

Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2012

		A	B	C	D	E	F	G	
Route Group	Route	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 2 2013	Capacity Utilization (C / B)	AEQ's Carried QTR 2 2012	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 2 2013	
1	1	1,225.0	906,800	675,667	74.5%	679,115	(3,448)	\$ 34,405,049	
1	2	896.0	654,090	449,918	68.8%	449,604	314	22,499,449	
1	3	855.0	618,658	383,626	62.0%	387,399	(3,773)	7,835,580	
1	30	720.0	464,400	273,216	58.8%	277,289	(4,073)	16,771,382	
Major Routes		3,696	2,643,948	1,782,427	67.4%	1,793,407	(10,980)	81,511,460	<i>Note 2</i>
2	10	49.0	12,783	6,258	49.0%	6,665	(407)	2,272,915	
2	11	68.5	13,924	7,100	51.0%	7,001	99	1,222,000	
2	40	30.5	7,015	2,184	31.1%	2,060	124	610,495	
Northern Routes		148.0	33,722	15,542	46.1%	15,726	(184)	4,105,410	
3	4	735.0	146,670	91,000	62.0%	92,844	(1,844)	989,616	
3	5	886.0	176,708	76,202	43.1%	79,663	(3,461)	952,931	
3	6	1273.0	178,220	75,613	42.4%	76,236	(623)	872,455	
3	7	732.0	183,000	69,387	37.9%	70,610	(1,223)	1,485,780	
3	8	1403.5	244,970	134,017	54.7%	138,637	(4,620)	1,424,740	
3	9	278.0	105,320	57,716	54.8%	58,914	(1,198)	2,605,436	
3	12	813.0	35,772	24,871	69.5%	24,672	199	283,534	
3	13	1099.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	243	<i>Note 1</i>
3	17	365.0	140,160	51,742	36.9%	54,824	(3,082)	1,807,761	
3	18	928.0	90,944	26,395	29.0%	26,901	(506)	199,448	
3	19	1444.0	202,160	103,296	51.1%	102,106	1,190	832,716	
3	20	1102.0	70,528	23,727	33.6%	24,329	(602)	188,678	
3	21	1656.0	165,600	85,593	51.7%	87,597	(2,004)	631,747	
3	22	1344.0	80,640	46,308	57.4%	48,649	(2,341)	307,744	
3	23	1594.0	223,230	112,303	50.3%	113,871	(1,568)	921,122	
3	24	541.0	32,460	19,454	59.9%	19,560	(106)	184,800	
3	25	998.0	59,880	25,045	41.8%	25,276	(231)	243,349	
3	26	1131.0	58,812	14,678	25.0%	14,919	(241)	124,193	
Minor Routes		18,322.5	2,195,074	1,037,347	47.3%	1,059,608	(22,261)	14,056,293	
Total		22,166.5	4,872,744	2,835,316	58.2%	2,868,741	(33,425)	99,673,163	

Note 1) Revenue arises from bike traffic and freight.

Note 2) For the Major Routes group, the total AEQ's and Passengers carried in QTR 2 2012 and the total % Sailings Departing Within 10 minutes for QTR 2 2011 and QTR 2 2012 have been updated to reflect the inclusion of Route 3.

Note 3) Indicates percentage of sailings departing within 10 minutes of scheduled departure for Route Groups 1 and 3, and arriving within 10 minutes of scheduled arrival for Route Group 2.

Prior year on-time performance results for Route Group 2 have been restated to reflect the change from departure to arrival based on time performance reporting.

Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2012

Route Group	Route	H	I	J	K	% Sailings Within 10 Min. (Note 3)		
		Passengers QTR 2 2013	Passengers QTR 2 2012	Passenger Growth (H - I)	Passenger Tariff Revenue QTR 2 2013	QTR 2 2011	QTR 2 2012	QTR 2 2013
1	1	1,973,158	1,987,351	(14,193)	\$ 25,403,970	83.4%	82.5%	87.5%
1	2	1,199,216	1,212,830	(13,614)	15,294,979	79.8%	87.4%	76.9%
1	3	856,130	865,963	(9,833)	4,505,009	75.8%	85.2%	80.2%
1	30	513,968	523,320	(9,352)	6,496,432	82.9%	81.4%	87.5%
Major Routes		4,542,472	4,589,464	(46,992)	51,700,390	80.7%	84.1%	83.2%
2	10	18,982	20,453	(1,471)	3,042,056	94.9%	88.1%	93.4%
2	11	16,595	16,106	489	601,279	97.8%	96.3%	98.5%
2	40	5,747	5,705	42	649,109	93.9%	85.8%	92.6%
Northern Routes		41,324	42,264	(940)	4,292,444	95.4%	89.7%	94.6%
3	4	200,043	198,868	1,175	870,586	88.3%	85.2%	91.0%
3	5	151,224	155,628	(4,404)	648,908	66.1%	72.5%	86.7%
3	6	149,899	152,004	(2,105)	557,434	85.7%	82.9%	83.4%
3	7	135,451	139,599	(4,148)	740,756	82.5%	94.9%	94.5%
3	8	334,695	337,213	(2,518)	1,051,402	78.5%	90.9%	88.8%
3	9	181,717	184,014	(2,297)	1,945,748	68.6%	82.8%	86.7%
3	12	53,130	51,311	1,819	244,564	80.8%	87.0%	81.4%
3	13	16,696	17,021	(325)	67,761	98.1%	99.2%	98.7%
3	17	114,978	121,128	(6,150)	1,233,696	83.2%	78.5%	90.6%
3	18	51,158	52,243	(1,085)	152,049	86.1%	82.4%	88.6%
3	19	225,332	222,252	3,080	618,148	85.7%	89.4%	92.4%
3	20	70,428	73,506	(3,078)	175,599	71.4%	74.9%	77.5%
3	21	174,727	178,223	(3,496)	476,278	98.9%	98.6%	98.2%
3	22	100,417	107,336	(6,919)	241,572	97.3%	95.8%	94.5%
3	23	246,454	247,523	(1,069)	686,318	95.8%	96.1%	97.1%
3	24	36,395	36,278	117	132,749	85.8%	85.1%	90.4%
3	25	63,691	65,006	(1,315)	222,190	95.2%	91.2%	84.5%
3	26	29,832	30,508	(676)	91,976	99.5%	99.5%	98.8%
Minor Routes		2,336,267	2,369,661	(33,394)	10,157,734	86.6%	88.8%	90.5%
Total		6,920,063	7,001,389	(81,326)	66,150,568	85.7%	88.1%	89.4%

Note 2

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTE AND ROUTE GROUP

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2012/13 YTD Quarter Ended September 30, 2012				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		
Route Groups (RG)		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	Vessel Sink / Ground	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%	
RG 1 - Major Routes				0	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%	
	Route 40	Port Hardy	Mid-coast													0.0			0.0	0.0	0.00%	
RG 2 - Northern Routes				0	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													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													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				2				3.0			0.0	3.0	0.82%	
	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%	
RG 3 - Minor Routes				0	0	0	0	1	0	0	0	2	0	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	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%

Appendix 3b - CANCELLED & EXTRA ROUND TRIPS BY ROUTE

Fiscal 2012/13 YTD Quarter Ended September 30, 2012			
Route Groups (RG)	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
RG 1 - Major Routes			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
	Route 40	Port Hardy	Mid-coast
RG 2 - 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
RG 3 - Minor Routes			
TOTAL			

Performance Against Minimum (Daily) Core Service Levels			
2nd Quarter			
Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips
1,225.0	1,034.0	191.0	0.0
896.0	776.0	120.0	0.0
855.0	709.0	146.0	0.0
720.0	628.0	92.0	0.0
3,696.0	3,147.0	549.0	0.0
49.0	49.0	0.0	0.0
68.5	68.5	0.0	0.0
30.5	30.5	0.0	0.0
148.0	148.0	0.0	0.0
735.0	643.0	92.0	0.0
886.0	886.0	0.0	0.0
1,273.0	1,182.0	91.0	0.0
732.0	640.0	92.0	0.0
1,403.5	1,312.5	91.0	0.0
278.0	278.0	0.0	0.0
813.0	722.0	91.0	0.0
1,099.0	887.0	212.0	0.0
365.0	368.0	-3.0	3.0
928.0	828.0	100.0	0.0
1,444.0	1,353.0	91.0	0.0
1,102.0	1,011.0	91.0	0.0
1,656.0	1,458.0	198.0	0.0
1,344.0	1,037.0	307.0	0.0
1,594.0	1,484.0	110.0	0.0
541.0	446.0	95.0	0.0
998.0	906.0	92.0	0.0
1,131.0	1,012.0	119.0	0.0
18,322.5	16,453.5	1,869.0	3.0
22,166.5	19,748.5	2,418.0	3.0

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	Variance (Actual to Estimated Schedule)
1,225.0	1,244.0	-19.0	19.0	0.0	2,200.0	-35.0
896.0	906.0	-10.0	11.0	1.0	1,661.0	-13.0
855.0	802.0	53.0	0.0	53.0	1,603.0	70.0
720.0	720.0	0.0	0.0	0.0	1,397.0	-1.0
3,696.0	3,672.0	24.0	30.0	54.0	6,861.0	21.0
49.0	49.0	0.0	0.0	0.0	84.0	0.0
68.5	68.5	0.0	0.0	0.0	109.5	-2.0
30.5	30.5	0.0	0.0	0.0	39.0	0.0
148.0	148.0	0.0	0.0	0.0	232.5	-2.0
735.0	734.0	1.0	0.0	1.0	1,453.0	3.0
886.0	887.0	-1.0	2.0	1.0	1,757.0	3.0
1,273.0	1,274.0	-1.0	1.0	0.0	2,533.0	-2.0
732.0	732.0	0.0	0.0	0.0	1,447.0	0.0
1,403.5	1,405.0	-1.5	2.0	0.5	2,800.0	6.0
278.0	278.0	0.0	0.0	0.0	466.0	0.0
813.0	814.0	-1.0	1.0	0.0	1,617.0	-3.0
1,099.0	979.0	120.0	4.0	124.0	2,122.0	116.0
365.0	368.0	-3.0	3.0	0.0	725.0	-7.0
928.0	920.0	8.0	0.0	8.0	1,849.0	19.0
1,444.0	1,445.0	-1.0	1.0	0.0	2,873.0	-2.0
1,102.0	1,103.0	-1.0	1.0	0.0	2,194.0	-1.0
1,656.0	1,550.0	106.0	0.0	106.0	3,208.0	124.0
1,344.0	1,129.0	215.0	0.0	215.0	2,510.0	263.0
1,594.0	1,576.0	18.0	0.0	18.0	3,153.0	17.0
541.0	538.0	3.0	0.0	3.0	1,068.0	-3.0
998.0	998.0	0.0	0.0	0.0	1,983.0	-3.0
1,131.0	1,130.0	1.0	4.0	5.0	2,239.0	-9.0
18,322.5	17,860.0	462.5	19.0	481.5	35,997.0	521.0
22,166.5	21,680.0	486.5	49.0	535.5	43,090.5	540.0

⁽¹⁾ Note: 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 ROUTE AND ROUTE GROUP (by Days)

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

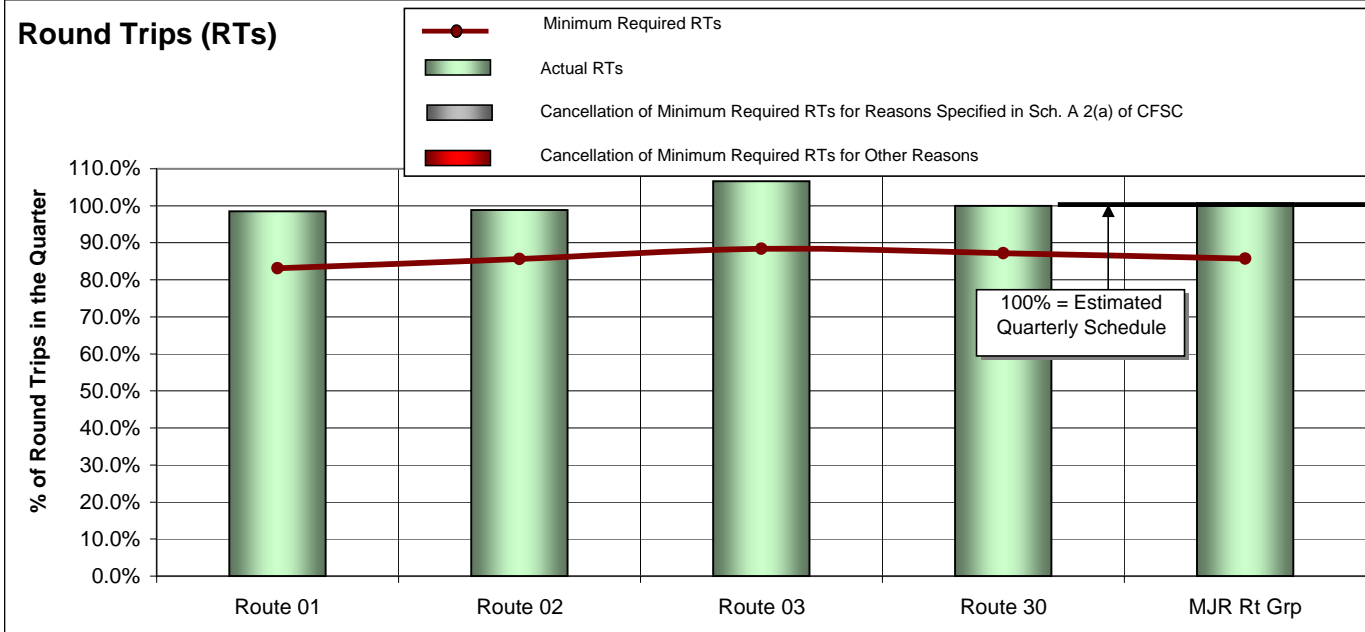
Fiscal 2012/13 YTD Quarter Ended September 30, 2012				Performance Against Minimum (Daily) Core Service Levels	
Route Groups (RG)				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
RG 1 - Major Routes	Route 01	Swartz Bay	Tsawwassen	0.0	
	Route 02	Horseshoe Bay	Departure Bay	1.0	1.0
	Route 03	Langdale	Horseshoe Bay	0.0	
	Route 30	Duke Point	Tsawwassen	0.0	
RG 2 - Northern Routes	Route 10	Port Hardy	Prince Rupert	0.0	
	Route 11	Skidegate	Prince Rupert	2.0	1.0
	Route 40	Port Hardy	Mid-coast	0.0	
RG 3 - 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	0.0	
	Route 08	Horseshoe Bay	Bowen Island	0.0	
	Route 09	Tsawwassen	Long Harbour	0.0	
	Route 12	Mill Bay	Brentwood Bay	1.0	1.0
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	5.0	2.0
	Route 18	Texada	Powell River	1.0	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	0.0	
	Route 23	Campbell River	Quadra Island	1.0	1.0
	Route 24	Quadra Island	Cortes Island	1.0	1.0
Route 25	Port McNeill	Alert Bay	1.0	1.0	
Route 26	Skidegate	Alliford Bay	2.0	1.0	

APPENDIX 4: Round Trip Service Delivery and On Time Performance

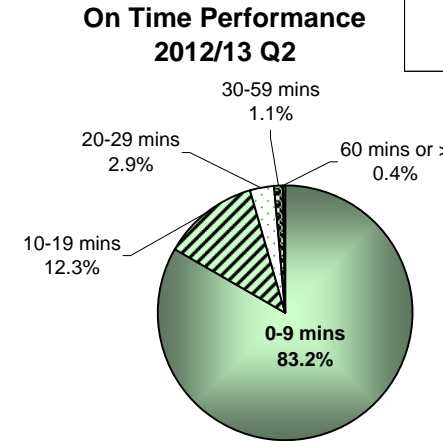
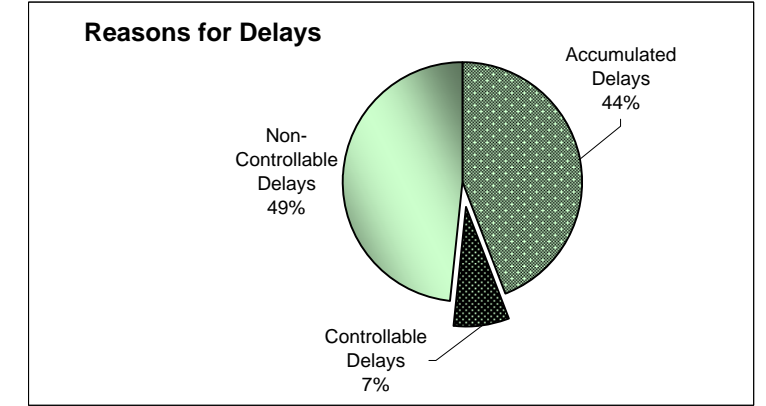
Fiscal 2012/13 YTD

Quarter Ended September 30, 2012

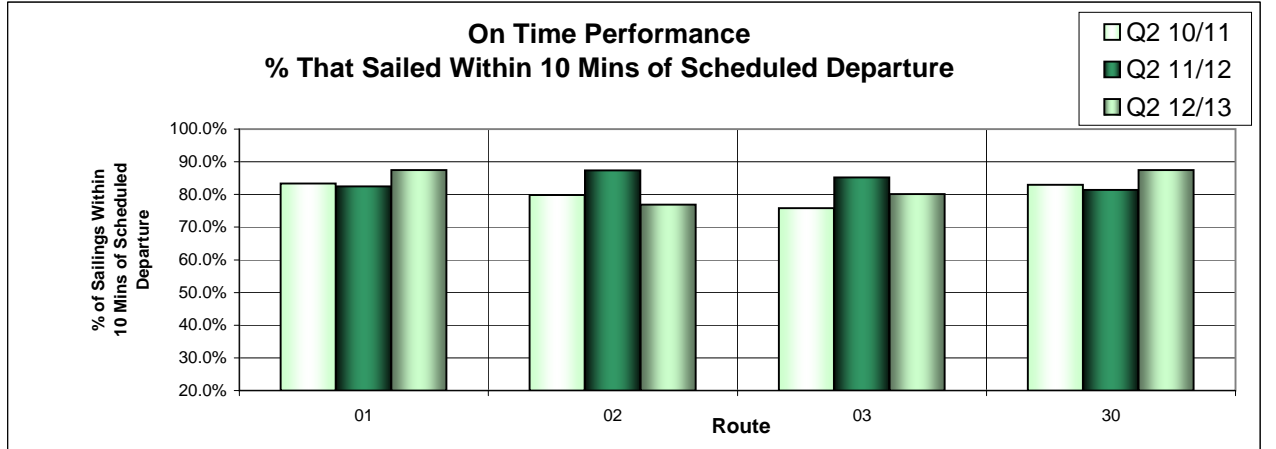
Route Group 1 - Major Routes



Routes	Major Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,225.0	1,034.0	191.0	39.6%
Route 02	Horseshoe Bay-Nanaimo	896.0	776.0	120.0	52.0%
Route 03	Langdale-Horseshoe Bay	855.0	709.0	146.0	26.5%
Route 30	Nanaimo-Tsawwassen	720.0	628.0	92.0	32.4%
MAJOR Route Group Total		3,696.0	3,147.0	549.0	38.2%

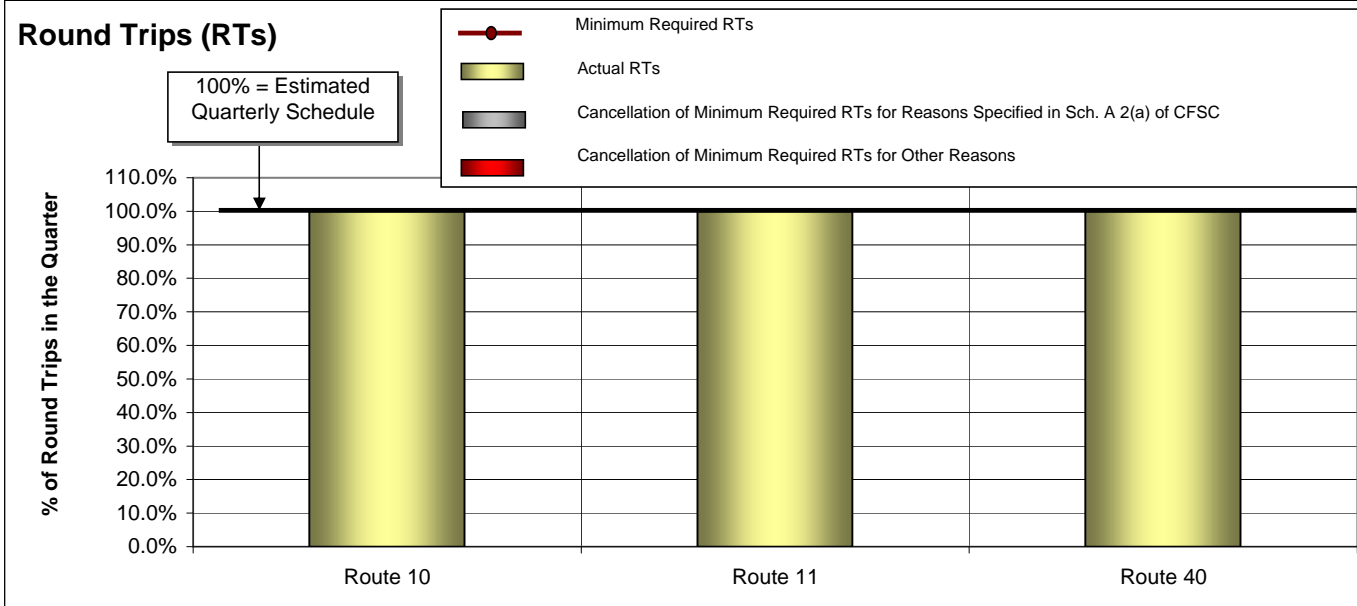


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

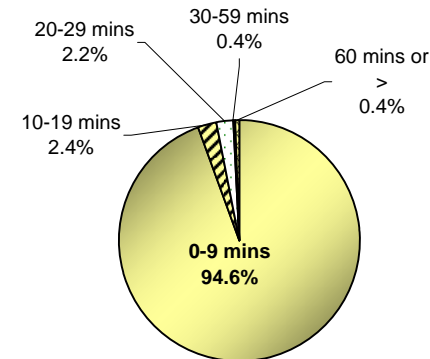


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2012/13 YTD Quarter Ended September 30, 2012

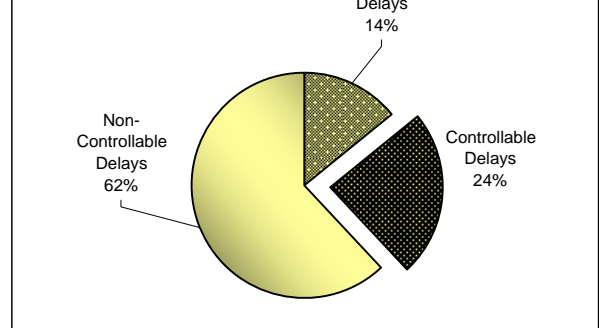
Route Group 2 - Northern Routes



**On Time Performance
2012/13 Q2**



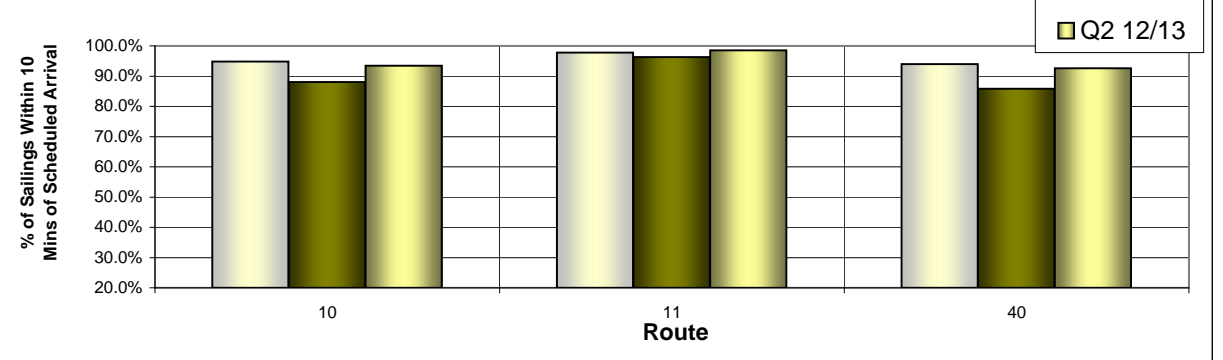
Reasons for Delays



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

Routes	Northern Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	49.0	49.0	0.0	0.7%
Route 11	Skidegate-Prince Rupert	68.5	68.5	0.0	0.0%
Route 40	Port Hardy-Mid-coast	30.5	30.5	0.0	0.0%
NORTHERN Route Group Total		148.0	148.0	0.0	0.2%

**On Time Performance
% That Sailed Within 10 Mins of Scheduled Arrival**



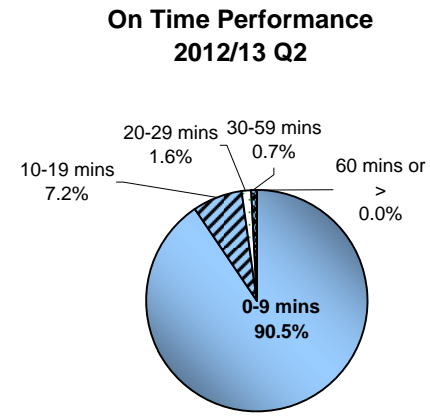
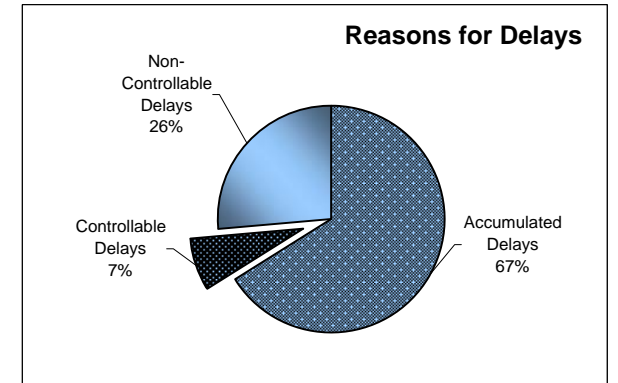
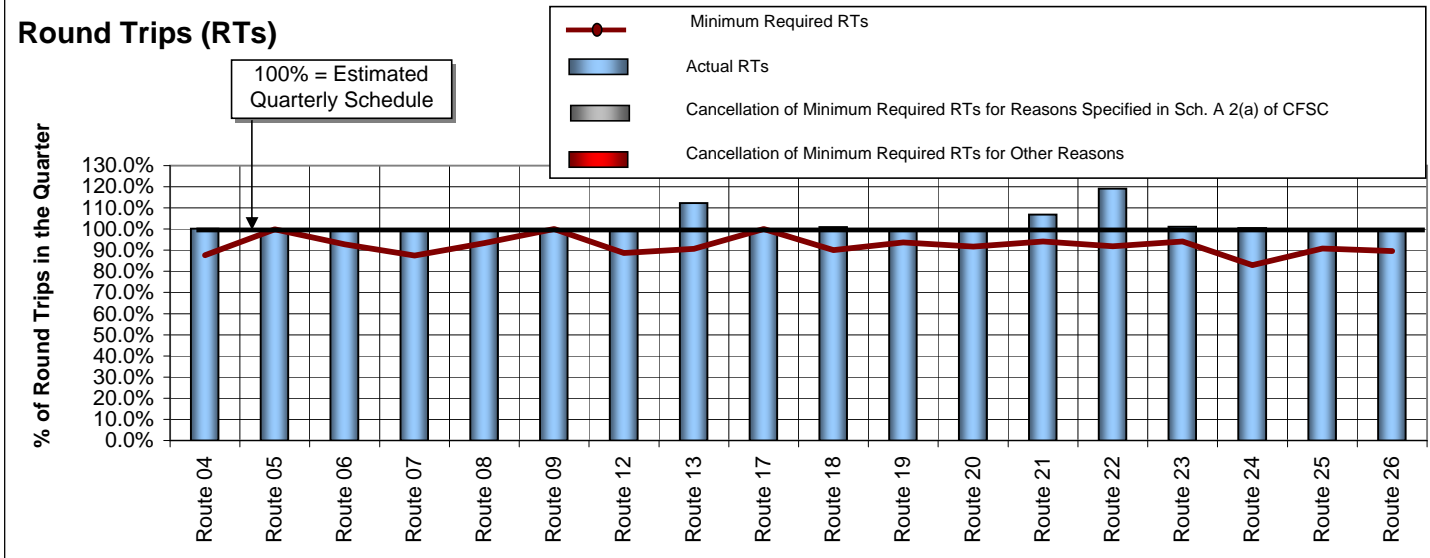
Note: Effective the quarter ended September 30, 2012 (Q2), on time performance for Route Group 2 is calculated on the basis of arrival as opposed to departure time. Previous years' on time performance results have been restated to reflect this change.

APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2012/13 YTD

Quarter Ended September 30, 2012

Route Group 3 - Minor Routes



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	Minor Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	735.0	643.0	92.0	10.1%
Route 05	Swartz Bay-Gulf Islands	886.0	886.0	0.0	3.7%
Route 06	Crofton-Vesuvius Bay	1,273.0	1,182.0	91.0	4.6%
Route 07	Earls Cove-Salter Bay	732.0	640.0	92.0	2.0%
Route 08	Horseshoe Bay-Bowen Island	1,403.5	1,312.5	91.0	13.3%
Route 09	Tsawwassen-Southern Gulf Islands	278.0	278.0	0.0	6.1%
Route 12	Mill Bay-Brentwood Bay	813.0	722.0	91.0	14.9%
Route 13	Langdale-Keats/Gambier	1,099.0	887.0	212.0	Pass only
Route 17	Little River-Powell River	365.0	368.0	-3.0	0.7%
Route 18	Powell River-Texada	928.0	828.0	100.0	1.0%
Route 19	Nanaimo Harbour-Gabriola Island	1,444.0	1,353.0	91.0	9.5%
Route 20	Chemainus-Thetis/Penelakut	1,102.0	1,011.0	91.0	1.8%
Route 21	Buckley Bay-Denman West	1,656.0	1,458.0	198.0	14.0%
Route 22	Gravelly Bay-Hornby Island	1,344.0	1,037.0	307.0	31.7%
Route 23	Campbell River-Quadra Island	1,594.0	1,484.0	110.0	15.7%
Route 24	Quadra Island-Cortes Island	541.0	446.0	95.0	10.5%
Route 25	Port McNeill-Sointula/Alert Bay	998.0	906.0	92.0	4.0%
Route 26	Skidegate-Alliford Bay	1,131.0	1,012.0	119.0	0.8%
MINOR Route Group Total		18,322.5	16,453.5	1,869.0	9.3%

