

### Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2014

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 2 F2015	Capacity Utilization QTR 2 F2015 (C / B)	Capacity Utilization QTR 2 F2014	AEQ's Carried QTR 2 F2014	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 2 F2015 Note 2	AEQ Tariff Revenue QTR 2 F2014 Note 2	AEQ Tariff Revenue Growth (H - I)
1	1,211.0	898,820	678,602	75.5%	75.1%	674,829	3,773	\$ 37,057,813	\$ 35,903,325	\$ 1,154,488
2	883.0	644,614	442,493	68.6%	69.6%	448,916	(6,423)	23,478,012	23,303,210	174,802
3	851.0	615,762	378,398	61.5%	61.2%	375,216	3,182	8,297,049	7,914,995	382,054
30	720.0	464,400	281,251	60.6%	59.4%	274,989	6,262	18,270,676	17,523,867	746,809
<b>Major Routes</b>	<b>3,665.0</b>	<b>2,623,596</b>	<b>1,780,744</b>	<b>67.9%</b>	<b>67.7%</b>	<b>1,773,950</b>	<b>6,794</b>	<b>87,103,550</b>	<b>84,645,397</b>	<b>2,458,153</b>
10	38.0	13,841	7,265	52.5%	40.7%	7,978	(713)	2,413,091	2,879,168	(466,077)
11	54.5	11,415	7,172	62.8%	52.1%	7,339	(167)	1,227,358	1,285,788	(58,430)
<b>Northern Routes</b>	<b>92.5</b>	<b>25,256</b>	<b>14,437</b>	<b>57.2%</b>	<b>45.5%</b>	<b>15,317</b>	<b>(880)</b>	<b>3,640,449</b>	<b>4,164,956</b>	<b>(524,507)</b>
4	736.0	147,200	91,596	62.2%	60.9%	89,623	1,973	1,064,132	1,009,044	55,088
5	888.0	177,444	76,556	43.1%	44.0%	77,835	(1,279)	986,235	1,008,931	(22,696)
6	1,180.0	165,200	73,736	44.6%	41.3%	73,486	250	917,338	895,804	21,534
7	648.0	162,000	66,341	41.0%	37.3%	67,163	(822)	1,527,024	1,501,116	25,908
8	1,345.5	234,090	132,298	56.5%	53.7%	131,662	636	1,530,918	1,451,519	79,399
9	273.0	110,764	58,359	52.7%	56.0%	57,966	393	2,797,153	2,703,281	93,872
12	814.0	35,816	25,848	72.2%	75.7%	27,142	(1,294)	301,334	324,296	(22,962)
13	1,079.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(295)	75	(370)
17	350.0	134,592	51,412	38.2%	36.7%	51,355	57	2,012,076	1,911,735	100,341
18	719.0	69,482	23,836	34.3%	28.5%	25,561	(1,725)	187,417	200,161	(12,744)
19	1,272.0	178,080	97,773	54.9%	50.6%	102,247	(4,474)	845,659	867,304	(21,645)
20	933.0	59,712	23,668	39.6%	33.6%	23,708	(40)	206,618	194,362	12,256
21	1,537.0	153,700	82,594	53.7%	50.7%	83,498	(904)	663,108	624,880	38,228
22	1,233.0	73,980	44,621	60.3%	59.9%	45,647	(1,026)	314,467	331,584	(17,117)
23	1,476.0	204,680	114,655	56.0%	51.0%	112,909	1,746	1,012,321	961,685	50,636
24	539.0	32,340	19,601	60.6%	61.0%	19,986	(385)	198,670	193,070	5,600
25	999.0	59,940	26,718	44.6%	43.0%	25,780	938	287,604	263,416	24,188
26	765.0	39,780	12,931	32.5%	27.8%	15,636	(2,705)	126,641	145,754	(19,113)
<b>Minor Routes</b>	<b>16,786.5</b>	<b>2,038,800</b>	<b>1,022,543</b>	<b>50.2%</b>	<b>47.3%</b>	<b>1,031,204</b>	<b>(8,661)</b>	<b>14,978,420</b>	<b>14,588,017</b>	<b>390,403</b>
<b>Total</b>	<b>20,544.0</b>	<b>4,687,652</b>	<b>2,817,724</b>	<b>60.1%</b>	<b>58.4%</b>	<b>2,820,471</b>	<b>(2,747)</b>	<b>105,722,419</b>	<b>103,398,370</b>	<b>2,324,049</b>

Obligation deferred (settled) - (362,651)

**Total vehicle fare revenue** 105,722,419 103,035,719

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

**Note 2)** Tariffs charged to customer on all routes were below price cap at September 30, 2014. At September 30, 2013 the routes were over price cap by \$2.2 million (Vehicles \$1.4 million and Passengers \$0.8 million) with \$0.5 million (Vehicles \$0.3 and Passengers \$0.2 million) of the obligation settled in the quarter.

**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)** Effective April 1, 2014, Route 40 was discontinued as part of the service adjustments outlined by the Province, and replaced with an extension of Route 10. For comparative purposes, reporting of AEQ and passenger totals, tariff revenues, capacity utilization and on-time performance for Routes 10 and 40 in the prior years have been combined.

### Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2014

Routes	K	L	M	N	O	P
	Passengers QTR 2 F2015	Passengers QTR 2 F2014	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 2 F2015 Note 2	Passenger Tariff Revenue QTR 2 F2014 Note 2	Passenger Tariff Revenue Growth (N - O)
1	1,993,852	1,979,924	13,928	\$ 28,868,657	\$ 26,596,490	\$ 2,272,167
2	1,191,947	1,204,702	(12,755)	17,299,152	16,038,182	1,260,970
3	836,291	840,085	(3,794)	5,034,479	4,573,522	460,957
30	521,586	505,862	15,724	7,521,653	6,644,622	877,031
<b>Major Routes</b>	<b>4,543,676</b>	<b>4,530,573</b>	<b>13,103</b>	<b>58,723,941</b>	<b>53,852,816</b>	<b>4,871,125</b>
10	21,593	22,820	(1,227)	3,205,324	3,487,830	(282,506)
11	16,132	16,943	(811)	618,154	635,965	(17,811)
<b>Northern Routes</b>	<b>37,725</b>	<b>39,763</b>	<b>(2,038)</b>	<b>3,823,478</b>	<b>4,123,795</b>	<b>(300,317)</b>
4	197,554	192,750	4,804	990,132	877,480	112,652
5	148,698	150,112	(1,414)	739,362	661,401	77,961
6	141,516	142,197	(681)	612,290	549,384	62,906
7	131,627	134,330	(2,703)	797,309	736,117	61,192
8	324,381	327,135	(2,754)	1,178,937	1,063,577	115,360
9	181,661	181,021	640	2,231,427	1,979,333	252,094
12	53,919	56,072	(2,153)	304,427	264,975	39,452
13	15,222	15,869	(647)	69,378	66,144	3,234
17	111,329	113,545	(2,216)	1,348,205	1,258,025	90,180
18	44,746	47,930	(3,184)	155,540	145,656	9,884
19	213,740	222,134	(8,394)	690,965	630,489	60,476
20	67,789	69,151	(1,362)	192,351	177,564	14,787
21	169,077	172,289	(3,212)	524,560	466,686	57,874
22	96,351	100,597	(4,246)	263,722	265,312	(1,590)
23	244,527	243,415	1,112	762,165	687,690	74,475
24	35,282	37,743	(2,461)	147,547	135,691	11,856
25	68,270	65,833	2,437	272,598	241,512	31,086
26	26,505	31,489	(4,984)	90,293	100,982	(10,689)
<b>Minor Routes</b>	<b>2,272,194</b>	<b>2,303,612</b>	<b>(31,418)</b>	<b>11,371,208</b>	<b>10,308,018</b>	<b>1,063,190</b>
<b>Total</b>	<b>6,853,595</b>	<b>6,873,948</b>	<b>(20,353)</b>	<b>73,918,627</b>	<b>68,284,629</b>	<b>5,633,998</b>

% Sailings Within 10 Min. (Note 3)		
QTR 2 F2013	QTR 2 F2014	QTR 2 F2015
87.5%	84.9%	83.3%
76.9%	70.4%	70.1%
80.2%	72.4%	69.4%
87.5%	83.8%	85.5%
<b>83.2%</b>	<b>78.3%</b>	<b>77.3%</b>
93.0%	94.4%	89.3%
98.5%	98.6%	94.5%
<b>94.6%</b>	<b>95.7%</b>	<b>90.4%</b>
91.0%	94.8%	93.1%
86.7%	84.4%	86.9%
83.4%	79.5%	72.5%
94.5%	79.7%	94.0%
88.8%	90.0%	81.4%
86.7%	86.1%	76.0%
81.4%	84.0%	86.9%
98.7%	99.8%	99.5%
90.6%	82.3%	91.4%
88.6%	78.4%	93.9%
92.4%	90.7%	78.5%
77.5%	71.9%	90.0%
98.2%	98.2%	95.0%
94.5%	96.8%	97.0%
97.1%	95.3%	94.3%
90.4%	84.1%	85.3%
84.5%	80.8%	74.9%
98.8%	99.0%	98.1%
<b>90.5%</b>	<b>88.4%</b>	<b>88.2%</b>
<b>89.4%</b>	<b>86.9%</b>	<b>86.4%</b>

Note 4

Obligation deferred (settled) - (159,614)

<b>Total passenger fare revenue</b>	<b>73,918,627</b>	<b>68,125,015</b>
<b>Total vehicle and passenger fare revenue per financial statements</b>	<b>179,641,046</b>	<b>171,160,734</b>

# Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

## PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2015 Quarter Ended September 30, 2014				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 Cancellations	% 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 Cancellations	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%
<b>Major Routes</b>			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%
<b>Northern Routes</b>			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								2				2.0			0.0	2.0	0.18%
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				1								1.0			0.0	1.0	0.36%
Route 12	Mill Bay	Brentwood Bay												0.0			0.0	0.0	0.00%
Route 13*	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River					1							1.0			0.0	1.0	0.28%
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				1								1.0			0.0	1.0	0.16%
<b>Minor Routes</b>			0	0	0	2	1	0	0	2	0	0	0	5.0	0	0	0.0	5.0	0.03%
<b>TOTAL</b>			0.0	0.0	0.0	2.0	1.0	0.0	0.0	2.0	0.0	0.0	0.0	5.0	0.0	0.0	0.0	5.0	0.03%

% of Minimum Required Round Trips Cancelled      0.00%    0.00%    0.00%    0.01%    0.01%    0.00%    0.00%    0.01%    0.00%    0.01%    0.00%    0.00%    0.00%    0.03%    0.00%    0.00%    0.00%    0.03%

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

Fiscal 2015 Quarter Ended September 30, 2014			
Routes	Terminal 1	Terminal 2	
Route 01	Swartz Bay	Tsawwassen	
Route 02	Horseshoe Bay	Departure Bay	
Route 03	Langdale	Horseshoe Bay	
Route 30	Duke Point	Tsawwassen	
<b>Major Routes</b>			
Route 10	Port Hardy	Prince Rupert	
Route 11	Skidegate	Prince Rupert	
<b>Northern Routes</b>			
Route 04	Fulford Harbour	Swartz Bay	
Route 05	Swartz Bay	Four SGIs	
Route 06	Crofton	Vesuvius Bay	
Route 07	Earls Cove	Saltery Bay	
Route 08	Horseshoe Bay	Bowen Island	
Route 09	Tsawwassen	Long Harbour	
Route 12	Mill Bay	Brentwood Bay	
Route 13 <sup>(2)</sup>	Langdale	Gambier/Keats	
Route 17	Little River	Powell River	
Route 18	Texada	Powell River	
Route 19	Nanaimo Harbour	Gabriola Island	
Route 20	Chemainus	Thetis Island	
Route 21	Buckley Bay	Denman West	
Route 22	Denman East	Hornby Island	
Route 23	Campbell River	Quadra Island	
Route 24	Quadra Island	Cortes Island	
Route 25	Port McNeill	Alert Bay	
Route 26	Skidegate	Alliford Bay	
<b>Minor Routes</b>			
<b>TOTAL</b>			

Performance Against Minimum (Daily) Core Service Levels						
2nd Quarter				Fiscal YTD		
Actual Round Trips <sup>(1)</sup>	Daily Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips	Actual Round Trips <sup>(1)</sup>	Daily Minimum Required Round Trips	Variance (Actual to Minimum)
1,211.0	1,022.0	189.0	0.0	2,152.0	1,695.0	457.0
883.0	770.0	113.0	0.0	1,647.0	1,421.0	226.0
851.0	702.0	149.0	0.0	1,594.0	1,338.0	256.0
720.0	620.0	100.0	0.0	1,395.0	1,185.0	210.0
<b>3,665.0</b>	<b>3,114.0</b>	<b>551.0</b>	<b>0.0</b>	<b>6,788.0</b>	<b>5,639.0</b>	<b>1,149.0</b>
38.0	38.0	0.0	0.0	60.0	60.0	0.0
54.5	54.5	0.0	0.0	87.5	88.5	-1.0
<b>92.5</b>	<b>92.5</b>	<b>0.0</b>	<b>0.0</b>	<b>147.5</b>	<b>148.5</b>	<b>-1.0</b>
736.0	644.0	92.0	0.0	1,454.0	1,269.0	185.0
888.0	888.0	0.0	0.0	1,761.0	1,761.0	0.0
1,180.0	1,091.0	89.0	2.0	2,375.0	2,197.0	178.0
648.0	548.0	100.0	0.0	1,302.0	1,109.0	193.0
1,345.5	1,248.5	97.0	0.0	2,695.0	2,505.0	190.0
273.0	274.0	-1.0	1.0	465.0	466.0	-1.0
814.0	723.0	91.0	0.0	1,620.0	1,438.0	182.0
1,079.0	887.0	192.0	0.0	2,091.0	1,819.0	272.0
350.0	351.0	-1.0	1.0	699.0	698.0	1.0
719.0	618.0	101.0	0.0	1,517.0	1,291.0	226.0
1,272.0	1,176.0	96.0	0.0	2,550.0	2,364.0	186.0
933.0	841.0	92.0	0.0	1,906.0	1,723.0	183.0
1,537.0	1,372.0	165.0	0.0	2,923.0	2,641.0	282.0
1,233.0	997.0	236.0	0.0	2,296.0	1,942.0	354.0
1,476.0	1,367.0	109.0	0.0	2,960.0	2,754.0	206.0
539.0	447.0	92.0	0.0	1,073.0	889.0	184.0
999.0	907.0	92.0	0.0	1,988.0	1,804.0	184.0
765.0	644.0	121.0	1.0	1,623.0	1,389.0	234.0
<b>16,786.5</b>	<b>15,023.5</b>	<b>1,763.0</b>	<b>5.0</b>	<b>33,298.0</b>	<b>30,059.0</b>	<b>3,239.0</b>
<b>20,544.0</b>	<b>18,230.0</b>	<b>2,314.0</b>	<b>5.0</b>	<b>40,233.5</b>	<b>35,846.5</b>	<b>4,387.0</b>

**Notes:** <sup>(1)</sup> In certain circumstances (e.g. vessel or dock breakdown, mechanical failure or maintenance) round trips may be provided by contracted service providers (e.g. water taxi, tug & barge, flights).

<sup>(2)</sup> Route 13 core service levels include some round trips that are deliverable only 'on demand.'

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

Fiscal 2015 Quarter Ended September 30, 2014			
Routes	Terminal 1	Terminal 2	
Route 01	Swartz Bay	Tsawwassen	
Route 02	Horseshoe Bay	Departure Bay	
Route 03	Langdale	Horseshoe Bay	
Route 30	Duke Point	Tsawwassen	
<b>Major Routes</b>			
Route 10	Port Hardy	Prince Rupert	
Route 11	Skidegate	Prince Rupert	
<b>Northern Routes</b>			
Route 04	Fulford Harbour	Swartz Bay	
Route 05	Swartz Bay	Four SGIs	
Route 06	Crofton	Vesuvius Bay	
Route 07	Earls Cove	Saltery Bay	
Route 08	Horseshoe Bay	Bowen Island	
Route 09	Tsawwassen	Long Harbour	
Route 12	Mill Bay	Brentwood Bay	
Route 13 <sup>(2)</sup>	Langdale	Gambier/Keats	
Route 17	Little River	Powell River	
Route 18	Texada	Powell River	
Route 19	Nanaimo Harbour	Gabriola Island	
Route 20	Chemainus	Thetis Island	
Route 21	Buckley Bay	Denman West	
Route 22	Denman East	Hornby Island	
Route 23	Campbell River	Quadra Island	
Route 24	Quadra Island	Cortes Island	
Route 25	Port McNeill	Alert Bay	
Route 26	Skidegate	Alliford Bay	
<b>Minor Routes</b>			
<b>TOTAL</b>			

Performance Against Estimated Schedule									
2nd Quarter					Fiscal YTD				
Actual Round Trips <sup>(1)</sup>	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)	Cancelled Round Trips from Estimated Schedule	Total Extra / Short Round Trips	Actual Round Trips <sup>(1)</sup>	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)		
1,211.0	1,226.0	-15.0	17.0	2.0	2,152.0	2,179.0	-27.0		
883.0	882.0	1.0	13.0	14.0	1,647.0	1,648.0	-1.0		
851.0	795.0	56.0	3.0	59.0	1,594.0	1,522.0	72.0		
720.0	720.0	0.0	0.0	0.0	1,395.0	1,396.0	-1.0		
<b>3,665.0</b>	<b>3,623.0</b>	<b>42.0</b>	<b>33.0</b>	<b>75.0</b>	<b>6,788.0</b>	<b>6,745.0</b>	<b>43.0</b>		
38.0	38.0	0.0	0.0	0.0	60.0	60.0	0.0		
54.5	54.5	0.0	0.0	0.0	87.5	88.5	-1.0		
<b>92.5</b>	<b>92.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>147.5</b>	<b>148.5</b>	<b>-1.0</b>		
736.0	736.0	0.0	0.0	0.0	1,454.0	1,452.0	2.0		
888.0	888.0	0.0	0.0	0.0	1,761.0	1,761.0	0.0		
1,180.0	1,183.0	-3.0	3.0	0.0	2,375.0	2,380.0	-5.0		
648.0	640.0	8.0	0.0	8.0	1,302.0	1,292.0	10.0		
1,345.5	1,346.5	-1.0	2.0	1.0	2,695.0	2,696.0	-1.0		
273.0	274.0	-1.0	1.0	0.0	465.0	466.0	-1.0		
814.0	815.0	-1.0	1.0	0.0	1,620.0	1,621.0	-1.0		
1,079.0	979.0	100.0	8.0	108.0	2,091.0	2,002.0	89.0		
350.0	351.0	-1.0	1.0	0.0	699.0	698.0	1.0		
719.0	710.0	9.0	0.0	9.0	1,517.0	1,506.0	11.0		
1,272.0	1,268.0	4.0	0.0	4.0	2,550.0	2,547.0	3.0		
933.0	933.0	0.0	0.0	0.0	1,906.0	1,906.0	0.0		
1,537.0	1,464.0	73.0	0.0	73.0	2,923.0	2,824.0	99.0		
1,233.0	1,089.0	144.0	0.0	144.0	2,296.0	2,125.0	171.0		
1,476.0	1,459.0	17.0	0.0	17.0	2,960.0	2,937.0	23.0		
539.0	539.0	0.0	2.0	2.0	1,073.0	1,072.0	1.0		
999.0	999.0	0.0	0.0	0.0	1,988.0	1,987.0	1.0		
765.0	749.0	16.0	3.0	19.0	1,623.0	1,602.0	21.0		
<b>16,786.5</b>	<b>16,422.5</b>	<b>364.0</b>	<b>21.0</b>	<b>385.0</b>	<b>33,298.0</b>	<b>32,874.0</b>	<b>424.0</b>		
<b>20,544.0</b>	<b>20,138.0</b>	<b>406.0</b>	<b>54.0</b>	<b>460.0</b>	<b>40,233.5</b>	<b>39,767.5</b>	<b>466.0</b>		

**Notes:** <sup>(1)</sup> In certain circumstances (e.g. vessel or dock breakdown, mechanical failure or maintenance) round trips may be provided by contracted service providers (e.g. water taxi, tug & barge, flights).

<sup>(2)</sup> Route 13 core service levels include some round trips that are deliverable only 'on demand.'

## Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

<b>Fiscal 2015 Quarter Ended September 30, 2014</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	0.0	
	Route 02	Horseshoe Bay	Departure Bay	0.0	
	Route 03	Langdale	Horseshoe Bay	0.0	
	Route 30	Duke Point	Tsawwassen	0.0	
<b>Northern Routes</b>	Route 10	Port Hardy	Prince Rupert	0.0	
	Route 11	Skidegate	Prince Rupert	2.0	2.0
<b>Minor Routes</b>	Route 04	Fulford Harbour	Swartz Bay	0.0	
	Route 05	Swartz Bay	Four SGIs	0.0	
	Route 06	Crofton	Vesuvius Bay	1.0	1.0
	Route 07	Earls Cove	Saltery Bay	0.0	
	Route 08	Horseshoe Bay	Bowen Island	0.0	
	Route 09	Tsawwassen	Long Harbour	1.0	1.0
	Route 12	Mill Bay	Brentwood Bay	0.0	
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	1.0	1.0
	Route 18	Texada	Powell River	2.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	0.0	
	Route 20	Chemainus	Thetis Island	0.0	
	Route 21	Buckley Bay	Denman West	1.0	1.0
	Route 22	Denman East	Hornby Island	1.0	1.0
	Route 23	Campbell River	Quadra Island	0.0	
	Route 24	Quadra Island	Cortes Island	0.0	
Route 25	Port McNeill	Alert Bay	0.0		
Route 26	Skidegate	Alliford Bay	3.0	2.0	

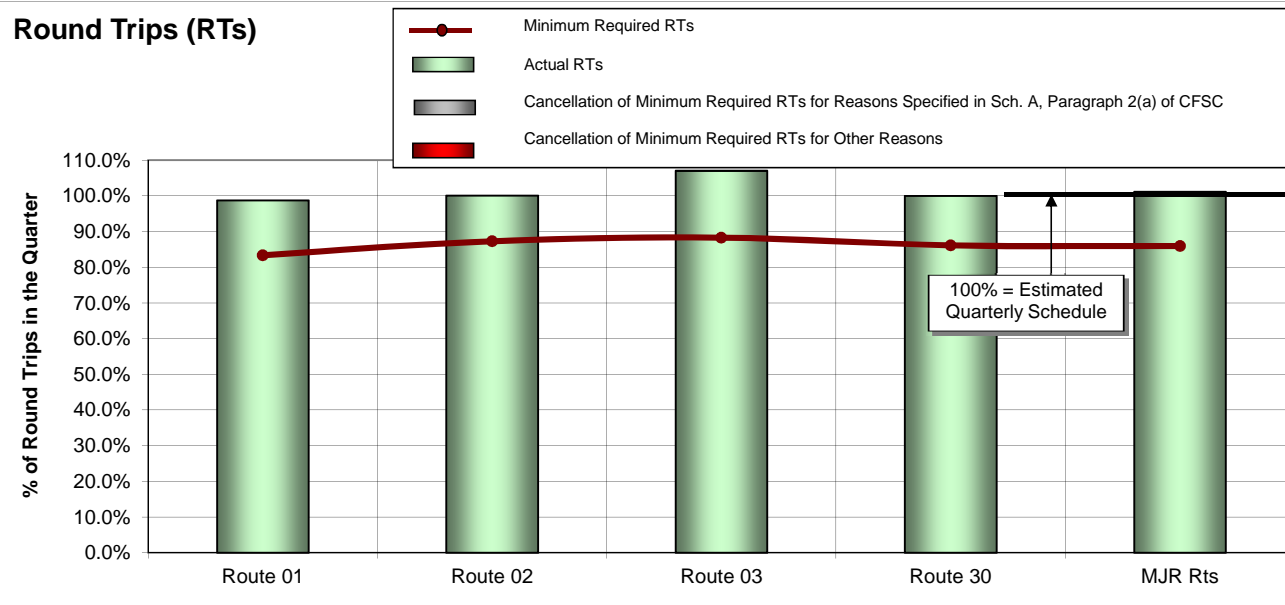
# APPENDIX 4: Round Trip Service Delivery and On Time Performance

## Fiscal 2015

### Quarter Ended September 30, 2014

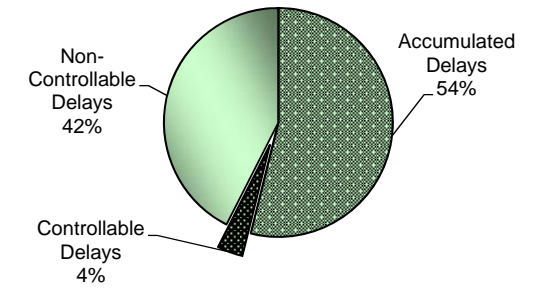
#### Major Routes

##### Round Trips (RTs)



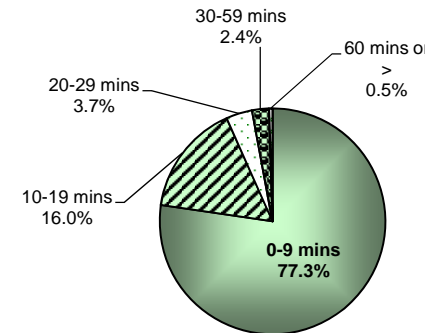
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,211.0	1,022.0	189.0	42.4%
Route 02	Horseshoe Bay-Nanaimo	883.0	770.0	113.0	51.2%
Route 03	Langdale-Horseshoe Bay	851.0	702.0	149.0	29.4%
Route 30	Nanaimo-Tsawwassen	720.0	620.0	100.0	35.5%
<b>MAJOR Routes Total</b>		<b>3,665.0</b>	<b>3,114.0</b>	<b>551.0</b>	<b>40.2%</b>

##### Reasons for Delays

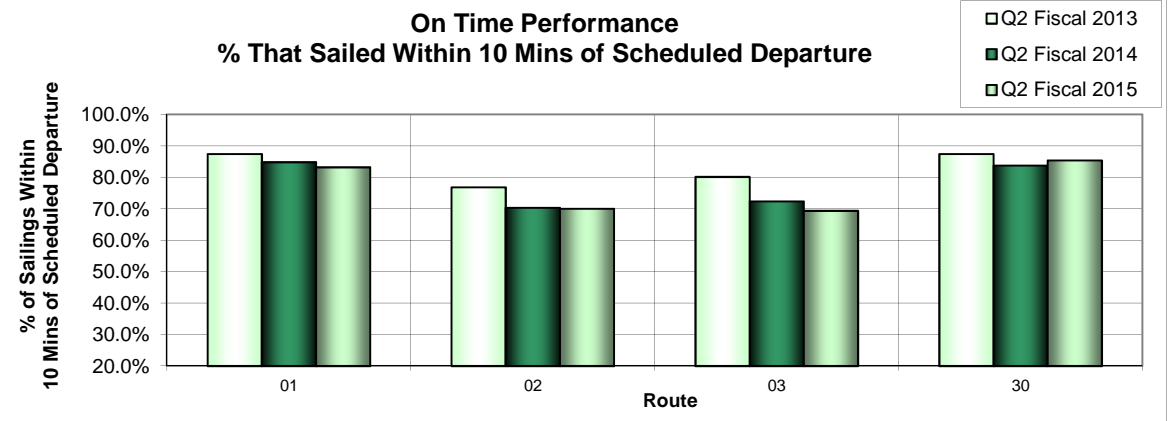


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

##### On Time Performance Fiscal 2015 Q2

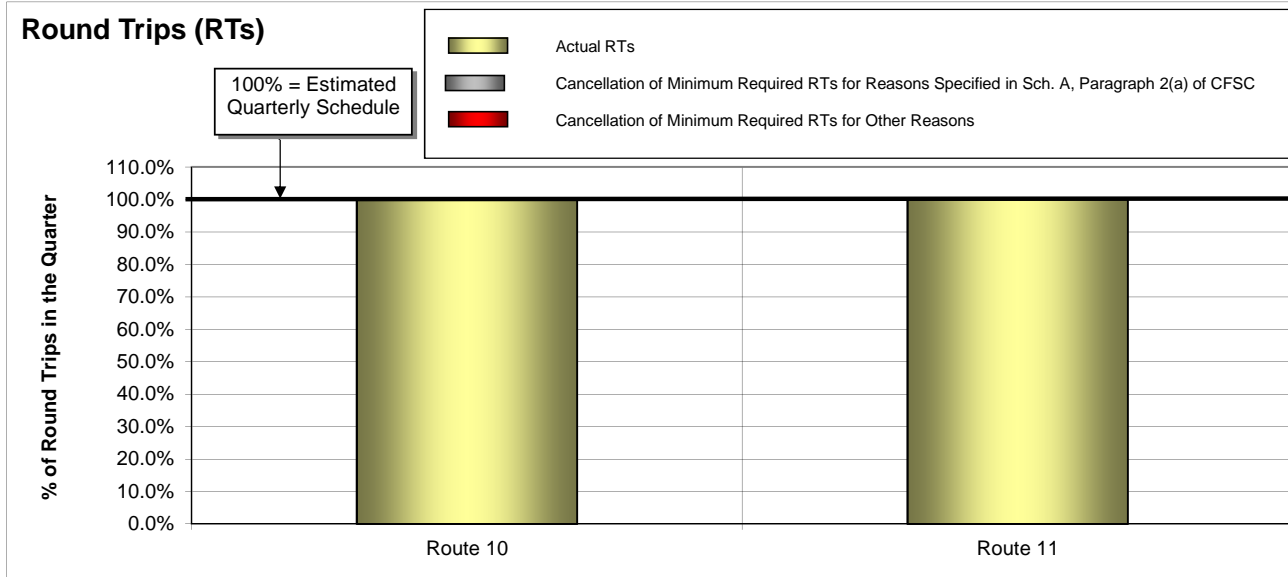


##### On Time Performance % That Sailed Within 10 Mins of Scheduled Departure

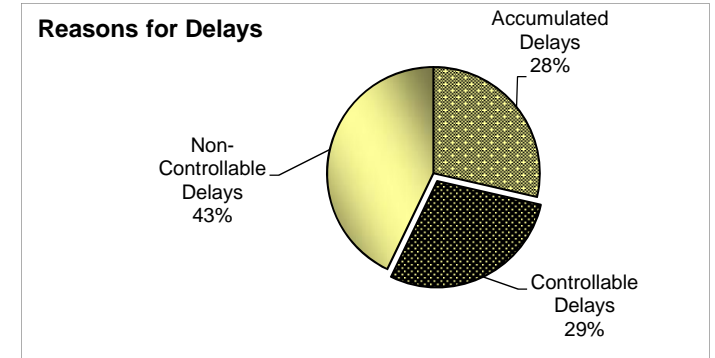


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2015 Quarter Ended September 30, 2014

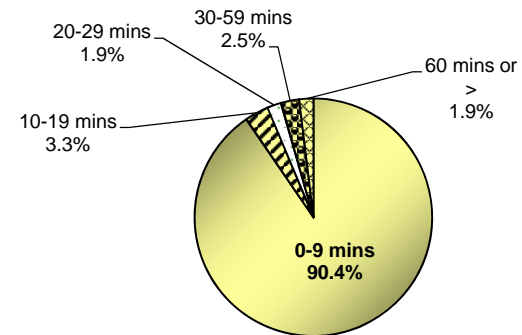
## Northern Routes



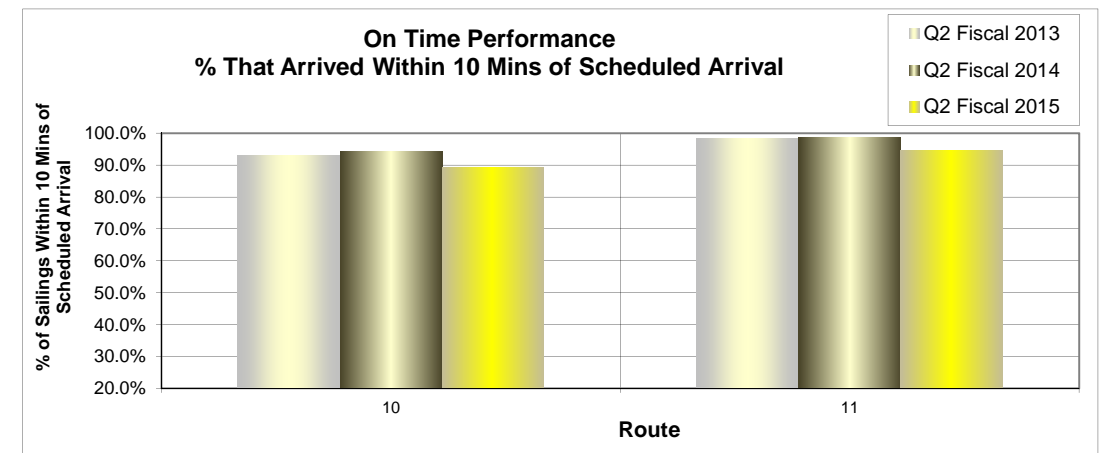
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10 <sup>(1)</sup>	Port Hardy-Prince Rupert	38.0	38.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	54.5	54.5	0.0	0.9%
<b>NORTHERN Routes Total</b>		<b>92.5</b>	<b>92.5</b>	<b>0.0</b>	<b>0.2%</b>



### On Time Performance Fiscal 2015 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

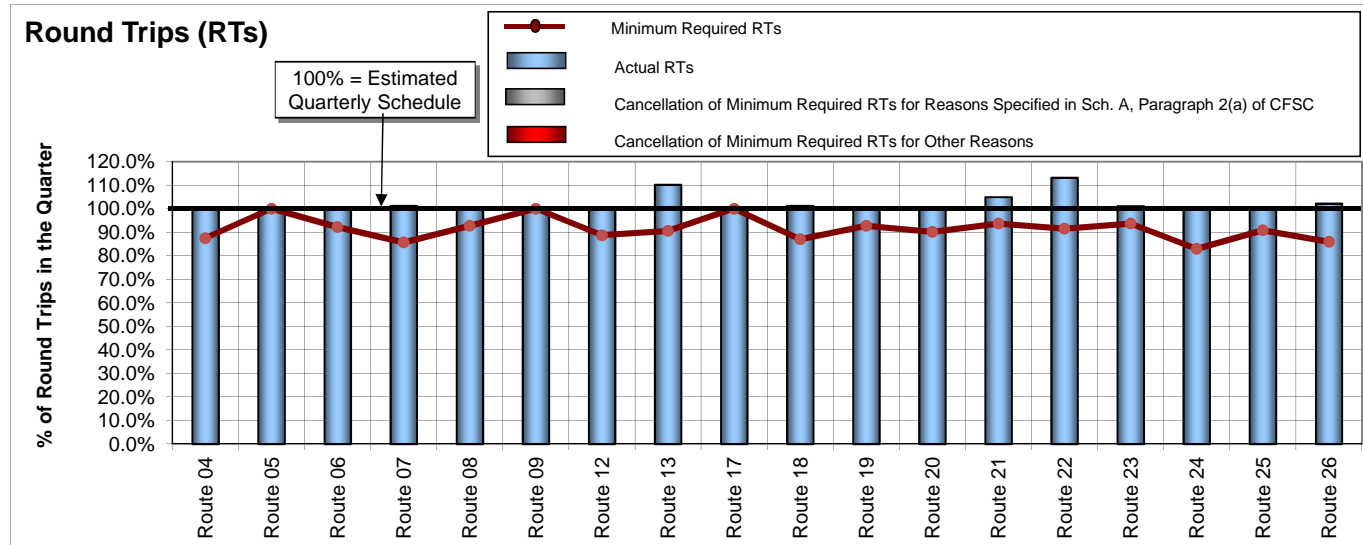


**Note:** <sup>(1)</sup> Effective April 1, 2014, Route 40 was discontinued as part of the service adjustments outlined by the Province, and replaced with an extension of Route 10. For comparative purposes, fiscal 2013 and 2014 on-time performance for Routes 10 and 40 have been combined.

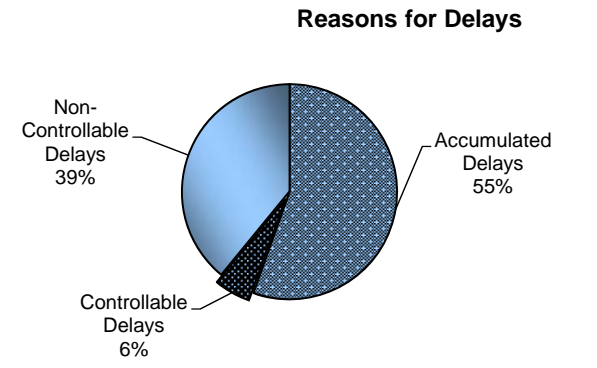
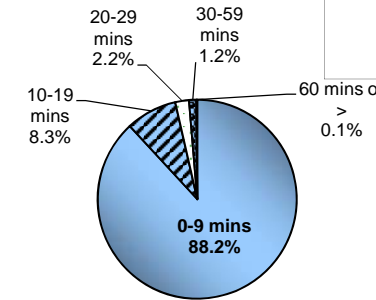


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2015 Quarter Ended September 30, 2014

## Minor Routes

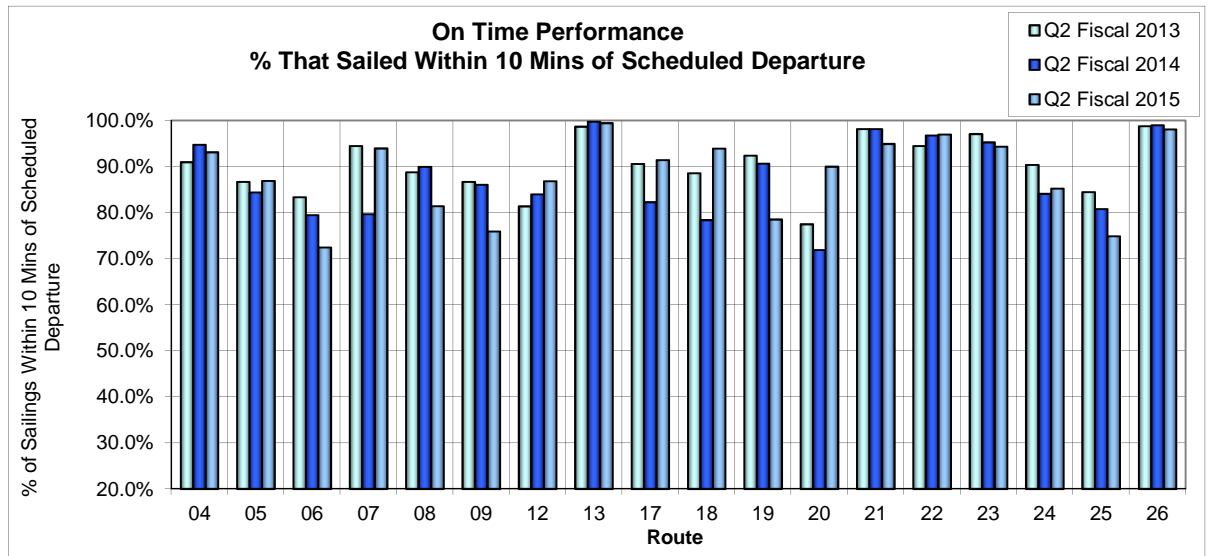


**On Time Performance Fiscal 2015 Q2**



**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

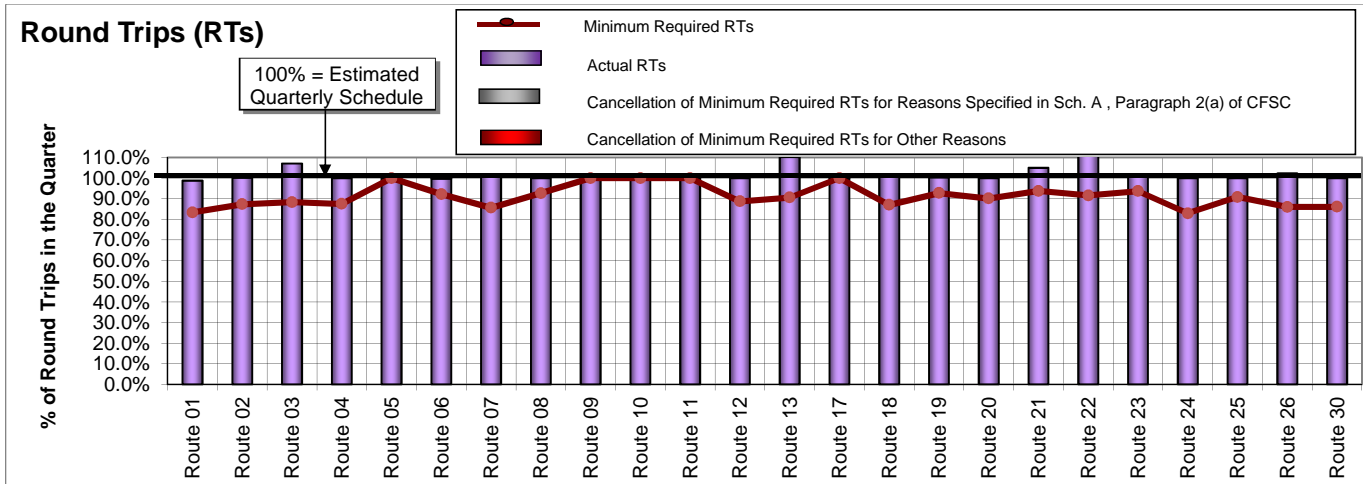
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	736.0	644.0	92.0	9.8%
Route 05	Swartz Bay-Gulf Islands	888.0	888.0	0.0	4.5%
Route 06	Crofton-Vesuvius Bay	1,180.0	1,091.0	89.0	4.7%
Route 07	Earls Cove-Saltery Bay	648.0	548.0	100.0	5.0%
Route 08	Horseshoe Bay-Bowen Island	1,345.5	1,248.5	97.0	13.2%
Route 09	Tsawwassen-Southern Gulf Islands	273.0	274.0	-1.0	6.0%
Route 12	Mill Bay-Brentwood Bay	814.0	723.0	91.0	11.1%
Route 13 <sup>(1)</sup>	Langdale-Keats/Gambier	1,079.0	887.0	192.0	Pass only
Route 17	Little River-Powell River	350.0	351.0	-1.0	1.0%
Route 18	Powell River-Texada	719.0	618.0	101.0	2.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,272.0	1,176.0	96.0	11.0%
Route 20	Chemainus-Thetis/Penelakut	933.0	841.0	92.0	3.1%
Route 21	Buckley Bay-Denman West	1,537.0	1,372.0	165.0	15.6%
Route 22	Gravelly Bay-Hornby Island	1,233.0	997.0	236.0	27.2%
Route 23	Campbell River-Quadra Island	1,476.0	1,367.0	109.0	20.3%
Route 24	Quadra Island-Cortes Island	539.0	447.0	92.0	16.7%
Route 25	Port McNeill-Sointula/Alert Bay	999.0	907.0	92.0	4.6%
Route 26	Skidegate-Alliford Bay	765.0	644.0	121.0	2.2%
<b>MINOR Routes Total</b>		<b>16,786.5</b>	<b>15,023.5</b>	<b>1,763.0</b>	<b>10.2%</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 2015 Quarter Ended September 30, 2014

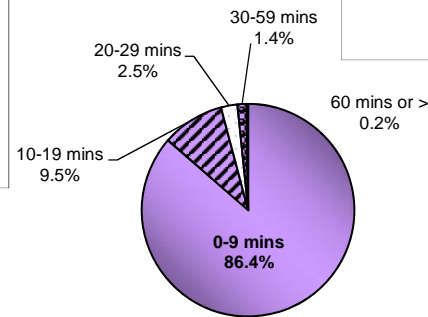
## All Routes



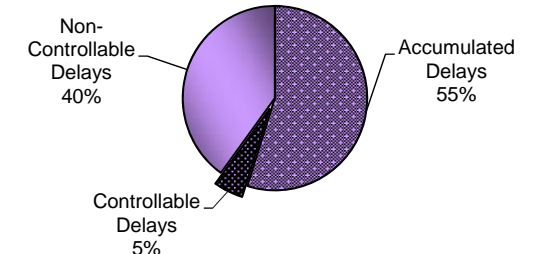
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,211.0	1,022.0	189.0	42.4%
Route 02	Horseshoe Bay-Nanaimo	883.0	770.0	113.0	51.2%
Route 03	Langdale-Horseshoe Bay	851.0	702.0	149.0	29.4%
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Route 07	Earls Cove-Salter Bay	648.0	548.0	100.0	5.0%
Route 08	Horseshoe Bay-Bowen Island	1,345.5	1,248.5	97.0	13.2%
Route 09	Tsawwassen-Southern Gulf Islands	273.0	274.0	-1.0	6.0%
Route 10 <sup>(2)</sup>	Port Hardy-Prince Rupert	38.0	38.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	54.5	54.5	0.0	0.9%
Route 12	Mill Bay-Brentwood Bay	814.0	723.0	91.0	11.1%
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Route 20	Chemainus-Thetis/Penelakut	933.0	841.0	92.0	3.1%
Route 21	Buckley Bay-Denman West	1,537.0	1,372.0	165.0	15.6%
Route 22	Gravelly Bay-Hornby Island	1,233.0	997.0	236.0	27.2%
Route 23	Campbell River-Quadra Island	1,476.0	1,367.0	109.0	20.3%
Route 24	Quadra Island-Cortes Island	539.0	447.0	92.0	16.7%
Route 25	Port McNeill-Sointula/Alert Bay	999.0	907.0	92.0	4.6%
Route 26	Skidegate-Alliford Bay	765.0	644.0	121.0	2.2%
Route 30	Nanaimo-Tsawwassen	720.0	620.0	100.0	35.5%
<b>All Routes Total</b>		<b>20,544.0</b>	<b>18,230.0</b>	<b>2,314.0</b>	<b>15.2%</b>

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

### On Time Performance Fiscal 2015 Q2

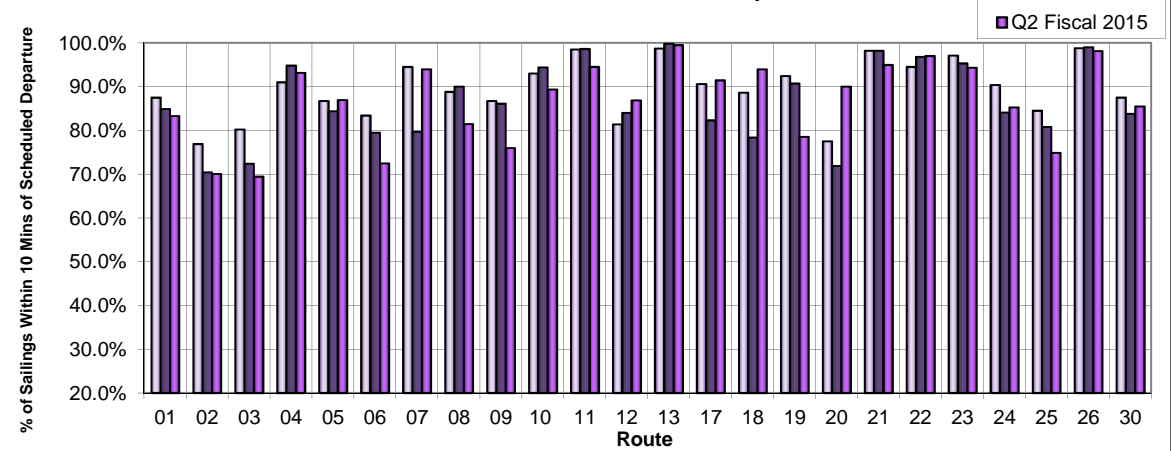


### Reasons for Delays



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**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



<sup>(2)</sup> Effective April 1, 2014, Route 40 was discontinued as part of the service adjustments outlined by the Province, and replaced with an extension of Route 10. For comparative purposes, fiscal 2013 and 2014 on-time performance for Routes 10 and 40 have been combined.