

Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2016

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's) Note 4	AEQ's Carried QTR 2 F2017	Capacity Utilization QTR 2 F2017 (C / B) Note 4	Capacity Utilization QTR 2 F2016 Note 4	AEQ's Carried QTR 2 F2016	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 2 F2017 Note 2	AEQ Tariff Revenue QTR 2 F2016 Note 2	AEQ Tariff Revenue Growth (H - I)
1	1,296.0	841,692	758,482	90.1%	88.7%	717,088	41,394	\$ 43,863,421	\$ 41,053,989	\$ 2,809,432
2	916.0	571,652	470,922	82.4%	80.8%	453,329	17,593	26,425,465	25,415,073	1,010,392
3	894.0	563,854	402,854	71.4%	69.8%	384,325	18,529	9,556,173	8,981,861	574,312
30	723.5	427,048	312,058	73.1%	68.9%	294,369	17,689	21,238,129	20,033,013	1,205,116
Major Routes	3,829.5	2,404,246	1,944,316	80.9%	78.8%	1,849,111	95,205	101,083,188	95,483,936	5,599,252
10	40.5	12,300	8,127	66.1%	62.2%	7,736	391	2,834,186	2,600,952	233,234
11	59.0	10,714	9,096	84.9%	78.8%	8,216	880	1,619,911	1,454,320	165,591
Northern Routes	99.5	23,014	17,223	74.8%	69.8%	15,952	1,271	4,454,097	4,055,272	398,825
4	734.5	134,744	95,337	70.8%	67.7%	91,838	3,499	1,147,185	1,114,937	32,248
5	890.0	153,348	82,338	53.7%	52.1%	79,679	2,659	1,145,709	1,094,062	51,647
6	1,179.0	122,616	78,726	64.2%	60.5%	74,491	4,235	1,062,369	983,877	78,492
7	669.5	140,056	72,535	51.8%	49.1%	70,575	1,960	1,785,741	1,758,857	26,884
8	1,343.5	238,902	143,090	59.9%	55.3%	132,285	10,805	1,756,214	1,641,319	114,895
9	282.0	89,814	65,626	73.1%	67.0%	60,234	5,392	3,365,881	3,040,809	325,072
12	812.0	30,856	28,515	92.4%	81.1%	24,693	3,822	356,698	297,093	59,605
13	1,091.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(440)	(132)	(308)
17	354.0	116,060	54,597	47.0%	45.4%	53,505	1,092	2,211,860	2,180,694	31,166
18	754.0	56,376	26,730	47.4%	48.5%	26,592	138	219,562	230,290	(10,728)
19	1,256.0	158,256	104,276	65.9%	63.7%	99,099	5,177	975,683	920,089	55,594
20	934.0	48,568	25,246	52.0%	50.9%	24,679	567	222,372	229,161	(6,789)
21	1,611.5	145,080	91,500	63.1%	61.4%	84,613	6,887	745,240	681,050	64,190
22	1,303.0	54,726	49,919	91.2%	88.6%	46,416	3,503	432,495	397,971	34,524
23	1,470.0	173,460	119,635	69.0%	68.3%	118,387	1,248	1,069,687	1,106,020	(36,333)
24	543.0	28,236	21,846	77.4%	74.5%	20,929	917	238,324	230,829	7,495
25	999.0	52,000	27,387	52.7%	52.5%	27,288	99	315,064	309,916	5,148
26	772.0	24,704	15,132	61.3%	58.4%	14,334	798	162,427	149,772	12,655
Minor Routes	16,998.0	1,767,802	1,102,435	62.4%	59.6%	1,049,637	52,798	17,212,071	16,366,614	845,457
Total	20,927.0	4,195,062	3,063,974	73.0%	70.6%	2,914,700	149,274	122,749,356	115,905,822	6,843,534

Note 1

Note 1) Revenue arises from bike traffic and freight.

Note 2) At September 30, 2016 & 2015, tariffs charged to customers on all routes were below price cap. \$1.9 million (Vehicles at \$1.2 million and Passengers \$0.7 million) of the obligation was settled in the second quarter of FY2016.

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 2 Capacity Utilization (column 'D') are based on this revised standard, and for comparison purposes, Fiscal 2016 Quarter 2 Capacity Utilization (column 'E') has also been updated using the revised standard.

Obligation deferred (settled) - (1,155,146)

Total vehicle fare revenue 122,749,356 114,750,676

Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2016

Routes	K	L	M	N	O	P
	Passengers QTR 2 F2017	Passengers QTR 2 F2016	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 2 F2017 Note 2	Passenger Tariff Revenue QTR 2 F2016 Note 2	Passenger Tariff Revenue Growth (N - O)
1	2,207,312	2,089,167	118,145	\$ 33,634,938	\$ 30,975,973	\$ 2,658,965
2	1,250,743	1,217,391	33,352	19,216,036	18,004,896	1,211,140
3	901,146	856,314	44,832	5,755,345	5,263,684	491,661
30	588,640	551,319	37,321	8,980,425	8,166,878	813,547
Major Routes	4,947,841	4,714,191	233,650	67,586,744	62,411,431	5,175,313
10	23,352	22,153	1,199	3,701,867	3,496,440	205,427
11	19,905	17,994	1,911	805,329	712,842	92,487
Northern Routes	43,257	40,147	3,110	4,507,196	4,209,282	297,914
4	203,308	203,256	52	1,083,396	1,020,137	63,259
5	158,856	153,634	5,222	845,908	792,444	53,464
6	152,801	144,950	7,851	706,597	644,188	62,409
7	143,990	137,898	6,092	941,826	858,745	83,081
8	346,279	327,555	18,724	1,327,333	1,212,218	115,115
9	198,006	184,603	13,403	2,591,234	2,331,632	259,602
12	58,702	51,865	6,837	350,925	296,647	54,278
13	15,630	14,548	1,082	77,130	68,685	8,445
17	121,009	117,654	3,355	1,559,144	1,422,554	136,590
18	49,754	49,687	67	172,492	176,405	(3,913)
19	224,614	219,212	5,402	772,519	716,648	55,871
20	69,900	69,437	463	200,025	209,371	(9,346)
21	181,642	166,896	14,746	577,366	526,526	50,840
22	110,699	103,166	7,533	348,849	324,361	24,488
23	252,871	249,919	2,952	831,085	805,312	25,773
24	37,986	38,222	(236)	167,488	158,812	8,676
25	71,392	67,745	3,647	301,553	272,743	28,810
26	33,103	28,867	4,236	122,609	106,913	15,696
Minor Routes	2,430,542	2,329,114	101,428	12,977,479	11,944,341	1,033,138
Total	7,421,640	7,083,452	338,188	85,071,419	78,565,054	6,506,365

% Sailings Within 10 Min. (Note 3)		
QTR 2 F2015	QTR 2 F2016	QTR 2 F2017
83.3%	84.4%	79.6%
70.1%	78.6%	80.8%
69.4%	81.6%	70.2%
85.5%	88.0%	78.9%
77.3%	83.0%	77.6%
89.3%	87.3%	83.0%
94.5%	96.6%	99.2%
90.4%	89.2%	86.5%
93.1%	92.7%	91.5%
86.9%	84.9%	76.4%
72.5%	82.9%	70.1%
94.0%	89.9%	83.9%
81.4%	74.5%	72.6%
76.0%	80.9%	77.8%
86.9%	89.5%	80.9%
99.5%	99.5%	99.6%
91.4%	87.0%	82.6%
93.9%	95.1%	92.1%
78.5%	90.6%	86.4%
90.0%	89.1%	83.2%
95.0%	95.8%	97.1%
97.0%	95.7%	92.1%
94.3%	94.3%	96.5%
85.3%	85.8%	91.5%
74.9%	76.2%	77.7%
98.1%	93.6%	91.9%
88.2%	88.9%	85.9%
86.4%	88.0%	84.5%

Obligation deferred (settled) - (735,595)

Total passenger fare revenue 85,071,419 77,829,459

Total vehicle and passenger fare revenue 207,820,775 192,580,135
per financial statements

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2017 Quarter Ended September 30, 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												0.0			0.0	0.0	0.00%
Route 30	Duke Point	Tsawwassen												0.0			0.0	0.0	0.00%
Major Routes			0	0	0	0	0	0	0	0	0	0	0	0.0	0	0	0.0	0.0	0.00%
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	0.16%
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												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 ⁽¹⁾	Langdale	Gambier/Keats					1							1.0			0.0	1.0	0.11%
Route 17	Little River	Powell River												0.0			0.0	0.0	0.00%
Route 18	Texada	Powell River												0.0			0.0	0.0	0.00%
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												0.0			0.0	0.0	0.00%
Route 24	Quadra Island	Cortes Island												0.0			0.0	0.0	0.00%
Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%
Route 26	Skidegate	Alliford Bay												0.0			0.0	0.0	0.00%
Minor Routes			0	0	0	0	1	0	0	0	2	0	0	3.0	0	0	0.0	3.0	0.02%
TOTAL			0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	2.0	0.0	0.0	3.0	0.0	0.0	0.0	3.0	0.02%

% of Minimum Required Round Trips Cancelled

0.00% 0.00% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.00% 0.01% 0.00% 0.00%

Note:

⁽¹⁾ 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 2017 Quarter Ended September 30, 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	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
Minor Routes			
TOTAL			

Performance Against Minimum (Daily) Core Service Levels						
2nd Quarter				Fiscal YTD		
Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips	Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)
1,296.0	845.0	451.0	0.0	2,272.0	1,488.0	784.0
916.0	845.0	71.0	0.0	1,683.0	1,488.0	195.0
894.0	710.0	184.0	0.0	1,662.5	1,335.0	327.5
723.5	626.0	97.5	0.0	1,395.5	1,185.0	210.5
3,829.5	3,026.0	803.5	0.0	7,013.0	5,496.0	1,517.0
40.5	40.5	0.0	0.0	58.5	58.5	0.0
59.0	58.0	1.0	0.0	95.0	87.0	8.0
99.5	98.5	1.0	0.0	153.5	145.5	8.0
734.5	644.0	90.5	1.0	1,464.0	1,268.0	196.0
890.0	890.0	0.0	0.0	1,756.0	1,754.0	2.0
1,179.0	1,091.0	88.0	0.0	2,328.0	2,115.0	213.0
669.5	549.0	120.5	0.0	1,294.5	1,082.0	212.5
1,343.5	1,256.0	87.5	0.0	2,674.0	2,497.5	176.5
282.0	282.0	0.0	0.0	466.0	466.0	0.0
812.0	723.0	89.0	1.0	1,618.0	1,438.0	180.0
1,091.0	883.0	208.0	1.0	2,110.0	1,819.0	291.0
354.0	351.0	3.0	0.0	694.0	690.0	4.0
754.0	618.0	136.0	0.0	1,469.5	1,229.0	240.5
1,256.0	1,144.0	112.0	0.0	2,478.0	2,275.0	203.0
934.0	842.0	92.0	0.0	1,857.0	1,674.0	183.0
1,611.5	1,384.0	227.5	0.0	2,934.0	2,560.0	374.0
1,303.0	1,006.0	297.0	0.0	2,334.5	1,905.0	429.5
1,470.0	1,368.0	102.0	0.0	2,915.0	2,720.0	195.0
543.0	447.0	96.0	0.0	1,078.0	889.0	189.0
999.0	907.0	92.0	0.0	1,987.0	1,804.0	183.0
772.0	644.0	128.0	0.0	1,527.0	1,281.0	246.0
16,998.0	15,029.0	1,969.0	3.0	32,984.5	29,466.5	3,518.0
20,927.0	18,153.5	2,773.5	3.0	40,151.0	35,108.0	5,043.0

Note:

⁽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).

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

Fiscal 2017		
Quarter Ended September 30, 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	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
Minor Routes		
TOTAL		

Performance Against Estimated Schedule							
2nd 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)
1,296.0	1,228.0	68.0		68.0	2,272.0	2,176.0	96.0
916.0	895.0	21.0	2.0	23.0	1,683.0	1,655.5	27.5
894.0	801.0	93.0		93.0	1,662.5	1,517.0	145.5
723.5	724.0	-0.5	0.5	0.0	1,395.5	1,400.0	-4.5
3,829.5	3,648.0	181.5	2.5	184.0	7,013.0	6,748.5	264.5
40.5	40.5	0.0		0.0	58.5	58.5	0.0
59.0	58.0	1.0		1.0	95.0	87.0	8.0
99.5	98.5	1.0	0.0	1.0	153.5	145.5	8.0
734.5	736.0	-1.5	3.0	1.5	1,464.0	1,451.0	13.0
890.0	890.0	0.0		0.0	1,756.0	1,754.0	2.0
1,179.0	1,183.0	-4.0	4.0	0.0	2,328.0	2,305.0	23.0
669.5	641.0	28.5		28.5	1,294.5	1,265.0	29.5
1,343.5	1,346.5	-3.0	3.0	0.0	2,674.0	2,678.5	-4.5
282.0	282.0	0.0		0.0	466.0	466.0	0.0
812.0	815.0	-3.0	3.0	0.0	1,618.0	1,621.0	-3.0
1,091.0	975.0	116.0	1.0	117.0	2,110.0	2,002.0	108.0
354.0	351.0	3.0		3.0	694.0	690.0	4.0
754.0	710.0	44.0		44.0	1,469.5	1,412.0	57.5
1,256.0	1,236.0	20.0		20.0	2,478.0	2,458.0	20.0
934.0	934.0	0.0		0.0	1,857.0	1,857.0	0.0
1,611.5	1,476.0	135.5		135.5	2,934.0	2,743.0	191.0
1,303.0	1,098.0	205.0		205.0	2,334.5	2,088.0	246.5
1,470.0	1,460.0	10.0		10.0	2,915.0	2,903.0	12.0
543.0	539.0	4.0		4.0	1,078.0	1,072.0	6.0
999.0	999.0	0.0		0.0	1,987.0	1,987.0	0.0
772.0	736.0	36.0		36.0	1,527.0	1,464.0	63.0
16,998.0	16,407.5	590.5	14.0	604.5	32,984.5	32,216.5	768.0
20,927.0	20,154.0	773.0	16.5	789.5	40,151.0	39,110.5	1,040.5

Note:

⁽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).

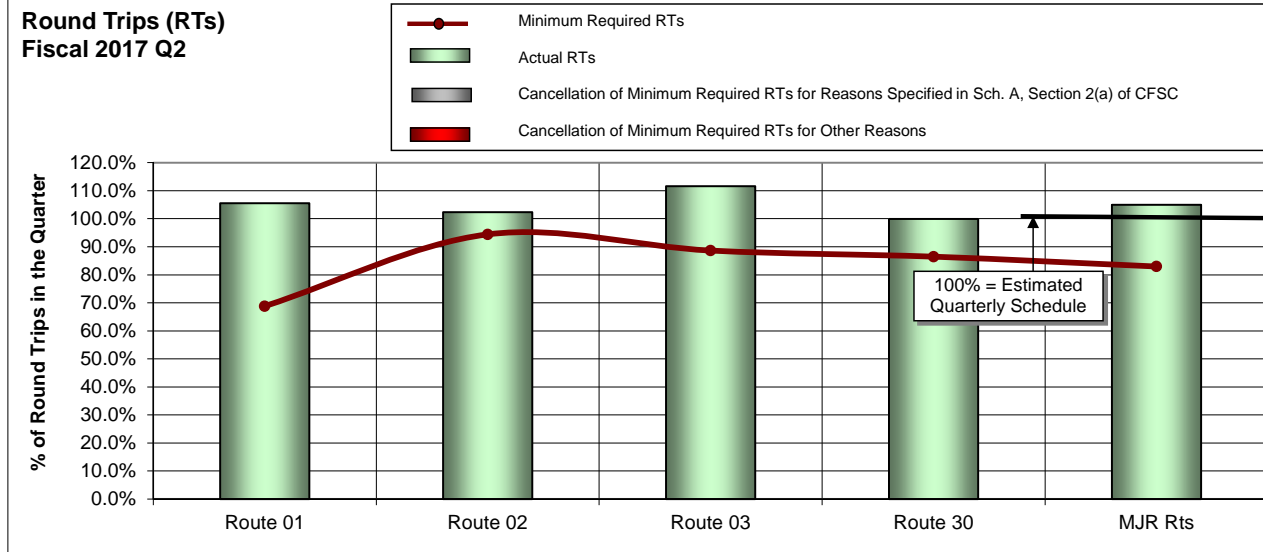
Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

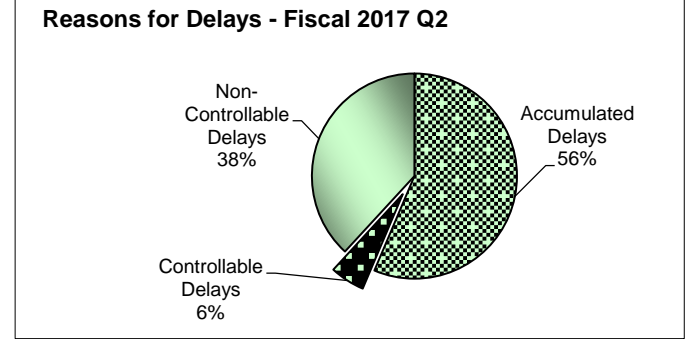
Fiscal 2017 Quarter Ended September 30, 2016				Performance Against Minimum (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen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

APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Quarter Ended September 30, 2016

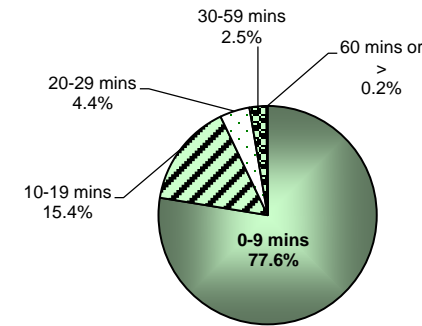
Major Routes



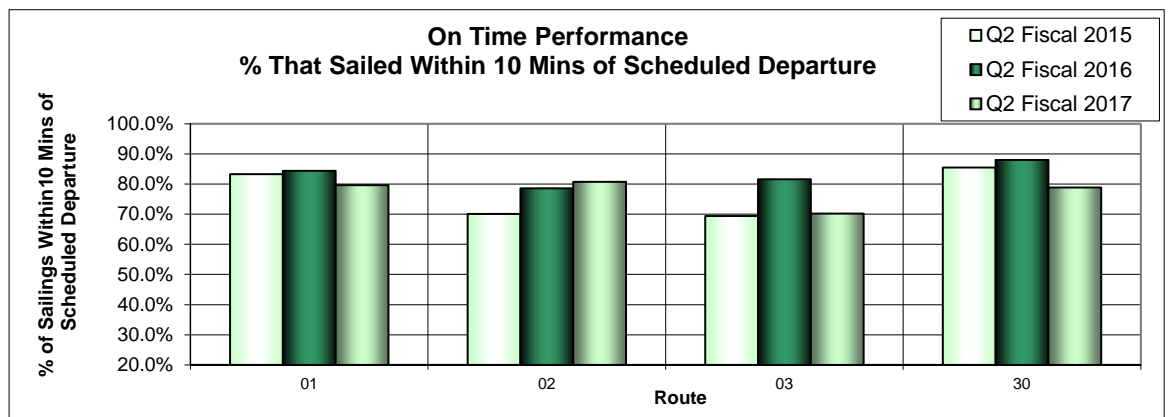
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,296.0	845.0	451.0	61.5%
Route 02	Horseshoe Bay-Nanaimo	916.0	845.0	71.0	54.4%
Route 03	Langdale-Horseshoe Bay	894.0	710.0	184.0	37.1%
Route 30	Nanaimo-Tsawwassen	723.5	626.0	97.5	50.1%
MAJOR Routes Total		3,829.5	3,026.0	803.5	51.9%



On Time Performance Fiscal 2017 Q2

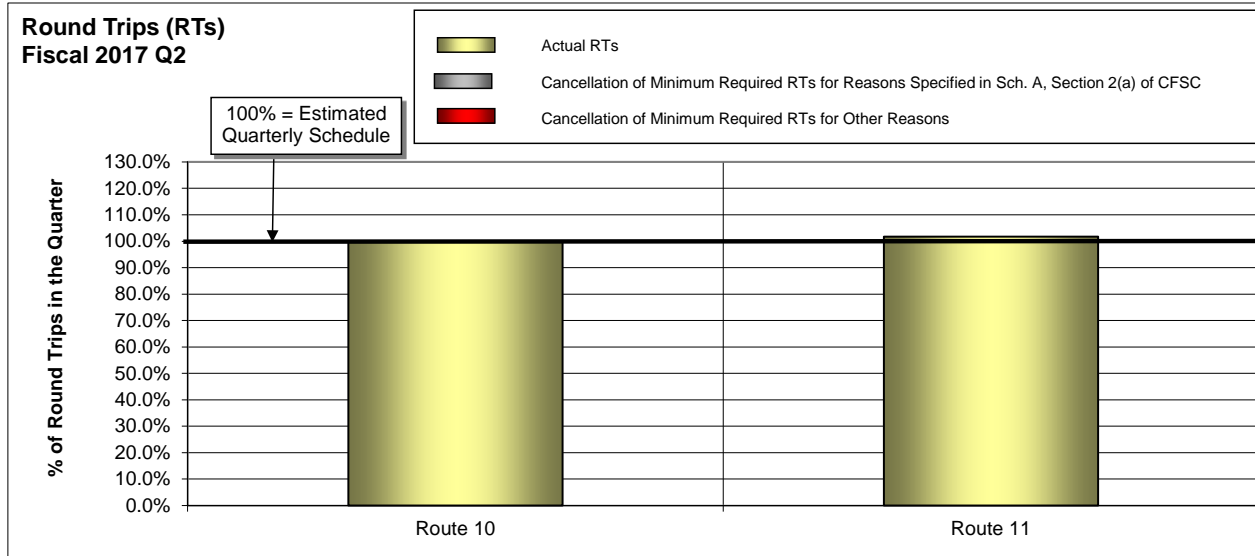


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

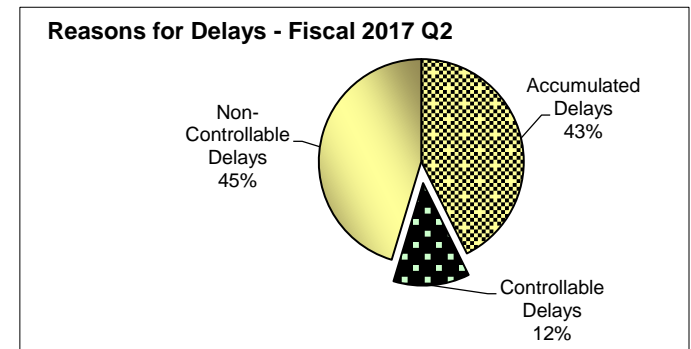


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Quarter Ended September 30, 2016

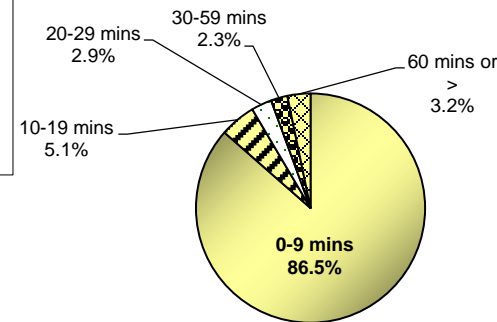
Northern Routes



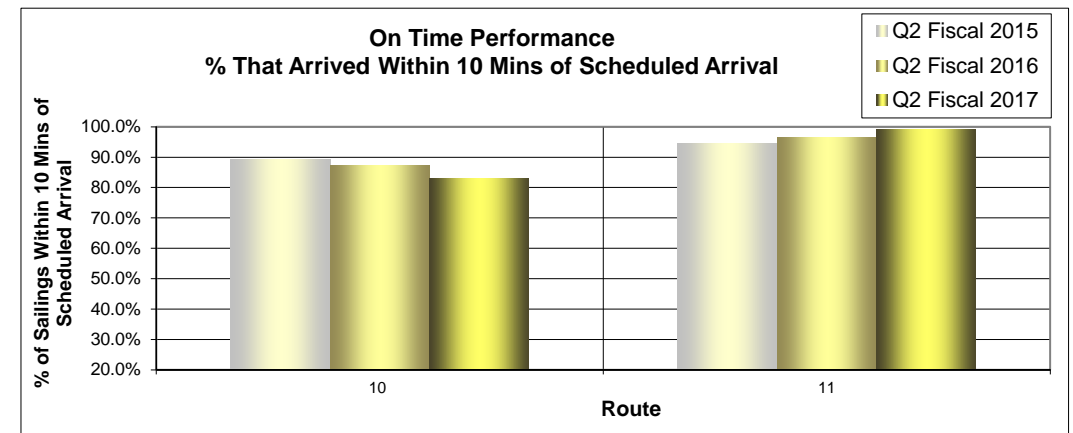
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	40.5	40.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	59.0	58.0	1.0	0.8%
NORTHERN Routes Total		99.5	98.5	1.0	0.2%



On Time Performance Fiscal 2017 Q2

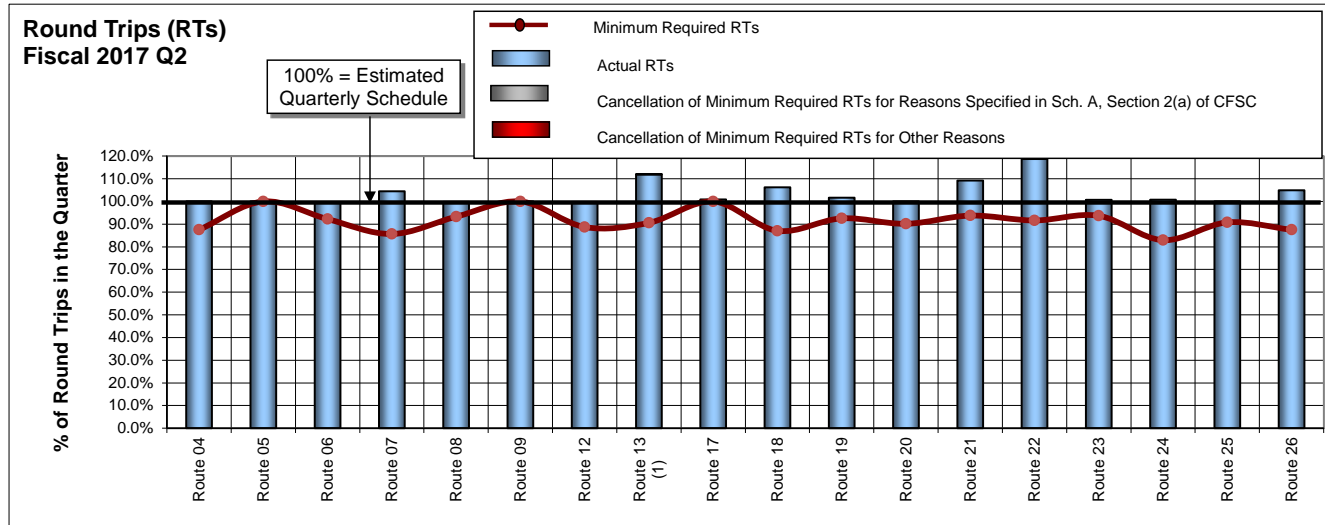


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
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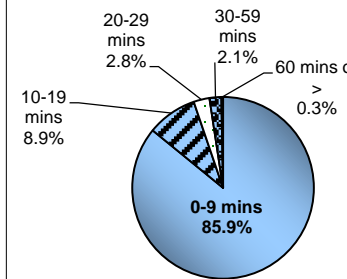


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2017 Quarter Ended September 30, 2016

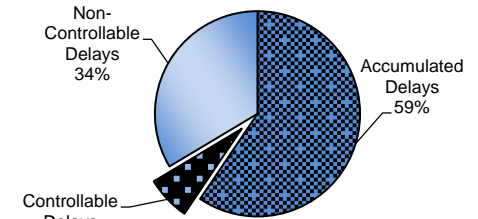
Minor Routes



On Time Performance Fiscal 2017 Q2



Reasons for Delays - Fiscal 2017 Q2

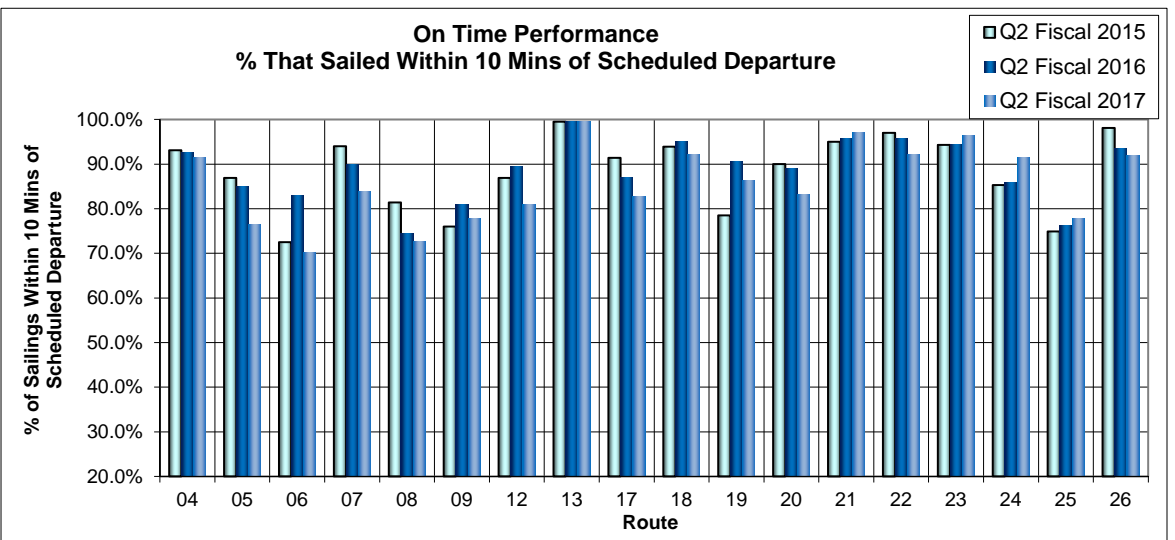


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	734.5	644.0	90.5	11.9%
Route 05	Swartz Bay-Gulf Islands	890.0	890.0	0.0	5.8%
Route 06	Crofton-Vesuvius Bay	1,179.0	1,091.0	88.0	10.4%
Route 07	Earls Cove-Saltery Bay	669.5	549.0	120.5	6.6%
Route 08	Horseshoe Bay-Bowen Island	1,343.5	1,256.0	87.5	9.5%
Route 09	Tsawwassen-Southern Gulf Islands	282.0	282.0	0.0	7.4%
Route 12	Mill Bay-Brentwood Bay	812.0	723.0	89.0	16.1%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	1,091.0	883.0	208.0	Pass only
Route 17	Little River-Powell River	354.0	351.0	3.0	2.3%
Route 18	Powell River-Texada	754.0	618.0	136.0	4.1%
Route 19	Nanaimo Harbour-Gabriola Island	1,256.0	1,144.0	112.0	10.2%
Route 20	Chemainus-Thetis/Penelakut	934.0	842.0	92.0	2.8%
Route 21	Buckley Bay-Denman West	1,611.5	1,384.0	227.5	11.9%
Route 22	Gravelly Bay-Hornby Island	1,303.0	1,006.0	297.0	25.8%
Route 23	Campbell River-Quadra Island	1,470.0	1,368.0	102.0	20.1%
Route 24	Quadra Island-Cortes Island	543.0	447.0	96.0	23.6%
Route 25	Port McNeill-Sointula/Alert Bay	999.0	907.0	92.0	5.8%
Route 26	Skidegate-Alliford Bay	772.0	644.0	128.0	6.0%
MINOR Routes Total		16,998.0	15,029.0	1,969.0	10.9%

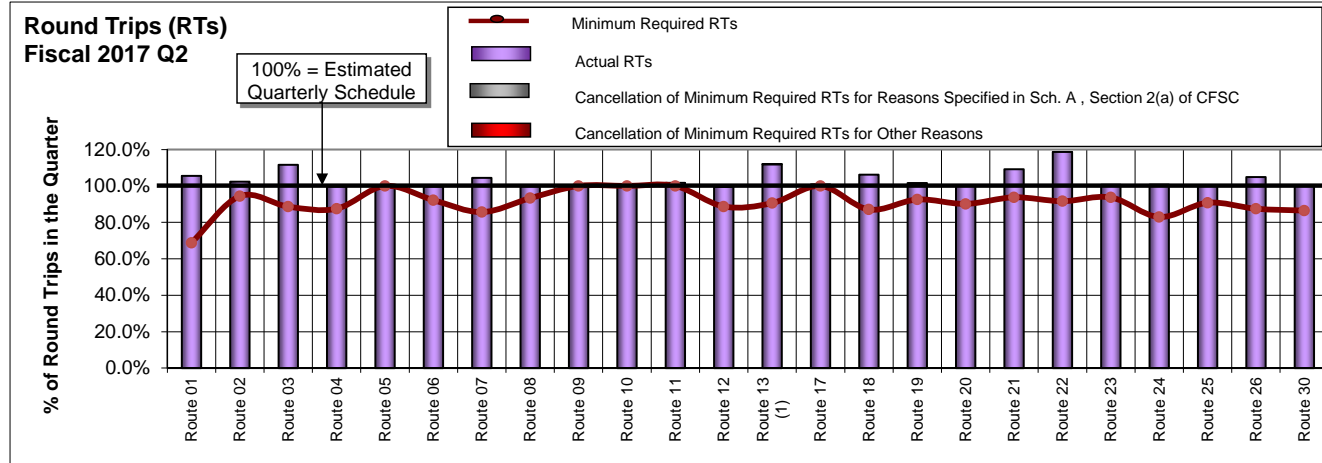
Note:

⁽¹⁾ 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 September 30, 2016

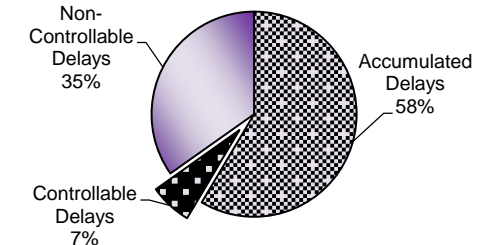
All Routes



Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,296.0	845.0	451.0	61.5%
Route 02	Horseshoe Bay-Nanaimo	916.0	845.0	71.0	54.4%
Route 03	Langdale-Horseshoe Bay	894.0	710.0	184.0	37.1%
Route 04	Swartz Bay-Fulford Harbour	734.5	644.0	90.5	11.9%
Route 05	Swartz Bay-Gulf Islands	890.0	890.0	0.0	5.8%
Route 06	Crofton-Vesuvius Bay	1,179.0	1,091.0	88.0	10.4%
Route 07	Earls Cove-Saltery Bay	669.5	549.0	120.5	6.6%
Route 08	Horseshoe Bay-Bowen Island	1,343.5	1,256.0	87.5	9.5%
Route 09	Tsawwassen-Southern Gulf Islands	282.0	282.0	0.0	7.4%
Route 10	Port Hardy-Prince Rupert	40.5	40.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	59.0	58.0	1.0	0.8%
Route 12	Mill Bay-Brentwood Bay	812.0	723.0	89.0	16.1%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	1,091.0	883.0	208.0	Pass only
Route 17	Little River-Powell River	354.0	351.0	3.0	2.3%
Route 18	Powell River-Texada	754.0	618.0	136.0	4.1%
Route 19	Nanaimo Harbour-Gabriola Island	1,256.0	1,144.0	112.0	10.2%
Route 20	Chemainus-Thetis/Penelakut	934.0	842.0	92.0	2.8%
Route 21	Buckley Bay-Denman West	1,611.5	1,384.0	227.5	11.9%
Route 22	Gravelly Bay-Hornby Island	1,303.0	1,006.0	297.0	25.8%
Route 23	Campbell River-Quadra Island	1,470.0	1,368.0	102.0	20.1%
Route 24	Quadra Island-Cortes Island	543.0	447.0	96.0	23.6%
Route 25	Port McNeill-Sointula/Alert Bay	999.0	907.0	92.0	5.8%
Route 26	Skidegate-Alliford Bay	772.0	644.0	128.0	6.0%
Route 30	Nanaimo-Tsawwassen	723.5	626.0	97.5	50.1%
All Routes Total		20,927.0	18,153.5	2,773.5	18.0%

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

Reasons for Delays - Fiscal 2017 Q2



Controllable = Under the control of the company (loading procedure, fuelling, etc.)
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On Time Performance Fiscal 2017 Q2

