

### Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2013

		A	B	C	D	E	F	G	H	I	
Route Group	Route	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 4 F2013	Capacity Utilization (C / B)	AEQ's Carried QTR 4 F2012	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 4 F2013	AEQ Tariff Revenue QTR 4 F2012	AEQ Tariff Revenue Growth (G - H)	
1	1	787.0	592,920	403,597	68.1%	402,143	1,454	\$ 20,940,661	\$ 19,464,796	\$ 1,475,865	
1	2	686.0	496,664	236,442	47.6%	226,032	10,410	11,423,808	10,197,602	1,226,206	
1	3	720.0	521,280	241,830	46.4%	244,584	(2,754)	4,716,244	4,564,721	151,523	
1	30	636.0	410,030	163,864	40.0%	154,464	9,400	10,386,786	8,900,442	1,486,344	
<b>Major Routes</b>		<b>2,829</b>	<b>2,020,894</b>	<b>1,045,733</b>	<b>51.7%</b>	<b>1,027,223</b>	<b>18,510</b>	<b>47,467,499</b>	<b>43,127,561</b>	<b>4,339,938</b>	<i>Note 2</i>
2	10	21.0	6,361	1,995	31.4%	1,823	172	399,127	345,741	53,386	
2	11	37.0	9,243	2,733	29.6%	2,637	96	453,356	455,345	(1,989)	
2	40	0.0	0	0	0.0%	0	0	763	(48)	811	<i>Note 3</i>
<b>Northern Routes</b>		<b>58.0</b>	<b>15,604</b>	<b>4,728</b>	<b>30.3%</b>	<b>4,460</b>	<b>268</b>	<b>853,246</b>	<b>801,038</b>	<b>52,208</b>	
3	4	706.0	141,200	64,803	45.9%	64,243	560	635,114	607,535	27,579	
3	5	859.0	176,576	54,200	30.7%	52,211	1,989	606,871	553,340	53,531	
3	6	1241.0	173,740	51,121	29.4%	51,390	(269)	547,240	544,462	2,778	
3	7	705.0	170,970	33,041	19.3%	33,923	(882)	665,448	673,562	(8,114)	
3	8	1372.0	239,530	106,871	44.6%	113,655	(6,784)	1,086,844	1,111,638	(24,794)	
3	9	180.0	84,864	25,752	30.3%	25,194	558	961,827	885,927	75,900	
3	12	788.0	34,672	15,464	44.6%	15,709	(245)	160,889	162,462	(1,573)	
3	13	992.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(68)	26	(94)	<i>Note 1</i>
3	17	349.0	134,016	32,829	24.5%	31,832	997	1,079,671	993,301	86,370	
3	18	897.0	87,906	19,629	22.3%	18,243	1,386	132,345	111,379	20,966	
3	19	1412.0	196,000	79,826	40.7%	79,906	(80)	617,184	591,402	25,782	
3	20	1071.0	68,544	17,668	25.8%	18,730	(1,062)	127,627	132,690	(5,063)	
3	21	1523.0	152,300	46,549	30.6%	47,180	(631)	279,459	279,332	127	
3	22	1109.0	66,540	16,825	25.3%	16,415	410	102,039	89,089	12,950	
3	23	1534.0	214,760	76,125	35.4%	78,297	(2,172)	537,836	534,385	3,451	
3	24	518.0	31,080	10,622	34.2%	10,491	131	83,620	77,077	6,543	
3	25	975.0	58,500	19,799	33.8%	19,034	765	181,358	160,298	21,060	
3	26	1097.0	57,044	9,577	16.8%	8,537	1,040	76,537	63,561	12,976	
<b>Minor Routes</b>		<b>17,328.0</b>	<b>2,088,242</b>	<b>680,701</b>	<b>32.6%</b>	<b>684,990</b>	<b>(4,289)</b>	<b>7,881,841</b>	<b>7,571,466</b>	<b>310,375</b>	
<b>Total</b>		<b>20,215.0</b>	<b>4,124,740</b>	<b>1,731,162</b>	<b>42.0%</b>	<b>1,716,673</b>	<b>14,489</b>	<b>56,202,586</b>	<b>51,500,065</b>	<b>4,702,521</b>	

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

*Note 2) For the Major Routes group, prior year totals 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 March 31, 2013

Route Group	Route	J	K	L	M	N	O	% Sailings Within 10 Min. (Note 4)		
		Passengers QTR 4 F2013	Passengers QTR 4 F2012	Passenger Growth (J - K)	Passenger Tariff Revenue QTR 4 F2013	Passenger Tariff Revenue QTR 4 F2012	Passenger Tariff Revenue Growth (M - N)	QTR 4 F2011	QTR 4 F2012	QTR 4 F2013
1	1	995,279	977,049	18,230	\$ 12,962,127	\$ 11,875,524	\$ 1,086,603			
1	2	601,092	570,749	30,343	7,742,325	6,880,663	861,662			
1	3	478,553	478,413	140	2,507,471	2,406,353	101,118			
1	30	240,914	236,470	4,444	3,030,932	2,773,743	257,189			
<b>Major Routes</b>		<b>2,315,838</b>	<b>2,262,681</b>	<b>53,157</b>	<b>26,242,855</b>	<b>23,936,283</b>	<b>2,306,572</b>			
2	10	5,360	5,119	241	383,384	361,821	21,563			
2	11	5,251	5,012	239	160,253	149,683	10,570			
2	40	0	0	0	(358)	48	(406)			
<b>Northern Routes</b>		<b>10,611</b>	<b>10,131</b>	<b>480</b>	<b>543,279</b>	<b>511,552</b>	<b>31,727</b>			
3	4	124,281	120,642	3,639	513,965	480,166	33,799			
3	5	91,893	88,793	3,100	348,667	314,077	34,590			
3	6	96,292	95,414	878	322,733	307,064	15,669			
3	7	54,525	55,061	(536)	280,594	283,874	(3,280)			
3	8	244,642	247,536	(2,894)	684,258	665,976	18,282			
3	9	67,272	63,379	3,893	702,283	635,207	67,076			
3	12	28,880	29,371	(491)	123,453	117,805	5,648			
3	13	8,873	8,837	36	29,690	27,691	1,999			
3	17	72,220	68,927	3,293	770,210	722,936	47,274			
3	18	35,165	35,218	(53)	97,751	89,991	7,760			
3	19	167,115	168,628	(1,513)	416,295	400,691	15,604			
3	20	53,381	57,172	(3,791)	118,461	118,477	(16)			
3	21	83,579	84,110	(531)	188,481	183,096	5,385			
3	22	28,308	27,273	1,035	66,435	57,116	9,319			
3	23	160,245	165,397	(5,152)	360,988	363,544	(2,556)			
3	24	17,625	17,106	519	53,300	50,397	2,903			
3	25	47,032	45,581	1,451	149,736	137,797	11,939			
3	26	16,122	14,906	1,216	45,177	39,807	5,370			
<b>Minor Routes</b>		<b>1,397,450</b>	<b>1,393,351</b>	<b>4,099</b>	<b>5,272,477</b>	<b>4,995,712</b>	<b>276,765</b>			
<b>Total</b>		<b>3,723,899</b>	<b>3,666,163</b>	<b>57,736</b>	<b>32,058,611</b>	<b>29,443,547</b>	<b>2,615,064</b>			

% Sailings Within 10 Min. (Note 4)		
QTR 4 F2011	QTR 4 F2012	QTR 4 F2013
86.8%	89.9%	91.9%
89.3%	85.5%	78.9%
91.7%	96.6%	86.6%
97.8%	91.3%	97.3%
<b>91.2%</b>	<b>90.9%</b>	<b>88.6%</b>
88.5%	86.5%	85.6%
95.8%	97.4%	93.2%
n/a	n/a	n/a
<b>90.8%</b>	<b>89.9%</b>	<b>87.8%</b>
98.4%	98.0%	98.4%
90.8%	92.4%	94.1%
92.9%	94.8%	96.1%
98.3%	91.4%	95.9%
88.4%	95.1%	95.8%
94.1%	95.5%	96.1%
94.0%	91.6%	99.1%
99.9%	99.9%	99.8%
92.6%	82.8%	96.3%
91.3%	84.6%	93.0%
98.2%	97.0%	98.5%
84.2%	91.2%	90.5%
99.6%	99.2%	99.8%
98.7%	96.1%	99.8%
99.4%	99.1%	99.5%
97.6%	93.5%	96.0%
93.8%	92.1%	86.8%
99.3%	99.8%	99.7%
<b>94.9%</b>	<b>94.9%</b>	<b>96.4%</b>
<b>94.4%</b>	<b>94.4%</b>	<b>95.4%</b>

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

## PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2012/13 Quarter Ended March 31, 2013				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	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									1				1.0			0.0	1.0	0.18%
<b>Major Routes</b>				0	0	0	0	0	0	0	0	1	0	0	0	1.0	0	0	0.0	1.0	0.04%
	Route 10	Port Hardy	Prince Rupert													0.0			0.0	0.0	0.00%
	Route 11	Skidegate	Prince Rupert		1											1.0			0.0	1.0	2.63%
	Route 40	Port Hardy	Mid-coast													0.0			0.0	0.0	0.00%
<b>Northern Routes</b>				0	1	0	0	0	0	0	0	0	0	0	0	1.0	0	0	0.0	1.0	1.72%
	Route 04	Fulford Harbour	Swartz Bay													0.0			0.0	0.0	0.00%
	Route 05	Swartz Bay	Four SGIs					1								1.0			0.0	1.0	0.12%
	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		9			1								10.0			0.0	10.0	2.79%
	Route 18	Texada	Powell River		1											1.0			0.0	1.0	0.12%
	Route 19	Nanaimo Harbour	Gabriola Island													0.0			0.0	0.0	0.00%
	Route 20	Chemainus	Thetis Island									3				3.0			0.0	3.0	0.30%
	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		7											7.0			0.0	7.0	0.48%
	Route 24	Quadra Island	Cortes Island		5											5.0			0.0	5.0	1.14%
	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%
<b>Minor Routes</b>				0	22	0	0	2	0	0	0	3	0	0	0	27.0	0	0	0.0	27.0	0.17%
<b>TOTAL</b>				0.0	23.0	0.0	0.0	2.0	0.0	0.0	0.0	4.0	0.0	0.0	0.0	29.0	0.0	0.0	0.0	29.0	0.16%

% of Minimum Required Round Trips Cancelled      0.00%    0.12%    0.00%    0.00%    0.01%    0.00%    0.00%    0.00%    0.00%    0.02%    0.00%    0.00%    0.00%    0.16%    0.00%    0.00%    0.00%    0.16%

\*Note: Route 13 core service levels include some round trips that are deliverable only 'on demand.'

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

Fiscal 2012/13 Quarter Ended March 31, 2013			
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>RG 1 - Major Routes</b>			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
	Route 40	Port Hardy	Mid-coast
<b>RG 2 - 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>RG 3 - Minor Routes</b>			
<b>TOTAL</b>			

Performance Against Minimum (Daily) Core Service Levels						
4th 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)
787.0	630.0	157.0	0.0	3,829.0	2,969.0	860.0
686.0	630.0	56.0	0.0	3,052.0	2,695.0	357.0
720.0	630.0	90.0	0.0	3,059.0	2,624.0	435.0
636.0	549.0	87.0	1.0	2,681.0	2,294.0	387.0
<b>2,829.0</b>	<b>2,439.0</b>	<b>390.0</b>	<b>1.0</b>	<b>12,621.0</b>	<b>10,582.0</b>	<b>2,039.0</b>
21.0	20.0	1.0	0.0	124.0	123.0	1.0
37.0	38.0	-1.0	1.0	183.5	188.5	-5.0
0.0	0.0	0.0	0.0	39.0	39.0	0.0
<b>58.0</b>	<b>58.0</b>	<b>0.0</b>	<b>1.0</b>	<b>346.5</b>	<b>350.5</b>	<b>-4.0</b>
706.0	617.0	89.0	0.0	2,881.0	2,516.0	365.0
859.0	859.0	0.0	1.0	3,494.0	3,495.0	-1.0
1,241.0	1,152.0	89.0	0.0	5,036.0	4,682.0	354.0
705.0	617.0	88.0	0.0	2,871.0	2,512.0	359.0
1,372.0	1,283.5	88.5	0.0	5,575.0	5,207.0	368.0
180.0	180.0	0.0	0.0	829.0	830.0	-1.0
788.0	699.0	89.0	0.0	3,210.0	2,851.0	359.0
992.0	928.0	64.0	0.0	4,117.0	3,699.0	418.0
349.0	359.0	-10.0	10.0	1,424.0	1,458.0	-34.0
897.0	810.0	87.0	1.0	3,649.0	3,285.0	364.0
1,412.0	1,324.0	88.0	0.0	5,728.0	5,370.0	358.0
1,071.0	990.0	81.0	3.0	4,365.0	4,014.0	351.0
1,523.0	1,426.0	97.0	0.0	6,458.0	5,785.0	673.0
1,109.0	1,016.0	93.0	0.0	4,753.0	4,118.0	635.0
1,534.0	1,452.0	82.0	7.0	6,245.0	5,889.0	356.0
518.0	437.0	81.0	5.0	2,107.0	1,772.0	335.0
975.0	887.0	88.0	0.0	3,956.0	3,597.0	359.0
1,097.0	990.0	107.0	0.0	4,448.0	4,015.0	433.0
<b>17,328.0</b>	<b>16,026.5</b>	<b>1,301.5</b>	<b>27.0</b>	<b>71,146.0</b>	<b>65,095.0</b>	<b>6,051.0</b>
<b>20,215.0</b>	<b>18,523.5</b>	<b>1,691.5</b>	<b>29.0</b>	<b>84,113.5</b>	<b>76,027.5</b>	<b>8,086.0</b>

Notes:

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

<b>Fiscal 2012/13</b>			
<b>Quarter Ended March 31, 2013</b>			
<b>Route Groups (RG)</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>RG 1 - Major Routes</b>			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
	Route 40	Port Hardy	Mid-coast
<b>RG 2 - 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>RG 3 - Minor Routes</b>			
<b>TOTAL</b>			

<b>Performance Against Estimated Schedule</b>							
<b>4th 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>
787.0	807.0	-20.0	23.0	3.0	3,829.0	3,913.0	-84.0
686.0	690.0	-4.0	6.0	2.0	3,052.0	3,090.0	-38.0
720.0	719.0	1.0	1.0	2.0	3,059.0	2,987.0	72.0
636.0	664.0	-28.0	28.0	0.0	2,681.0	2,742.0	-61.0
<b>2,829.0</b>	<b>2,880.0</b>	<b>-51.0</b>	<b>58.0</b>	<b>7.0</b>	<b>12,621.0</b>	<b>12,732.0</b>	<b>-111.0</b>
21.0	20.0	1.0	0.0	1.0	124.0	123.0	1.0
37.0	38.0	-1.0	1.0	0.0	183.5	189.5	-6.0
0.0	0.0	0.0	0.0	0.0	39.0	39.0	0.0
<b>58.0</b>	<b>58.0</b>	<b>0.0</b>	<b>1.0</b>	<b>1.0</b>	<b>346.5</b>	<b>351.5</b>	<b>-5.0</b>
706.0	707.0	-1.0	1.0	0.0	2,881.0	2,880.0	1.0
859.0	861.0	-2.0	3.0	1.0	3,494.0	3,492.0	2.0
1,241.0	1,247.0	-6.0	6.0	0.0	5,036.0	5,047.0	-11.0
705.0	707.0	-2.0	2.0	0.0	2,871.0	2,877.0	-6.0
1,372.0	1,373.0	-1.0	1.0	0.0	5,575.0	5,570.0	5.0
180.0	180.0	0.0	0.0	0.0	829.0	830.0	-1.0
788.0	797.0	-9.0	9.0	0.0	3,210.0	3,216.0	-6.0
992.0	1,016.0	-24.0	33.0	9.0	4,117.0	4,062.0	55.0
349.0	360.0	-11.0	11.0	0.0	1,424.0	1,458.0	-34.0
897.0	900.0	-3.0	5.0	2.0	3,649.0	3,648.0	1.0
1,412.0	1,414.0	-2.0	2.0	0.0	5,728.0	5,731.0	-3.0
1,071.0	1,079.0	-8.0	8.0	0.0	4,365.0	4,377.0	-12.0
1,523.0	1,517.0	6.0	2.0	8.0	6,458.0	6,148.0	310.0
1,109.0	1,106.0	3.0	1.0	4.0	4,753.0	4,481.0	272.0
1,534.0	1,543.0	-9.0	11.0	2.0	6,245.0	6,252.0	-7.0
518.0	527.0	-9.0	9.0	0.0	2,107.0	2,135.0	-28.0
975.0	977.0	-2.0	2.0	0.0	3,956.0	3,960.0	-4.0
1,097.0	1,105.0	-8.0	10.0	2.0	4,448.0	4,482.0	-34.0
<b>17,328.0</b>	<b>17,416.0</b>	<b>-88.0</b>	<b>116.0</b>	<b>28.0</b>	<b>71,146.0</b>	<b>70,646.0</b>	<b>500.0</b>
<b>20,215.0</b>	<b>20,354.0</b>	<b>-139.0</b>	<b>175.0</b>	<b>36.0</b>	<b>84,113.5</b>	<b>83,729.5</b>	<b>384.0</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).

## 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)*

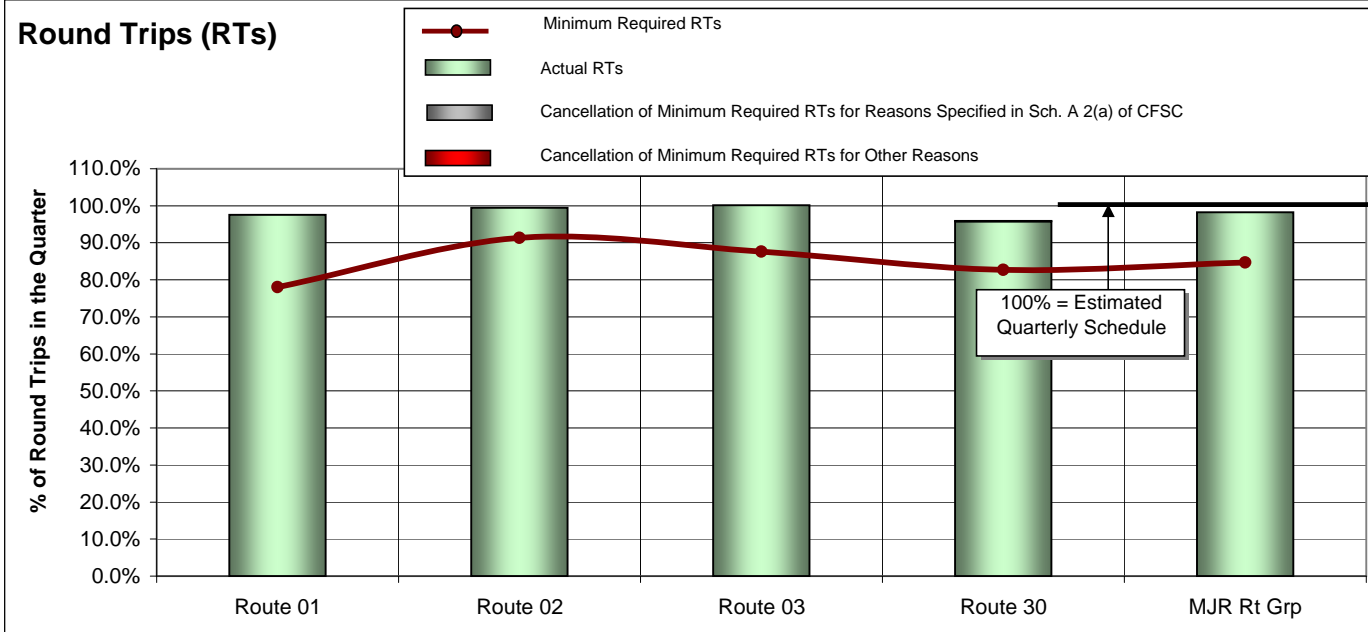
<b>Fiscal 2012/13 Quarter Ended March 31, 2013</b>				<b>Performance Against Minimum (Daily) Core Service Levels</b>	
<b>Route Groups (RG)</b>				<b>Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i></b>	<b>Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i></b>
<b>RG 1 - Major Routes</b>	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	3.0	1.0
<b>RG 2 - Northern Routes</b>	Route 10	Port Hardy	Prince Rupert	0.0	
	Route 11	Skidegate	Prince Rupert	8.0	2.0
	Route 40	Port Hardy	Mid-coast	0.0	
<b>RG 3 - Minor Routes</b>	Route 04	Fulford Harbour	Swartz Bay	0.0	
	Route 05	Swartz Bay	Four SGIs	4.0	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	21.0	3.0
	Route 18	Texada	Powell River	6.0	2.0
	Route 19	Nanaimo Harbour	Gabriola Island	0.0	
	Route 20	Chemainus	Thetis Island	2.0	2.0
	Route 21	Buckley Bay	Denman West	0.0	
	Route 22	Denman East	Hornby Island	1.0	1.0
	Route 23	Campbell River	Quadra Island	6.0	1.0
	Route 24	Quadra Island	Cortes Island	9.0	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

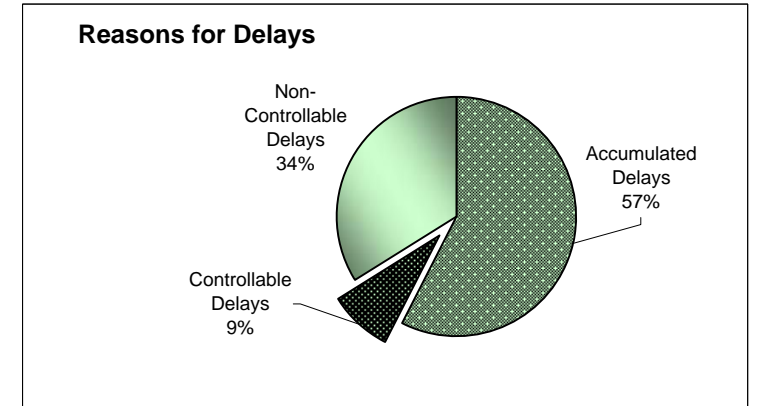
## Fiscal 2012/13

### Quarter Ended March 31, 2013

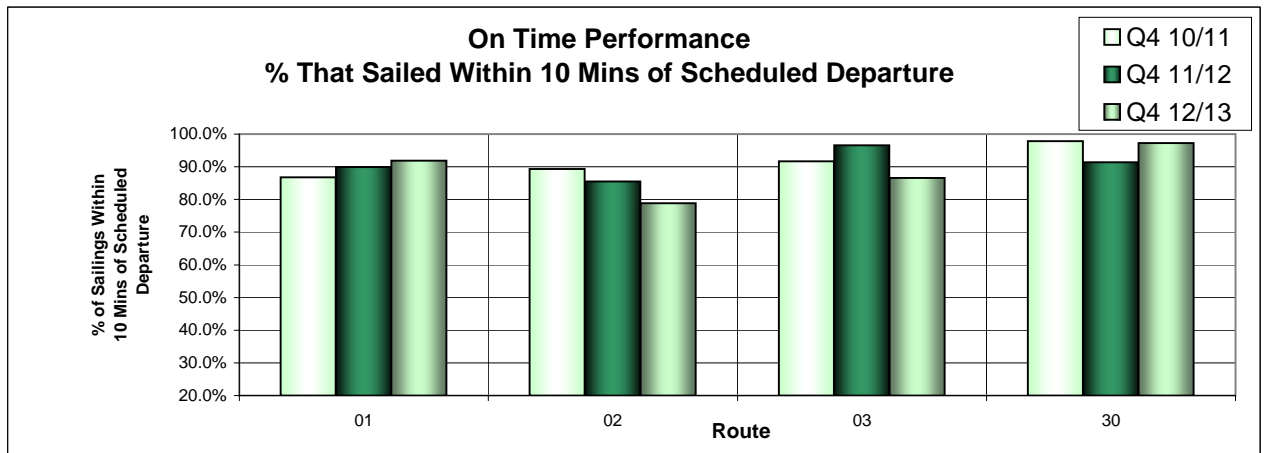
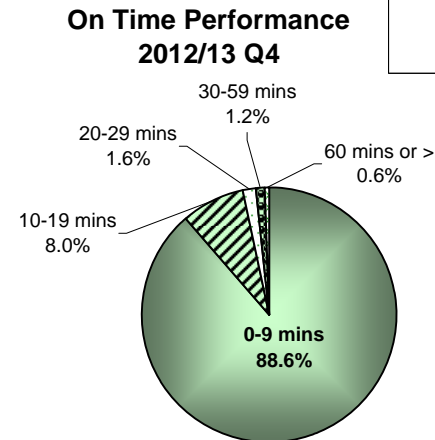
### Major Routes



Routes	Major Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	787.0	630.0	157.0	30.7%
Route 02	Horseshoe Bay-Nanaimo	686.0	630.0	56.0	6.7%
Route 03	Langdale-Horseshoe Bay	720.0	630.0	90.0	4.6%
Route 30	Nanaimo-Tsawwassen	636.0	549.0	87.0	2.0%
<b>MAJOR Route Group Total</b>		<b>2,829.0</b>	<b>2,439.0</b>	<b>390.0</b>	<b>11.8%</b>



**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

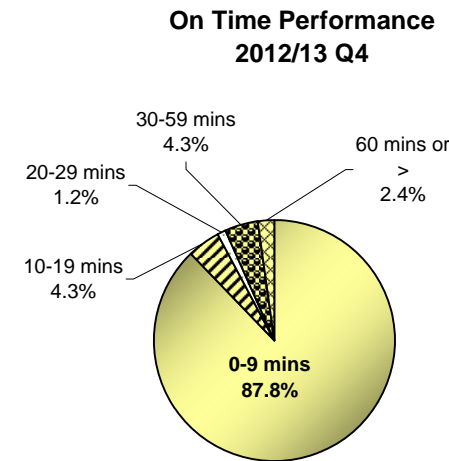
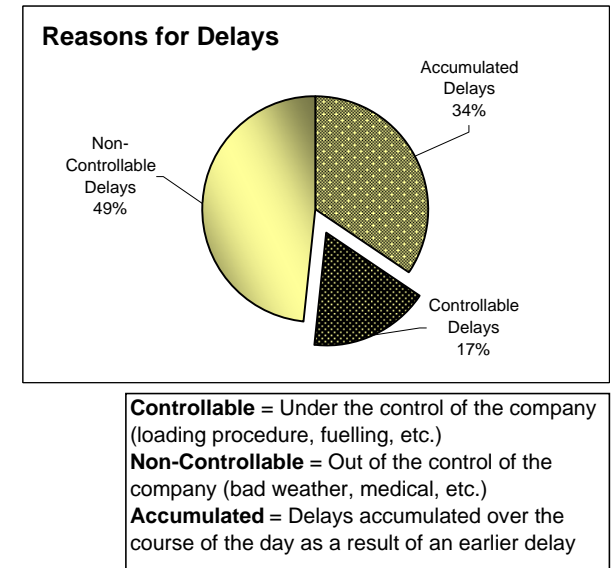
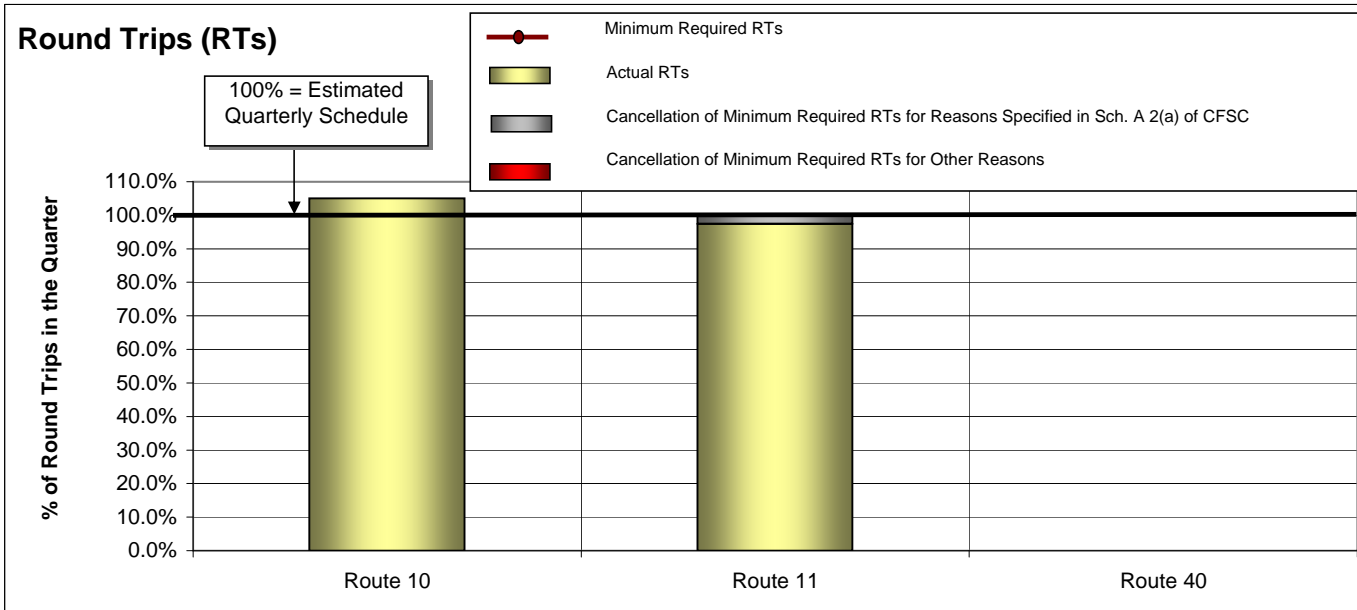


# APPENDIX 4: Round Trip Service Delivery and On Time Performance

## Fiscal 2012/13

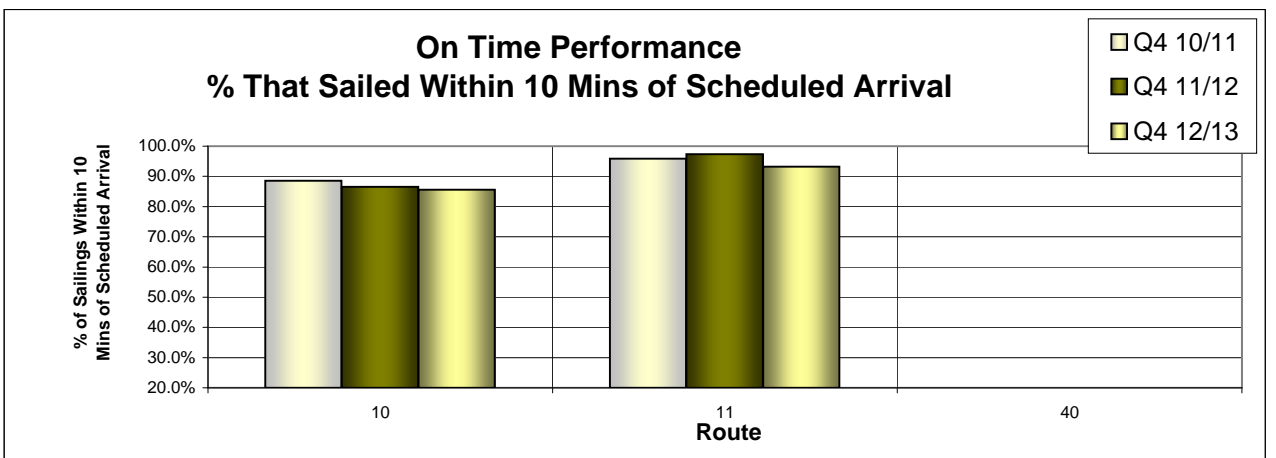
### Quarter Ended March 31, 2013

#### Northern 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

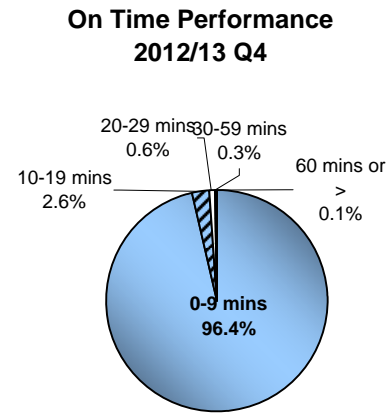
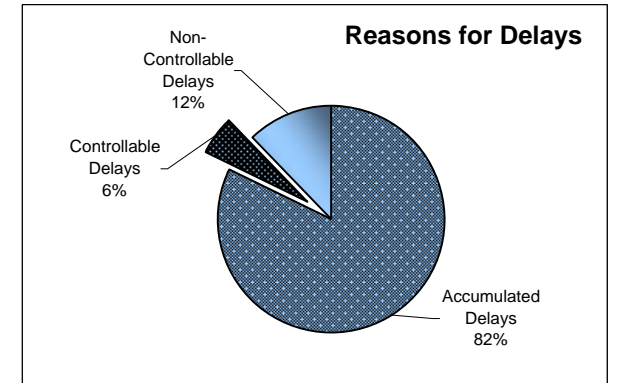
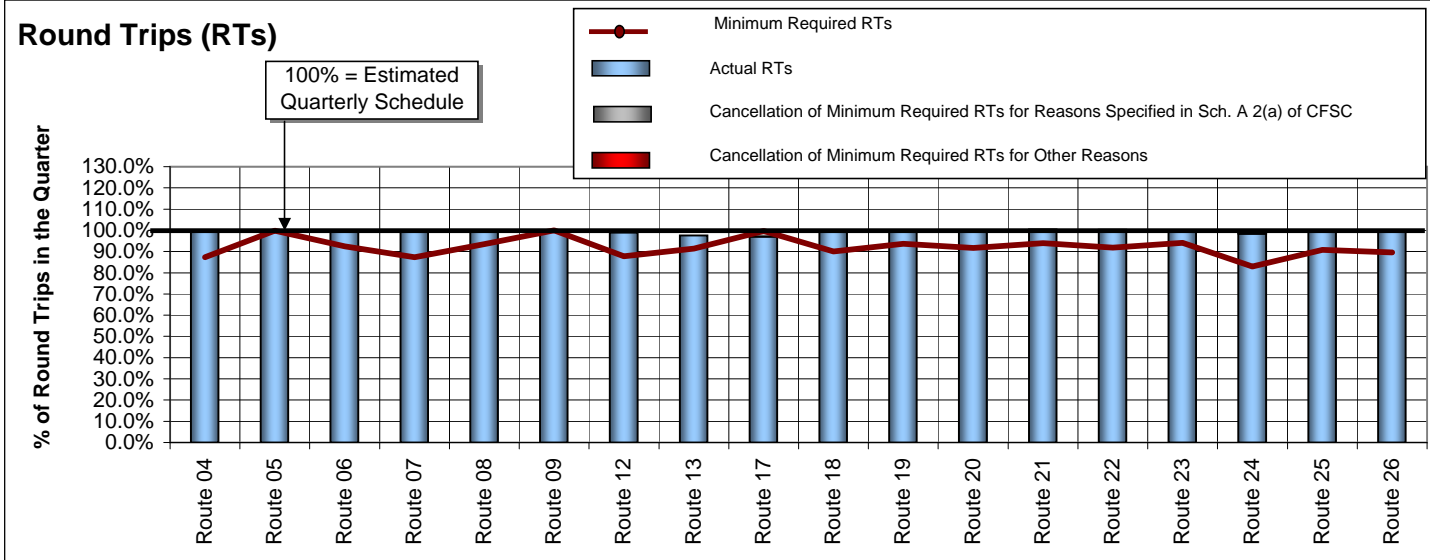
Routes	Northern Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	21.0	20.0	1.0	0.6%
Route 11*	Skidegate-Prince Rupert	37.0	38.0	-1.0	0.0%
Route 40	Port Hardy-Mid-coast	0.0	0.0	0.0	0.0%
<b>NORTHERN Route Group Total</b>		<b>58.0</b>	<b>58.0</b>	<b>0.0</b>	<b>0.4%</b>





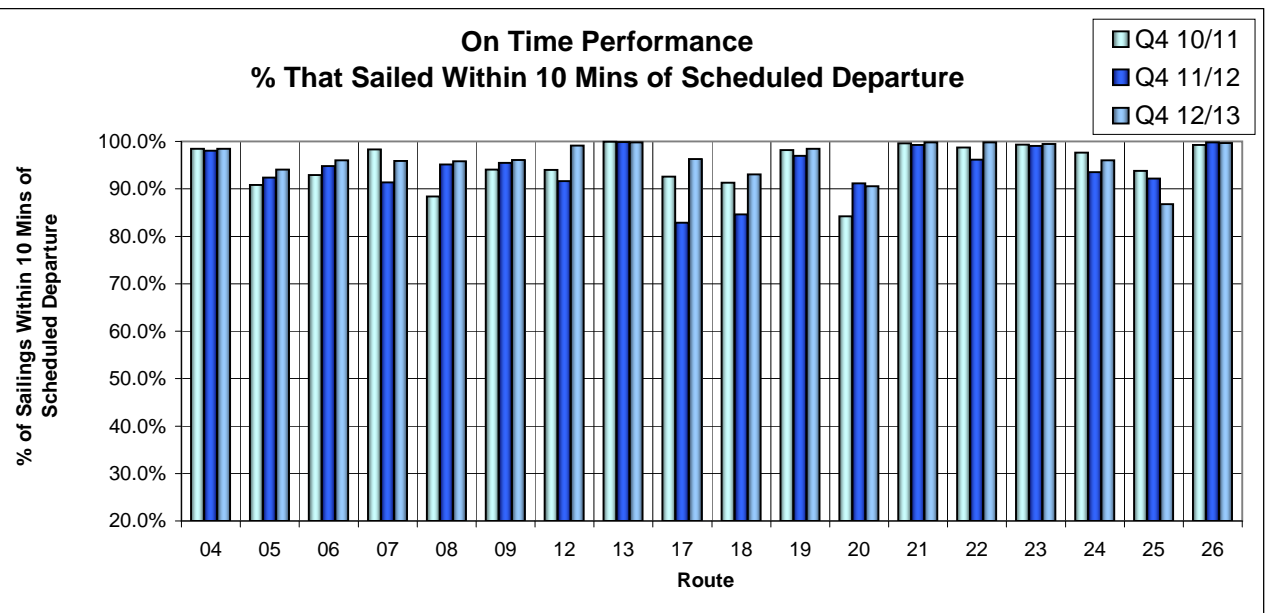
# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2012/13 Quarter Ended March 31, 2013

## 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	706.0	617.0	89.0	1.6%
Route 05	Swartz Bay-Gulf Islands	859.0	859.0	0.0	1.4%
Route 06	Crofton-Vesuvius Bay	1,241.0	1,152.0	89.0	0.5%
Route 07	Earls Cove-Salter Bay	705.0	617.0	88.0	0.3%
Route 08	Horseshoe Bay-Bowen Island	1,372.0	1,283.5	88.5	3.8%
Route 09	Tsawwassen-Southern Gulf Islands	180.0	180.0	0.0	1.0%
Route 12	Mill Bay-Brentwood Bay	788.0	699.0	89.0	0.3%
Route 13*	Langdale-Keats/Gambier	992.0	928.0	64.0	Pass only
Route 17	Little River-Powell River	349.0	359.0	-10.0	0.9%
Route 18	Powell River-Texada	897.0	810.0	87.0	0.4%
Route 19	Nanaimo Harbour-Gabriola Island	1,412.0	1,324.0	88.0	2.4%
Route 20	Chemainus-Thetis/Penelakut	1,071.0	990.0	81.0	0.6%
Route 21	Buckley Bay-Denman West	1,523.0	1,426.0	97.0	1.5%
Route 22	Gravelly Bay-Hornby Island	1,109.0	1,016.0	93.0	0.4%
Route 23	Campbell River-Quadra Island	1,534.0	1,452.0	82.0	1.3%
Route 24	Quadra Island-Cortes Island	518.0	437.0	81.0	2.6%
Route 25	Port McNeill-Sointula/Alert Bay	975.0	887.0	88.0	2.0%
Route 26	Skidegate-Alliford Bay	1,097.0	990.0	107.0	2.6%
<b>MINOR Route Group Total</b>		<b>17,328.0</b>	<b>16,026.5</b>	<b>1,301.5</b>	<b>1.5%</b>



\*Note: Route 13 core service levels include some round trips that are deliverable only 'on demand.'