

Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2014

	A	B	C	D	E	F	G	H	I
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 4 F2014	Capacity Utilization (C / B)	AEQ's Carried QTR 4 F2013	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 4 F2014 Note 3	AEQ Tariff Revenue QTR 4 F2013	AEQ Tariff Revenue Growth (G - H)
1	769.0	580,690	395,741	68.2%	403,597	(7,856)	\$ 21,406,262	\$ 20,940,661	\$ 465,601
2	672.0	486,528	227,815	46.8%	236,442	(8,627)	11,334,268	11,423,808	(89,540)
3	717.0	519,108	239,876	46.2%	241,830	(1,954)	4,828,864	4,716,244	112,620
30	639.0	412,250	162,064	39.3%	163,864	(1,800)	10,578,298	10,386,786	191,512
Major Routes	2,797.0	1,998,576	1,025,496	51.3%	1,045,733	(20,237)	48,147,692	47,467,499	680,193
10	18.5	5,405	1,974	36.5%	1,995	(21)	438,910	399,127	39,783
11	37.5	8,097	3,050	37.7%	2,733	317	530,998	453,356	77,642
40	-	-	-	0.0%	-	0	1,318	763	555
Northern Routes	56.0	13,502	5,024	37.2%	4,728	296	971,226	853,246	117,980
4	706.0	141,200	61,938	43.9%	64,803	(2,865)	617,978	635,114	(17,136)
5	860.0	153,740	51,573	33.5%	54,200	(2,627)	577,861	606,871	(29,010)
6	1,241.0	173,740	47,224	27.2%	51,121	(3,897)	531,175	547,240	(16,065)
7	705.0	162,150	32,421	20.0%	33,041	(620)	697,856	665,448	32,408
8	1,371.5	239,360	104,663	43.7%	106,871	(2,208)	1,127,204	1,086,844	40,360
9	180.0	82,944	24,578	29.6%	25,752	(1,174)	946,926	961,827	(14,901)
12	788.0	34,672	15,463	44.6%	15,464	(1)	164,843	160,889	3,954
13	976.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(186)	(68)	(118)
17	282.0	75,000	23,799	31.7%	32,829	(9,030)	808,186	1,079,671	(271,485)
18	1,094.0	39,556	9,099	23.0%	19,629	(10,530)	64,656	132,345	(67,689)
19	1,412.0	197,680	73,209	37.0%	79,826	(6,617)	569,804	617,184	(47,380)
20	1,076.0	68,864	17,874	26.0%	17,668	206	132,518	127,627	4,891
21	1,519.0	151,900	43,604	28.7%	46,549	(2,945)	269,311	279,459	(10,148)
22	1,100.0	66,000	15,764	23.9%	16,825	(1,061)	94,266	102,039	(7,773)
23	1,538.0	215,320	74,661	34.7%	76,125	(1,464)	534,603	537,836	(3,233)
24	515.0	30,900	10,519	34.0%	10,622	(103)	88,108	83,620	4,488
25	975.0	58,500	18,271	31.2%	19,799	(1,528)	174,869	181,358	(6,489)
26	1,077.0	56,004	9,238	16.5%	9,577	(339)	77,214	76,537	677
Minor Routes	17,415.5	1,947,530	633,898	32.5%	680,701	(46,803)	7,477,192	7,881,841	(404,649)
Total	20,268.5	3,959,608	1,664,418	42.0%	1,731,162	(66,744)	56,596,110	56,202,586	393,524

Note 1) Revenue adjustment is from prior period.

Note 2) Revenue arises from bike traffic and freight.

Note 3) The \$0.3 million settlement of vehicle tariff in excess of price cap in the quarter reflects the difference between the December 31, 2013 balance of \$1.0 million and the March 31, 2014 balance of \$0.7 million. The \$0.2 million settlement of passenger tariff in excess of price cap in the quarter reflects the difference between the December 31, 2013 balance of \$0.7 million and the March 31, 2014 balance of \$0.5 million. The March 31, 2014 obligation was transferred to the deferred fuel account in accordance with British Columbia Commission Memorandum 45 dated March 20, 2014.

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.

Obligation deferred (settled) (286,385)

Total vehicle fare revenue 56,309,725

Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2014

Routes	J	K	L	M	N	O	% Sailings Within 10 Min. (Note 4)		
	Passengers QTR 4 F2014	Passengers QTR 4 F2013	Passenger Growth (J - K)	Passenger Tariff Revenue QTR 4 F2014 Note 3	Passenger Tariff Revenue QTR 4 F2013	Passenger Tariff Revenue Growth (M - N)	QTR 4 F2012	QTR 4 F2013	QTR 4 F2014
1	973,400	995,279	(21,879)	\$ 13,302,604	\$ 12,962,127	\$ 340,477	89.9%	91.9%	92.5%
2	590,708	601,092	(10,384)	7,984,270	7,742,325	241,945	85.5%	78.9%	73.6%
3	469,225	478,553	(9,328)	2,538,424	2,507,471	30,953	96.6%	86.6%	90.2%
30	236,584	240,914	(4,330)	3,144,904	3,030,932	113,972	91.3%	97.3%	98.0%
Major Routes	2,269,917	2,315,838	(45,921)	26,970,202	26,242,855	727,347	90.9%	88.6%	88.6%
10	5,016	5,360	(344)	370,616	383,384	(12,768)	86.5%	85.6%	87.8%
11	5,955	5,251	704	190,837	160,253	30,584	97.4%	93.2%	92.0%
40	-	-	-	1,641	(358)	1,999	n/a	n/a	n/a
Northern Routes	10,971	10,611	360	563,094	543,279	19,815	89.9%	87.8%	89.0%
4	116,861	124,281	(7,420)	512,850	513,965	(1,115)	98.0%	98.4%	98.3%
5	86,603	91,893	(5,290)	339,177	348,667	(9,490)	92.4%	94.1%	94.9%
6	86,324	96,292	(9,968)	302,891	322,733	(19,842)	94.8%	96.1%	94.2%
7	52,819	54,525	(1,706)	292,423	280,594	11,829	91.4%	95.9%	94.4%
8	234,374	244,642	(10,268)	674,184	684,258	(10,074)	95.1%	95.8%	96.8%
9	63,023	67,272	(4,249)	673,573	702,283	(28,710)	95.5%	96.1%	92.9%
12	28,086	28,880	(794)	118,141	123,453	(5,312)	91.6%	99.1%	98.0%
13	7,789	8,873	(1,084)	27,367	29,690	(2,323)	99.9%	99.8%	99.9%
17	48,773	72,220	(23,447)	522,808	770,210	(247,402)	82.8%	96.3%	84.2%
18	27,909	35,165	(7,256)	75,795	97,751	(21,956)	84.6%	93.0%	94.1%
19	155,914	167,115	(11,201)	396,042	416,295	(20,253)	97.0%	98.5%	99.2%
20	50,230	53,381	(3,151)	116,795	118,461	(1,666)	91.2%	90.5%	90.1%
21	77,980	83,579	(5,599)	180,711	188,481	(7,770)	99.2%	99.8%	99.7%
22	26,050	28,308	(2,258)	62,937	66,435	(3,498)	96.1%	99.8%	99.3%
23	155,632	160,245	(4,613)	362,268	360,988	1,280	99.1%	99.5%	99.4%
24	16,877	17,625	(748)	52,598	53,300	(702)	93.5%	96.0%	95.8%
25	44,654	47,032	(2,378)	140,574	149,736	(9,162)	92.1%	86.8%	95.2%
26	15,269	16,122	(853)	43,900	45,177	(1,277)	99.8%	99.7%	99.6%
Minor Routes	1,295,167	1,397,450	(102,283)	4,895,034	5,272,477	(377,443)	94.9%	96.4%	96.5%
Total	3,576,055	3,723,899	(147,844)	32,428,330	32,058,611	369,719	94.4%	95.4%	95.5%

Note 1

Obligation deferred (settled)	(183,999)
Total passenger fare revenue	32,244,331
Total vehicle and passenger fare revenue per financial statements	88,554,056

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2013/14 Quarter Ended March 31, 2014				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		1		2					3			6.0			0.0	6.0	0.95%
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%
Major Routes			0	1	0	2	0	0	0	0	3	0	0	6.0	0	0	0.0	6.0	0.24%
Route 10	Port Hardy	Prince Rupert		1										1.0			0.0	1.0	5.13%
Route 11	Skidegate	Prince Rupert		1										1.0			0.0	1.0	2.60%
Route 40	Port Hardy	Mid-coast												0.0			0.0	0.0	0.00%
Northern Routes			0	2	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												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 ⁽¹⁾	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River		25			2							27.0			0.0	27.0	7.52%
Route 18	Texada	Powell River		3										3.0			0.0	3.0	0.37%
Route 19	Nanaimo Harbour	Gabriola Island												0.0			0.0	0.0	0.00%
Route 20	Chemainus	Thetis Island									1			1.0			0.0	1.0	0.10%
Route 21	Buckley Bay	Denman West												0.0			0.0	0.0	0.00%
Route 22	Denman East	Hornby Island		3				1						4.0			0.0	4.0	0.39%
Route 23	Campbell River	Quadra Island		1										1.0			0.0	1.0	0.07%
Route 24	Quadra Island	Cortes Island		5										5.0			0.0	5.0	1.15%
Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%
Route 26	Skidegate	Alliford Bay		8							5			13.0			0.0	13.0	1.31%
Minor Routes			0	45	0	0	2	1	0	0	6	0	0	54.0	0	0	0.0	54.0	0.34%
TOTAL			0.0	48.0	0.0	2.0	2.0	1.0	0.0	0.0	9.0	0.0	0.0	62.0	0.0	0.0	0.0	62.0	0.33%

% of Minimum Required Round Trips Cancelled

0.00% 0.26% 0.00% 0.01% 0.01% 0.01% 0.00% 0.00% 0.05% 0.00% 0.00% 0.33% 0.00% 0.00% 0.00% 0.33%

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 March 31, 2014			
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 ⁽³⁾	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						
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)
769.0	630.0	139.0	0.0	3,778.0	2,969.0	809.0
672.0	630.0	42.0	6.0	3,029.0	2,695.0	334.0
717.0	630.0	87.0	0.0	3,043.0	2,624.0	419.0
639.0	576.0	63.0	0.0	2,693.0	2,381.0	312.0
2,797.0	2,466.0	331.0	6.0	12,543.0	10,669.0	1,874.0
18.5	19.5	-1.0	1.0	121.0	123.0	-2.0
37.5	38.5	-1.0	1.0	188.0	190.0	-2.0
0.0	0.0	0.0	0.0	39.0	39.0	0.0
56.0	58.0	-2.0	2.0	348.0	352.0	-4.0
706.0	616.0	90.0	0.0	2,884.0	2,515.0	369.0
860.0	859.0	1.0	0.0	3,499.0	3,497.0	2.0
1,241.0	1,151.0	90.0	0.0	5,037.0	4,679.0	358.0
705.0	616.0	89.0	0.0	2,873.0	2,511.0	362.0
1,371.5	1,283.5	88.0	0.0	5,567.5	5,208.0	359.5
180.0	180.0	0.0	0.0	803.0	830.0	-27.0
788.0	699.0	89.0	0.0	3,215.0	2,852.0	363.0
976.0	1,018.0	-42.0	0.0	4,096.0	4,066.0	30.0
282.0	359.0	-77.0	27.0	1,372.0	1,458.0	-86.0
1,094.0	809.0	285.0	3.0	3,842.0	3,283.0	559.0
1,412.0	1,322.0	90.0	0.0	5,730.0	5,365.0	365.0
1,076.0	989.0	87.0	1.0	4,369.0	4,011.0	358.0
1,519.0	1,425.0	94.0	0.0	6,284.0	5,782.0	502.0
1,100.0	1,015.0	85.0	4.0	4,643.0	4,117.0	526.0
1,538.0	1,451.0	87.0	1.0	6,284.0	5,886.0	398.0
515.0	436.0	79.0	5.0	2,135.0	1,771.0	364.0
975.0	886.0	89.0	0.0	4,029.0	3,596.0	433.0
1,077.0	990.0	87.0	13.0	4,418.0	4,015.0	403.0
17,415.5	16,104.5	1,311.0	54.0	71,080.5	65,442.0	5,638.5
20,268.5	18,628.5	1,640.0	62.0	83,971.5	76,463.0	7,508.5

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.'

Note 3) Route 17 - 50 round trips were exempted during berth upgrades

Appendix 3b(2) - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

Fiscal 2013/14 Quarter Ended March 31, 2014			
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 ⁽³⁾	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								
4th 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)	
769.0	779.0	-10.0	4.0	-6.0	3,778.0	3,829.0	-51.0	
672.0	681.0	-9.0	9.0	0.0	3,029.0	3,051.0	-22.0	
717.0	719.0	-2.0	2.0	0.0	3,043.0	3,056.0	-13.0	
639.0	636.0	3.0	0.0	3.0	2,693.0	2,694.0	-1.0	
2,797.0	2,815.0	-18.0	15.0	-3.0	12,543.0	12,630.0	-87.0	
18.5	19.5	-1.0	1.0	0.0	121.0	123.0	-2.0	
37.5	38.5	-1.0	1.0	0.0	188.0	190.0	-2.0	
0.0	0.0	0.0	0.0	0.0	39.0	39.0	0.0	
56.0	58.0	-2.0	2.0	0.0	348.0	352.0	-4.0	
706.0	706.0	0.0	0.0	0.0	2,884.0	2,880.0	4.0	
860.0	859.0	1.0	0.0	1.0	3,499.0	3,497.0	2.0	
1,241.0	1,241.0	0.0	0.0	0.0	5,037.0	5,046.0	-9.0	
705.0	706.0	-1.0	1.0	0.0	2,873.0	2,876.0	-3.0	
1,371.5	1,372.5	-1.0	1.0	0.0	5,567.5	5,571.0	-3.5	
180.0	180.0	0.0	0.0	0.0	803.0	830.0	-27.0	
788.0	788.0	0.0	0.0	0.0	3,215.0	3,215.0	0.0	
976.0	1,018.0	-42.0	0.0	-42.0	4,096.0	4,066.0	30.0	
282.0	359.0	-77.0	27.0	-50.0	1,372.0	1,458.0	-86.0	
1,094.0	899.0	195.0	3.0	198.0	3,842.0	3,648.0	194.0	
1,412.0	1,412.0	0.0	0.0	0.0	5,730.0	5,732.0	-2.0	
1,076.0	1,079.0	-3.0	3.0	0.0	4,369.0	4,378.0	-9.0	
1,519.0	1,515.0	4.0	0.0	4.0	6,284.0	6,149.0	135.0	
1,100.0	1,105.0	-5.0	7.0	2.0	4,643.0	4,482.0	161.0	
1,538.0	1,541.0	-3.0	3.0	0.0	6,284.0	6,253.0	31.0	
515.0	526.0	-11.0	11.0	0.0	2,135.0	2,136.0	-1.0	
975.0	976.0	-1.0	1.0	0.0	4,029.0	3,961.0	68.0	
1,077.0	1,105.0	-28.0	29.0	1.0	4,418.0	4,482.0	-64.0	
17,415.5	17,387.5	28.0	86.0	114.0	71,080.5	70,660.0	420.5	
20,268.5	20,260.5	8.0	103.0	111.0	83,971.5	83,642.0	329.5	

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.'

Note 3) Route 17 - 50 round trips were exempted during berth upgrades

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 March 31, 2014				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>
Major Routes	Route 01	Swartz Bay	Tsawwassen	2.0	1.0
	Route 02	Horseshoe Bay	Departure Bay	6.0	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	4.0	2.0
	Route 11	Skidegate	Prince Rupert	4.0	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 ⁽¹⁾	Mill Bay	Brentwood Bay	0.0	
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	22.0	3.0
	Route 18	Texada	Powell River	2.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	1.0	1.0
	Route 20	Chemainus	Thetis Island	2.0	1.0
	Route 21	Buckley Bay	Denman West	0.0	
	Route 22	Denman East	Hornby Island	4.0	1.0
	Route 23	Campbell River	Quadra Island	2.0	1.0
	Route 24	Quadra Island	Cortes Island	6.0	2.0
Route 25	Port McNeill	Alert Bay	0.0		
Route 26 ⁽¹⁾	Skidegate	Alliford Bay	9.0	1.0	

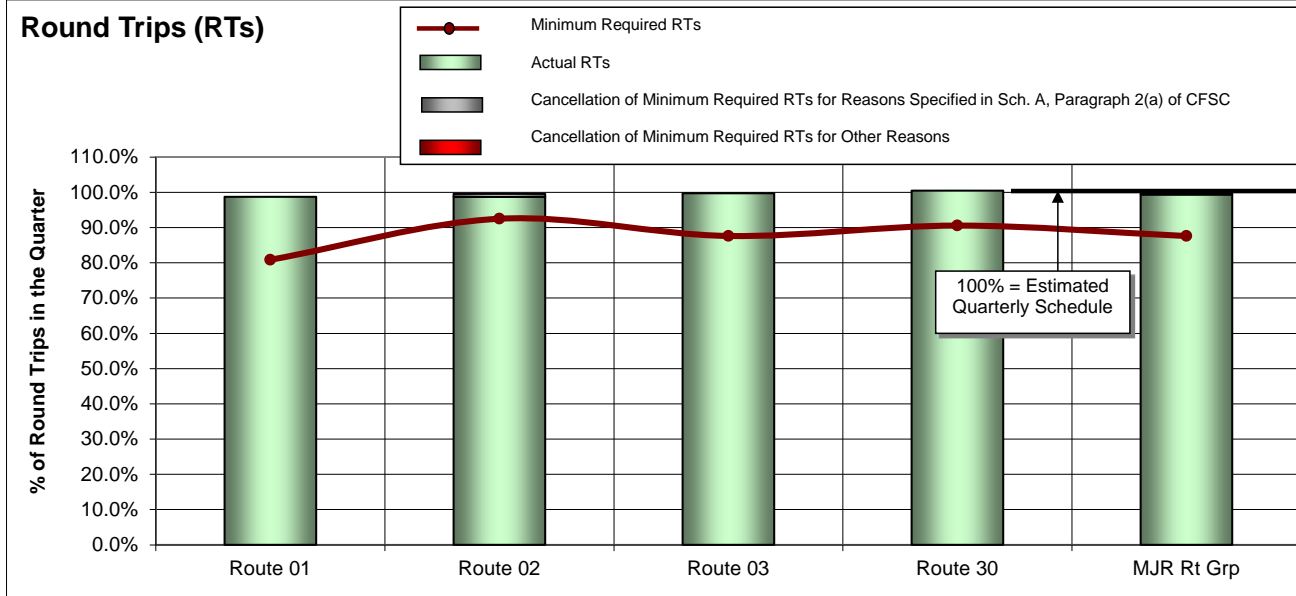
Note 1) Schedule A, paragraph 2(c) of the Coastal Ferry Services Contract includes an allowance for a temporary service disruption on Routes 12 and 26 of up to 65 consecutive days once every four years for the purposes of carrying out quadrennial surveys and refits. Any such service

APPENDIX 4: Round Trip Service Delivery and On Time Performance

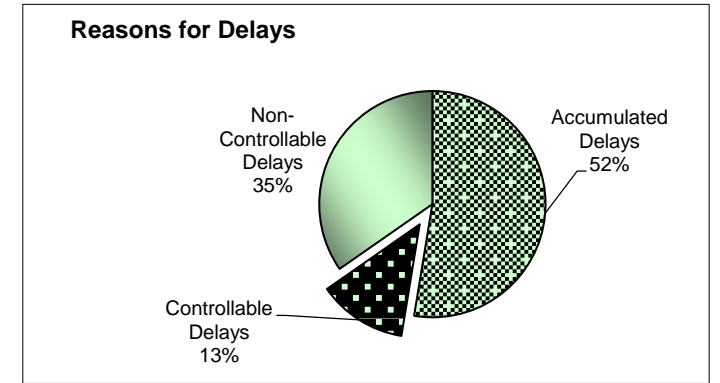
Fiscal 2013/14

Quarter Ended March 31, 2014

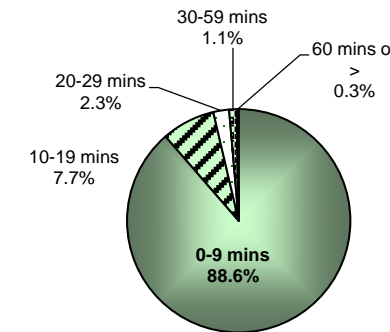
Major Routes



Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	769.0	630.0	139.0	35.4%
Route 02	Horseshoe Bay-Nanaimo	672.0	630.0	42.0	6.8%
Route 03	Langdale-Horseshoe Bay	717.0	630.0	87.0	4.7%
Route 30	Nanaimo-Tsawwassen	639.0	576.0	63.0	5.6%
MAJOR Routes Total		2,797.0	2,466.0	331.0	13.9%

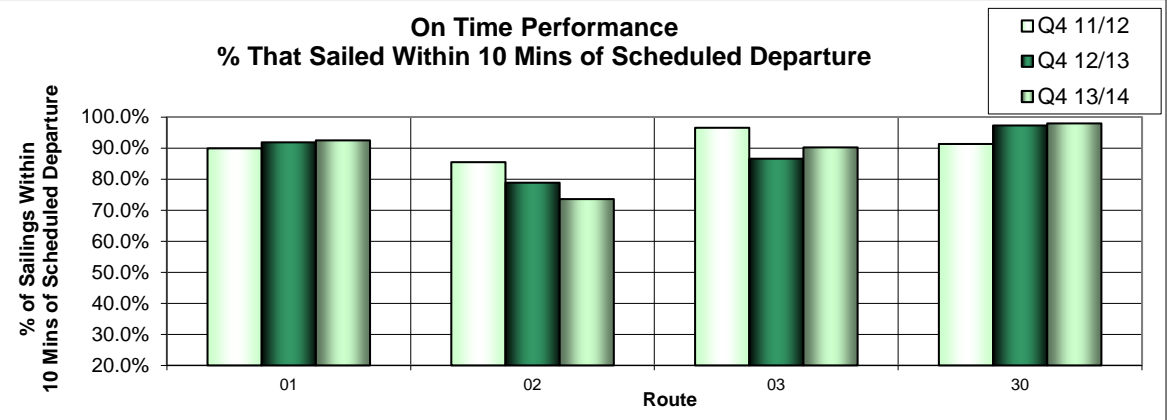


On Time Performance 2013/14 Q4



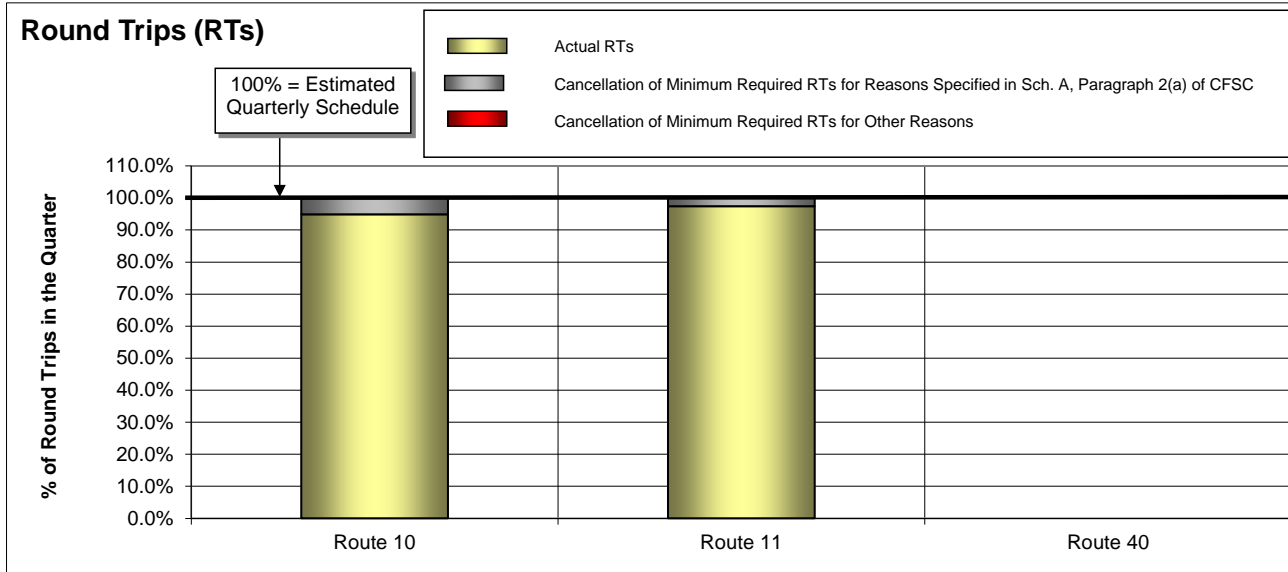
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

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

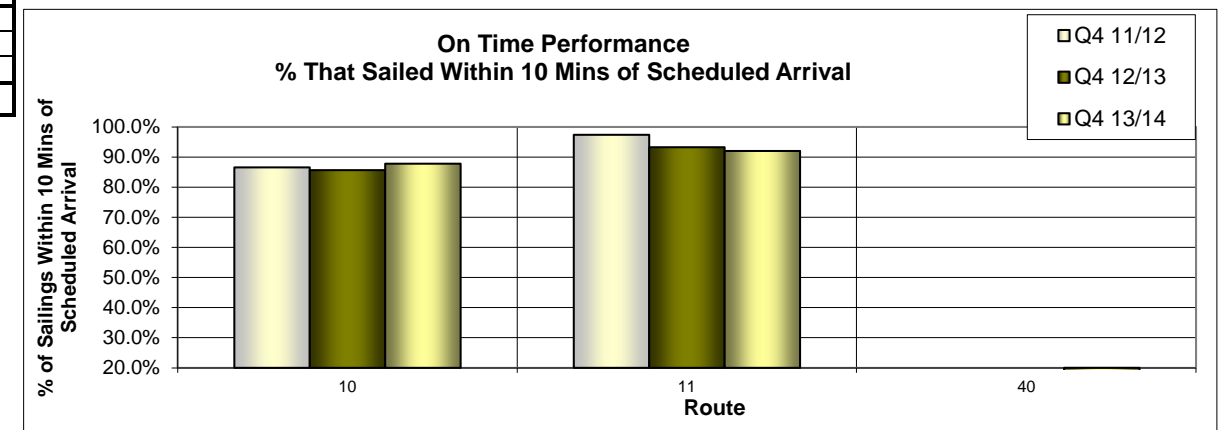
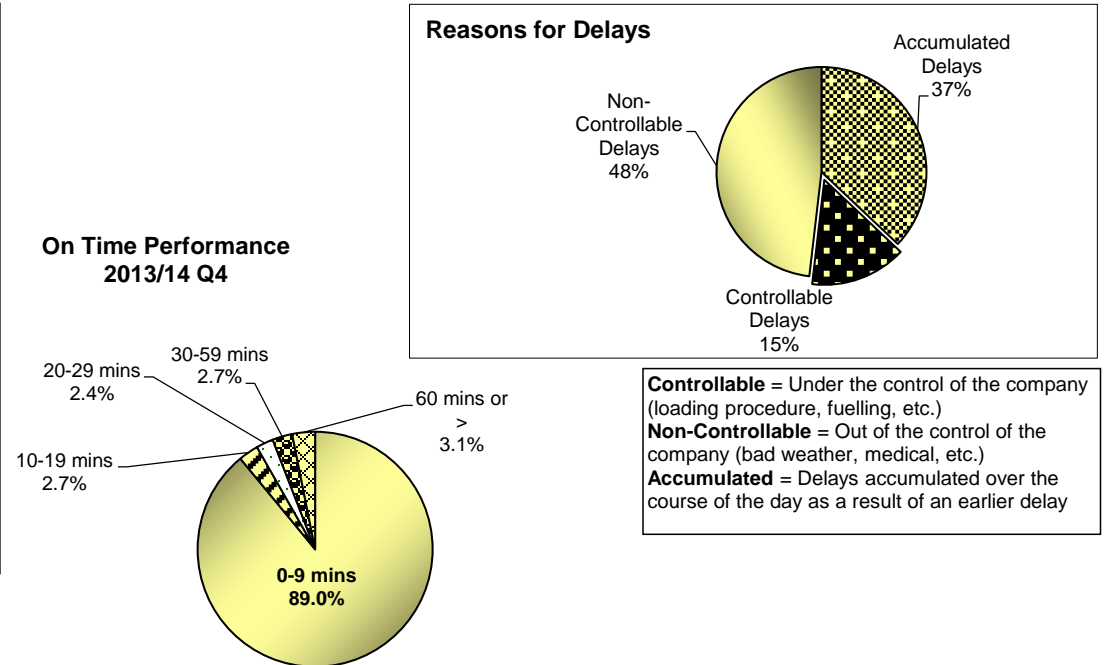


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Quarter Ended March 31, 2014

Northern Routes

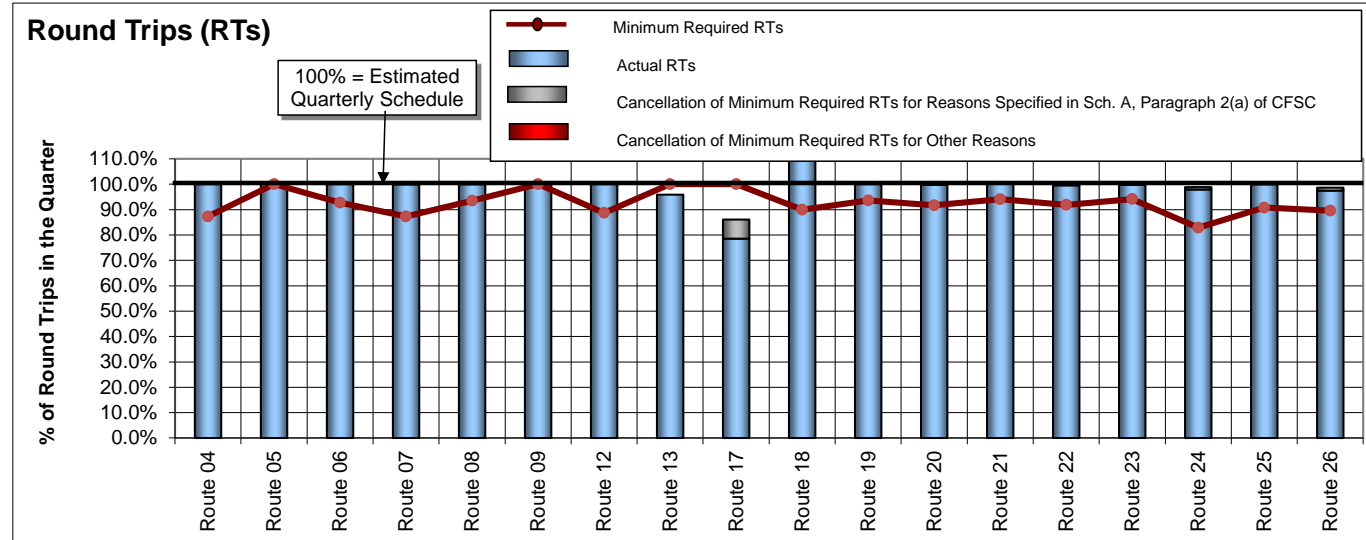


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	18.5	19.5	-1.0	0.0%
Route 11	Skidegate-Prince Rupert	37.5	38.5	-1.0	0.0%
Route 40	Port Hardy-Mid-coast	0.0	0.0	0.0	0.0%
NORTHERN Routes Total		56.0	58.0	-2.0	0.0%

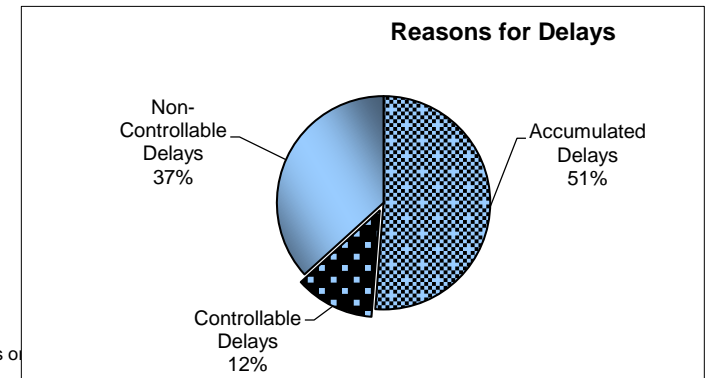
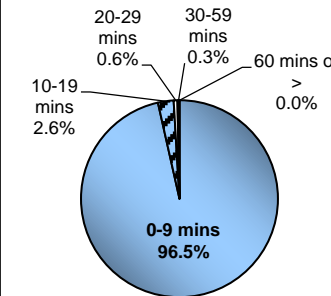


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Quarter Ended March 31, 2014

Minor Routes



On Time Performance 2013/14 Q4

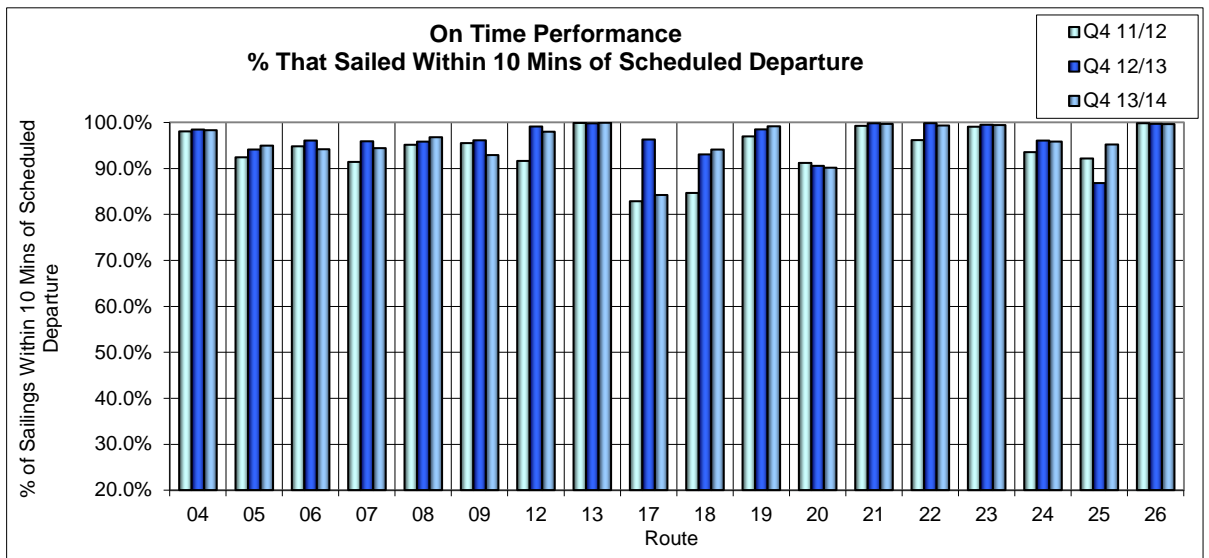


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Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	706.0	616.0	90.0	1.2%
Route 05	Swartz Bay-Gulf Islands	860.0	859.0	1.0	2.6%
Route 06	Crofton-Vesuvius Bay	1,241.0	1,151.0	90.0	0.6%
Route 07	Earls Cove-Salter Bay	705.0	616.0	89.0	0.4%
Route 08	Horseshoe Bay-Bowen Island	1,371.5	1,283.5	88.0	3.3%
Route 09	Tsawwassen-Southern Gulf Islands	180.0	180.0	0.0	0.7%
Route 12	Mill Bay-Brentwood Bay	788.0	699.0	89.0	0.4%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	976.0	1,018.0	-42.0	Pass only
Route 17 ⁽²⁾	Little River-Powell River	282.0	359.0	-77.0	0.5%
Route 18	Powell River-Texada	1,094.0	809.0	285.0	1.0%
Route 19	Nanaimo Harbour-Gabriola Island	1,412.0	1,322.0	90.0	2.3%
Route 20	Chemainus-Thetis/Penelakut	1,076.0	989.0	87.0	0.3%
Route 21	Buckley Bay-Denman West	1,519.0	1,425.0	94.0	0.5%
Route 22	Gravelly Bay-Hornby Island	1,100.0	1,015.0	85.0	0.0%
Route 23	Campbell River-Quadra Island	1,538.0	1,451.0	87.0	0.8%
Route 24	Quadra Island-Cortes Island	515.0	436.0	79.0	2.8%
Route 25	Port McNeill-Sointula/Alert Bay	975.0	886.0	89.0	0.7%
Route 26	Skidegate-Alliford Bay	1,077.0	990.0	87.0	0.3%
MINOR Routes Total		17,415.5	16,104.5	1,311.0	1.1%

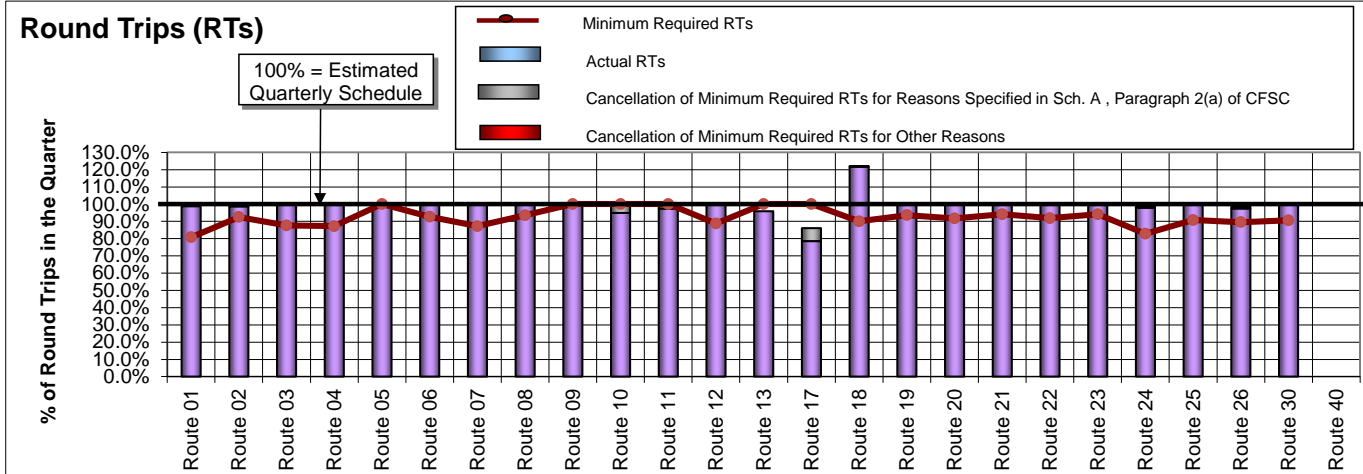
Note 1) Route 13 - core service levels include some round trips that are deliverable only 'on demand.'

Note 2) Route 17 - 50 round trips were exempted during berth upgrades



APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Quarter Ended March 31, 2014

All Routes

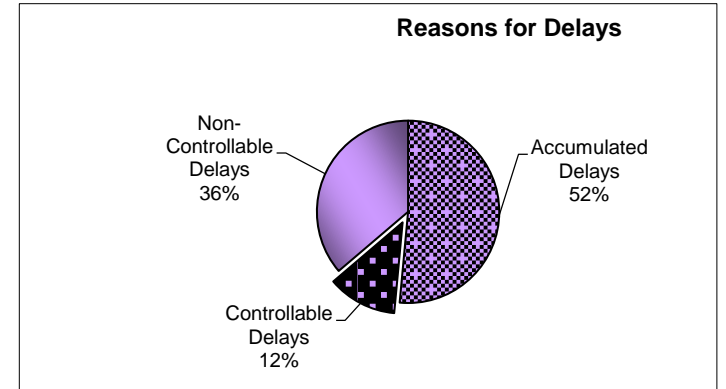
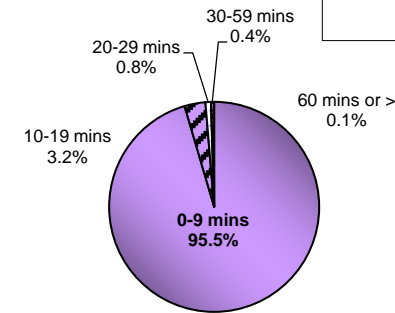


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	769.0	630.0	139.0	35.4%
Route 02	Horseshoe Bay-Nanaimo	672.0	630.0	42.0	6.8%
Route 03	Langdale-Horseshoe Bay	717.0	630.0	87.0	4.7%
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Route 07	Earls Cove-Salter Bay	705.0	616.0	89.0	0.4%
Route 08	Horseshoe Bay-Bowen Island	1,371.5	1,283.5	88.0	3.3%
Route 09	Tsawwassen-Southern Gulf Islands	180.0	180.0	0.0	0.7%
Route 10	Port Hardy-Prince Rupert	18.5	19.5	-1.0	0.0%
Route 11	Skidegate-Prince Rupert	37.5	38.5	-1.0	0.0%
Route 12	Mill Bay-Brentwood Bay	788.0	699.0	89.0	0.4%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	976.0	1,018.0	-42.0	Pass only
Route 17 ⁽²⁾	Little River-Powell River	282.0	359.0	-77.0	0.5%
Route 18	Powell River-Texada	1,094.0	809.0	285.0	1.0%
Route 19	Nanaimo Harbour-Gabriola Island	1,412.0	1,322.0	90.0	2.3%
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Route 21	Buckley Bay-Denman West	1,519.0	1,425.0	94.0	0.5%
Route 22	Gravelly Bay-Hornby Island	1,100.0	1,015.0	85.0	0.0%
Route 23	Campbell River-Quadra Island	1,538.0	1,451.0	87.0	0.8%
Route 24	Quadra Island-Cortes Island	515.0	436.0	79.0	2.8%
Route 25	Port McNeill-Sointula/Alert Bay	975.0	886.0	89.0	0.7%
Route 26	Skidegate-Alliford Bay	1,077.0	990.0	87.0	0.3%
Route 30	Nanaimo-Tsawwassen	639.0	576.0	63.0	5.6%
Route 40	Port Hardy-Mid-coast	0.0	0.0	0.0	0.0%
All Routes Total		20,268.5	18,628.5	1,640.0	2.8%

Note 1) Route 13 - core service levels include some round trips that are deliverable only 'on demand.'

Note 2) Route 17 - 50 round trips were exempted during berth upgrades

On Time Performance 2013/14 Q4



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