



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

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 3 F2017	Capacity Utilization QTR 3 F2017 (C / B) Note 4	Capacity Utilization QTR 3 F2016 Note 4	AEQ's Carried QTR 3 F2016	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 3 F2017 Note 2	AEQ Tariff Revenue QTR 3 F2016 Note 2	AEQ Tariff Revenue Growth (H - I)
1	875.0	593,684	503,888	84.9%	85.7%	491,194	12,694	\$ 28,649,532	\$27,224,335	\$ 1,425,197
2	709.0	447,512	277,868	62.1%	63.6%	284,215	(6,347)	14,485,359	14,491,666	(6,307)
3	736.0	457,982	286,204	62.5%	63.4%	286,180	24	6,251,989	6,118,617	133,372
30	672.0	387,760	217,936	56.2%	53.1%	202,109	15,827	14,589,192	13,463,577	1,125,615
<b>Major Routes</b>	<b>2,992.0</b>	<b>1,886,938</b>	<b>1,285,896</b>	<b>68.1%</b>	<b>68.2%</b>	<b>1,263,698</b>	<b>22,198</b>	<b>63,976,072</b>	<b>61,298,195</b>	<b>2,677,877</b>
10	13.5	4,120	2,430	59.0%	54.3%	2,117	313	466,344	393,440	72,904
11	27.0	6,210	4,087	65.8%	67.4%	4,188	(101)	645,488	652,991	(7,503)
<b>Northern Routes</b>	<b>40.5</b>	<b>10,330</b>	<b>6,517</b>	<b>63.1%</b>	<b>62.4%</b>	<b>6,305</b>	<b>212</b>	<b>1,111,832</b>	<b>1,046,431</b>	<b>65,401</b>
4	723.0	132,740	77,079	58.1%	57.3%	75,107	1,972	797,023	799,228	(2,205)
5	867.0	153,636	61,352	39.9%	44.6%	61,746	(394)	727,292	729,024	(1,732)
6	1,084.0	112,736	57,241	50.8%	49.0%	58,364	(1,123)	719,710	685,558	34,152
7	632.0	141,568	39,613	28.0%	35.3%	39,926	(313)	917,957	921,225	(3,268)
8	1,342.0	238,554	121,852	51.1%	49.8%	119,265	2,587	1,419,418	1,362,822	56,596
9	181.0	68,224	33,301	48.8%	44.6%	32,865	436	1,358,006	1,331,266	26,740
12	804.0	30,552	22,846	74.8%	62.4%	18,736	4,110	207,057	200,552	6,505
13	992.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(671)	(472)	(199)
17	323.0	108,528	36,684	33.8%	42.0%	37,436	(752)	1,293,214	1,344,885	(51,671)
18	704.0	53,348	21,342	40.0%	41.9%	22,291	(949)	151,797	173,720	(21,923)
19	1,235.0	155,610	86,828	55.8%	54.8%	85,324	1,504	736,029	726,146	9,883
20	932.0	48,464	19,864	41.0%	41.4%	20,086	(222)	158,136	167,024	(8,888)
21	1,293.0	115,614	55,898	48.3%	45.9%	52,069	3,829	397,838	348,157	49,681
22	1,009.0	42,378	20,439	48.2%	46.7%	19,558	881	154,460	140,519	13,941
23	1,444.0	171,444	87,337	50.9%	50.2%	85,434	1,903	660,984	634,997	25,987
24	507.0	26,364	12,411	47.1%	49.4%	12,728	(317)	118,582	110,561	8,021
25	998.0	65,126	20,926	32.1%	40.8%	21,006	(80)	204,696	209,314	(4,618)
26	757.0	24,224	10,319	42.6%	42.7%	10,292	27	93,373	88,887	4,486
<b>Minor Routes</b>	<b>15,827.0</b>	<b>1,689,110</b>	<b>785,332</b>	<b>46.5%</b>	<b>47.7%</b>	<b>772,233</b>	<b>13,099</b>	<b>10,114,901</b>	<b>9,973,413</b>	<b>141,488</b>
<b>Total</b>	<b>18,859.5</b>	<b>3,586,378</b>	<b>2,077,745</b>	<b>57.9%</b>	<b>58.7%</b>	<b>2,042,236</b>	<b>35,509</b>	<b>75,202,805</b>	<b>72,318,039</b>	<b>2,884,766</b>

Note 1

Note 1) Revenue arises from bike traffic and freight.

Note 2) Tariffs charged to customers on all routes were below price cap at December 31, 2016 and 2015. There was no obligation to be settled / deferred in the quarter ended December 31, 2016 and 2015.

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 3 Capacity Utilization (column 'D') are based on this revised standard, and for comparison purposes, Fiscal 2016 Quarter 3 Capacity Utilization (column 'E') has also been updated using the revised standard.

Obligation deferred (settled)	-	-
<b>Total vehicle fare revenue</b>	<b>75,202,805</b>	<b>72,318,039</b>



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

Routes	K	L	M	N	O	P
	Passengers QTR 3 F2017	Passengers QTR 3 F2016	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 3 F2017 Note 2	Passenger Tariff Revenue QTR 3 F2016 Note 2	Passenger Tariff Revenue Growth (N - O)
1	1,256,373	1,238,274	18,099	\$ 19,515,446	\$ 18,495,410	\$ 1,020,036
2	698,986	715,627	(16,641)	10,881,547	10,665,595	215,952
3	559,512	563,528	(4,016)	3,556,495	3,431,372	125,123
30	340,584	305,573	35,011	5,268,279	4,553,712	714,567
<b>Major Routes</b>	<b>2,855,455</b>	<b>2,823,002</b>	<b>32,453</b>	<b>39,221,767</b>	<b>37,146,089</b>	<b>2,075,678</b>
10	5,635	5,466	169	439,249	346,291	92,958
11	6,996	7,091	(95)	242,368	195,639	46,729
<b>Northern Routes</b>	<b>12,631</b>	<b>12,557</b>	<b>74</b>	<b>681,617</b>	<b>541,930</b>	<b>139,687</b>
4	146,182	143,300	2,882	744,635	712,094	32,541
5	103,030	102,288	742	509,933	490,063	19,870
6	101,752	107,838	(6,086)	434,864	430,593	4,271
7	63,889	63,382	507	401,855	382,641	19,214
8	262,305	266,105	(3,800)	882,120	863,530	18,590
9	83,317	81,737	1,580	1,084,728	1,020,469	64,259
12	41,095	33,854	7,241	184,629	173,419	11,210
13	8,190	7,990	200	37,491	34,228	3,263
17	80,079	79,587	492	998,805	940,293	58,512
18	35,243	37,364	(2,121)	125,748	125,652	96
19	182,127	181,413	714	571,403	543,491	27,912
20	56,252	55,748	504	142,607	145,729	(3,122)
21	93,164	90,733	2,431	274,768	259,438	15,330
22	32,427	31,655	772	100,543	94,322	6,221
23	173,935	177,454	(3,519)	482,283	472,089	10,194
24	19,814	19,701	113	81,783	74,733	7,050
25	51,245	51,882	(637)	191,619	186,543	5,076
26	18,537	17,574	963	61,062	50,991	10,071
<b>Minor Routes</b>	<b>1,552,583</b>	<b>1,549,605</b>	<b>2,978</b>	<b>7,310,876</b>	<b>7,000,318</b>	<b>310,558</b>
<b>Total</b>	<b>4,420,669</b>	<b>4,385,164</b>	<b>35,505</b>	<b>47,214,260</b>	<b>44,688,337</b>	<b>2,525,923</b>

% Sailings Within 10 Min. (Note 3)		
QTR 3 F2015	QTR 3 F2016	QTR 3 F2017
88.3%	83.2%	84.5%
75.5%	77.2%	78.7%
84.4%	71.6%	65.2%
96.0%	93.6%	94.0%
<b>86.0%</b>	<b>81.2%</b>	<b>80.5%</b>
82.9%	98.1%	90.3%
94.2%	94.4%	90.7%
<b>85.8%</b>	<b>97.1%</b>	<b>90.4%</b>
98.4%	97.8%	98.3%
95.6%	92.3%	90.8%
95.2%	94.5%	94.7%
97.6%	87.9%	96.8%
93.2%	84.7%	83.6%
92.3%	89.0%	91.8%
94.8%	96.3%	89.2%
99.9%	99.8%	99.8%
94.9%	94.7%	92.3%
95.7%	96.7%	96.5%
95.0%	98.1%	98.6%
87.3%	90.1%	93.5%
97.4%	98.8%	98.5%
99.0%	97.5%	96.8%
98.7%	99.1%	98.4%
94.1%	98.4%	94.1%
90.3%	85.9%	90.6%
98.2%	97.3%	95.9%
<b>95.3%</b>	<b>94.2%</b>	<b>94.4%</b>
<b>93.9%</b>	<b>92.4%</b>	<b>92.4%</b>

Obligation deferred (settled) - -

<b>Total passenger fare revenue</b>	<b>47,214,260</b>	<b>44,688,337</b>
<b>Total vehicle and passenger fare revenue per financial statements</b>	<b>122,417,065</b>	<b>117,006,376</b>

# Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

## PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2017 Quarter Ended December 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		3										3.0			0.0	3.0	0.47%
Route 02	Horseshoe Bay	Departure Bay		3										3.0			0.0	3.0	0.47%
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>7</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>7.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>7.0</b>	<b>0.28%</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		1										1.0			0.0	1.0	0.10%
Route 07	Earls Cove	Saltery Bay												0.0			0.0	0.0	0.00%
Route 08	Horseshoe Bay	Bowen Island									0.5			0.5			0.0	0.5	0.04%
Route 09	Tsawwassen	Long Harbour		3										3.0			0.0	3.0	1.63%
Route 12	Mill Bay	Brentwood Bay		1										1.0			0.0	1.0	0.14%
Route 13 <sup>(1)</sup>	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River		18										18.0			0.0	18.0	5.29%
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		2										2.0			0.0	2.0	0.22%
Route 23	Campbell River	Quadra Island		8										8.0			0.0	8.0	0.59%
Route 24	Quadra Island	Cortes Island		20										20.0			0.0	20.0	4.46%
Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%
Route 26	Skidegate	Alliford Bay		1										1.0			0.0	1.0	0.16%
<b>Minor Routes</b>			<b>0</b>	<b>55</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.5</b>	<b>0</b>	<b>0</b>	<b>55.5</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>55.5</b>	<b>0.38%</b>
<b>TOTAL</b>			<b>0.0</b>	<b>62.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.5</b>	<b>0.0</b>	<b>0.0</b>	<b>62.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>62.5</b>	<b>0.37%</b>

% of Minimum Required Round Trips Cancelled

0.00% 0.36% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.37% 0.00% 0.00% 0.00% 0.37%

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 Quarter Ended December 31, 2016</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	Swartz Bay	Four SGIs
	Route 06	Crofton	Vesuvius Bay
	Route 07	Earls Cove	Saltery Bay
	Route 08	Horseshoe Bay	Bowen Island
	Route 09	Tsawwassen	Long Harbour
	Route 12	Mill Bay	Brentwood Bay
	Route 13	Langdale	Gambier/Keats
	Route 17	Little River	Powell River
	Route 18	Texada	Powell River
	Route 19	Nanaimo Harbour	Gabriola Island
	Route 20	Chemainus	Thetis Island
	Route 21	Buckley Bay	Denman West
	Route 22	Denman East	Hornby Island
	Route 23	Campbell River	Quadra Island
	Route 24	Quadra Island	Cortes Island
	Route 25	Port McNeill	Alert Bay
	Route 26	Skidegate	Alliford Bay
<b>Minor Routes</b>			
<b>TOTAL</b>			

<b>Performance Against Minimum (Daily) Core Service Levels</b>						
<b>3rd Quarter</b>				<b>Fiscal YTD</b>		
<b>Actual Round Trips</b>	<b>Daily Minimum Required Round Trips</b>	<b>Variance (Actual to Minimum)</b>	<b>Cancellations of Minimum Required Round Trips</b>	<b>Actual Round Trips</b>	<b>Daily Minimum Required Round Trips</b>	<b>Variance (Actual to Minimum)</b>
875.0	644.0	231.0	3.0	3,147.0	2,132.0	1,015.0
709.0	644.0	65.0	3.0	2,392.0	2,132.0	260.0
736.0	631.0	105.0	0.0	2,398.5	1,966.0	432.5
672.0	563.0	109.0	1.0	2,067.5	1,748.0	319.5
<b>2,992.0</b>	<b>2,482.0</b>	<b>510.0</b>	<b>7.0</b>	<b>10,005.0</b>	<b>7,978.0</b>	<b>2,027.0</b>
13.5	13.5	0.0	0.0	72.0	72.0	0.0
27.0	26.0	1.0	0.0	122.0	113.0	9.0
<b>40.5</b>	<b>39.5</b>	<b>1.0</b>	<b>0.0</b>	<b>194.0</b>	<b>185.0</b>	<b>9.0</b>
723.0	631.0	92.0	0.0	2,187.0	1,899.0	288.0
867.0	867.0	0.0	0.0	2,623.0	2,621.0	2.0
1,084.0	994.0	90.0	1.0	3,412.0	3,109.0	303.0
632.0	539.0	93.0	0.0	1,926.5	1,621.0	305.5
1,342.0	1,253.0	89.0	0.5	4,016.0	3,750.5	265.5
181.0	184.0	-3.0	3.0	647.0	650.0	-3.0
804.0	716.0	88.0	1.0	2,422.0	2,154.0	268.0
992.0	950.0	42.0	0.0	3,102.0	2,769.0	333.0
323.0	340.0	-17.0	18.0	1,017.0	1,030.0	-13.0
704.0	616.0	88.0	1.0	2,173.5	1,845.0	328.5
1,235.0	1,142.0	93.0	0.0	3,713.0	3,417.0	296.0
932.0	840.0	92.0	0.0	2,789.0	2,514.0	275.0
1,293.0	1,183.0	110.0	0.0	4,227.0	3,743.0	484.0
1,009.0	906.0	103.0	2.0	3,343.5	2,811.0	532.5
1,444.0	1,367.0	77.0	8.0	4,359.0	4,087.0	272.0
507.0	448.0	59.0	20.0	1,585.0	1,337.0	248.0
998.0	907.0	91.0	0.0	2,985.0	2,711.0	274.0
757.0	644.0	113.0	1.0	2,284.0	1,925.0	359.0
<b>15,827.0</b>	<b>14,527.0</b>	<b>1,300.0</b>	<b>55.5</b>	<b>48,811.5</b>	<b>43,993.5</b>	<b>4,818.0</b>
<b>18,859.5</b>	<b>17,048.5</b>	<b>1,811.0</b>	<b>62.5</b>	<b>59,010.5</b>	<b>52,156.5</b>	<b>6,854.0</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).

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

<b>Fiscal 2017</b>			
<b>Quarter Ended December 31, 2016</b>			
<b>Routes</b> <sup>(1)</sup>	<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	Swartz Bay	Four SGIs	
Route 06	Crofton	Vesuvius Bay	
Route 07	Earls Cove	Saltery Bay	
Route 08	Horseshoe Bay	Bowen Island	
Route 09	Tsawwassen	Long Harbour	
Route 12	Mill Bay	Brentwood Bay	
Route 13	Langdale	Gambier/Keats	
Route 17	Little River	Powell River	
Route 18	Texada	Powell River	
Route 19	Nanaimo Harbour	Gabriola Island	
Route 20	Chemainus	Thetis Island	
Route 21	Buckley Bay	Denman West	
Route 22	Denman East	Hornby Island	
Route 23	Campbell River	Quadra Island	
Route 24	Quadra Island	Cortes Island	
Route 25	Port McNeill	Alert Bay	
Route 26	Skidegate	Alliford Bay	
<b>Minor Routes</b>			
<b>TOTAL</b>			

<b>Performance Against Estimated Schedule</b>								
<b>3rd Quarter</b>					<b>Fiscal YTD</b>			
<b>Actual Round Trips</b>	<b>Round Trips Per Estimated Schedule</b>	<b>Variance (Actual to Estimated Schedule)</b>	<b>Cancelled Round Trips from Estimated Schedule</b>	<b>Total Extra / Short Round Trips</b>	<b>Actual Round Trips</b>	<b>Round Trips Per Estimated Schedule</b>	<b>Variance (Actual to Estimated Schedule)</b>	
875.0	860.0	15.0	9.0	24.0	3,147.0	3,036.0	111.0	
709.0	715.0	-6.0	7.0	1.0	2,392.0	2,370.5	21.5	
736.0	723.0	13.0	2.0	15.0	2,398.5	2,240.0	158.5	
672.0	656.0	16.0	8.0	24.0	2,067.5	2,056.0	11.5	
<b>2,992.0</b>	<b>2,954.0</b>	<b>38.0</b>	<b>26.0</b>	<b>64.0</b>	<b>10,005.0</b>	<b>9,702.5</b>	<b>302.5</b>	
13.5	13.5	0.0		0.0	72.0	72.0	0.0	
27.0	26.0	1.0		1.0	122.0	113.0	9.0	
<b>40.5</b>	<b>39.5</b>	<b>1.0</b>	<b>0.0</b>	<b>1.0</b>	<b>194.0</b>	<b>185.0</b>	<b>9.0</b>	
723.0	723.0	0.0		0.0	2,187.0	2,174.0	13.0	
867.0	867.0	0.0		0.0	2,623.0	2,621.0	2.0	
1,084.0	1,085.0	-1.0	3.0	2.0	3,412.0	3,390.0	22.0	
632.0	631.0	1.0		1.0	1,926.5	1,896.0	30.5	
1,342.0	1,342.5	-0.5	1.5	1.0	4,016.0	4,021.0	-5.0	
181.0	184.0	-3.0	3.0	0.0	647.0	650.0	-3.0	
804.0	807.0	-3.0	3.0	0.0	2,422.0	2,428.0	-6.0	
992.0	1,042.0	-50.0	56.0	6.0	3,102.0	3,044.0	58.0	
323.0	340.0	-17.0	18.0	1.0	1,017.0	1,030.0	-13.0	
704.0	708.0	-4.0	4.0	0.0	2,173.5	2,120.0	53.5	
1,235.0	1,235.0	0.0		0.0	3,713.0	3,693.0	20.0	
932.0	932.0	0.0		0.0	2,789.0	2,789.0	0.0	
1,293.0	1,274.0	19.0		19.0	4,227.0	4,017.0	210.0	
1,009.0	997.0	12.0	3.0	15.0	3,343.5	3,085.0	258.5	
1,444.0	1,458.0	-14.0	15.0	1.0	4,359.0	4,361.0	-2.0	
507.0	539.0	-32.0	32.0	0.0	1,585.0	1,611.0	-26.0	
998.0	998.0	0.0		0.0	2,985.0	2,985.0	0.0	
757.0	735.0	22.0	4.0	26.0	2,284.0	2,199.0	85.0	
<b>15,827.0</b>	<b>15,897.5</b>	<b>-70.5</b>	<b>142.5</b>	<b>72.0</b>	<b>48,811.5</b>	<b>48,114.0</b>	<b>697.5</b>	
<b>18,859.5</b>	<b>18,891.0</b>	<b>-31.5</b>	<b>168.5</b>	<b>137.0</b>	<b>59,010.5</b>	<b>58,001.5</b>	<b>1,009.0</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).

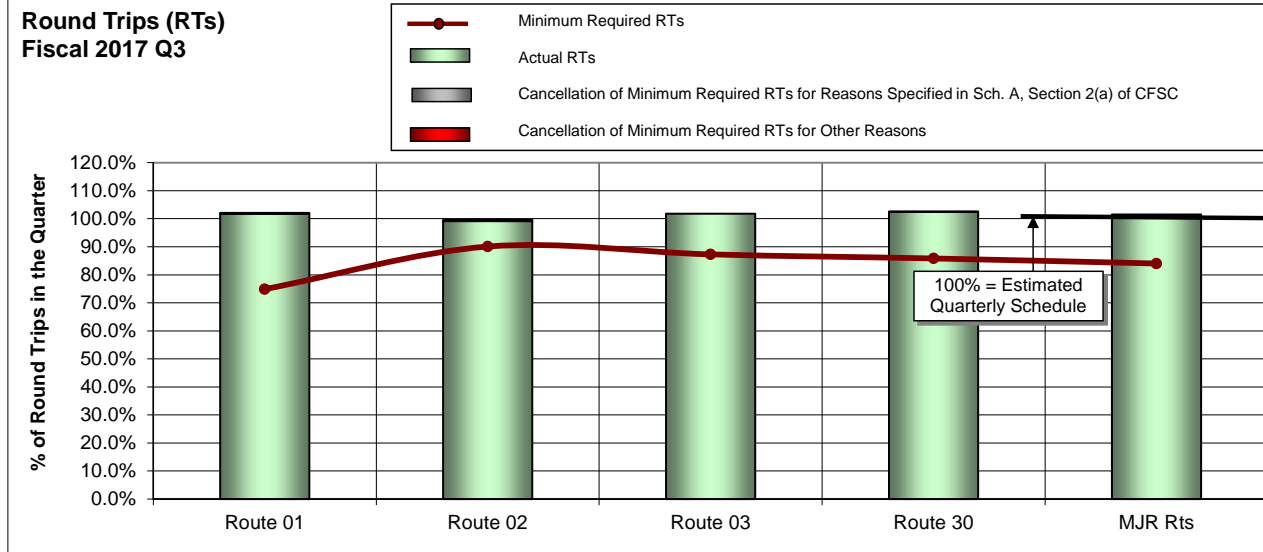
## Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

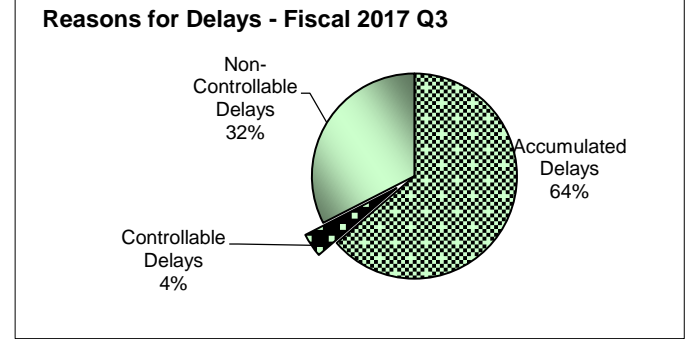
<b>Fiscal 2017 Quarter Ended December 31, 2016</b>				<b>Performance Against Minimum (Daily) Core Service Levels</b>	
<b>Routes</b>				<b>Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i></b>	<b>Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i></b>
<b>Major Routes</b>	Route 01	Swartz Bay	Tsawwassen	1	1
	Route 02	Horseshoe Bay	Departure Bay	2	1
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	1	1
<b>Northern Routes</b>	Route 10	Port Hardy	Prince Rupert	0	
	Route 11	Skidegate	Prince Rupert	0	
<b>Minor Routes</b>	Route 04	Fulford Harbour	Swartz Bay	1	1
	Route 05	Swartz Bay	Four SGIs	0	
	Route 06	Crofton	Vesuvius Bay	1	1
	Route 07	Earls Cove	Saltery Bay	0	
	Route 08	Horseshoe Bay	Bowen Island	1	1
	Route 09	Tsawwassen	Long Harbour	3	2
	Route 12	Mill Bay	Brentwood Bay	2	1
	Route 13	Langdale	Gambier/Keats	1	1
	Route 17	Little River	Powell River	12	3
	Route 18	Texada	Powell River	1	1
	Route 19	Nanaimo Harbour	Gabriola Island	0	
	Route 20	Chemainus	Thetis Island	0	
	Route 21	Buckley Bay	Denman West	0	
	Route 22	Denman East	Hornby Island	1	1
	Route 23	Campbell River	Quadra Island	4	1
	Route 24	Quadra Island	Cortes Island	9	2
Route 25	Port McNeill	Alert Bay	0		
Route 26	Skidegate	Alliford Bay	1	1	

# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Quarter Ended December 31, 2016

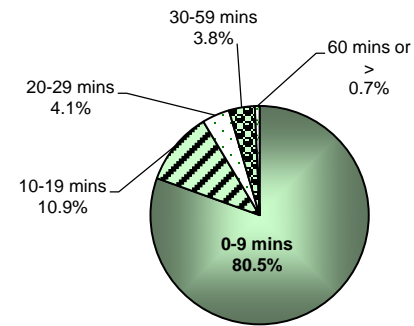
## Major Routes



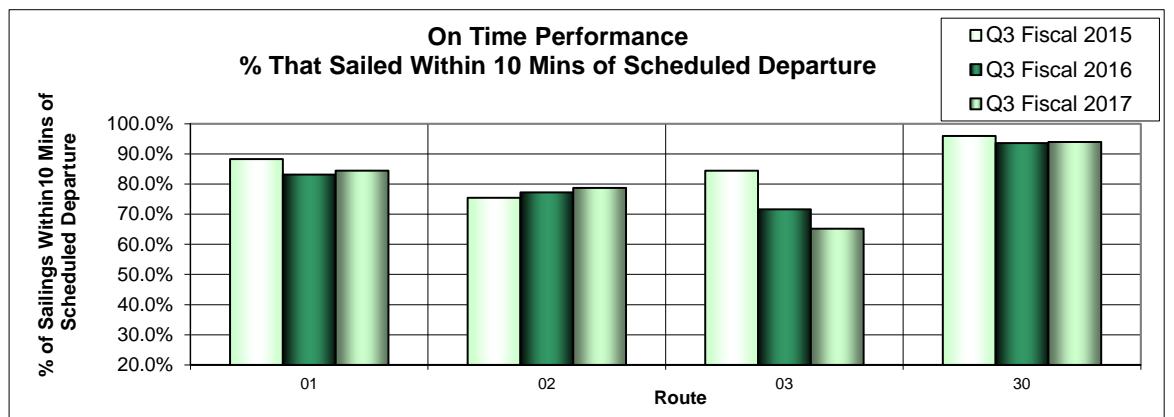
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	875.0	644.0	231.0	46.1%
Route 02	Horseshoe Bay-Nanaimo	709.0	644.0	65.0	16.2%
Route 03	Langdale-Horseshoe Bay	736.0	631.0	105.0	16.1%
Route 30	Nanaimo-Tsawwassen	672.0	563.0	109.0	12.4%
<b>MAJOR Routes Total</b>		<b>2,992.0</b>	<b>2,482.0</b>	<b>510.0</b>	<b>24.0%</b>



## On Time Performance Fiscal 2017 Q3

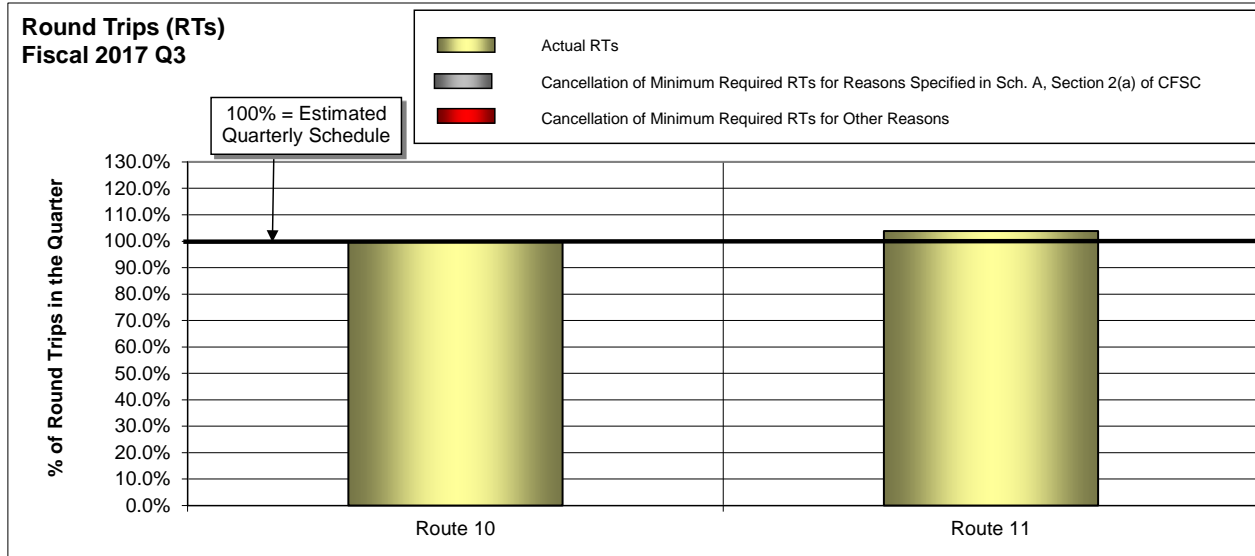


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

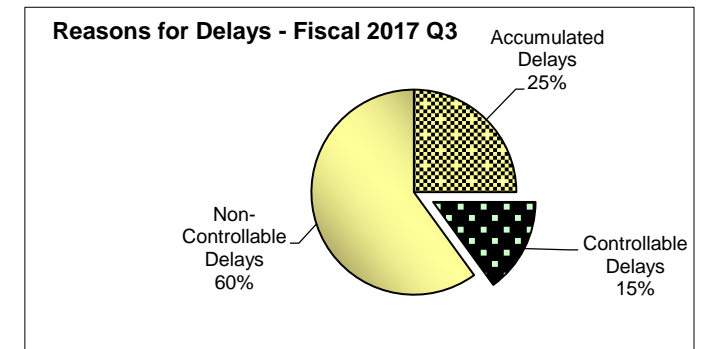


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Quarter Ended December 31, 2016

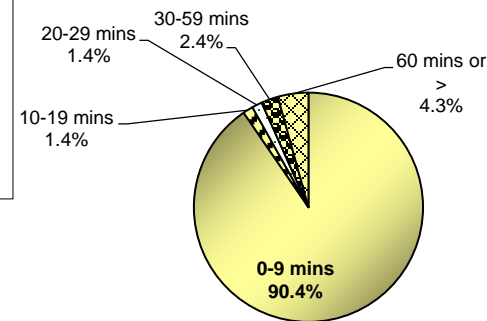
## Northern Routes



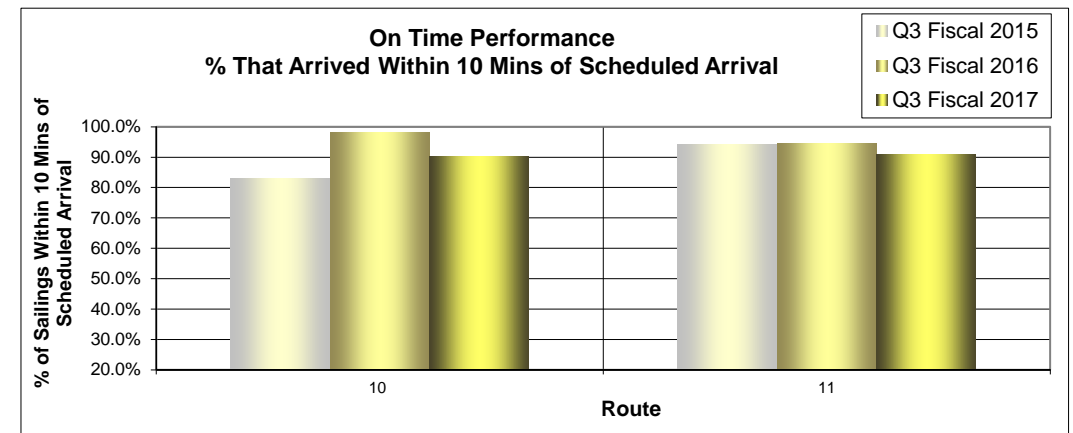
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	13.5	13.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	27.0	26.0	1.0	1.9%
<b>NORTHERN Routes Total</b>		<b>40.5</b>	<b>39.5</b>	<b>1.0</b>	<b>0.5%</b>



**On Time Performance Fiscal 2017 Q3**



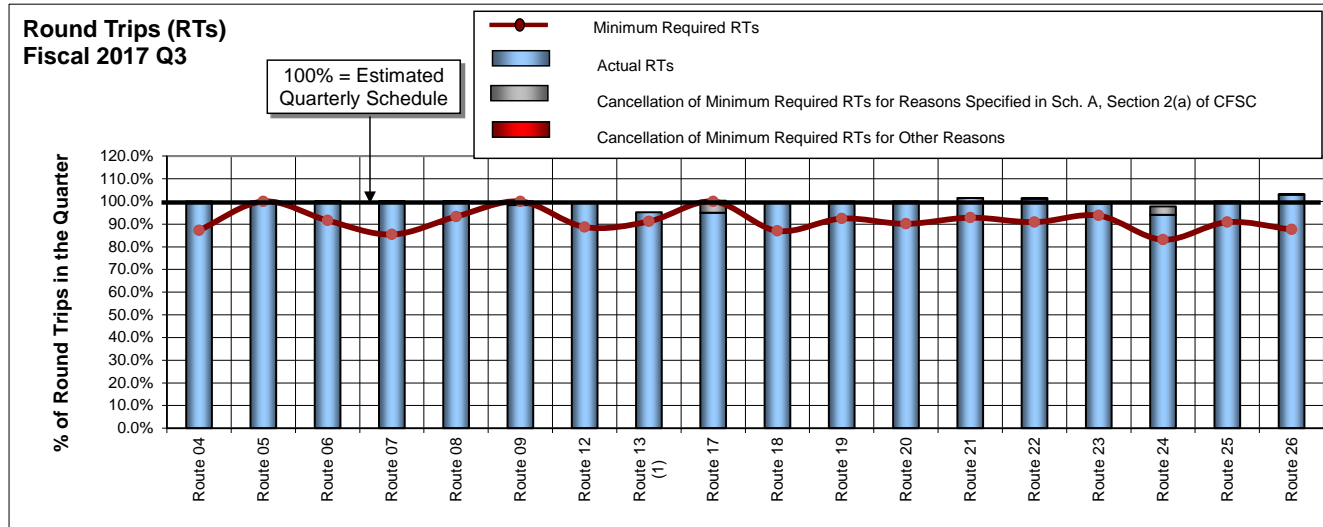
**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay



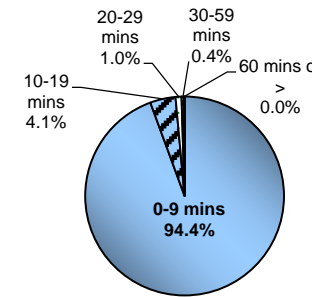


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Quarter Ended December 31, 2016

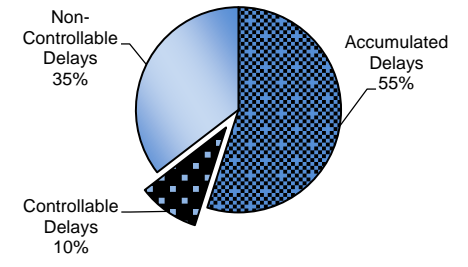
## Minor Routes



## On Time Performance Fiscal 2017 Q3



## Reasons for Delays - Fiscal 2017 Q3

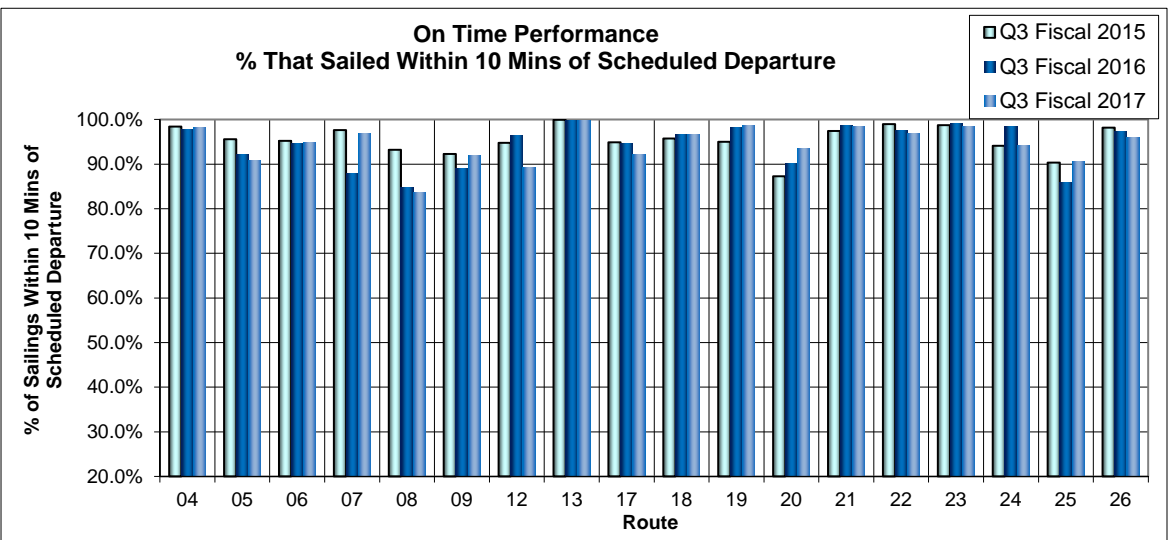


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	723.0	631.0	92.0	4.5%
Route 05	Swartz Bay-Gulf Islands	867.0	867.0	0.0	2.6%
Route 06	Crofton-Vesuvius Bay	1,084.0	994.0	90.0	6.0%
Route 07	Earls Cove-Saltery Bay	632.0	539.0	93.0	0.2%
Route 08	Horseshoe Bay-Bowen Island	1,342.0	1,253.0	89.0	4.5%
Route 09	Tsawwassen-Southern Gulf Islands	181.0	184.0	-3.0	1.3%
Route 12	Mill Bay-Brentwood Bay	804.0	716.0	88.0	5.8%
Route 13 <sup>(1)</sup>	Langdale-Keats/Gambier	992.0	950.0	42.0	Pass only
Route 17	Little River-Powell River	323.0	340.0	-17.0	0.6%
Route 18	Powell River-Texada	704.0	616.0	88.0	1.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,235.0	1,142.0	93.0	5.9%
Route 20	Chemainus-Thetis/Penelakut	932.0	840.0	92.0	1.2%
Route 21	Buckley Bay-Denman West	1,293.0	1,183.0	110.0	4.0%
Route 22	Gravelly Bay-Hornby Island	1,009.0	906.0	103.0	1.0%
Route 23	Campbell River-Quadra Island	1,444.0	1,367.0	77.0	5.0%
Route 24	Quadra Island-Cortes Island	507.0	448.0	59.0	3.1%
Route 25	Port McNeill-Sointula/Alert Bay	998.0	907.0	91.0	1.5%
Route 26	Skidegate-Alliford Bay	757.0	644.0	113.0	1.8%
<b>MINOR Routes Total</b>		<b>15,827.0</b>	<b>14,527.0</b>	<b>1,300.0</b>	<b>3.2%</b>

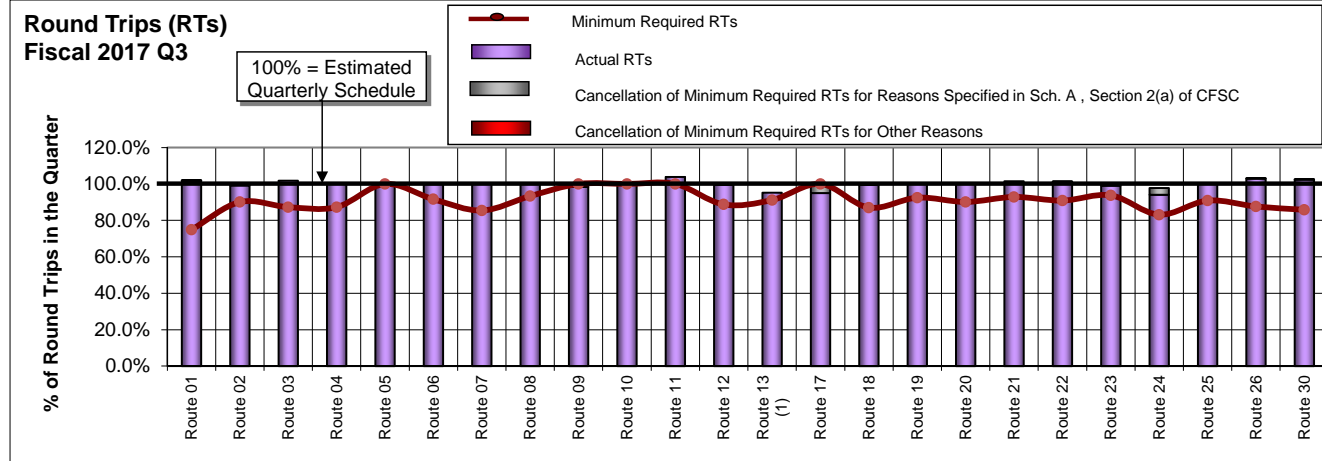
Note:

<sup>(1)</sup> 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 2017 Quarter Ended December 31, 2016

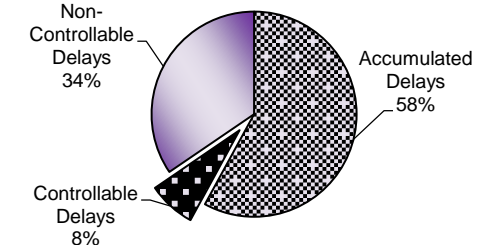
## All Routes



Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	875.0	644.0	231.0	46.1%
Route 02	Horseshoe Bay-Nanaimo	709.0	644.0	65.0	16.2%
Route 03	Langdale-Horseshoe Bay	736.0	631.0	105.0	16.1%
Route 04	Swartz Bay-Fulford Harbour	723.0	631.0	92.0	4.5%
Route 05	Swartz Bay-Gulf Islands	867.0	867.0	0.0	2.6%
Route 06	Crofton-Vesuvius Bay	1,084.0	994.0	90.0	6.0%
Route 07	Earls Cove-Saltery Bay	632.0	539.0	93.0	0.2%
Route 08	Horseshoe Bay-Bowen Island	1,342.0	1,253.0	89.0	4.5%
Route 09	Tsawwassen-Southern Gulf Islands	181.0	184.0	-3.0	1.3%
Route 10	Port Hardy-Prince Rupert	13.5	13.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	27.0	26.0	1.0	1.9%
Route 12	Mill Bay-Brentwood Bay	804.0	716.0	88.0	5.8%
Route 13 <sup>(1)</sup>	Langdale-Keats/Gambier	992.0	950.0	42.0	Pass only
Route 17	Little River-Powell River	323.0	340.0	-17.0	0.6%
Route 18	Powell River-Texada	704.0	616.0	88.0	1.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,235.0	1,142.0	93.0	5.9%
Route 20	Chemainus-Thetis/Penelakut	932.0	840.0	92.0	1.2%
Route 21	Buckley Bay-Denman West	1,293.0	1,183.0	110.0	4.0%
Route 22	Gravelly Bay-Hornby Island	1,009.0	906.0	103.0	1.0%
Route 23	Campbell River-Quadra Island	1,444.0	1,367.0	77.0	5.0%
Route 24	Quadra Island-Cortes Island	507.0	448.0	59.0	3.1%
Route 25	Port McNeill-Sointula/Alert Bay	998.0	907.0	91.0	1.5%
Route 26	Skidegate-Alliford Bay	757.0	644.0	113.0	1.8%
Route 30	Nanaimo-Tsawwassen	672.0	563.0	109.0	12.4%
<b>All Routes Total</b>		<b>18,859.5</b>	<b>17,048.5</b>	<b>1,811.0</b>	<b>6.4%</b>

Note:  
<sup>(1)</sup> Route 13: Core service levels include some round trips that are deliverable only 'on demand.'  
<sup>(2)</sup> Within 10 minutes of scheduled arrival for the Northern Routes 10 and 11.

## Reasons for Delays - Fiscal 2017 Q3



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## On Time Performance Fiscal 2017 Q3

