



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

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 4 F2016	Capacity Utilization QTR 4 F2016 (C / B)	Capacity Utilization QTR 4 F2015	AEQ's Carried QTR 4 F2015	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 4 F2016 Note 2	AEQ Tariff Revenue QTR 4 F2015 Note 2	AEQ Tariff Revenue Growth (H - I)
1	808.0	606,800	443,066	73.0%	70.0%	413,513	29,553	\$ 25,644,205	\$ 22,691,272	\$ 2,952,933
2	694.5	504,268	250,432	49.7%	47.5%	232,784	17,648	13,344,735	11,783,078	1,561,657
3	716.0	518,384	262,033	50.5%	48.2%	246,487	15,546	5,705,781	5,129,809	575,972
30	646.0	416,670	187,203	44.9%	42.3%	173,790	13,413	13,127,147	11,591,941	1,535,206
Major Routes	2,864.5	2,046,122	1,142,734	55.8%	53.3%	1,066,574	76,160	57,821,868	51,196,100	6,625,768
10	14.0	4,701	1,911	40.7%	39.9%	1,951	(40)	385,159	417,694	(32,535)
11	26.0	6,238	3,321	53.2%	47.1%	3,186	135	597,989	549,656	48,333
Northern Routes	40.0	10,939	5,232	47.8%	44.1%	5,137	95	983,148	967,350	15,798
4	779.0	141,000	69,029	49.0%	47.2%	65,850	3,179	768,285	688,984	79,301
5	858.0	127,540	58,636	46.0%	32.1%	55,755	2,881	693,551	628,092	65,459
6	1,125.0	157,500	53,817	34.2%	34.8%	51,150	2,667	655,607	593,654	61,953
7	608.0	132,490	33,932	25.6%	23.2%	33,842	90	782,882	765,169	17,713
8	1,351.5	271,200	114,068	42.1%	53.1%	103,432	10,636	1,316,227	1,140,149	176,078
9	164.0	74,496	29,537	39.6%	35.6%	25,850	3,687	1,245,804	1,010,951	234,853
12	795.0	34,980	17,174	49.1%	44.0%	15,263	1,911	227,832	165,638	62,194
13	986.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(802)	(411)	(391)
17	334.0	109,871	36,013	32.8%	25.4%	31,468	4,545	1,332,137	1,081,780	250,357
18	779.0	59,791	15,346	25.7%	30.3%	18,944	(3,598)	57,356	161,738	(104,382)
19	1,222.0	170,800	79,288	46.4%	45.1%	75,408	3,880	677,655	614,452	63,203
20	921.0	58,944	19,881	33.7%	32.8%	19,139	742	170,734	154,812	15,922
21	1,274.0	127,700	50,522	39.6%	36.8%	45,754	4,768	316,429	297,291	19,138
22	993.0	59,580	19,408	32.6%	28.8%	16,898	2,510	140,527	113,231	27,296
23	1,439.0	200,760	79,076	39.4%	38.0%	75,628	3,448	573,477	545,357	28,120
24	517.0	31,020	11,952	38.5%	35.3%	11,138	814	112,063	95,039	17,024
25	986.0	59,160	20,244	34.2%	35.3%	20,671	(427)	204,598	217,184	(12,586)
26	740.0	38,168	9,330	24.4%	26.1%	10,000	(670)	87,832	89,176	(1,344)
Minor Routes	15,871.5	1,855,000	717,253	38.7%	36.9%	676,190	41,063	9,362,194	8,362,286	999,908
Total	18,776.0	3,912,061	1,865,219	47.7%	45.5%	1,747,901	117,318	68,167,210	60,525,736	7,641,474

Note 1

Note 1) Revenue arises from bike traffic and freight.

Note 2) At March 31, 2016, tariffs charged to customers were below price cap. At March 31, 2015, the routes were above price cap by \$1 million (Vehicles at \$0.6 million and Passengers at \$0.4 million).

Note 3) Indicates percentage of sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.

Obligation deferred (settled) - 615,054

Total vehicle fare revenue 68,167,210 61,140,790

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

Routes	K	L	M	N	O	P
	Passengers QTR 4 F2016	Passengers QTR 4 F2015	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 4 F2016 Note 2	Passenger Tariff Revenue QTR 4 F2015 Note 2	Passenger Tariff Revenue Growth (N - O)
1	1,095,801	1,016,061	79,740	\$ 16,415,993	\$ 14,839,375	\$ 1,576,618
2	634,895	591,311	43,584	9,491,333	8,635,261	856,072
3	514,512	477,746	36,766	3,112,041	2,813,449	298,592
30	267,977	247,818	20,159	4,026,934	3,602,883	424,051
Major Routes	2,513,185	2,332,936	180,249	33,046,301	29,890,968	3,155,333
10	4,844	4,651	193	339,298	331,092	8,206
11	5,731	5,607	124	178,120	181,562	(3,442)
Northern Routes	10,575	10,258	317	517,418	512,654	4,764
4	131,582	126,605	4,977	639,872	593,188	46,684
5	100,042	94,056	5,986	471,283	422,290	48,993
6	97,226	89,805	7,421	399,161	359,190	39,971
7	55,338	53,479	1,859	333,695	316,788	16,907
8	253,262	243,219	10,043	821,044	766,461	54,583
9	78,077	66,958	11,119	958,517	793,133	165,384
12	30,896	27,945	2,951	193,304	140,879	52,425
13	7,836	7,647	189	35,292	32,130	3,162
17	75,743	67,587	8,156	890,857	804,216	86,641
18	29,135	34,413	(5,278)	88,118	132,161	(44,043)
19	168,938	165,625	3,313	508,492	477,241	31,251
20	53,549	52,941	608	147,055	139,628	7,427
21	87,261	79,281	7,980	255,184	209,331	45,853
22	31,899	27,650	4,249	94,986	74,988	19,998
23	162,163	158,530	3,633	435,799	401,641	34,158
24	18,792	17,539	1,253	71,754	63,688	8,066
25	48,916	50,870	(1,954)	177,570	182,788	(5,218)
26	16,578	17,357	(779)	50,100	51,764	(1,664)
Minor Routes	1,447,233	1,381,507	65,726	6,572,083	5,961,505	610,578
Total	3,970,993	3,724,701	246,292	40,135,802	36,365,127	3,770,675

% Sailings Within 10 Min. (Note 3)		
QTR 4 F2014	QTR 4 F2015	QTR 4 F2016
92.5%	90.4%	86.9%
73.6%	78.6%	78.4%
90.2%	89.0%	81.7%
98.0%	96.7%	95.7%
88.6%	88.6%	85.5%
87.8%	93.8%	90.1%
92.0%	96.2%	96.2%
89.0%	94.4%	91.6%
98.3%	99.4%	98.5%
94.9%	96.6%	89.9%
94.2%	98.3%	96.0%
94.4%	95.7%	96.6%
96.8%	94.0%	87.7%
92.9%	92.5%	92.7%
98.0%	99.7%	96.6%
99.9%	99.8%	100.0%
84.2%	95.9%	93.9%
94.1%	98.0%	95.4%
99.2%	98.2%	98.9%
90.1%	96.4%	86.9%
99.7%	99.4%	98.8%
99.3%	99.9%	97.0%
99.4%	99.8%	99.5%
95.8%	96.9%	98.1%
95.2%	88.7%	92.8%
99.6%	99.3%	98.3%
96.5%	97.2%	95.1%
95.5%	96.0%	93.7%

Obligation deferred (settled) - 397,898

Total passenger fare revenue	40,135,802	36,763,025
Total vehicle and passenger fare revenue per financial statements	108,303,012	97,903,815

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2016 Quarter Ended March 31, 2016				Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract											Cancellations of Minimum Required Round Trips for Other Reasons			Total Cancels	% of Minimum Required Round Trips Cancelled
Routes	Terminal 1	Terminal 2	Major Incident	Weather	Emerg. Response	Medical Emerg.	Regulatory Issue	Terminal / Dock Maint.	Terminal / Dock Mech. Failure	Vessel Maint.	Vessel Mech. Failure	Fire	Labour Dispute	Allowed Cancels	Community Event	Traffic	Other Cancels		
Route 01	Swartz Bay	Tsawwassen												0.0			0.0	0.0	0.00%
Route 02	Horseshoe Bay	Departure Bay												0.0			0.0	0.0	0.00%
Route 03	Langdale	Horseshoe Bay									1			1.0			0.0	1.0	0.16%
Route 30	Duke Point	Tsawwassen												0.0			0.0	0.0	0.00%
Major Routes			0	0	0	0	0	0	0	0	1	0	0	1.0	0	0	0.0	1.0	0.04%
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												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									6			6.0			0.0	6.0	1.13%
Route 08	Horseshoe Bay	Bowen Island												0.0			0.0	0.0	0.00%
Route 09	Tsawwassen	Long Harbour												0.0			0.0	0.0	0.00%
Route 12	Mill Bay	Brentwood Bay									1			1.0			0.0	1.0	0.14%
Route 13*	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River		8							1			9.0			0.0	9.0	2.67%
Route 18	Texada	Powell River		1										1.0			0.0	1.0	0.16%
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												0.0			0.0	0.0	0.00%
Route 22	Denman East	Hornby Island												0.0			0.0	0.0	0.00%
Route 23	Campbell River	Quadra Island		2										2.0			0.0	2.0	0.15%
Route 24	Quadra Island	Cortes Island		5										5.0			0.0	5.0	1.13%
Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%
Route 26	Skidegate	Alliford Bay		6										6.0			0.0	6.0	0.96%
Minor Routes			0	22	0	0	0	0	0	0	8	0	0	30.0	0	0	0.0	30.0	0.21%
TOTAL			0.0	22.0	0.0	0.0	0.0	0.0	0.0	0.0	9.0	0.0	0.0	31.0	0.0	0.0	0.0	31.0	0.18%

% of Minimum Required Round Trips Cancelled 0.00% 0.13% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.05% 0.00% 0.00% 0.18% 0.00% 0.00% 0.00% 0.18%

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

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

Fiscal 2016 Quarter Ended March 31, 2016			
Routes ⁽¹⁾		Terminal 1	Terminal 2
	Route 01	Swartz Bay	Tsawwassen
	Route 02	Horseshoe Bay	Departure Bay
	Route 03	Langdale	Horseshoe Bay
	Route 30	Duke Point	Tsawwassen
Major Routes			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
Northern Routes			
	Route 04	Fulford Harbour	Swartz Bay
	Route 05 ⁽²⁾	Swartz Bay	Four SGIs
	Route 06	Crofton	Vesuvius Bay
	Route 07	Earls Cove	Saltery Bay
	Route 08	Horseshoe Bay	Bowen Island
	Route 09	Tsawwassen	Long Harbour
	Route 12 ⁽³⁾	Mill Bay	Brentwood Bay
	Route 13	Langdale	Gambier/Keats
	Route 17	Little River	Powell River
	Route 18	Texada	Powell River
	Route 19	Nanaimo Harbour	Gabriola Island
	Route 20	Chemainus	Thetis Island
	Route 21	Buckley Bay	Denman West
	Route 22	Denman East	Hornby Island
	Route 23	Campbell River	Quadra Island
	Route 24	Quadra Island	Cortes Island
	Route 25	Port McNeill	Alert Bay
	Route 26	Skidegate	Alliford Bay
Minor Routes			
TOTAL			

Performance Against Minimum (Daily) Core Service Levels						
4th Quarter				Fiscal YTD		
Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips	Actual Round Trips ⁽¹⁾	Daily Minimum Required Round Trips	Variance (Actual to Minimum)
808.0	637.0	171.0	0.0	3,845.0	2,775.0	1,070.0
694.5	637.0	57.5	0.0	3,070.5	2,702.0	368.5
716.0	624.0	92.0	1.0	3,059.0	2,589.0	470.0
646.0	556.0	90.0	0.0	2,707.0	2,304.0	403.0
2,864.5	2,454.0	410.5	1.0	12,681.5	10,370.0	2,311.5
14.0	14.0	0.0	0.0	84.0	84.0	0.0
26.0	26.0	0.0	0.0	143.0	140.0	3.0
40.0	40.0	0.0	0.0	227.0	224.0	3.0
779.0	624.0	155.0	0.0	2,982.0	2,523.0	459.0
858.0	856.0	2.0	0.0	3,481.0	3,478.0	3.0
1,125.0	971.0	154.0	0.0	4,574.0	4,088.0	486.0
608.0	533.0	75.0	6.0	2,511.0	2,154.0	357.0
1,351.5	1,239.0	112.5	0.0	5,394.0	4,987.5	406.5
164.0	164.0	0.0	0.0	807.0	814.0	-7.0
795.0	707.0	88.0	1.0	2,669.0	2,860.0	-191.0
986.0	941.0	45.0	0.0	4,116.0	3,710.0	406.0
334.0	337.0	-3.0	9.0	1,338.0	1,367.0	-29.0
779.0	611.0	168.0	1.0	2,904.0	2,458.0	446.0
1,222.0	1,131.0	91.0	0.0	4,915.0	4,549.0	366.0
921.0	832.0	89.0	0.0	3,709.0	3,346.0	363.0
1,274.0	1,169.0	105.0	0.0	5,446.0	4,914.0	532.0
993.0	897.0	96.0	0.0	4,276.0	3,708.0	568.0
1,439.0	1,351.0	88.0	2.0	5,785.0	5,436.0	349.0
517.0	442.0	75.0	5.0	2,083.0	1,778.0	305.0
986.0	896.0	90.0	0.0	3,960.0	3,606.0	354.0
740.0	625.0	115.0	6.0	3,013.0	2,510.0	503.0
15,871.5	14,326.0	1,545.5	30.0	63,963.0	58,286.5	5,676.5
18,776.0	16,820.0	1,956.0	31.0	76,871.5	68,880.5	7,991.0

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

⁽³⁾ Route 12 - The Klitsa was in refit for 59 days (523 round trips) in Q1 F2016. Section 2(c) of Schedule "A" of the Coastal Ferry Services Contract allows for a temporary service disruption of up to 65 days every four years to refit the vessel.

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

Fiscal 2016 Quarter Ended March 31, 2016			
Routes ⁽¹⁾		Terminal 1	Terminal 2
	Route 01	Swartz Bay	Tsawwassen
	Route 02	Horseshoe Bay	Departure Bay
	Route 03	Langdale	Horseshoe Bay
	Route 30	Duke Point	Tsawwassen
Major Routes			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
Northern Routes			
	Route 04	Fulford Harbour	Swartz Bay
	Route 05 ⁽²⁾	Swartz Bay	Four SGIs
	Route 06	Crofton	Vesuvius Bay
	Route 07	Earls Cove	Saltery Bay
	Route 08	Horseshoe Bay	Bowen Island
	Route 09	Tsawwassen	Long Harbour
	Route 12 ⁽³⁾	Mill Bay	Brentwood Bay
	Route 13	Langdale	Gambier/Keats
	Route 17	Little River	Powell River
	Route 18	Texada	Powell River
	Route 19	Nanaimo Harbour	Gabriola Island
	Route 20	Chemainus	Thetis Island
	Route 21	Buckley Bay	Denman West
	Route 22	Denman East	Hornby Island
	Route 23	Campbell River	Quadra Island
	Route 24	Quadra Island	Cortes Island
	Route 25	Port McNeill	Alert Bay
	Route 26	Skidegate	Alliford Bay
Minor Routes			
TOTAL			

Performance Against 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 ⁽¹⁾	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)	
808.0	795.0	13.0		13.0	3,845.0	3,818.0	27.0	
694.5	690.0	4.5		4.5	3,070.5	3,055.0	15.5	
716.0	714.0	2.0	2.0	4.0	3,059.0	2,953.0	106.0	
646.0	646.0	0.0		0.0	2,707.0	2,714.0	-7.0	
2,864.5	2,845.0	19.5	2.0	21.5	12,681.5	12,540.0	141.5	
14.0	14.0	0.0		0.0	84.0	84.0	0.0	
26.0	26.0	0.0		0.0	143.0	139.0	4.0	
40.0	40.0	0.0	0.0	0.0	227.0	223.0	4.0	
779.0	714.0	65.0		65.0	2,982.0	2,887.0	95.0	
858.0	858.0	0.0		0.0	3,481.0	3,482.0	-1.0	
1,125.0	1,061.0	64.0		64.0	4,574.0	4,452.0	122.0	
608.0	623.0	-15.0	18.0	3.0	2,511.0	2,518.0	-7.0	
1,351.5	1,329.0	22.5		22.5	5,394.0	5,351.5	42.5	
164.0	164.0	0.0		0.0	807.0	814.0	-7.0	
795.0	797.0	-2.0	2.0	0.0	2,669.0	3,224.0	-555.0	
986.0	1,031.0	-45.0	48.0	3.0	4,116.0	4,074.0	42.0	
334.0	337.0	-3.0	9.0	6.0	1,338.0	1,367.0	-29.0	
779.0	701.0	78.0	3.0	81.0	2,904.0	2,822.0	82.0	
1,222.0	1,221.0	1.0		1.0	4,915.0	4,913.0	2.0	
921.0	922.0	-1.0	1.0	0.0	3,709.0	3,710.0	-1.0	
1,274.0	1,259.0	15.0		15.0	5,446.0	5,278.0	168.0	
993.0	987.0	6.0	2.0	8.0	4,276.0	4,072.0	204.0	
1,439.0	1,441.0	-2.0	7.0	5.0	5,785.0	5,800.0	-15.0	
517.0	532.0	-15.0	15.0	0.0	2,083.0	2,142.0	-59.0	
986.0	986.0	0.0		0.0	3,960.0	3,970.0	-10.0	
740.0	727.0	13.0	12.0	25.0	3,013.0	2,926.0	87.0	
15,871.5	15,690.0	181.5	117.0	298.5	63,963.0	63,802.5	160.5	
18,776.0	18,575.0	201.0	119.0	320.0	76,871.5	76,565.5	306.0	

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

⁽³⁾ Route 12 - The Klitsa was in refit for 59 days (523 round trips) in Q1 F2016. Section 2(c) of Schedule "A" of the Coastal Ferry Services Contract allows for a temporary service disruption of up to 65 days every four years to refit the vessel.

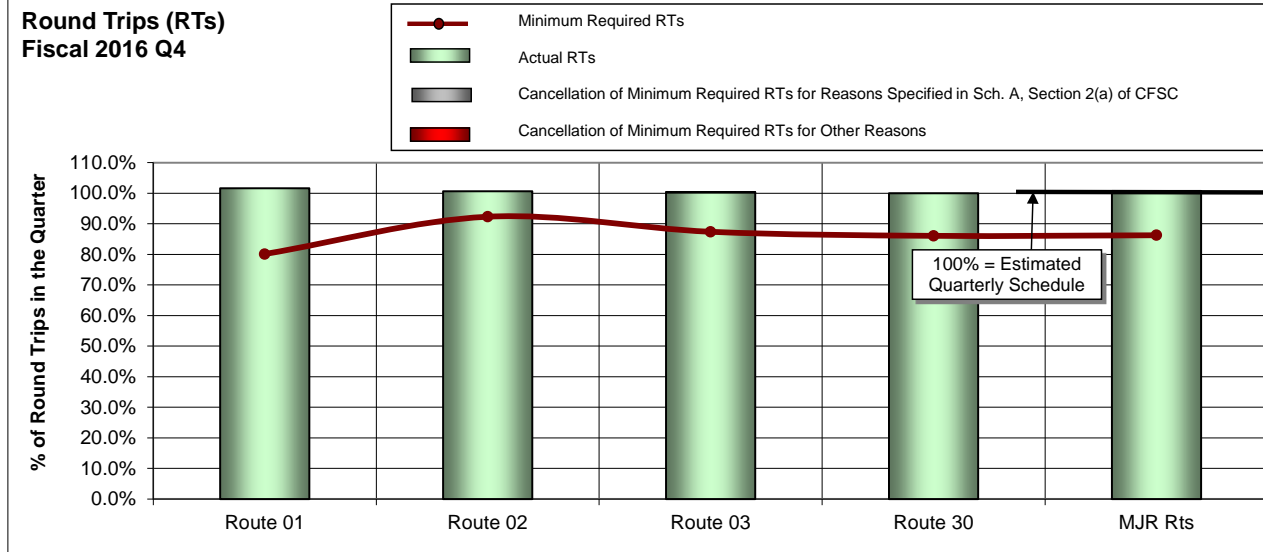
Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

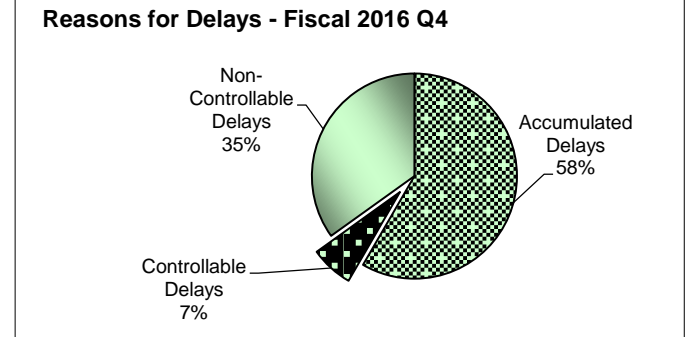
Fiscal 2016 Quarter Ended March 31, 2016				Performance Against Minimum (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen	1.0	1.0
	Route 02	Horseshoe Bay	Departure Bay	2.0	1.0
	Route 03	Langdale	Horseshoe Bay	1.0	1.0
	Route 30	Duke Point	Tsawwassen	2.0	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert	0.0	
	Route 11	Skidegate	Prince Rupert	0.0	
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0.0	
	Route 05	Swartz Bay	Four SGIs	1.0	1.0
	Route 06	Crofton	Vesuvius Bay	0.0	
	Route 07	Earls Cove	Saltery Bay	2.0	1.0
	Route 08	Horseshoe Bay	Bowen Island	0.0	
	Route 09	Tsawwassen	Long Harbour	6.0	2.0
	Route 12	Mill Bay	Brentwood Bay	6.0	2.0
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	20.0	3.0
	Route 18	Texada	Powell River	5.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	0.0	
	Route 20	Chemainus	Thetis Island	0.0	
	Route 21	Buckley Bay	Denman West	0.0	
	Route 22	Denman East	Hornby Island	2.0	1.0
	Route 23	Campbell River	Quadra Island	5.0	2.0
	Route 24	Quadra Island	Cortes Island	12.0	3.0
Route 25	Port McNeill	Alert Bay	4.0	1.0	
Route 26	Skidegate	Alliford Bay	5.0	1.0	

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

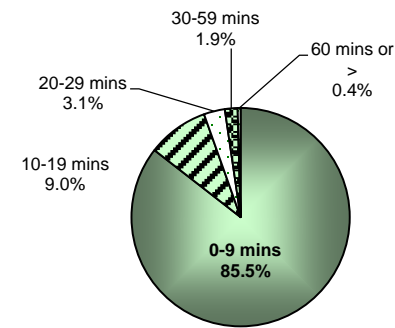
Major Routes



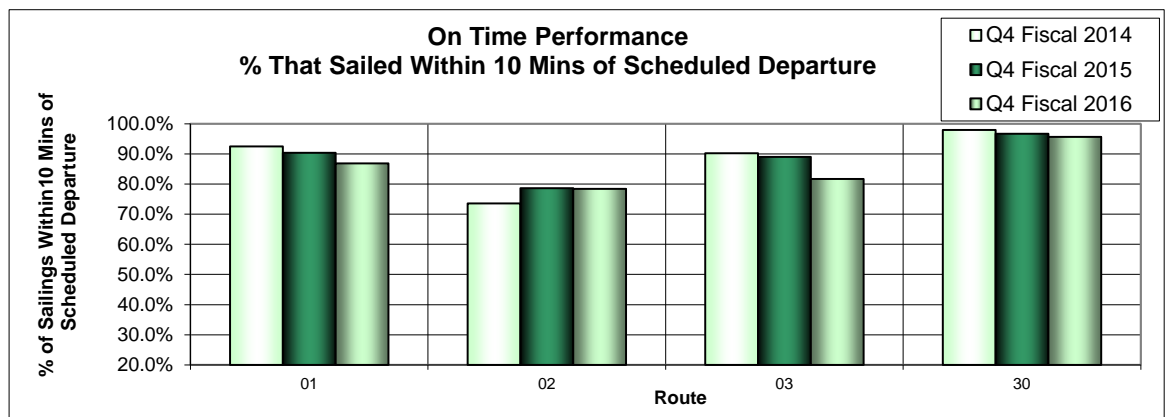
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	808.0	637.0	171.0	47.9%
Route 02	Horseshoe Bay-Nanaimo	694.5	637.0	57.5	10.2%
Route 03	Langdale-Horseshoe Bay	716.0	624.0	92.0	11.1%
Route 30	Nanaimo-Tsawwassen	646.0	556.0	90.0	11.8%
MAJOR Routes Total		2,864.5	2,454.0	410.5	21.4%



On Time Performance Fiscal 2016 Q4

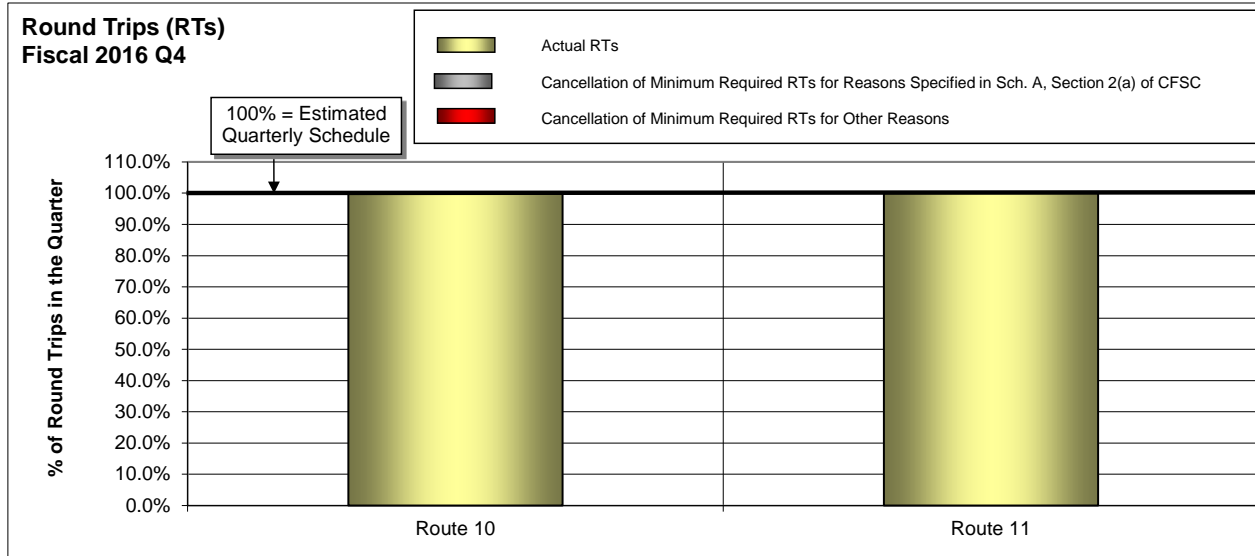


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
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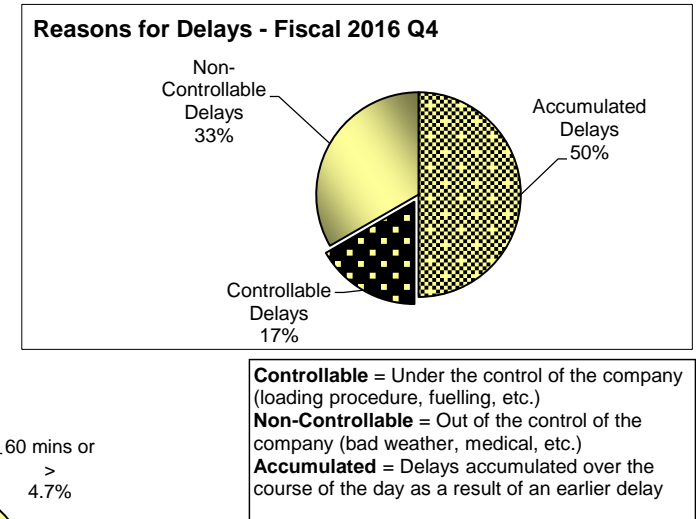


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2016 Quarter Ended March 31, 2016

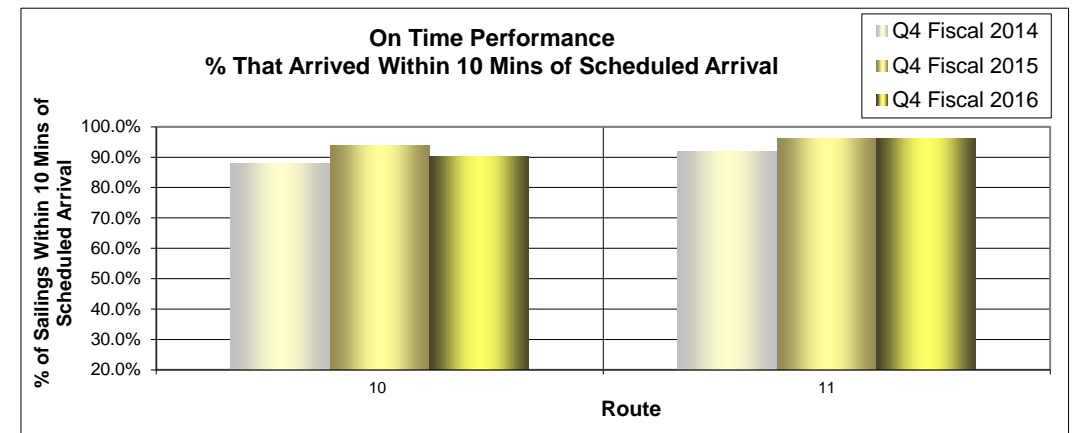
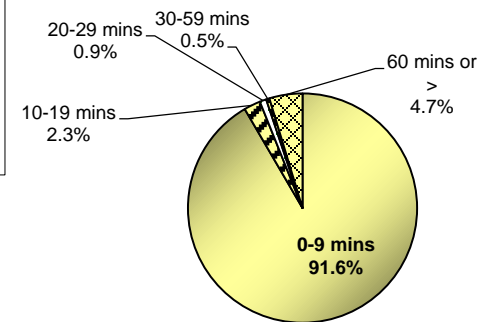
Northern Routes



Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	14.0	14.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	26.0	26.0	0.0	0.0%
NORTHERN Routes Total		40.0	40.0	0.0	0.0%

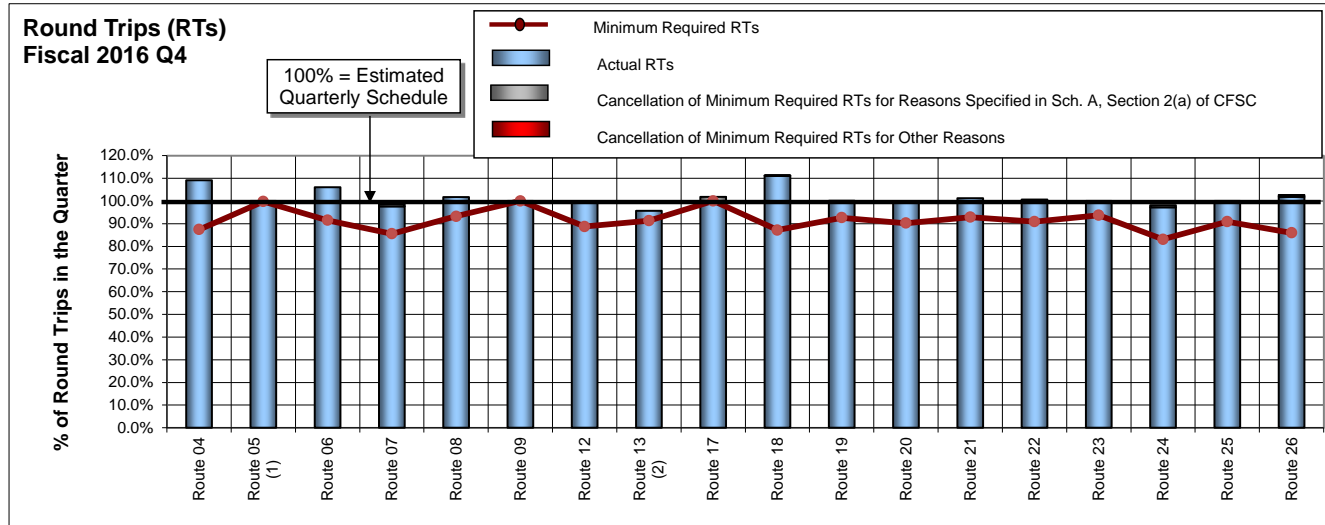


On Time Performance Fiscal 2016 Q4

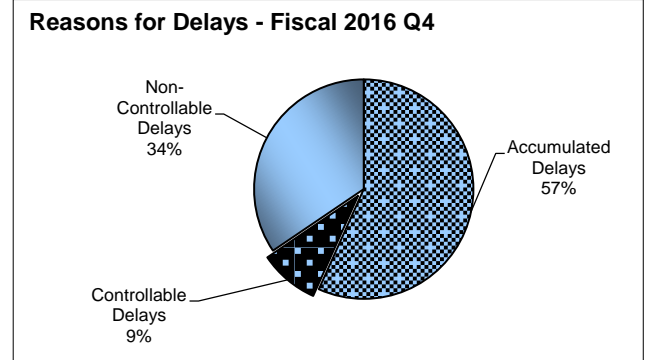
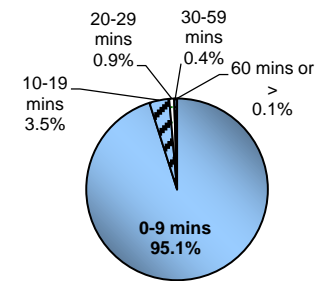


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2016 Quarter Ended March 31, 2016

Minor Routes



On Time Performance Fiscal 2016 Q4



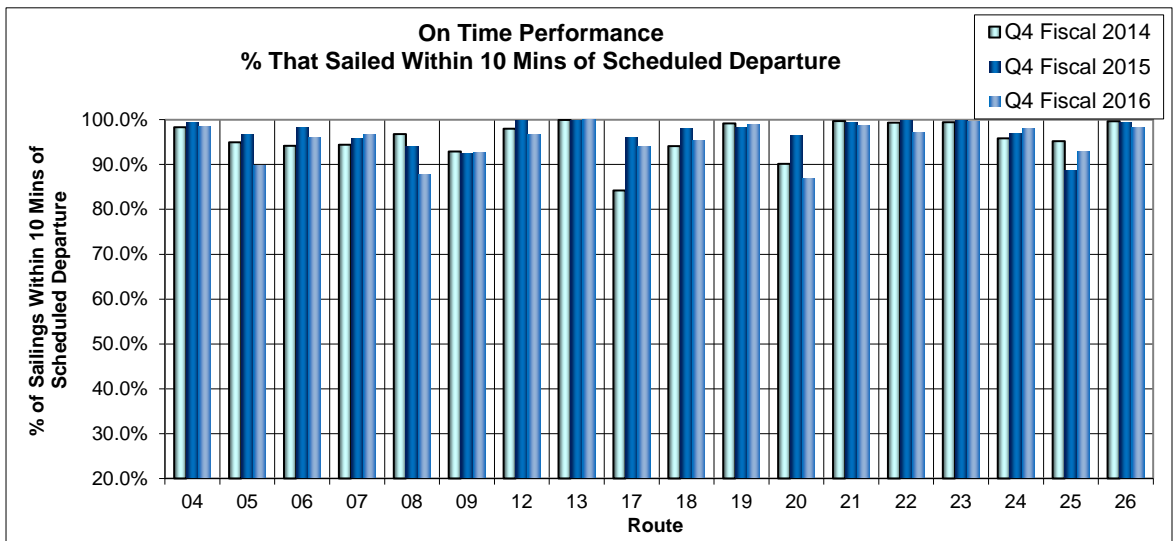
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	779.0	624.0	155.0	9.1%
Route 05 ⁽¹⁾	Swartz Bay-Gulf Islands	858.0	856.0	2.0	3.9%
Route 06	Crofton-Vesuvius Bay	1,125.0	971.0	154.0	3.0%
Route 07	Earls Cove-Saltory Bay	608.0	533.0	75.0	2.2%
Route 08	Horseshoe Bay-Bowen Island	1,351.5	1,239.0	112.5	3.1%
Route 09	Tsawwassen-Southern Gulf Islands	164.0	164.0	0.0	1.5%
Route 12	Mill Bay-Brentwood Bay	795.0	707.0	88.0	1.0%
Route 13 ⁽²⁾	Langdale-Keats/Gambier	986.0	941.0	45.0	Pass only
Route 17	Little River-Powell River	334.0	337.0	-3.0	0.0%
Route 18	Powell River-TeXada	779.0	611.0	168.0	0.9%
Route 19	Nanaimo Harbour-Gabriola Island	1,222.0	1,131.0	91.0	2.3%
Route 20	Chemainus-Thetis/Penelakut	921.0	832.0	89.0	1.2%
Route 21	Buckley Bay-Denman West	1,274.0	1,169.0	105.0	3.1%
Route 22	Gravelly Bay-Hornby Island	993.0	897.0	96.0	1.3%
Route 23	Campbell River-Quadra Island	1,439.0	1,351.0	88.0	2.3%
Route 24	Quadra Island-Cortes Island	517.0	442.0	75.0	1.4%
Route 25	Port McNeill-Sointula/Alert Bay	986.0	896.0	90.0	1.9%
Route 26	Skidegate-Alliford Bay	740.0	625.0	115.0	1.1%
MINOR Routes Total		15,871.5	14,326.0	1,545.5	2.5%

Note:

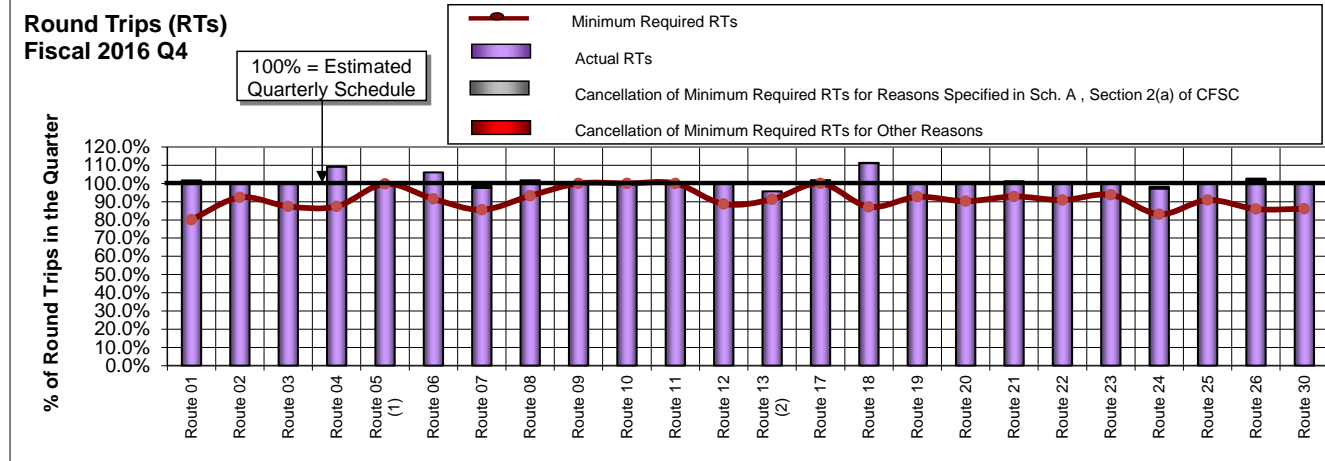
⁽¹⁾ Route 5 - The Queen of Cumberland underwent a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service was provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen began its morning transiting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

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



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

All Routes



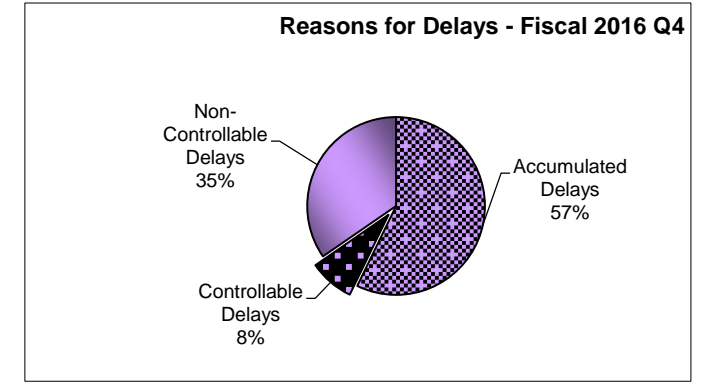
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	808.0	637.0	171.0	47.9%
Route 02	Horseshoe Bay-Nanaimo	694.5	637.0	57.5	10.2%
Route 03	Langdale-Horseshoe Bay	716.0	624.0	92.0	11.1%
Route 04	Swartz Bay-Fulford Harbour	779.0	624.0	155.0	9.1%
Route 05 ⁽¹⁾	Swartz Bay-Gulf Islands	858.0	856.0	2.0	3.9%
Route 06	Crofton-Vesuvius Bay	1,125.0	971.0	154.0	3.0%
Route 07	Earls Cove-Salter Bay	608.0	533.0	75.0	2.2%
Route 08	Horseshoe Bay-Bowen Island	1,351.5	1,239.0	112.5	3.1%
Route 09	Tsawwassen-Southern Gulf Islands	164.0	164.0	0.0	1.5%
Route 10	Port Hardy-Prince Rupert	14.0	14.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	26.0	26.0	0.0	0.0%
Route 12	Mill Bay-Brentwood Bay	795.0	707.0	88.0	1.0%
Route 13 ⁽²⁾	Langdale-Keats/Gambier	986.0	941.0	45.0	Pass only
Route 17	Little River-Powell River	334.0	337.0	-3.0	0.0%
Route 18	Powell River-Texada	779.0	611.0	168.0	0.9%
Route 19	Nanaimo Harbour-Gabriola Island	1,222.0	1,131.0	91.0	2.3%
Route 20	Chemainus-Thetis/Penelakut	921.0	832.0	89.0	1.2%
Route 21	Buckley Bay-Denman West	1,274.0	1,169.0	105.0	3.1%
Route 22	Gravelly Bay-Hornby Island	993.0	897.0	96.0	1.3%
Route 23	Campbell River-Quadra Island	1,439.0	1,351.0	88.0	2.3%
Route 24	Quadra Island-Cortes Island	517.0	442.0	75.0	1.4%
Route 25	Port McNeill-Sointula/Alert Bay	986.0	896.0	90.0	1.9%
Route 26	Skidegate-Alliford Bay	740.0	625.0	115.0	1.1%
Route 30	Nanaimo-Tsawwassen	646.0	556.0	90.0	11.8%
All Routes Total		18,776.0	16,820.0	1,956.0	5.3%

Note:

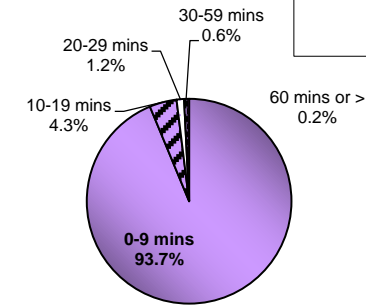
⁽¹⁾ Route 5 - The Queen of Cumberland underwent a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service was provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen began its morning transiting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

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

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



On Time Performance Fiscal 2016 Q4



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