

Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2012

		A	B	C	D	E	F	G	H	I	
Route Group	Route	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 3 F2013	Capacity Utilization (C / B)	AEQ's Carried QTR 3 F2012	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 3 F2013	AEQ Tariff Revenue QTR 3 F2012	AEQ Tariff Revenue Growth (G - H)	
1	1	842.0	645,960	458,742	71.0%	466,516	(7,774)	\$ 23,643,992	\$ 22,969,970	\$ 674,022	
1	2	705.0	510,532	271,815	53.2%	278,501	(6,686)	13,259,513	13,041,109	218,404	
1	3	736.0	532,864	271,140	50.9%	278,184	(7,044)	5,327,367	5,312,474	14,893	
1	30	648.0	418,340	182,568	43.6%	184,912	(2,344)	11,246,674	10,859,504	387,170	
Major Routes		2,931	2,107,696	1,184,265	56.2%	1,208,113	(23,848)	53,477,546	52,183,057	1,294,489	<i>Note 2</i>
2	10	19.0	6,188	2,200	35.6%	2,152	48	468,986	439,298	29,688	
2	11	37.0	9,620	3,285	34.1%	3,153	132	532,901	518,748	14,153	
2	40	0.0	0	0	0.0%	0	0	(1,929)	14	(1,943)	<i>Note 3</i>
Northern Routes		56.0	15,808	5,485	34.7%	5,305	180	999,958	958,060	41,898	
3	4	722.0	144,400	71,645	49.6%	73,561	(1,916)	719,661	713,541	6,120	
3	5	878.0	156,385	58,512	37.4%	58,611	(99)	662,363	661,162	1,201	
3	6	1262.0	176,680	57,177	32.4%	60,177	(3,000)	625,323	648,412	(23,089)	
3	7	719.0	179,750	39,141	21.8%	39,423	(282)	798,665	791,703	6,962	
3	8	1403.0	228,440	114,297	50.0%	121,564	(7,267)	1,176,931	1,205,894	(28,963)	
3	9	183.0	84,480	29,862	35.3%	30,530	(668)	1,147,902	1,124,953	22,949	
3	12	805.0	35,420	18,157	51.3%	17,354	803	195,895	176,212	19,683	
3	13	1003.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	46	42	4	<i>Note 1</i>
3	17	350.0	134,400	35,831	26.7%	37,244	(1,413)	1,199,178	1,241,549	(42,371)	
3	18	903.0	88,494	22,347	25.3%	21,959	388	152,698	143,401	9,297	
3	19	1443.0	202,020	87,813	43.5%	88,778	(965)	681,086	668,921	12,165	
3	20	1100.0	70,400	18,428	26.2%	18,751	(323)	133,229	129,803	3,426	
3	21	1727.0	121,140	50,709	41.9%	50,966	(257)	318,916	305,547	13,369	
3	22	1134.0	67,860	18,964	27.9%	16,284	2,680	113,151	95,597	17,554	
3	23	1558.0	218,120	82,467	37.8%	84,352	(1,885)	598,695	599,811	(1,116)	
3	24	521.0	31,260	11,821	37.8%	11,575	246	97,427	86,244	11,183	
3	25	998.0	59,880	20,469	34.2%	21,006	(537)	181,350	178,342	3,008	
3	26	1112.0	57,824	10,026	17.3%	9,223	803	78,253	67,284	10,969	
Minor Routes		17,821.0	2,056,953	747,666	36.3%	761,358	(13,692)	8,880,769	8,838,418	42,351	
Total		20,808.0	4,180,457	1,937,416	46.3%	1,974,776	(37,360)	63,358,273	61,979,535	1,378,738	

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 3 2012 and the total % Sailings Departing Within 10 minutes for QTR 3 2011 and QTR 3 2012 have been updated to reflect the inclusion of Route 3.

Note 3) Revenue adjustment is from prior period.

Note 4) 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 December 31, 2012

Route Group	Route	J	K	L	M	N	O	% Sailings Within 10 Min. (Note 4)		
		Passengers QTR 3 F2013	Passengers QTR 3 F2012	Passenger Growth (J - K)	Passenger Tariff Revenue QTR 3 F2013	Passenger Tariff Revenue QTR 3 F2012	Passenger Tariff Revenue Growth (M - N)	QTR 3 F2011	QTR 3 F2012	QTR 3 F2013
1	1	1,162,391	1,190,629	(28,238)	\$ 15,139,591	\$ 14,966,866	\$ 172,725			
1	2	690,644	713,230	(22,586)	8,882,964	8,854,636	28,328	90.1%	85.7%	85.4%
1	3	540,283	558,016	(17,733)	2,844,012	2,835,901	8,111	82.3%	86.6%	68.4%
1	30	288,682	295,006	(6,324)	3,614,066	3,592,542	21,524	81.5%	91.1%	80.0%
Major Routes		2,682,000	2,756,881	(74,881)	30,480,633	30,249,945	230,688	87.2%	88.6%	82.4%
2	10	5,616	5,145	471	415,267	389,314	25,953	82.7%	88.3%	87.2%
2	11	5,954	5,259	695	184,589	158,472	26,117	89.0%	91.9%	96.0%
2	40	0	0	0	(2,006)	152	(2,158)	n/a	n/a	n/a
Northern Routes		11,570	10,404	1,166	597,850	547,938	49,912	84.5%	89.3%	89.8%
3	4	136,526	141,353	(4,827)	567,028	567,040	(12)	97.6%	97.2%	98.7%
3	5	99,287	100,556	(1,269)	386,355	366,623	19,732	84.5%	90.1%	90.2%
3	6	106,707	113,017	(6,310)	354,233	366,179	(11,946)	93.6%	85.7%	92.4%
3	7	64,233	65,151	(918)	332,425	336,800	(4,375)	96.5%	98.1%	96.5%
3	8	260,195	263,850	(3,655)	723,254	727,722	(4,468)	89.3%	92.2%	87.2%
3	9	77,545	79,038	(1,493)	819,248	814,043	5,205	83.6%	90.6%	92.6%
3	12	33,631	32,378	1,253	147,054	139,370	7,684	86.8%	92.5%	98.1%
3	13	9,324	10,271	(947)	32,088	32,677	(589)	99.5%	100.0%	99.9%
3	17	78,689	81,815	(3,126)	831,271	852,711	(21,440)	82.7%	83.9%	94.6%
3	18	40,709	41,153	(444)	110,501	107,742	2,759	86.8%	83.6%	90.9%
3	19	182,968	187,039	(4,071)	457,946	456,273	1,673	95.8%	96.1%	97.5%
3	20	56,475	59,064	(2,589)	120,939	120,131	808	81.8%	88.9%	82.6%
3	21	92,667	92,554	113	214,790	207,956	6,834	99.6%	99.6%	99.1%
3	22	31,729	29,829	1,900	69,615	67,142	2,473	98.7%	97.4%	97.8%
3	23	174,296	178,014	(3,718)	397,948	400,657	(2,709)	98.9%	98.6%	99.0%
3	24	19,400	19,128	272	60,740	56,303	4,437	94.9%	96.3%	96.1%
3	25	50,881	52,101	(1,220)	161,971	160,742	1,229	90.2%	95.0%	90.2%
3	26	17,209	16,370	839	49,273	43,665	5,608	99.6%	99.5%	99.4%
Minor Routes		1,532,471	1,562,681	(30,210)	5,836,679	5,823,776	12,903	92.7%	94.1%	94.3%
Total		4,226,041	4,329,966	(103,925)	36,915,162	36,621,659	293,503	91.9%	93.3%	92.7%

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

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2012/13 Quarter Ended December 31, 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		4											4.0			0.0	4.0	0.62%
	Route 02	Horseshoe Bay	Departure Bay		4											4.0			0.0	4.0	0.62%
	Route 03	Langdale	Horseshoe Bay													0.0			0.0	0.0	0.00%
	Route 30	Duke Point	Tsawwassen		3									2		5.0			0.0	5.0	0.85%
RG 1 - Major Routes				0	11	0	0	0	0	0	0	0	0	2	0	13.0	0	0	0.0	13.0	0.52%
	Route 10	Port Hardy	Prince Rupert													0.0			0.0	0.0	0.00%
	Route 11	Skidegate	Prince Rupert		2											2.0			0.0	2.0	5.13%
	Route 40	Port Hardy	Mid-coast													0.0			0.0	0.0	0.00%
RG 2 - Northern Routes				0	2	0	0	0	0	0	0	0	0	0	0	2.0	0	0	0.0	2.0	3.45%
	Route 04	Fulford Harbour	Swartz Bay													0.0			0.0	0.0	0.00%
	Route 05	Swartz Bay	Four SGIs		2											2.0			0.0	2.0	0.23%
	Route 06	Crofton	Vesuvius Bay		1			1								2.0			0.0	2.0	0.17%
	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	0.54%
	Route 12	Mill Bay	Brentwood Bay													0.0			0.0	0.0	0.00%
	Route 13*	Langdale	Gambier/Keats		2											2.0			0.0	2.0	0.21%
	Route 17	Little River	Powell River		15							2				17.0			0.0	17.0	4.63%
	Route 18	Texada	Powell River		10											10.0			0.0	10.0	1.21%
	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		7											7.0			0.0	7.0	0.67%
	Route 23	Campbell River	Quadra Island		15											15.0			0.0	15.0	1.01%
	Route 24	Quadra Island	Cortes Island		7			1								8.0			0.0	8.0	1.79%
	Route 25	Port McNeill	Alert Bay													0.0			0.0	0.0	0.00%
	Route 26	Skidegate	Alliford Bay		11											11.0			0.0	11.0	1.09%
RG 3 - Minor Routes				0	71	0	0	2	0	0	0	2	0	0	0	75.0	0	0	0.0	75.0	0.46%
TOTAL				0.0	84.0	0.0	0.0	2.0	0.0	0.0	0.0	2.0	0.0	2.0	0.0	90.0	0.0	0.0	0.0	90.0	0.47%

% of Minimum Required Round Trips Cancelled 0.00% 0.44% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.00% 0.01% 0.00% 0.01% 0.00% 0.47% 0.00% 0.00% 0.00% 0.47%

*Note: Route 13 core service levels include some round trips that are deliverable only 'on demand.' In the quarter, 4 round trips were cancelled for lack of demand.

Appendix 3b(1) - CANCELLED & EXTRA ROUND TRIPS BY ROUTE AND ROUTE GROUP

Fiscal 2012/13 Quarter Ended December 31, 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									
3rd Quarter				Fiscal YTD					
Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips	Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)	Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)
842.0	644.0	198.0	4.0	3,042.0	2,339.0	703.0			
705.0	644.0	61.0	4.0	2,366.0	2,065.0	301.0			
736.0	644.0	92.0	0.0	2,339.0	1,994.0	345.0			
648.0	589.0	59.0	5.0	2,045.0	1,804.0	241.0			
2,931.0	2,521.0	410.0	13.0	9,792.0	8,202.0	1,590.0			
19.0	19.0	0.0	0.0	103.0	103.0	0.0			
37.0	39.0	-2.0	2.0	146.5	150.5	-4.0			
0.0	0.0	0.0	0.0	39.0	39.0	0.0			
56.0	58.0	-2.0	2.0	288.5	292.5	-4.0			
722.0	631.0	91.0	0.0	2,175.0	1,899.0	276.0			
878.0	879.0	-1.0	2.0	2,635.0	2,636.0	-1.0			
1,262.0	1,178.0	84.0	2.0	3,795.0	3,530.0	265.0			
719.0	631.0	88.0	0.0	2,166.0	1,895.0	271.0			
1,403.0	1,312.0	91.0	0.0	4,203.0	3,923.5	279.5			
183.0	184.0	-1.0	1.0	649.0	650.0	-1.0			
805.0	715.0	90.0	0.0	2,422.0	2,152.0	270.0			
1,003.0	948.0	55.0	2.0	3,125.0	2,771.0	354.0			
350.0	367.0	-17.0	17.0	1,075.0	1,099.0	-24.0			
903.0	828.0	75.0	10.0	2,752.0	2,475.0	277.0			
1,443.0	1,354.0	89.0	0.0	4,316.0	4,046.0	270.0			
1,100.0	1,012.0	88.0	0.0	3,294.0	3,024.0	270.0			
1,727.0	1,458.0	269.0	0.0	4,935.0	4,359.0	576.0			
1,134.0	1,038.0	96.0	7.0	3,644.0	3,102.0	542.0			
1,558.0	1,484.0	74.0	15.0	4,711.0	4,437.0	274.0			
521.0	447.0	74.0	8.0	1,589.0	1,335.0	254.0			
998.0	907.0	91.0	0.0	2,981.0	2,710.0	271.0			
1,112.0	1,012.0	100.0	11.0	3,351.0	3,025.0	326.0			
17,821.0	16,385.0	1,436.0	75.0	53,818.0	49,068.5	4,749.5			
20,808.0	18,964.0	1,844.0	90.0	63,898.5	57,563.0	6,335.5			

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 3b(2) - CANCELLED & EXTRA ROUND TRIPS BY ROUTE AND ROUTE GROUP

Fiscal 2012/13 Quarter Ended December 31, 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 Estimated Schedule							
3rd 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)
842.0	871.0	-29.0	31.0	2.0	3,042.0	3,106.0	-64.0
705.0	726.0	-21.0	22.0	1.0	2,366.0	2,400.0	-34.0
736.0	735.0	1.0	0.0	1.0	2,339.0	2,268.0	71.0
648.0	680.0	-32.0	32.0	0.0	2,045.0	2,078.0	-33.0
2,931.0	3,012.0	-81.0	85.0	4.0	9,792.0	9,852.0	-60.0
19.0	19.0	0.0		0.0	103.0	103.0	0.0
37.0	40.0	-3.0	2.0	-1.0 ⁽²⁾	146.5	151.5	-5.0
0.0	0.0	0.0		0.0	39.0	39.0	0.0
56.0	59.0	-3.0	2.0	-1.0	288.5	293.5	-5.0
722.0	723.0	-1.0	1.0	0.0	2,175.0	2,173.0	2.0
878.0	877.0	1.0	2.0	3.0	2,635.0	2,631.0	4.0
1,262.0	1,265.0	-3.0	7.0	4.0	3,795.0	3,800.0	-5.0
719.0	723.0	-4.0	4.0	0.0	2,166.0	2,170.0	-4.0
1,403.0	1,403.0	0.0	3.5	3.5	4,203.0	4,197.0	6.0
183.0	184.0	-1.0	1.0	0.0	649.0	650.0	-1.0
805.0	799.0	6.0	1.0	7.0	2,422.0	2,419.0	3.0
1,003.0	1,040.0	-37.0	39.0	2.0	3,125.0	3,046.0	79.0
350.0	366.0	-16.0	17.0	1.0	1,075.0	1,098.0	-23.0
903.0	918.0	-15.0	17.0	2.0	2,752.0	2,748.0	4.0
1,443.0	1,442.0	1.0	1.0	2.0	4,316.0	4,317.0	-1.0
1,100.0	1,103.0	-3.0	3.0	0.0	3,294.0	3,298.0	-4.0
1,727.0	1,547.0	180.0	0.0	180.0	4,935.0	4,631.0	304.0
1,134.0	1,128.0	6.0	11.0	17.0	3,644.0	3,375.0	269.0
1,558.0	1,573.0	-15.0	21.0	6.0	4,711.0	4,709.0	2.0
521.0	537.0	-16.0	17.0	1.0	1,589.0	1,608.0	-19.0
998.0	997.0	1.0	0.0	1.0	2,981.0	2,983.0	-2.0
1,112.0	1,129.0	-17.0	23.0	6.0	3,351.0	3,377.0	-26.0
17,821.0	17,754.0	67.0	168.5	235.5	53,818.0	53,230.0	588.0
20,808.0	20,825.0	-17.0	255.5	238.5	63,898.5	63,375.5	523.0

⁽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).

⁽²⁾ **Note:** Core Service Levels do not apply on Christmas Day for the round trip relating to Designated Ferry Route 11". (Schedule A – Definitions and Interpretations Used in Appendix 1 Note: 1. Core Service Levels (c). This exemption was left out of the 2012/13 estimated schedule.

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)

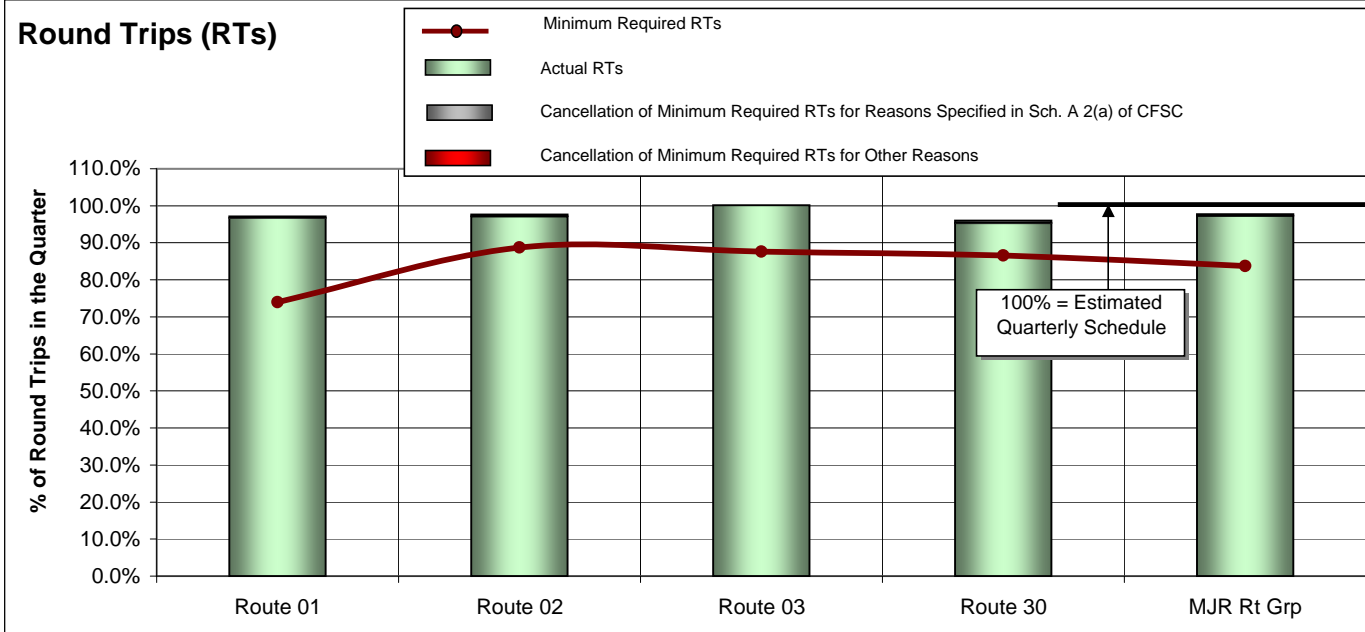
Fiscal 2012/13 Quarter Ended December 31, 2012				Performance Against Minimum (Daily) Core Service Levels	
Route Groups (RG)				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
RG 1 - Major Routes	Route 01	Swartz Bay	Tsawwassen	2.0	1.0
	Route 02	Horseshoe Bay	Departure Bay	3.0	1.0
	Route 03	Langdale	Horseshoe Bay	0.0	
	Route 30	Duke Point	Tsawwassen	2.0	1.0
RG 2 - Northern Routes	Route 10	Port Hardy	Prince Rupert	0.0	
	Route 11	Skidegate	Prince Rupert	6.0	2.0
	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	3.0	1.0
	Route 06	Crofton	Vesuvius Bay	2.0	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	1.0	1.0
	Route 13	Langdale	Gambier/Keats	1.0	1.0
	Route 17	Little River	Powell River	15.0	3.0
	Route 18	Texada	Powell River	5.0	2.0
	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	1.0	1.0
	Route 23	Campbell River	Quadra Island	4.0	1.0
	Route 24	Quadra Island	Cortes Island	6.0	1.0
Route 25	Port McNeill	Alert Bay	1.0	1.0	
Route 26	Skidegate	Alliford Bay	4.0	1.0	

APPENDIX 4: Round Trip Service Delivery and On Time Performance

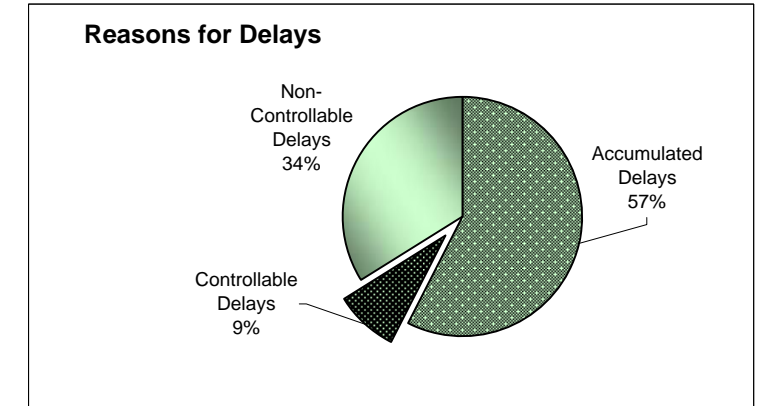
Fiscal 2012/13

Quarter Ended December 31, 2012

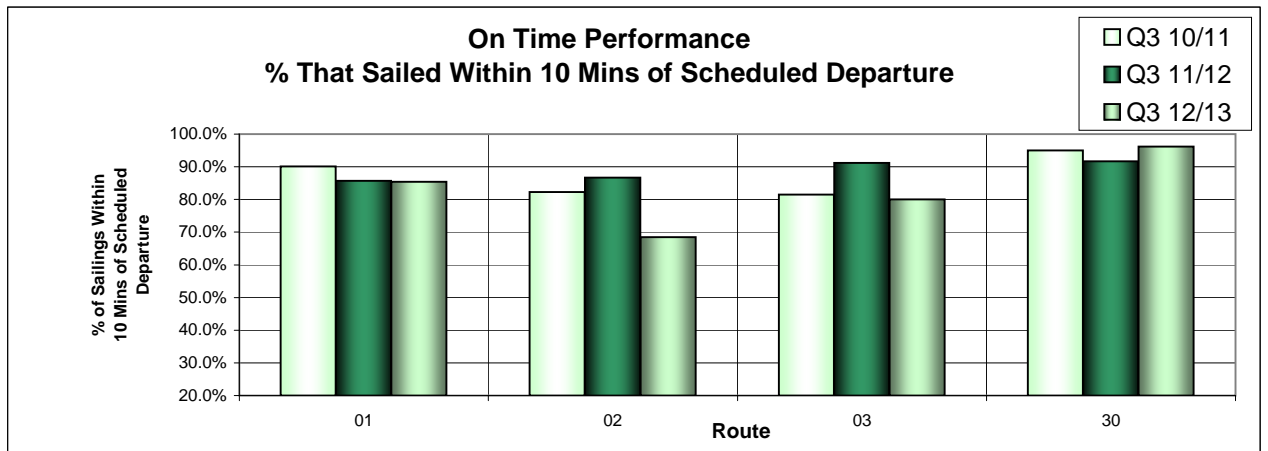
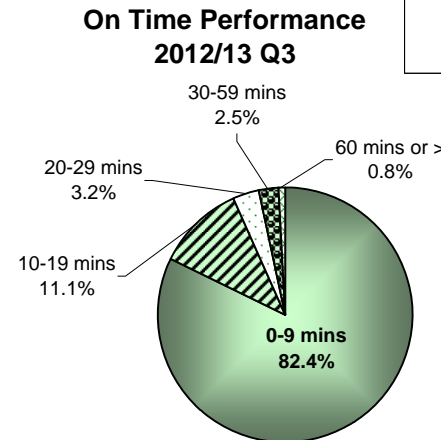
Route Group 1 - Major Routes



Routes	Major Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	842.0	644.0	198.0	37.9%
Route 02	Horseshoe Bay-Nanaimo	705.0	644.0	61.0	14.8%
Route 03	Langdale-Horseshoe Bay	736.0	644.0	92.0	7.0%
Route 30	Nanaimo-Tsawwassen	648.0	589.0	59.0	10.0%
MAJOR Route Group Total		2,931.0	2,521.0	410.0	18.4%



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

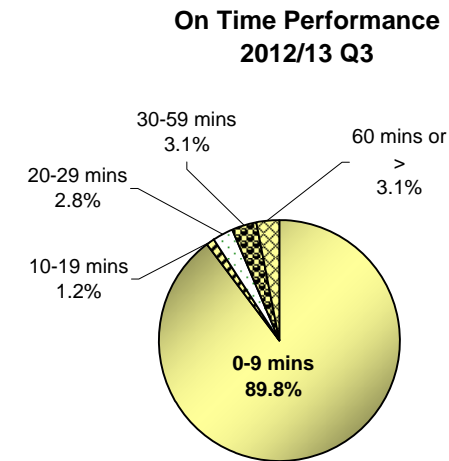
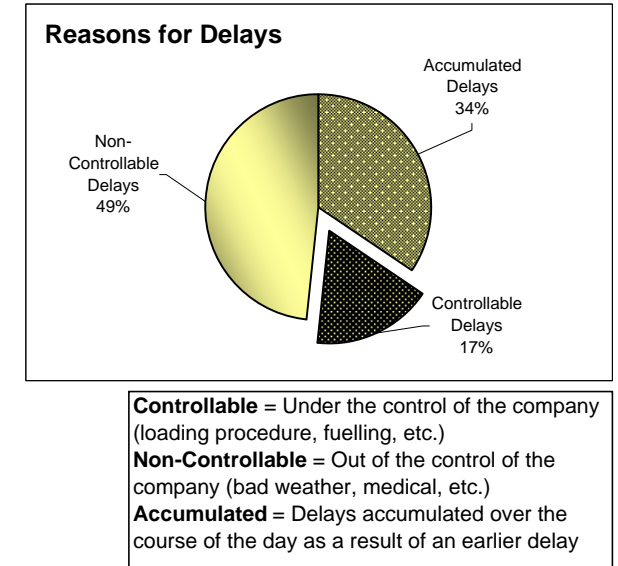
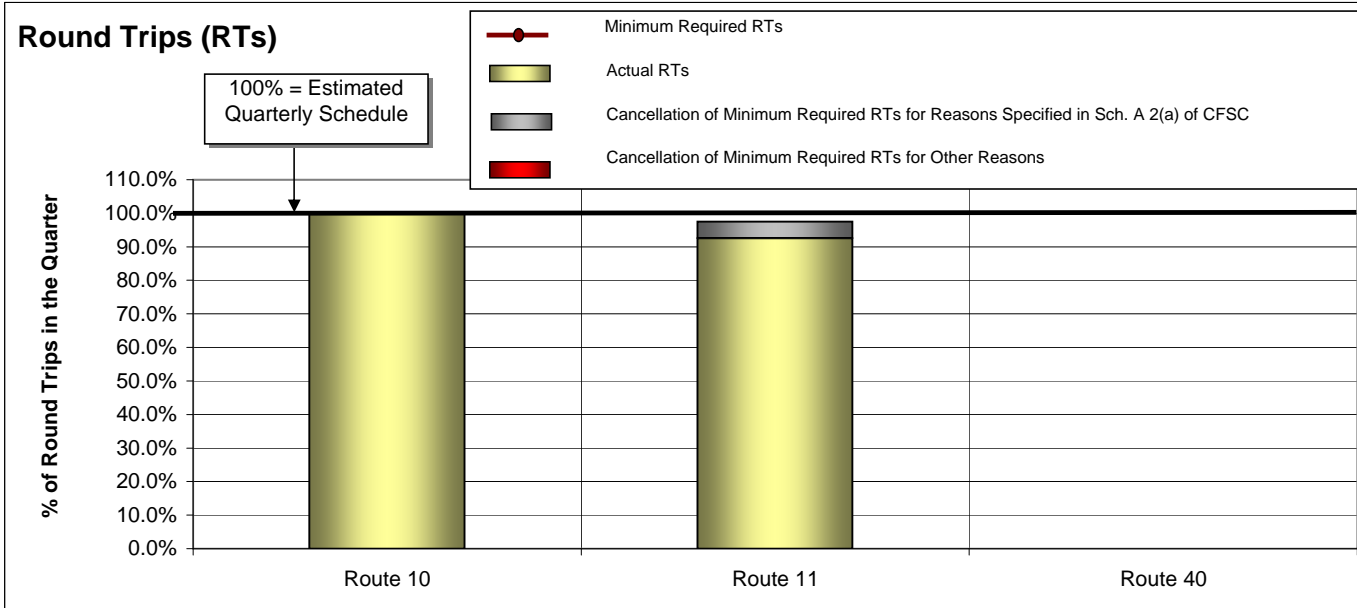


APPENDIX 4: Round Trip Service Delivery and On Time Performance

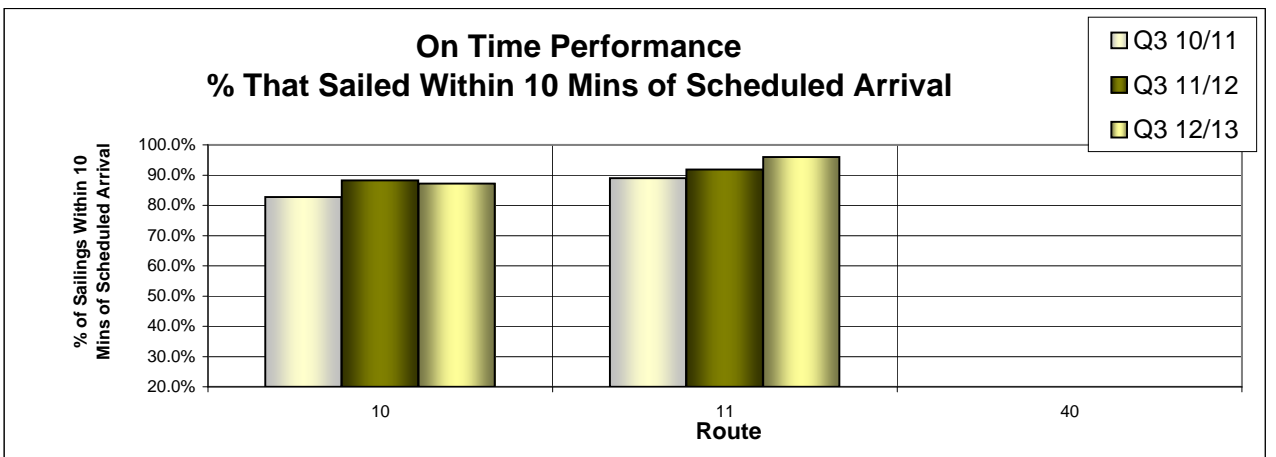
Fiscal 2012/13

Quarter Ended December 31, 2012

Route Group 2 - Northern Routes



Routes	Northern Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	19.0	19.0	0.0	0.0%
Route 11*	Skidegate-Prince Rupert	37.0	39.0	-2.0	0.0%
Route 40	Port Hardy-Mid-coast	0.0	0.0	0.0	0.0%
NORTHERN Route Group Total		56.0	58.0	-2.0	0.0%

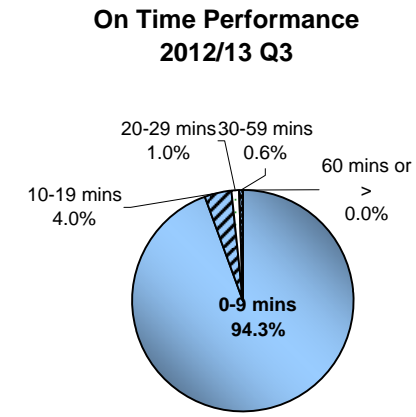
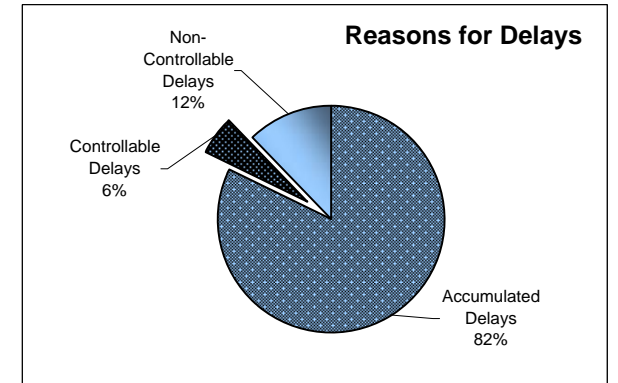
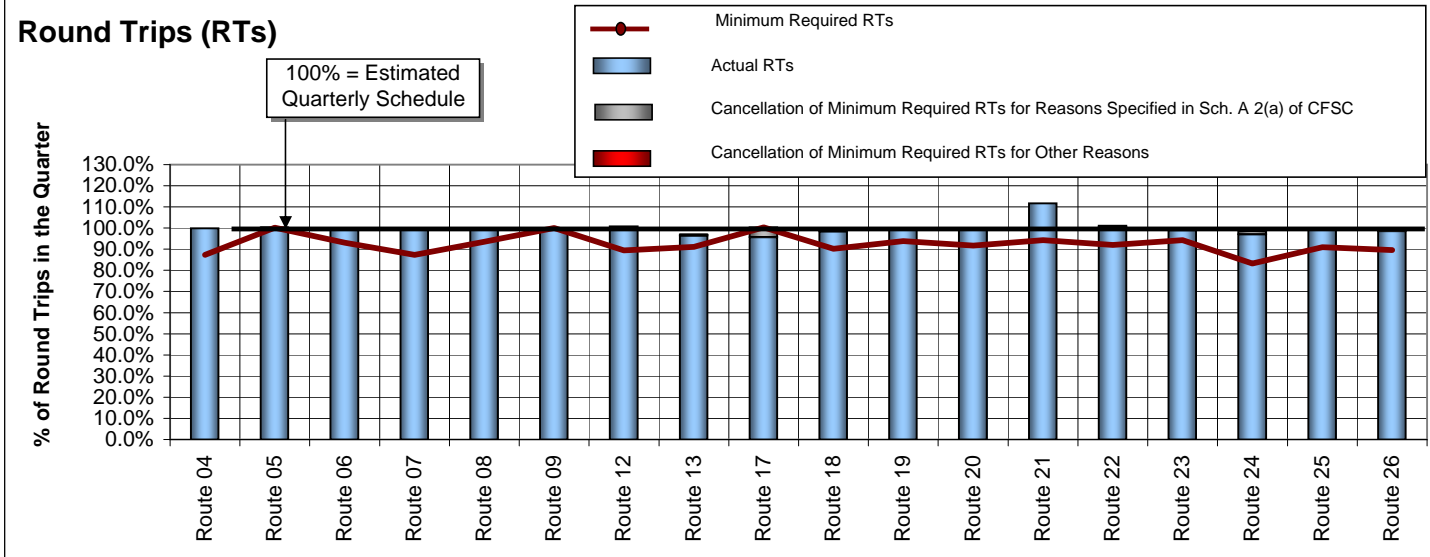


APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2012/13

Quarter Ended December 31, 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	722.0	631.0	91.0	3.5%
Route 05	Swartz Bay-Gulf Islands	878.0	879.0	-1.0	3.8%
Route 06	Crofton-Vesuvius Bay	1,262.0	1,178.0	84.0	1.3%
Route 07	Earls Cove-Salter Bay	719.0	631.0	88.0	0.1%
Route 08	Horseshoe Bay-Bowen Island	1,403.0	1,312.0	91.0	12.7%
Route 09	Tsawwassen-Southern Gulf Islands	183.0	184.0	-1.0	1.5%
Route 12	Mill Bay-Brentwood Bay	805.0	715.0	90.0	2.9%
Route 13	Langdale-Keats/Gambier	1,003.0	948.0	55.0	Pass only
Route 17	Little River-Powell River	350.0	367.0	-17.0	0.1%
Route 18	Powell River-Texada	903.0	828.0	75.0	0.2%
Route 19	Nanaimo Harbour-Gabriola Island	1,443.0	1,354.0	89.0	4.3%
Route 20	Chemainus-Thetis/Penelakut	1,100.0	1,012.0	88.0	0.4%
Route 21	Buckley Bay-Denman West	1,727.0	1,458.0	269.0	10.9%
Route 22	Gravelly Bay-Hornby Island	1,134.0	1,038.0	96.0	1.0%
Route 23	Campbell River-Quadra Island	1,558.0	1,484.0	74.0	2.6%
Route 24	Quadra Island-Cortes Island	521.0	447.0	74.0	0.9%
Route 25	Port McNeill-Sointula/Alert Bay	998.0	907.0	91.0	2.3%
Route 26	Skidegate-Alliford Bay	1,112.0	1,012.0	100.0	0.4%
MINOR Route Group Total		17,821.0	16,385.0	1,436.0	3.6%

