Little River-Powell River	1,343.0	1,364.0	-21.0	0.8%
Route 18	Powell River-Textada	2,869.5	2,814.0	55.5	2.0%
Route 19	Nanaimo Harbour-Gabriola Island	4,922.0	4,902.0	20.0	6.7%
Route 20	Chemainus-Thetis/Penelakut	3,701.0	3,701.0	0.0	1.8%
Route 21	Buckley Bay-Denman West	5,474.0	5,263.0	211.0	6.8%
Route 22	Gravelly Bay-Hornby Island	4,327.5	4,062.0	265.5	9.2%
Route 23	Campbell River-Quadra Island	5,782.0	5,787.0	-5.0	10.0%
Route 24	Quadra Island-Cortes Island	2,089.0	2,138.0	-49.0	9.4%
Route 25	Port McNeill-Sointula/Alert Bay	3,959.0	3,961.0	-2.0	2.6%
Route 26	Skidegate-Alliford Bay	3,029.0	2,918.0	111.0	3.1%
All Routes Total		77,892.0	76,124.0	1,768.0	10.3%

Notes:

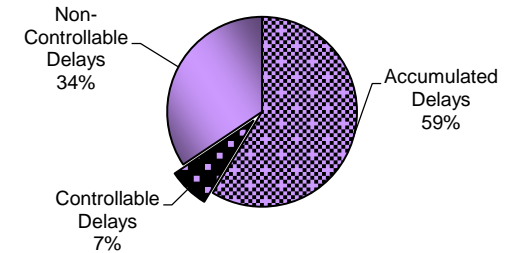
⁽¹⁾Route 13: From January 19 to April 7, 2017 alternative service on Route 13 to Gambier and Keats Island was temporarily provided from Gibson's Harbour due to berth construction at Langdale terminal, resulting in 33 "on demand only" sailing cancellations.

⁽²⁾Within 10 minutes of scheduled arrival for the Northern Routes 10 and 11.

On Time Performance Fiscal 2017 YE



Reasons for Delays - Fiscal 2017 YE



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 Sailed Within 10 Mins of Scheduled Departure (2)

