

### Appendix 1: Operations Summary Report for the Quarter Ended June 30, 2013

Route	A		B		C		D		E		F		G		H		I	
	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 1 F2014	Capacity Utilization (C / B)	AEQ's Carried QTR 1 F2013	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 1 F2014	AEQ Tariff Revenue QTR 1 F2013	AEQ Tariff Revenue Growth (G - H)									
1	942.0	726,200	532,933	73.4%	552,872	(19,939)	\$ 27,832,910	\$ 27,080,256	\$ 752,654									
2	759.0	550,502	327,583	59.5%	331,046	(3,463)	16,268,686	15,202,662	1,066,024									
3	741.0	536,484	305,515	56.9%	309,142	(3,627)	6,296,342	6,308,717	(12,375)									
30	680.0	438,600	211,985	48.3%	205,975	6,010	13,477,974	12,381,384	1,096,590									
<b>Major Routes</b>	<b>3,122</b>	<b>2,251,786</b>	<b>1,378,016</b>	<b>61.2%</b>	<b>1,399,035</b>	<b>(21,019)</b>	<b>63,875,912</b>	<b>60,973,019</b>	<b>2,902,893</b>									
10	35.0	9,258	3,141	33.9%	3,063	78	973,910	913,776	60,134									
11	42.0	8,484	4,608	54.3%	4,346	262	806,580	765,920	40,660									
40	8.5	1,955	406	20.8%	459	(53)	125,360	146,465	(21,105)									
<b>Northern Routes</b>	<b>85.5</b>	<b>19,697</b>	<b>8,155</b>	<b>41.4%</b>	<b>7,868</b>	<b>287</b>	<b>1,905,850</b>	<b>1,826,161</b>	<b>79,689</b>									
4	718.0	128,000	78,394	61.2%	80,188	(1,794)	826,595	843,535	(16,940)									
5	872.0	179,308	68,390	38.1%	66,232	2,158	808,451	773,728	34,723									
6	1260.0	176,400	64,060	36.3%	66,559	(2,499)	728,150	744,420	(16,270)									
7	716.0	179,000	45,806	25.6%	45,896	(90)	962,490	940,539	21,951									
8	1390.5	242,930	124,177	51.1%	129,055	(4,878)	1,311,317	1,355,518	(44,201)									
9	190.0	87,136	38,507	44.2%	39,184	(677)	1,550,165	1,554,923	(4,758)									
12	806.0	35,464	23,118	65.2%	19,787	3,331	254,775	213,158	41,617									
13	1030.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(7)	66	(73)									
17	360.0	138,240	40,776	29.5%	41,443	(667)	1,396,235	1,352,838	43,397									
18	907.0	88,837	22,565	25.4%	22,444	121	162,153	145,792	16,361									
19	1430.0	200,200	94,463	47.2%	93,378	1,085	758,391	743,215	15,176									
20	1091.0	69,824	20,734	29.7%	21,458	(724)	160,052	166,499	(6,447)									
21	1562.0	156,200	61,736	39.5%	61,709	27	415,722	414,391	1,331									
22	1137.0	68,220	25,896	38.0%	26,511	(615)	172,783	177,106	(4,323)									
23	1566.0	219,240	94,781	43.2%	95,712	(931)	727,495	738,456	(10,961)									
24	536.0	32,160	14,432	44.9%	13,731	701	127,898	118,010	9,888									
25	1057.0	53,274	19,443	36.5%	22,772	(3,329)	187,083	214,063	(26,980)									
26	1119.0	58,188	13,955	24.0%	12,361	1,594	123,986	103,326	20,660									
<b>Minor Routes</b>	<b>17,747.5</b>	<b>2,112,621</b>	<b>851,233</b>	<b>40.3%</b>	<b>858,420</b>	<b>(7,187)</b>	<b>10,673,734</b>	<b>10,599,583</b>	<b>74,151</b>									
<b>Total</b>	<b>20,955.0</b>	<b>4,384,104</b>	<b>2,237,404</b>	<b>51.0%</b>	<b>2,265,323</b>	<b>(27,919)</b>	<b>76,455,496</b>	<b>73,398,763</b>	<b>3,056,733</b>									

Note 1

Note 2

Obligation deferred (settled)	1,730,131	(1,536,710)
<b>Total vehicle fare revenue</b>	<b>78,185,627</b>	<b>71,862,053</b>

Note 1) At June 30, 2013 the routes were over price cap by \$2.7 million (Vehicles \$1.7 million and Passenger \$1.0 million). This obligation will be settled in future periods.

At March 31, 2012 the major routes were over price cap by \$2.4 million (Vehicles \$1.5 million and Passenger \$0.9 million).

This obligation to customers was settled in the quarter ending June 30, 2012.

Note 2) Revenue arises from bike traffic and freight.

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.

Prior year on-time performance results for the Northern Routes 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 June 30, 2013

Route	J	K	L	M	N	O	% Sailings Within 10 Min. (Note 3)		
	Passengers QTR 1 F2014	Passengers QTR 1 F2013	Passenger Growth (J - K)	Passenger Tariff Revenue QTR 1 F2014	Passenger Tariff Revenue QTR 1 F2013	Passenger Tariff Revenue Growth (M - N)	QTR 1 F2012	QTR 1 F2013	QTR 1 F2014
1	1,424,536	1,459,143	(34,607)	\$ 18,623,754	\$ 17,779,338	\$ 844,416	80.2%	84.7%	89.8%
2	810,311	819,521	(9,210)	10,514,576	9,834,409	680,167	82.1%	80.2%	71.9%
3	619,811	626,934	(7,123)	3,327,827	3,337,016	(9,189)	77.6%	81.2%	60.2%
30	322,953	331,314	(8,361)	4,108,784	3,912,483	196,301	96.5%	91.1%	94.9%
<b>Major Routes</b>	<b>3,177,611</b>	<b>3,236,912</b>	<b>(59,301)</b>	<b>36,574,941</b>	<b>34,863,246</b>	<b>1,711,695</b>	<b>83.5%</b>	<b>84.2%</b>	<b>79.5%</b>
10	8,195	8,150	45	1,073,986	1,087,100	(13,114)	93.3%	93.5%	83.4%
11	8,916	7,991	925	310,394	275,824	34,570	97.6%	98.8%	98.8%
40	987	1,202	(215)	103,144	120,913	(17,769)	87.8%	80.4%	100.0%
<b>Northern Routes</b>	<b>18,098</b>	<b>17,343</b>	<b>755</b>	<b>1,487,524</b>	<b>1,483,837</b>	<b>3,687</b>	<b>93.8%</b>	<b>93.0%</b>	<b>90.1%</b>
4	156,420	159,089	(2,669)	696,142	687,556	8,586	95.2%	95.5%	93.5%
5	118,216	116,989	1,227	478,472	471,723	6,749	74.0%	84.8%	85.8%
6	119,189	125,835	(6,646)	419,723	434,774	(15,051)	92.3%	92.8%	86.2%
7	76,279	77,470	(1,191)	393,055	400,749	(7,694)	94.5%	95.6%	85.9%
8	294,453	292,851	1,602	869,009	870,019	(1,010)	87.8%	89.4%	93.4%
9	106,310	108,305	(1,995)	1,123,977	1,151,928	(27,951)	82.1%	82.0%	87.1%
12	44,723	38,743	5,980	197,829	167,010	30,819	85.4%	89.5%	98.0%
13	11,119	12,071	(952)	40,020	40,980	(960)	99.8%	99.4%	99.7%
17	85,789	86,933	(1,144)	912,500	930,431	(17,931)	86.9%	96.4%	94.6%
18	39,912	43,572	(3,660)	111,761	117,176	(5,415)	81.0%	92.2%	89.6%
19	195,789	196,368	(579)	506,144	502,783	3,361	92.2%	96.2%	96.7%
20	65,859	67,272	(1,413)	143,906	141,811	2,095	89.2%	84.6%	83.8%
21	116,735	112,779	3,956	281,257	274,305	6,952	99.3%	99.2%	99.4%
22	49,168	47,799	1,369	115,992	116,292	(300)	97.9%	96.8%	98.7%
23	200,460	204,175	(3,715)	489,473	502,991	(13,518)	98.8%	99.0%	98.9%
24	24,361	23,498	863	79,624	74,869	4,755	93.3%	95.6%	93.8%
25	54,147	56,813	(2,666)	181,114	184,073	(2,959)	97.0%	90.4%	80.0%
26	25,549	24,278	1,271	72,567	67,725	4,842	99.3%	99.5%	97.9%
<b>Minor Routes</b>	<b>1,784,478</b>	<b>1,794,840</b>	<b>(10,362)</b>	<b>7,112,565</b>	<b>7,137,195</b>	<b>(24,630)</b>	<b>91.9%</b>	<b>93.3%</b>	<b>92.5%</b>
<b>Total</b>	<b>4,980,187</b>	<b>5,049,095</b>	<b>(68,908)</b>	<b>45,175,030</b>	<b>43,484,278</b>	<b>1,690,752</b>	<b>90.8%</b>	<b>92.0%</b>	<b>90.7%</b>

Note 1

Obligation deferred (settled)	1,022,277	(924,282)
<b>Total passenger fare revenue</b>	<b>46,197,307</b>	<b>42,559,996</b>
<b>Total vehicle and passenger fare revenue per financial statements</b>	<b>124,382,934</b>	<b>114,422,049</b>

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

## PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2013/14 Quarter Ended June 30, 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	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%
<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		1										1.0			0.0	1.0	2.33%
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	1.0	0	0	0.0	1.0	1.16%
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								4				4.0			0.0	4.0	1.10%
Route 18	Texada	Powell River						2						2.0			0.0	2.0	0.24%
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			1									1.0			0.0	1.0	0.10%
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	0.10%
<b>Minor Routes</b>			0	0	1	0	0	2	0	5	0	0	0	8.0	0	0	0.0	8.0	0.05%
<b>TOTAL</b>			0.0	1.0	1.0	0.0	0.0	2.0	0.0	5.0	0.0	0.0	0.0	9.0	0.0	0.0	0.0	9.0	0.05%

% of Minimum Required Round Trips Cancelled      0.00%    0.01%    0.01%    0.00%    0.00%    0.01%    0.00%    0.03%    0.00%    0.00%    0.00%    0.05%    0.00%    0.00%    0.00%    0.05%

\*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

Fiscal 2013/14 Quarter Ended June 30, 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>Major Routes</b>			
Route 10	Port Hardy	Prince Rupert	
Route 11	Skidegate	Prince Rupert	
Route 40	Port Hardy	Mid-coast	
<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	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			
1st Quarter			
Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips
942.0	667.0	275.0	0.0
759.0	648.0	111.0	0.0
741.0	643.0	98.0	0.0
680.0	589.0	91.0	0.0
<b>3,122.0</b>	<b>2,547.0</b>	<b>575.0</b>	<b>0.0</b>
35.0	35.0	0.0	0.0
42.0	43.0	-1.0	1.0
8.5	8.5	0.0	0.0
<b>85.5</b>	<b>86.5</b>	<b>-1.0</b>	<b>1.0</b>
718.0	625.0	93.0	0.0
872.0	872.0	0.0	0.0
1,260.0	1,170.0	90.0	0.0
716.0	625.0	91.0	0.0
1,390.5	1,299.5	91.0	0.0
190.0	190.0	0.0	0.0
806.0	715.0	91.0	0.0
1,030.0	1,026.0	4.0	0.0
360.0	364.0	-4.0	4.0
907.0	819.0	88.0	2.0
1,430.0	1,339.0	91.0	0.0
1,091.0	1,001.0	90.0	0.0
1,562.0	1,443.0	119.0	0.0
1,137.0	1,027.0	110.0	1.0
1,566.0	1,469.0	97.0	0.0
536.0	442.0	94.0	0.0
1,057.0	897.0	160.0	0.0
1,119.0	1,001.0	118.0	1.0
<b>17,747.5</b>	<b>16,324.5</b>	<b>1,423.0</b>	<b>8.0</b>
<b>20,955.0</b>	<b>18,958.0</b>	<b>1,997.0</b>	<b>9.0</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 3b(2) - CANCELLED & EXTRA ROUND TRIPS BY ROUTE

<b>Fiscal 2013/14</b>			
<b>Quarter Ended June 30, 2013</b>			
<b>Routes</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>Major Routes</b>			
Route 10	Port Hardy	Prince Rupert	
Route 11	Skidegate	Prince Rupert	
Route 40	Port Hardy	Mid-coast	
<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	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>			

<b>Performance Against Estimated Schedule</b>				
<b>1st Quarter</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>
942.0	946.0	-4.0	7.0	3.0
759.0	758.0	1.0	2.0	3.0
741.0	747.0	-6.0	9.0	3.0
680.0	680.0	0.0		0.0
<b>3,122.0</b>	<b>3,131.0</b>	<b>-9.0</b>	<b>18.0</b>	<b>9.0</b>
35.0	35.0	0.0		0.0
42.0	43.0	-1.0	1.0	0.0
8.5	8.5	0.0		0.0
<b>85.5</b>	<b>86.5</b>	<b>-1.0</b>	<b>1.0</b>	<b>0.0</b>
718.0	716.0	2.0		2.0
872.0	872.0	0.0		0.0
1,260.0	1,261.0	-1.0	1.0	0.0
716.0	716.0	0.0		0.0
1,390.5	1,390.5	0.0		0.0
190.0	190.0	0.0		0.0
806.0	806.0	0.0		0.0
1,030.0	1,026.0	4.0	16.0	20.0
360.0	364.0	-4.0	4.0	0.0
907.0	910.0	-3.0	3.0	0.0
1,430.0	1,430.0	0.0		0.0
1,091.0	1,092.0	-1.0	2.0	1.0
1,562.0	1,534.0	28.0		28.0
1,137.0	1,118.0	19.0	2.0	21.0
1,566.0	1,560.0	6.0	2.0	8.0
536.0	533.0	3.0		3.0
1,057.0	988.0	69.0		69.0
1,119.0	1,118.0	1.0	3.0	4.0
<b>17,747.5</b>	<b>17,624.5</b>	<b>123.0</b>	<b>33.0</b>	<b>156.0</b>
<b>20,955.0</b>	<b>20,842.0</b>	<b>113.0</b>	<b>52.0</b>	<b>165.0</b>

## Appendix 3c - CANCELLED ROUND TRIPS BY ROUTE (by Days)

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

Fiscal 2013/14 Quarter Ended June 30, 2013				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>
<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
	Route 40	Port Hardy	Mid-coast	0.0	
<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	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	0.0	
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	2.0	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	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	1.0	1.0	

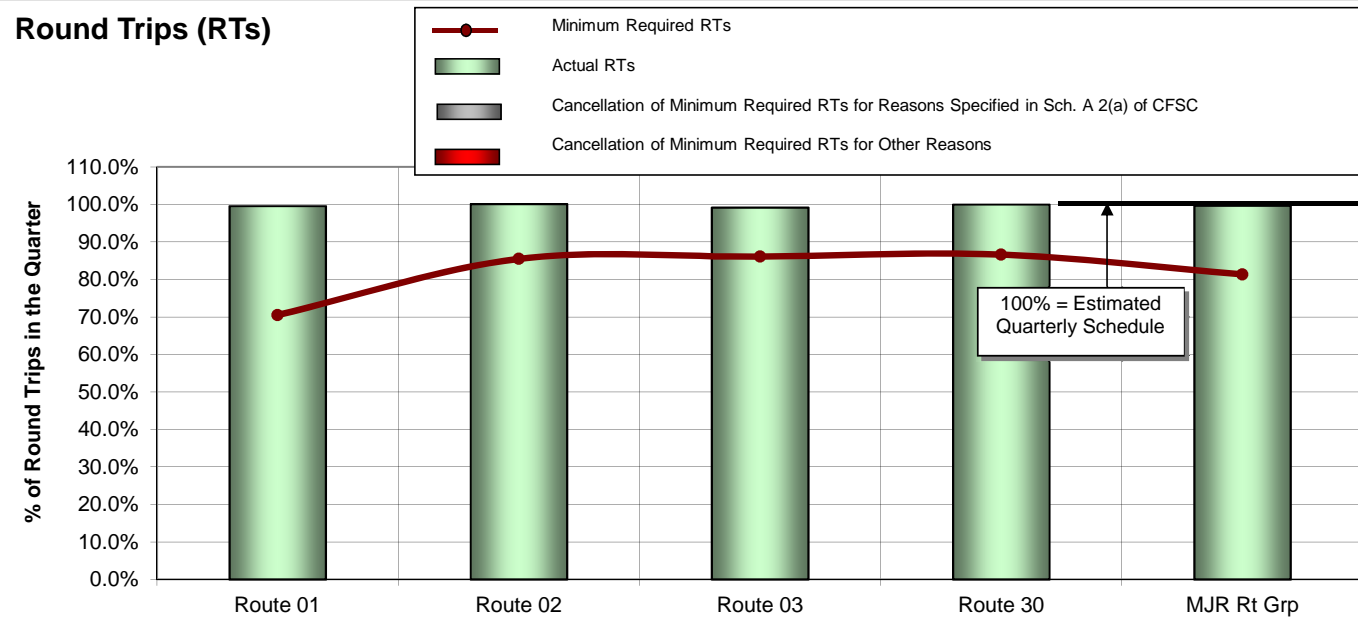
**Notes:** \*The Coastal Ferry Services Contract includes an allowance for a temporary service disruption on Routes 12 and 26 of up to 65 consecutive days once every four years for the purposes of carrying out quadrennial surveys and refits.

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

## Fiscal 2013/14

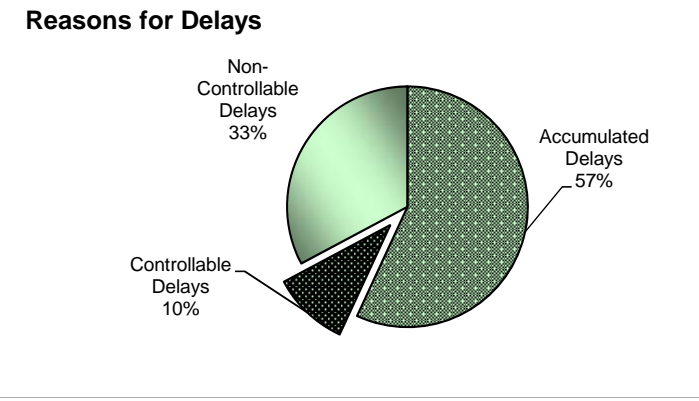
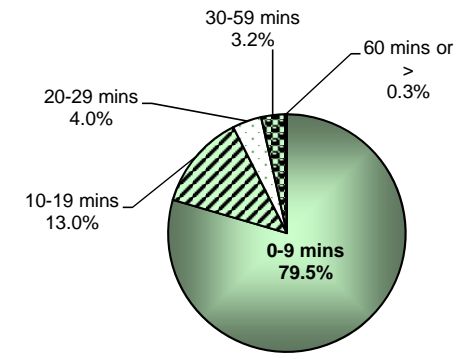
### Quarter Ended June 30, 2013

## Major Routes



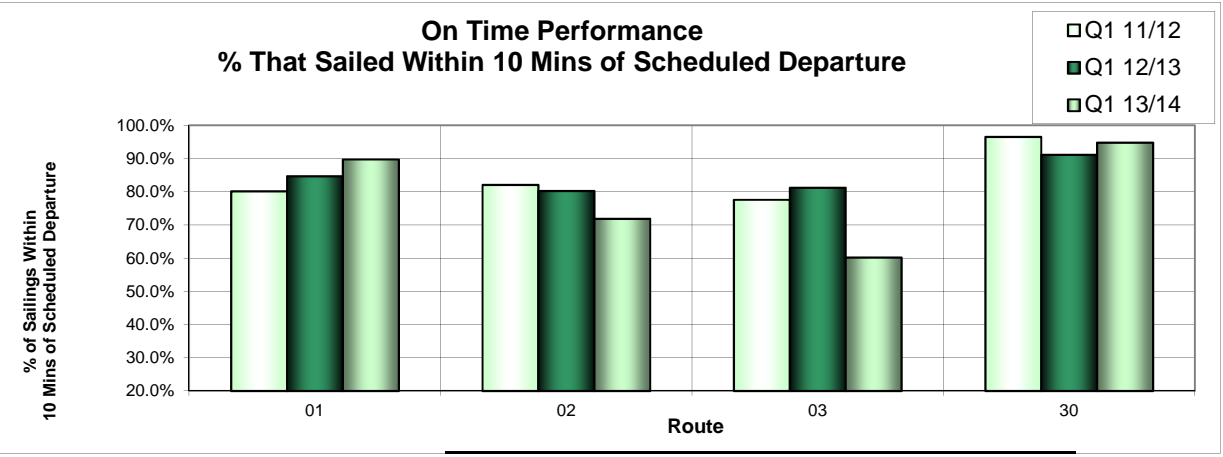
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	942.0	667.0	275.0	35.7%
Route 02	Horseshoe Bay-Nanaimo	759.0	648.0	111.0	24.6%
Route 03	Langdale-Horseshoe Bay	741.0	643.0	98.0	19.4%
Route 30	Nanaimo-Tsawwassen	680.0	589.0	91.0	12.1%
<b>MAJOR Routes Total</b>		<b>3,122.0</b>	<b>2,547.0</b>	<b>575.0</b>	<b>24.0%</b>

### On Time Performance 2013/14 Q1



**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 % That Sailed Within 10 Mins of Scheduled Departure

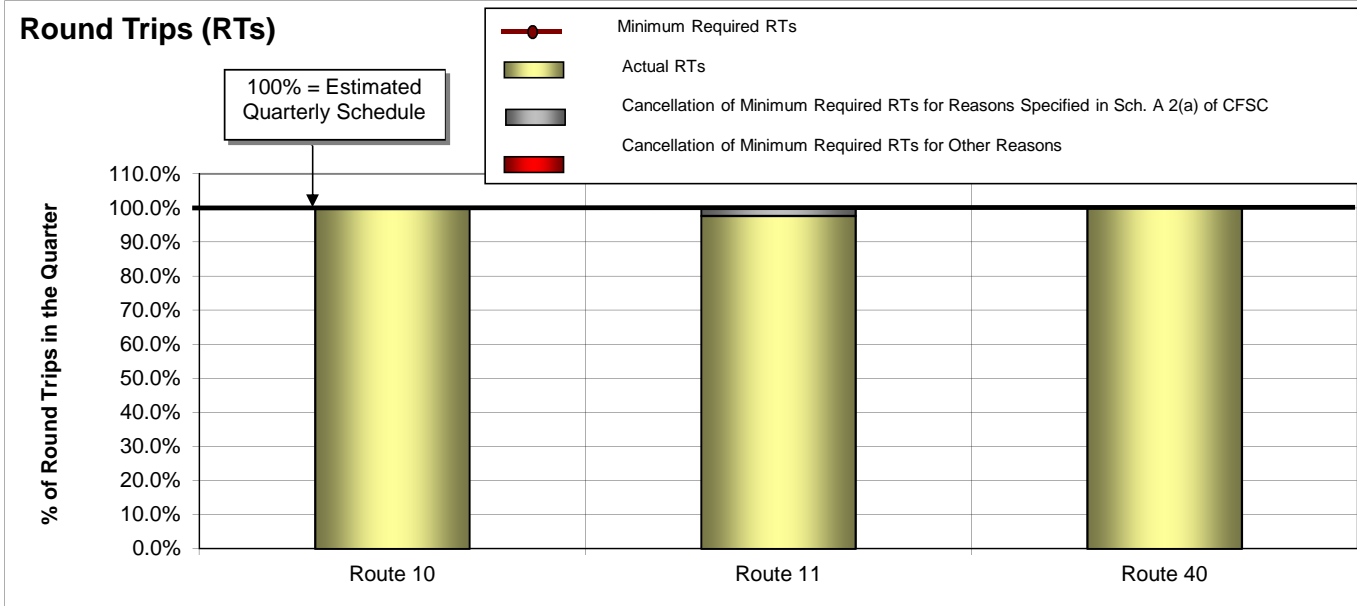


# APPENDIX 4: Round Trip Service Delivery and On Time Performance

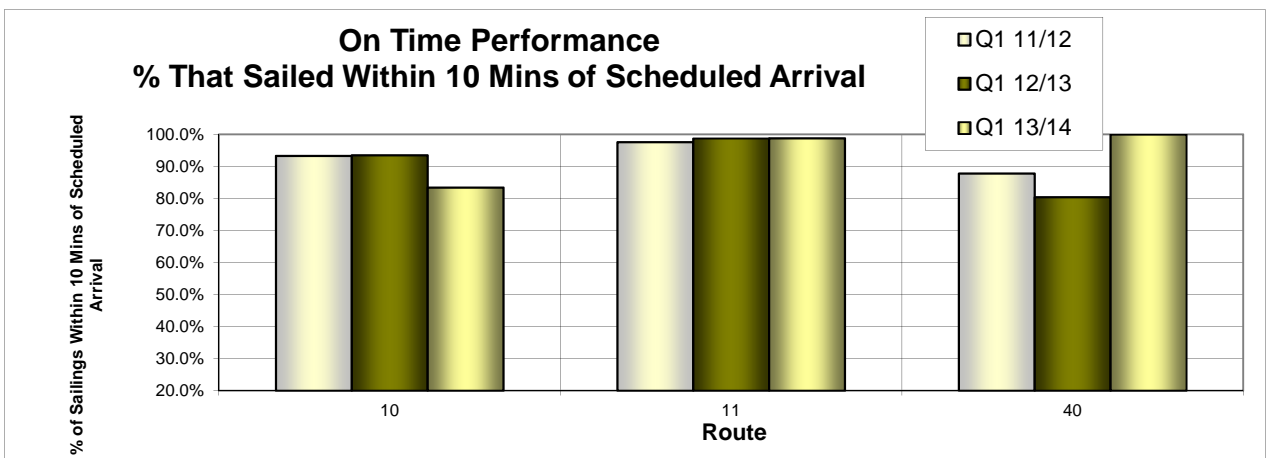
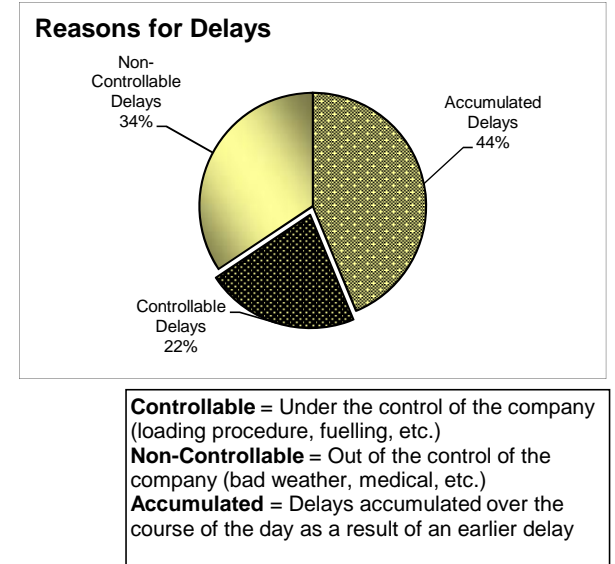
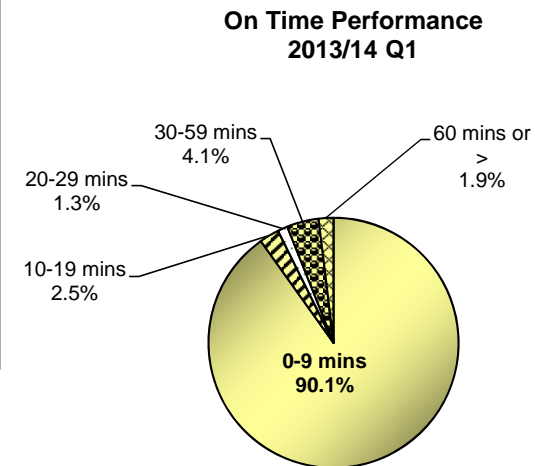
## Fiscal 2013/14

### Quarter Ended June 30, 2013

#### Northern Routes



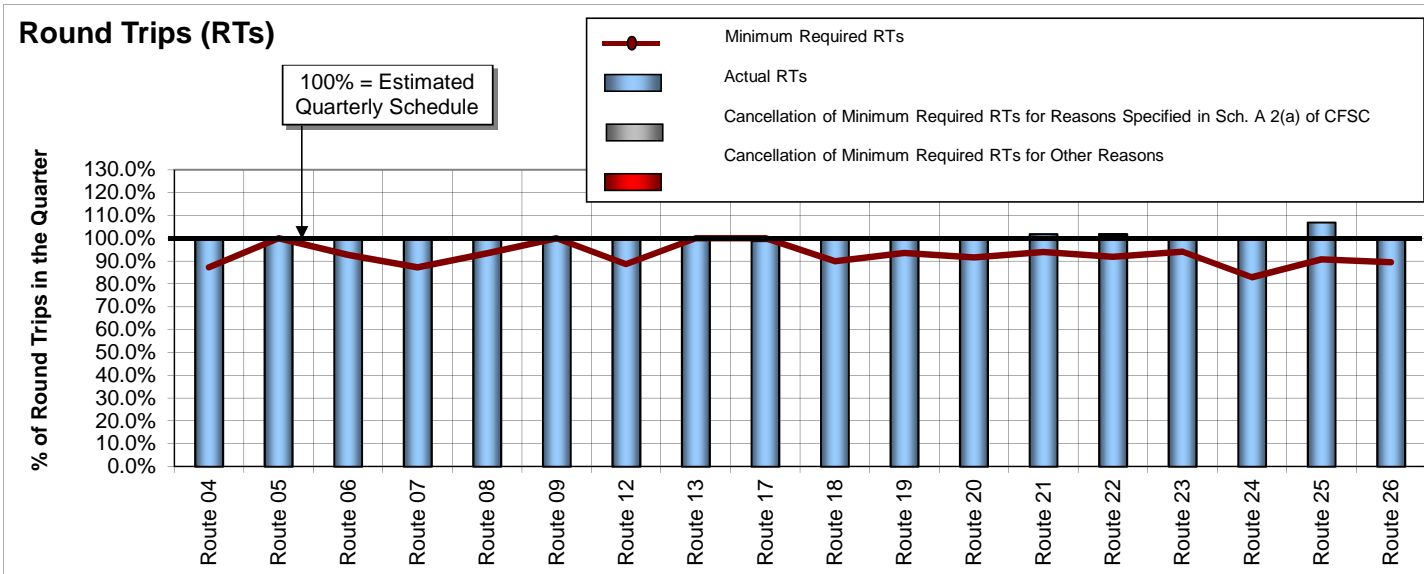
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	35.0	35.0	0.0	0.0%
Route 11*	Skidegate-Prince Rupert	42.0	43.0	-1.0	1.2%
Route 40	Port Hardy-Mid-coast	8.5	8.5	0.0	0.0%
<b>NORTHERN Routes Total</b>		<b>85.5</b>	<b>86.5</b>	<b>-1.0</b>	<b>0.3%</b>



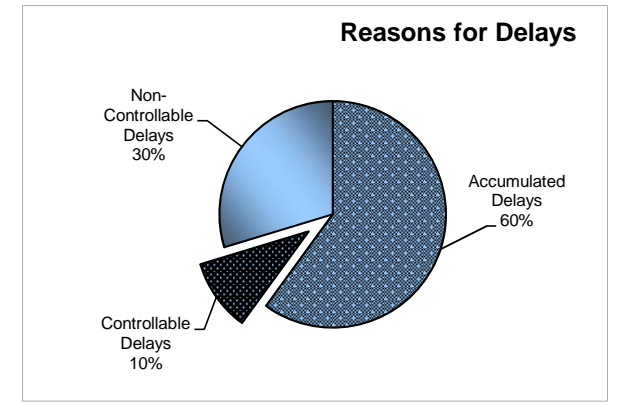
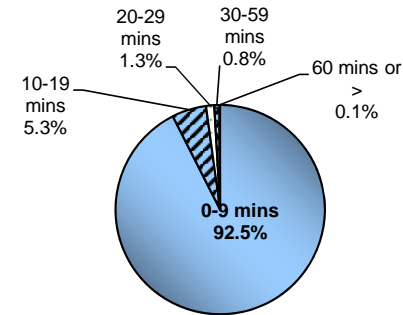


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Quarter Ended June 30, 2013

## Minor Routes



**On Time Performance  
2013/14 Q1**

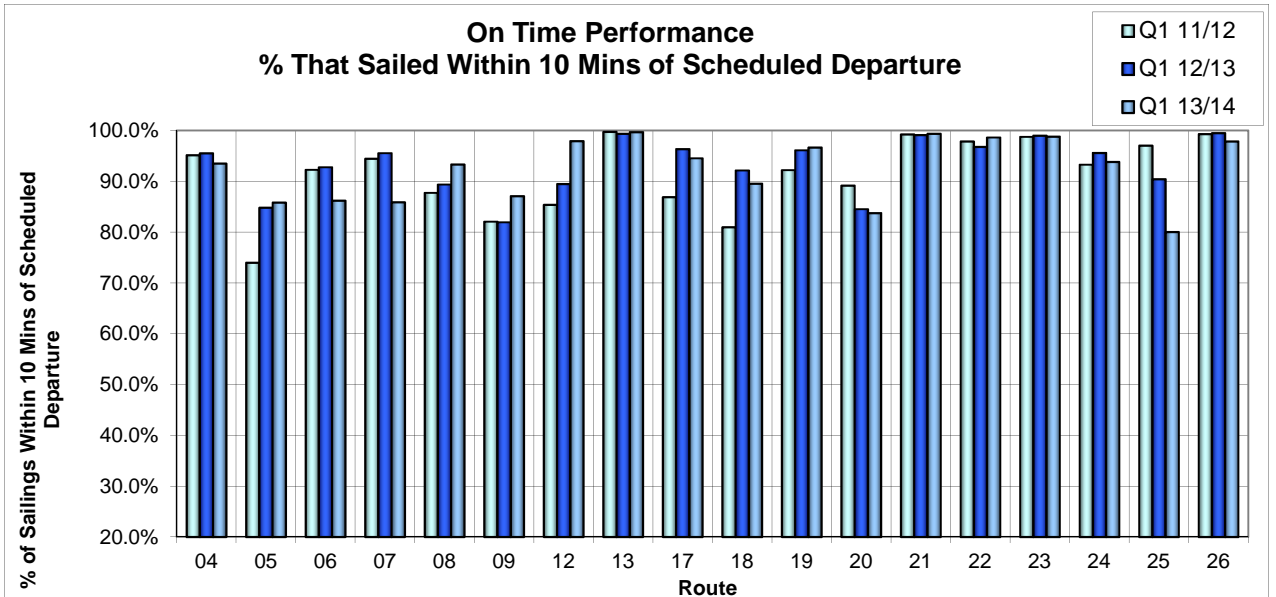


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	718.0	625.0	93.0	14.3%
Route 05	Swartz Bay-Gulf Islands	872.0	872.0	0.0	4.3%
Route 06	Crofton-Vesuvius Bay	1,260.0	1,170.0	90.0	2.1%
Route 07	Earls Cove-Salter Bay	716.0	625.0	91.0	0.6%
Route 08	Horseshoe Bay-Bowen Island	1,390.5	1,299.5	91.0	9.8%
Route 09	Tsawwassen-Southern Gulf Islands	190.0	190.0	0.0	2.2%
Route 12	Mill Bay-Brentwood Bay	806.0	715.0	91.0	6.6%
Route 13*	Langdale-Keats/Gambier	1,030.0	1,026.0	4.0	Pass only
Route 17	Little River-Powell River	360.0	364.0	-4.0	0.6%
Route 18	Powell River-Texada	907.0	819.0	88.0	0.2%
Route 19	Nanaimo Harbour-Gabriola Island	1,430.0	1,339.0	91.0	6.3%
Route 20	Chemainus-Thetis/Penelakut	1,091.0	1,001.0	90.0	1.0%
Route 21	Buckley Bay-Denman West	1,562.0	1,443.0	119.0	4.9%
Route 22	Gravelly Bay-Hornby Island	1,137.0	1,027.0	110.0	3.5%
Route 23	Campbell River-Quadra Island	1,566.0	1,469.0	97.0	5.1%
Route 24	Quadra Island-Cortes Island	536.0	442.0	94.0	8.1%
Route 25	Port McNeill-Sointula/Alert Bay	1,057.0	897.0	160.0	2.2%
Route 26	Skidegate-Alliford Bay	1,119.0	1,001.0	118.0	1.2%
<b>MINOR Routes Total</b>		<b>17,747.5</b>	<b>16,324.5</b>	<b>1,423.0</b>	<b>4.3%</b>

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

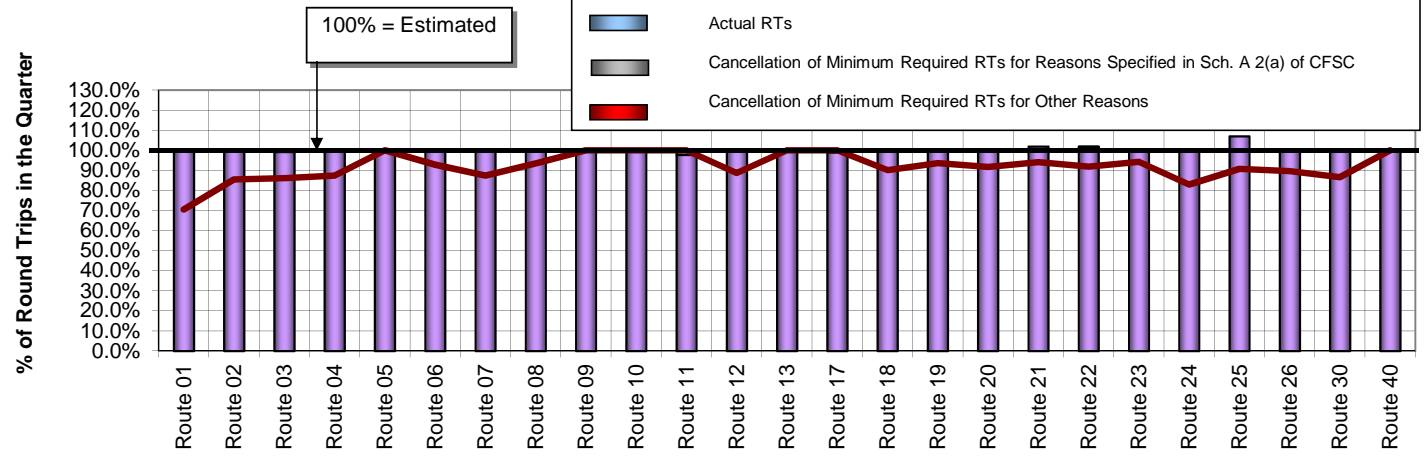
**On Time Performance  
% That Sailed Within 10 Mins of Scheduled Departure**



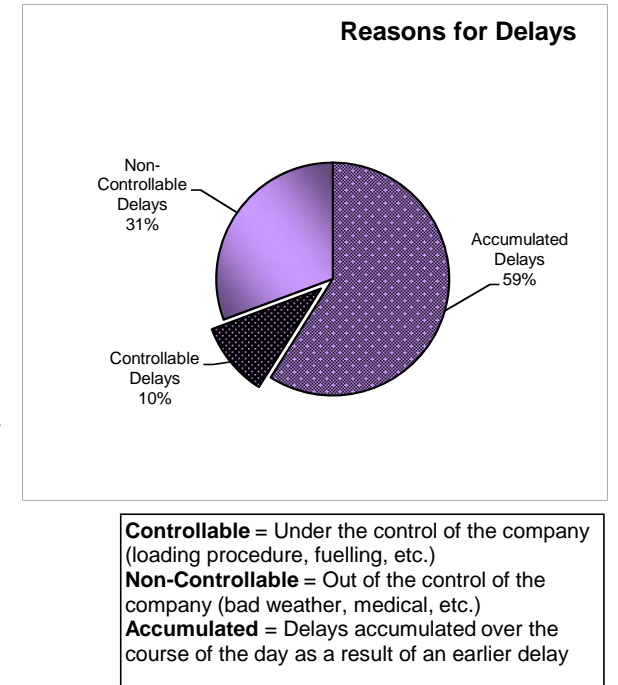
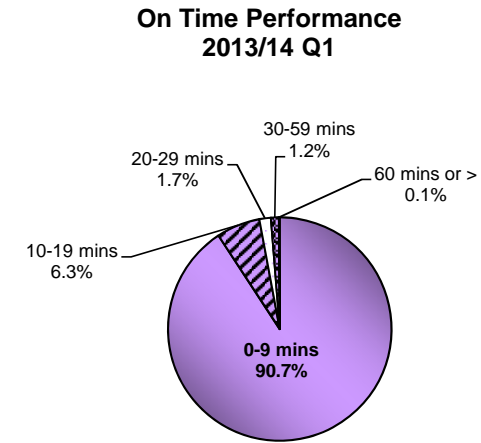
# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Quarter Ended June 30, 2013

## All Routes

### Round Trips (RTs)



Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	942.0	667.0	275.0	35.7%
Route 02	Horseshoe Bay-Nanaimo	759.0	648.0	111.0	24.6%
Route 03	Langdale-Horseshoe Bay	741.0	643.0	98.0	19.4%
Route 04	Swartz Bay-Fulford Harbour	718.0	625.0	93.0	14.3%
Route 05	Swartz Bay-Gulf Islands	872.0	872.0	0.0	4.3%
Route 06	Crofton-Vesuvius Bay	1,260.0	1,170.0	90.0	2.1%
Route 07	Earls Cove-Saltery Bay	716.0	625.0	91.0	0.6%
Route 08	Horseshoe Bay-Bowen Island	1,390.5	1,299.5	91.0	9.8%
Route 09	Tsawwassen-Southern Gulf Islands	190.0	190.0	0.0	2.2%
Route 10	Port Hardy-Prince Rupert	35.0	35.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	42.0	43.0	-1.0	1.2%
Route 12	Mill Bay-Brentwood Bay	806.0	715.0	91.0	6.6%
Route 13	Langdale-Keats/Gambier	1,030.0	1,026.0	4.0	Pass only
Route 17	Little River-Powell River	360.0	364.0	-4.0	0.6%
Route 18	Powell River-Texada	907.0	819.0	88.0	0.2%
Route 19	Nanaimo Harbour-Gabriola Island	1,430.0	1,339.0	91.0	6.3%
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Route 25	Port McNeill-Sointula/Alert Bay	1,057.0	897.0	160.0	2.2%
Route 26	Skidegate-Alliford Bay	1,119.0	1,001.0	118.0	1.2%
Route 30	Nanaimo-Tsawwassen	680.0	589.0	91.0	12.1%
Route 40	Port Hardy-Mid-coast	8.5	8.5	0.0	0.0%
<b>All Routes Total</b>		<b>20,955.0</b>	<b>18,958.0</b>	<b>1,997.0</b>	<b>7.1%</b>



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

