

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

	A	B	C	D	E	F	G	H	I	
Route	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 3 F2013/14	Capacity Utilization (C / B)	AEQ's Carried QTR 3 F2012/13	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 3 F2013/14	AEQ Tariff Revenue QTR 3 F2012/13	AEQ Tariff Revenue Growth (G - H)	
1	856.0	655,920	468,706	71.5%	458,742	9,964	\$ 25,104,513	\$ 23,643,992	\$ 1,460,521	
2	714.0	517,022	276,085	53.4%	271,815	4,270	13,910,969	13,259,513	651,456	
3	737.0	533,588	271,536	50.9%	271,140	396	5,569,136	5,327,367	241,769	
30	656.0	422,750	186,921	44.2%	182,568	4,353	11,834,061	11,246,674	587,387	
Major Routes	2,963.0	2,129,280	1,203,248	56.5%	1,184,265	18,983	56,418,679	53,477,546	2,941,133	Note 1
10	19.5	6,286	2,160	34.4%	2,200	(40)	482,165	468,986	13,179	
11	39.5	10,270	3,584	34.9%	3,285	299	578,842	532,901	45,941	
40	0.0	0	0	0.0%	0	0	3,281	(1,929)	5,210	Note 2
Northern Routes	59.0	16,556	5,744	34.7%	5,485	259	1,064,288	999,958	64,330	
4	724.0	144,800	72,161	49.8%	71,645	516	728,027	719,661	8,366	
5	881.0	181,480	59,347	32.7%	58,512	835	643,872	662,363	(18,491)	
6	1,266.0	177,170	56,101	31.7%	57,177	(1,076)	641,768	625,323	16,445	
7	719.0	165,370	38,646	23.4%	39,141	(495)	822,878	798,665	24,213	
8	1,402.0	244,800	115,435	47.2%	114,297	1,138	1,265,275	1,176,931	88,344	
9	158.0	74,112	25,564	34.5%	29,862	(4,298)	1,025,272	1,147,902	(122,630)	
12	806.0	35,464	17,600	49.6%	18,157	(557)	199,257	195,895	3,362	
13	1,014.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(20)	46	(66)	Note 3
17	366.0	107,580	36,231	33.7%	35,831	400	1,262,069	1,199,178	62,891	
18	917.0	89,768	22,565	25.1%	22,347	218	163,726	152,698	11,028	
19	1,444.0	202,160	86,450	42.8%	87,813	(1,363)	700,449	681,086	19,363	
20	1,101.0	70,464	19,514	27.7%	18,428	1,086	147,777	133,229	14,548	
21	1,556.0	155,600	49,698	31.9%	50,709	(1,011)	318,276	318,916	(640)	
22	1,135.0	68,100	18,216	26.7%	18,964	(748)	119,050	113,151	5,899	
23	1,599.0	218,540	83,831	38.4%	82,467	1,364	618,679	598,695	19,984	
24	538.0	32,280	11,919	36.9%	11,821	98	100,653	97,427	3,226	
25	997.0	59,820	20,377	34.1%	20,469	(92)	192,662	181,350	11,312	
26	1,101.0	44,040	10,623	24.1%	10,026	597	88,581	78,253	10,328	
Minor Routes	17,724.0	2,071,548	744,278	35.9%	747,666	(3,388)	9,038,251	8,880,769	157,482	
Total	20,746.0	4,217,384	1,953,270	46.3%	1,937,416	15,854	66,521,218	63,358,273	3,162,945	

Obligation deferred (settled) (339,188)

Total vehicle fare revenue **66,182,030**

Note 1) At December 31, 2013 the routes were over price cap by \$1.7 million (Vehicles \$1 million and Passenger \$0.7 million). This obligation will be settled in future periods.

At September 30, 2013 the routes were over price cap by \$2.2 million (Vehicles \$1.4 million and Passenger \$0.8 million).

The price cap change of \$0.5 million (Vehicles \$0.3 million and Passenger \$0.2 million) was settled in this quarter.

Note 2) Revenue adjustment is from prior period.

Note 3) Revenue arises from bike traffic and freight.

Note 4) 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 December 31, 2013

Route	J	K	L	M	N	O	% Sailings Within 10 Min. (Note 4)		
	Passengers QTR 3 F2013/14	Passengers QTR 3 F2012/13	Passenger Growth (J - K)	Passenger Tariff Revenue QTR 3 F2013/14	Passenger Tariff Revenue QTR 3 F2012/13	Passenger Tariff Revenue Growth (M - N)	QTR 3 F2011/12	QTR 3 F2012/13	QTR 3 F2013/14
1	1,188,270	1,162,391	25,879	\$ 16,204,106	\$ 15,139,591	\$ 1,064,515			
2	709,435	690,644	18,791	9,580,543	8,882,964	697,579	85.7%	85.4%	89.5%
3	540,525	540,283	242	2,954,468	2,844,012	110,456	86.6%	68.4%	74.6%
30	292,400	288,682	3,718	3,846,137	3,614,066	232,071	91.1%	80.0%	84.7%
Major Routes	2,730,630	2,682,000	48,630	32,585,254	30,480,633	2,104,621	88.6%	82.4%	85.9%
10	5,742	5,616	126	448,986	415,267	33,719			
11	6,526	5,954	572	215,313	184,589	30,724	88.3%	87.2%	87.2%
40	0	0	0	3,303	(2,006)	5,309	91.9%	96.0%	92.4%
Northern Routes	12,268	11,570	698	667,602	597,850	69,752	n/a	n/a	n/a
4	139,269	136,526	2,743	617,578	567,028	50,550	89.3%	89.8%	88.8%
5	101,766	99,287	2,479	413,584	386,355	27,229	97.2%	98.7%	98.3%
6	102,333	106,707	(4,374)	360,093	354,233	5,860	90.1%	90.2%	87.8%
7	65,848	64,233	1,615	343,073	332,425	10,648	85.7%	92.4%	91.7%
8	261,367	260,195	1,172	753,412	723,254	30,158	98.1%	96.5%	95.3%
9	65,903	77,545	(11,642)	726,366	819,248	(92,882)	92.2%	87.2%	90.0%
12	32,558	33,631	(1,073)	145,067	147,054	(1,987)	90.6%	92.6%	91.2%
13	8,863	9,324	(461)	31,722	32,088	(366)	92.5%	98.1%	98.8%
17	80,951	78,689	2,262	892,751	831,271	61,480	100.0%	99.9%	100.0%
18	40,437	40,709	(272)	114,661	110,501	4,160	83.9%	94.6%	93.7%
19	183,617	182,968	649	479,883	457,946	21,937	83.6%	90.9%	84.2%
20	55,870	56,475	(605)	131,555	120,939	10,616	96.1%	97.5%	96.6%
21	90,852	92,667	(1,815)	213,411	214,790	(1,379)	96.1%	97.5%	96.6%
22	30,224	31,729	(1,505)	75,592	69,615	5,977	88.9%	82.6%	83.5%
23	176,039	174,296	1,743	419,913	397,948	21,965	99.6%	99.1%	99.5%
24	19,434	19,400	34	61,646	60,740	906	97.4%	97.8%	99.5%
25	50,372	50,881	(509)	164,312	161,971	2,341	98.6%	99.0%	99.1%
26	17,919	17,209	710	52,628	49,273	3,355	96.3%	96.1%	97.7%
Minor Routes	1,523,622	1,532,471	(8,849)	5,997,247	5,836,679	160,568	95.0%	90.2%	93.6%
Total	4,266,520	4,226,041	40,479	39,250,103	36,915,162	2,334,941	99.5%	99.4%	99.4%

Obligation deferred (settled) (225,300)

Total passenger fare revenue 39,024,803

Total vehicle and passenger fare revenue
per financial statements 105,206,833

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2013/14 Quarter Ended Dec. 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	Fire	Labour Dispute	Allowed Cancels	Community Event	Traffic	Other Cancels		
Route 01	Swartz Bay	Tsawwassen		1										1.0			0.0	1.0	0.16%
Route 02	Horseshoe Bay	Departure Bay									2			2.0			0.0	2.0	0.31%
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	0.17%
Major Routes			0	2	0	0	0	0	0	0	2	0	0	4.0	0	0	0.0	4.0	0.16%
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%
Northern Routes			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								1				1.0			0.0	1.0	0.11%
Route 06	Crofton	Vesuvius Bay									1			1.0			0.0	1.0	0.09%
Route 07	Earls Cove	Saltery Bay									1			1.0			0.0	1.0	0.16%
Route 08	Horseshoe Bay	Bowen Island												0.0			0.0	0.0	0.00%
Route 09	Tsawwassen	Long Harbour	1							25				26.0			0.0	26.0	14.13%
Route 12	Mill Bay	Brentwood Bay												0.0			0.0	0.0	0.00%
Route 13 ⁽¹⁾	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River		1										1.0			0.0	1.0	0.27%
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%
Minor Routes			1	1	0	0	0	0	0	26	2	0	0	30.0	0	0	0.0	30.0	0.18%
TOTAL			1.0	3.0	0.0	0.0	0.0	0.0	0.0	26.0	4.0	0.0	0.0	34.0	0.0	0.0	0.0	34.0	0.18%

% of Minimum Required Round Trips Cancelled

0.01% 0.02% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.14% 0.02% 0.00% 0.00% 0.18% 0.00% 0.00% 0.00% 0.18%

Note 1) 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 2013/14 Quarter Ended Dec. 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	
Major Routes			
Route 10	Port Hardy	Prince Rupert	
Route 11	Skidegate	Prince Rupert	
Route 40	Port Hardy	Mid-coast	
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 ⁽²⁾	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	
Minor Routes			
TOTAL			

Performance Against ⁽¹⁾ 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)
856.0	644.0	212.0	1.0	3,009.0	2,339.0	670.0
714.0	644.0	70.0	2.0	2,357.0	2,065.0	292.0
737.0	644.0	93.0	0.0	2,326.0	1,994.0	332.0
656.0	588.0	68.0	1.0	2,054.0	1,805.0	249.0
2,963.0	2,520.0	443.0	4.0	9,746.0	8,203.0	1,543.0
19.5	19.5	0.0	0.0	102.5	103.5	-1.0
39.5	39.5	0.0	0.0	150.5	151.5	-1.0
0.0	0.0	0.0	0.0	39.0	39.0	0.0
59.0	59.0	0.0	0.0	292.0	294.0	-2.0
724.0	630.0	94.0	0.0	2,178.0	1,899.0	279.0
881.0	879.0	2.0	1.0	2,639.0	2,638.0	1.0
1,266.0	1,175.0	91.0	1.0	3,796.0	3,528.0	268.0
719.0	630.0	89.0	1.0	2,168.0	1,895.0	273.0
1,402.0	1,312.0	90.0	0.0	4,196.0	3,924.5	271.5
158.0	184.0	-26.0	26.0	623.0	650.0	-27.0
806.0	715.0	91.0	0.0	2,427.0	2,153.0	274.0
1,014.0	1,042.0	-28.0	0.0	3,120.0	3,048.0	72.0
366.0	367.0	-1.0	1.0	1,090.0	1,099.0	-9.0
917.0	827.0	90.0	0.0	2,748.0	2,474.0	274.0
1,444.0	1,350.0	94.0	0.0	4,318.0	4,043.0	275.0
1,101.0	1,009.0	92.0	0.0	3,293.0	3,022.0	271.0
1,556.0	1,455.0	101.0	0.0	4,765.0	4,357.0	408.0
1,135.0	1,037.0	98.0	0.0	3,543.0	3,102.0	441.0
1,599.0	1,481.0	118.0	0.0	4,746.0	4,435.0	311.0
538.0	446.0	92.0	0.0	1,620.0	1,335.0	285.0
997.0	906.0	91.0	0.0	3,054.0	2,710.0	344.0
1,101.0	1,012.0	89.0	0.0	3,341.0	3,025.0	316.0
17,724.0	16,457.0	1,267.0	30.0	53,665.0	49,337.5	4,327.5
20,746.0	19,036.0	1,710.0	34.0	63,703.0	57,834.5	5,868.5

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).

Note 2) 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 2013/14 Quarter Ended Dec. 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	
Major Routes			
Route 10	Port Hardy	Prince Rupert	
Route 11	Skidegate	Prince Rupert	
Route 40	Port Hardy	Mid-coast	
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	
Minor Routes			
TOTAL			

Performance Against Estimated Schedule ⁽¹⁾								
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)	
856.0	869.0	-13.0	17.0	4.0	3,009.0	3,050.0	-41.0	
714.0	717.0	-3.0	4.0	1.0	2,357.0	2,370.0	-13.0	
737.0	736.0	1.0	0.0	1.0	2,326.0	2,337.0	-11.0	
656.0	658.0	-2.0	2.0	0.0	2,054.0	2,058.0	-4.0	
2,963.0	2,980.0	-17.0	23.0	6.0	9,746.0	9,815.0	-69.0	
19.5	19.5	0.0	0.0	0.0	102.5	103.5	-1.0	
39.5	39.5	0.0	0.0	0.0	150.5	151.5	-1.0	
0.0	0.0	0.0	0.0	0.0	39.0	39.0	0.0	
59.0	59.0	0.0	0.0	0.0	292.0	294.0	-2.0	
724.0	722.0	2.0		2.0	2,178.0	2,174.0	4.0	
881.0	879.0	2.0	1.0	3.0	2,639.0	2,638.0	1.0	
1,266.0	1,269.0	-3.0	3.0	0.0	3,796.0	3,805.0	-9.0	
719.0	722.0	-3.0	3.0	0.0	2,168.0	2,170.0	-2.0	
1,402.0	1,403.0	-1.0	2.0	1.0	4,196.0	4,198.5	-2.5	
158.0	184.0	-26.0	26.0	0.0	623.0	650.0	-27.0	
806.0	806.0	0.0	0.0	0.0	2,427.0	2,427.0	0.0	
1,014.0	1,042.0	-28.0	30.0	2.0	3,120.0	3,048.0	72.0	
366.0	367.0	-1.0	1.0	0.0	1,090.0	1,099.0	-9.0	
917.0	919.0	-2.0	2.0	0.0	2,748.0	2,749.0	-1.0	
1,444.0	1,444.0	0.0	0.0	0.0	4,318.0	4,320.0	-2.0	
1,101.0	1,103.0	-2.0	2.0	0.0	3,293.0	3,299.0	-6.0	
1,556.0	1,549.0	7.0	0.0	7.0	4,765.0	4,634.0	131.0	
1,135.0	1,129.0	6.0	0.0	6.0	3,543.0	3,377.0	166.0	
1,599.0	1,575.0	24.0	1.0	25.0	4,746.0	4,712.0	34.0	
538.0	538.0	0.0	0.0	0.0	1,620.0	1,610.0	10.0	
997.0	998.0	-1.0	1.0	0.0	3,054.0	2,985.0	69.0	
1,101.0	1,129.0	-28.0	29.0	1.0	3,341.0	3,377.0	-36.0	
17,724.0	17,778.0	-54.0	101.0	47.0	53,665.0	53,272.5	392.5	
20,746.0	20,817.0	-71.0	124.0	53.0	63,703.0	63,381.5	321.5	

Notes: ⁽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 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)

Fiscal 2013/14 Quarter Ended Dec. 31, 2013				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>
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	1.0	1.0
	Route 30	Duke Point	Tsawwassen	2.0	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert	2.0	2.0
	Route 11	Skidegate	Prince Rupert	2.0	2.0
	Route 40	Port Hardy	Mid-coast	0.0	
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0.0	
	Route 05	Swartz Bay	Four SGIs	2.0	1.0
	Route 06	Crofton	Vesuvius Bay	1.0	1.0
	Route 07	Earls Cove	Saltery Bay	1.0	1.0
	Route 08	Horseshoe Bay	Bowen Island	1.0	1.0
	Route 09	Tsawwassen	Long Harbour	15.0	14.0
	Route 12*	Mill Bay	Brentwood Bay	0.0	
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	6.0	2.0
	Route 18	Texada	Powell River	1.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	1.0	1.0
	Route 20	Chemainus	Thetis Island	1.0	1.0
	Route 21	Buckley Bay	Denman West	0.0	
	Route 22	Denman East	Hornby Island	2.0	1.0
	Route 23	Campbell River	Quadra Island	1.0	1.0
	Route 24	Quadra Island	Cortes Island	2.0	2.0
Route 25	Port McNeill	Alert Bay	0.0		
Route 26*	Skidegate	Alliford Bay	3.0	1.0	

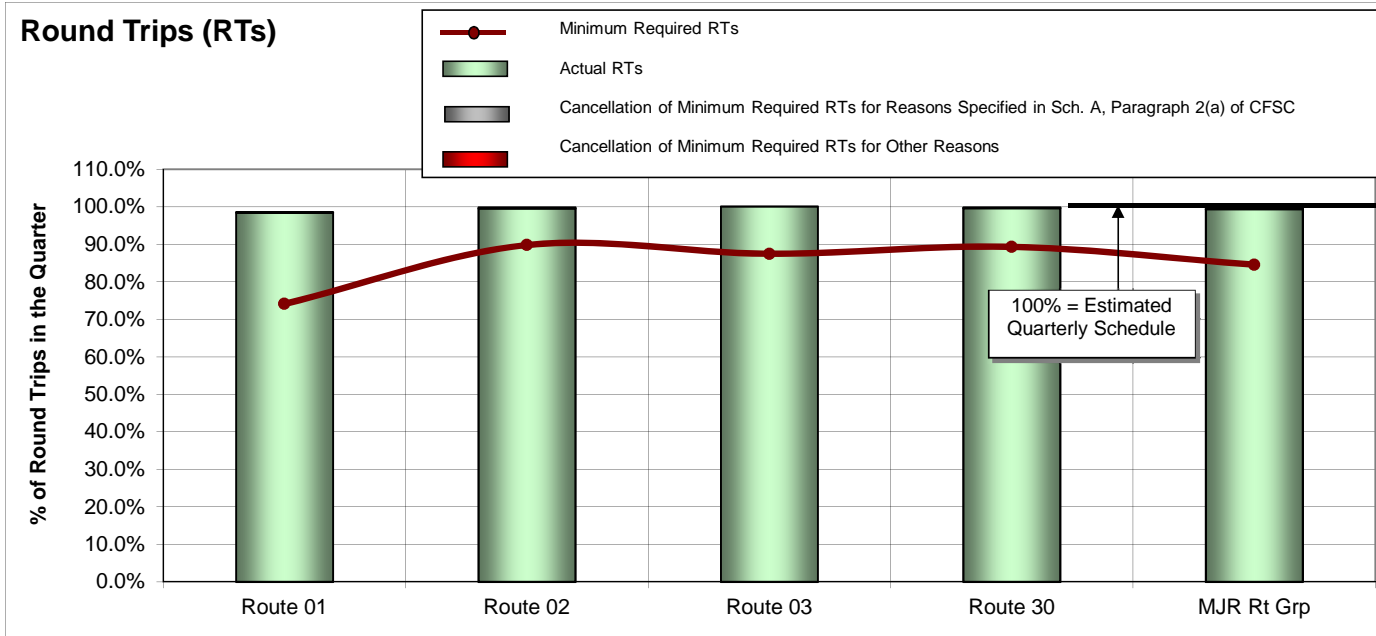
Note: *Schedule A, paragraph 2(c) of the Coastal Ferry Services Contract includes an allowance for a temporary service disruption on Routes 12 and 26 of up to 65 consecutive days once every four years for the purposes of carrying out quadrennial surveys and refits. Any such service

APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2013/14

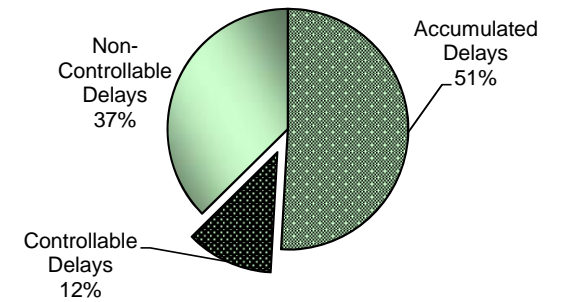
Quarter Ended December 31, 2013

Major Routes



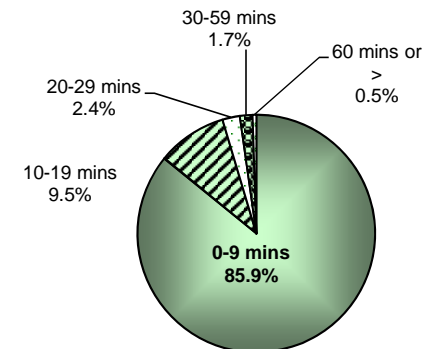
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	856.0	644.0	212.0	40.1%
Route 02	Horseshoe Bay-Nanaimo	714.0	644.0	70.0	15.1%
Route 03	Langdale-Horseshoe Bay	737.0	644.0	93.0	8.8%
Route 30	Nanaimo-Tsawwassen	656.0	588.0	68.0	9.2%
MAJOR Routes Total		2,963.0	2,520.0	443.0	19.4%

Reasons for Delays

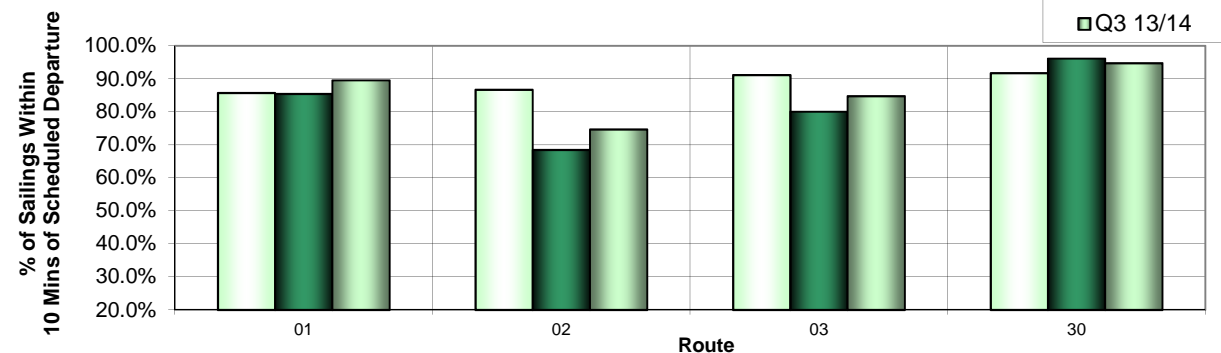


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On Time Performance 2013/14 Q3

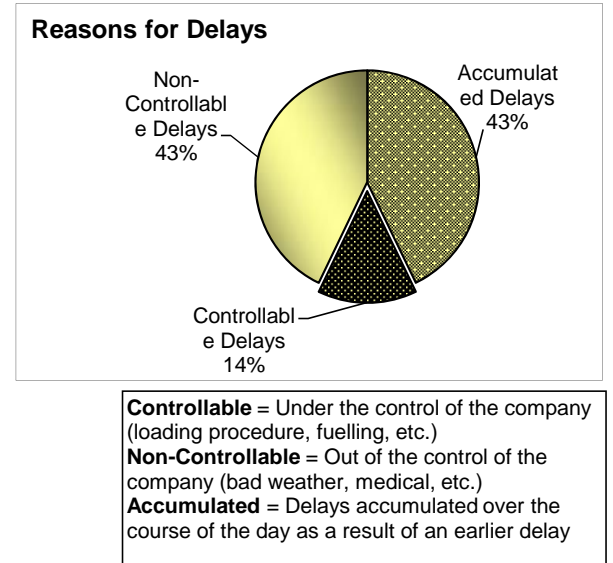
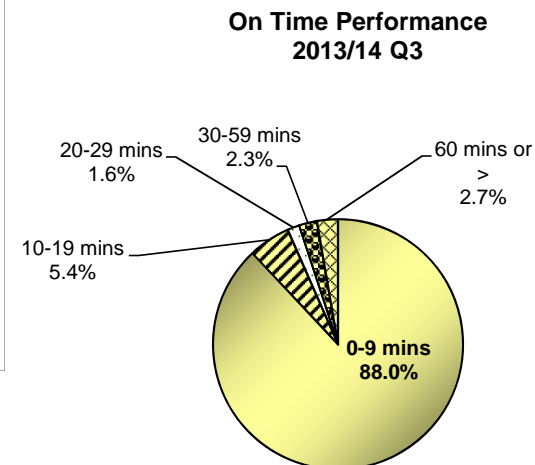
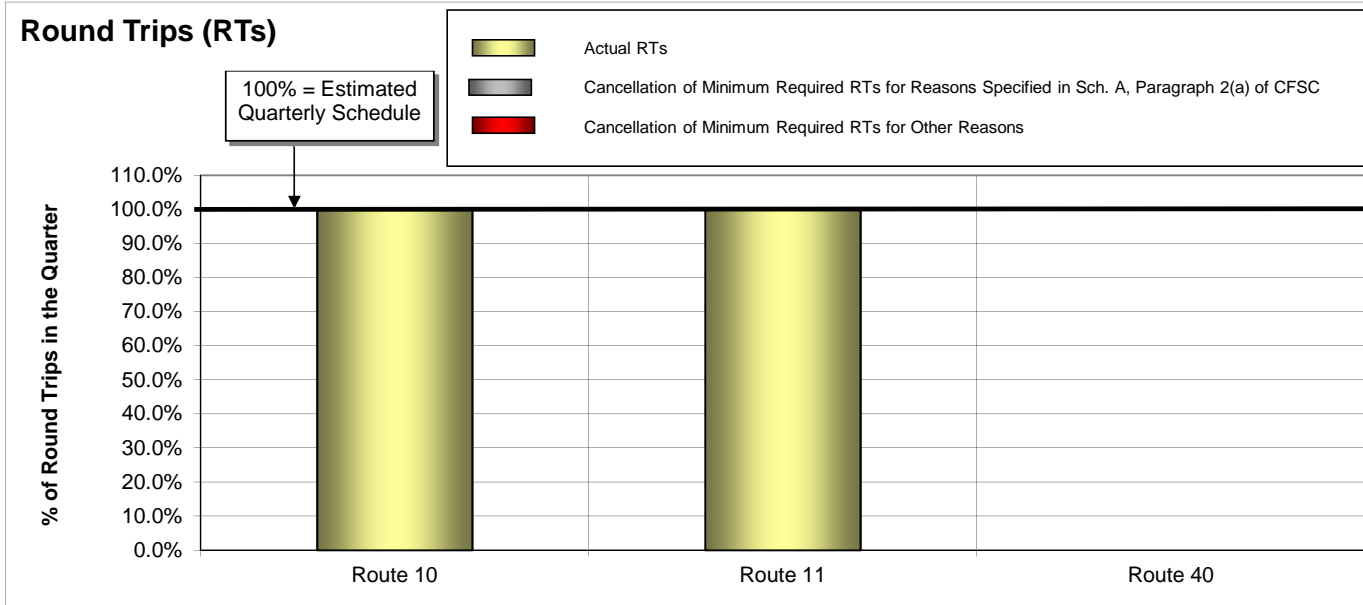


On Time Performance % That Sailed Within 10 Mins of Scheduled Departure

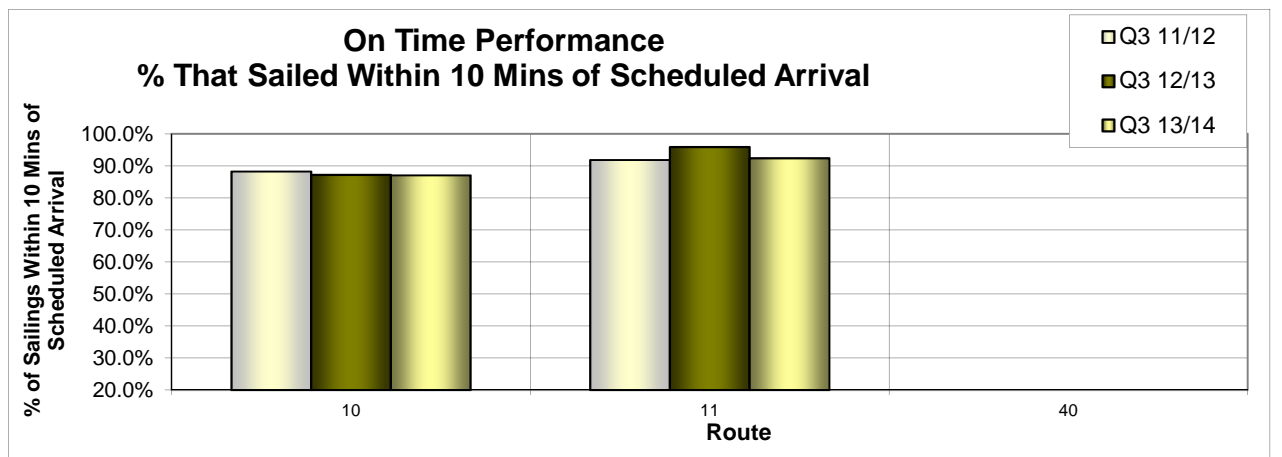


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Quarter Ended December 31, 2013

Northern Routes

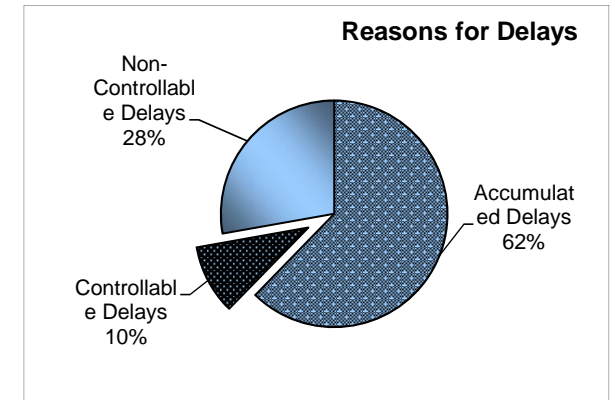
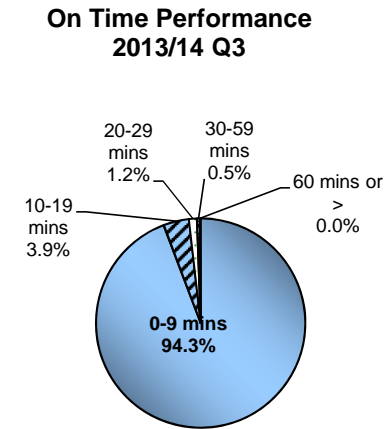
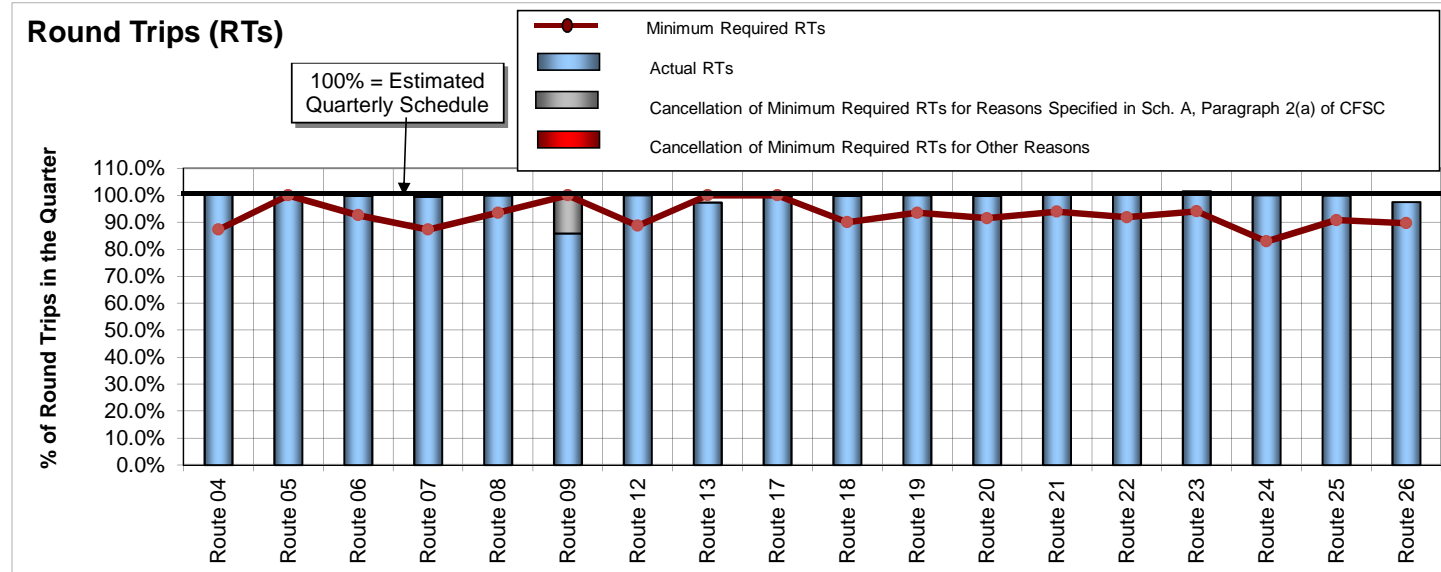


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	19.5	19.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	39.5	39.5	0.0	0.0%
Route 40	Port Hardy-Mid-coast	0.0	0.0	0.0	0.0%
NORTHERN Routes Total		59.0	59.0	0.0	0.0%



APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Quarter Ended December 31, 2013

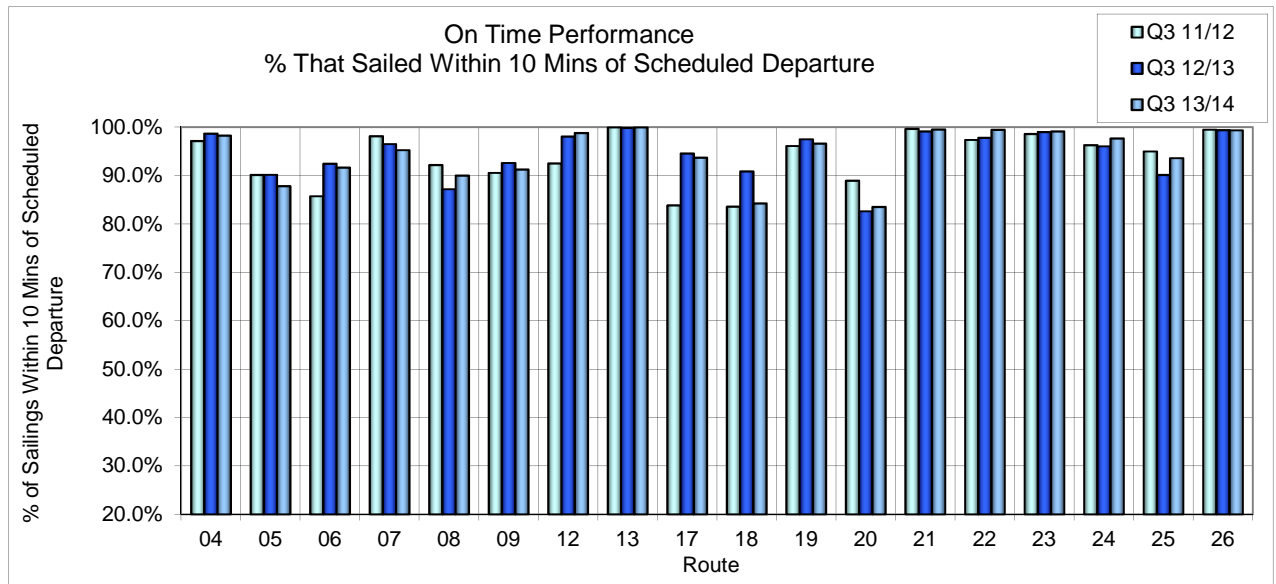
Minor Routes



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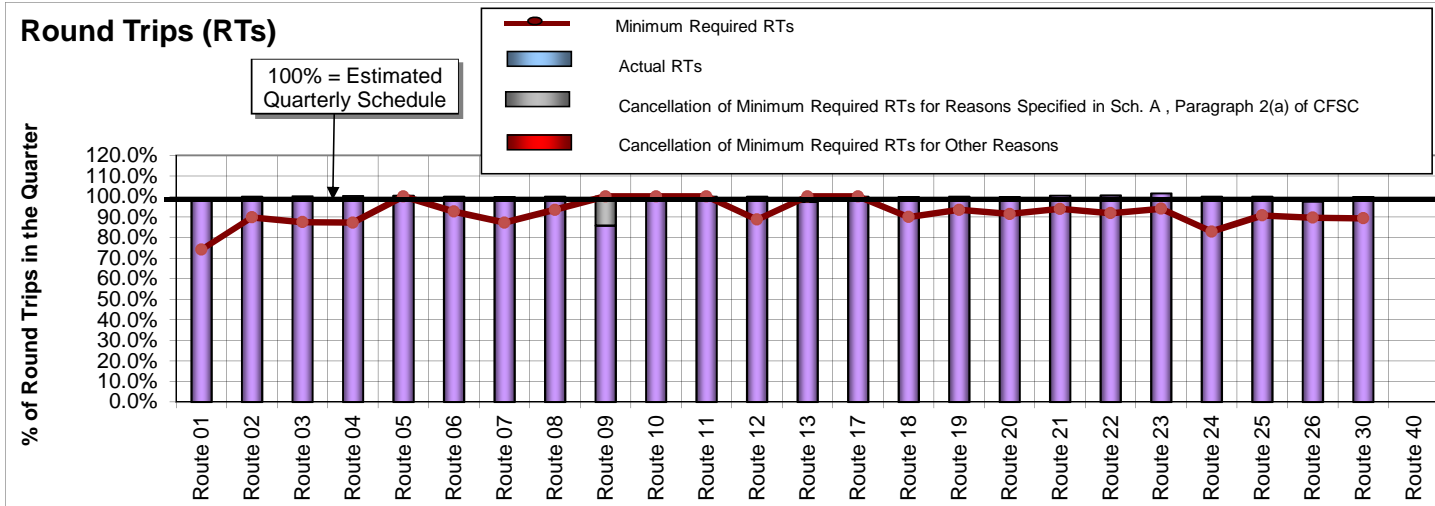
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	724.0	630.0	94.0	3.2%
Route 05	Swartz Bay-Gulf Islands	881.0	879.0	2.0	2.1%
Route 06	Crofton-Vesuvius Bay	1,266.0	1,175.0	91.0	2.1%
Route 07	Earls Cove-Saltery Bay	719.0	630.0	89.0	1.3%
Route 08	Horseshoe Bay-Bowen Island	1,402.0	1,312.0	90.0	8.8%
Route 09	Tsawwassen-Southern Gulf Islands	158.0	184.0	-26.0	1.3%
Route 12	Mill Bay-Brentwood Bay	806.0	715.0	91.0	1.2%
Route 13*	Langdale-Keats/Gambier	1,014.0	1,042.0	-28.0	Pass only
Route 17	Little River-Powell River	366.0	367.0	-1.0	0.5%
Route 18	Powell River-Texada	917.0	827.0	90.0	0.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,444.0	1,350.0	94.0	3.9%
Route 20	Chemainus-Thetis/Penelakut	1,101.0	1,009.0	92.0	0.5%
Route 21	Buckley Bay-Denman West	1,556.0	1,455.0	101.0	1.8%
Route 22	Gravelly Bay-Hornby Island	1,135.0	1,037.0	98.0	0.2%
Route 23	Campbell River-Quadra Island	1,599.0	1,481.0	118.0	2.6%
Route 24	Quadra Island-Cortes Island	538.0	446.0	92.0	2.1%
Route 25	Port McNeill-Sointula/Alert Bay	997.0	906.0	91.0	1.6%
Route 26	Skidegate-Alliford Bay	1,101.0	1,012.0	89.0	0.3%
MINOR Routes Total		17,724.0	16,457.0	1,267.0	2.2%

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



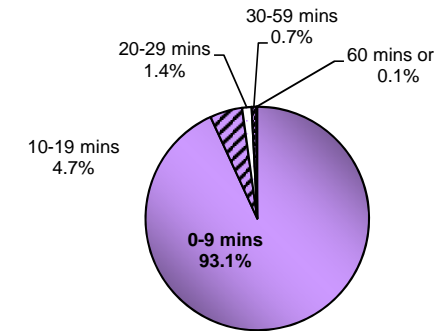
APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Quarter Ended December 31, 2013

All Routes

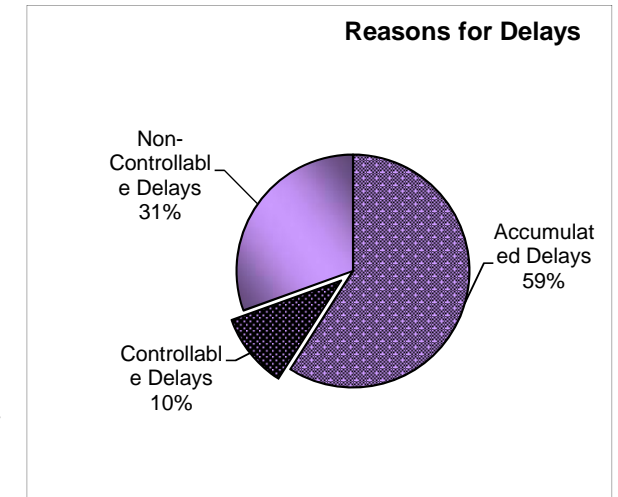


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	856.0	644.0	212.0	40.1%
Route 02	Horseshoe Bay-Nanaimo	714.0	644.0	70.0	15.1%
Route 03	Langdale-Horseshoe Bay	737.0	644.0	93.0	8.8%
Route 04	Swartz Bay-Fulford Harbour	724.0	630.0	94.0	3.2%
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Route 09	Tsawwassen-Southern Gulf Islands	158.0	184.0	-26.0	1.3%
Route 10	Port Hardy-Prince Rupert	19.5	19.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	39.5	39.5	0.0	0.0%
Route 12	Mill Bay-Brentwood Bay	806.0	715.0	91.0	1.2%
Route 13	Langdale-Keats/Gambier	1,014.0	1,042.0	-28.0	Pass only
Route 17	Little River-Powell River	366.0	367.0	-1.0	0.5%
Route 18	Powell River-Texada	917.0	827.0	90.0	0.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,444.0	1,350.0	94.0	3.9%
Route 20	Chemainus-Thetis/Penelakut	1,101.0	1,009.0	92.0	0.5%
Route 21	Buckley Bay-Denman West	1,556.0	1,455.0	101.0	1.8%
Route 22	Gravelly Bay-Hornby Island	1,135.0	1,037.0	98.0	0.2%
Route 23	Campbell River-Quadra Island	1,599.0	1,481.0	118.0	2.6%
Route 24	Quadra Island-Cortes Island	538.0	446.0	92.0	2.1%
Route 25	Port McNeill-Sointula/Alert Bay	997.0	906.0	91.0	1.6%
Route 26	Skidegate-Alliford Bay	1,101.0	1,012.0	89.0	0.3%
Route 30	Nanaimo-Tsawwassen	656.0	588.0	68.0	9.2%
Route 40	Port Hardy-Mid-coast	0.0	0.0	0.0	0.0%
All Routes Total		20,746.0	19,036.0	1,710.0	4.6%

On Time Performance 2013/14 Q3



Reasons for Delays



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

