

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

| | A | B | C | D | E | F | G | H | I |
|------------------------|--------------------|---------------------------|---------------------------|------------------------------|---------------------------|--------------------|---------------------------------------|---------------------------------------|-----------------------------------|
| Routes | Actual Round Trips | Capacity Provided (AEQ's) | AEQ's Carried Fiscal 2014 | Capacity Utilization (C / B) | AEQ's Carried Fiscal 2013 | AEQ Growth (C - E) | AEQ Tariff Revenue Fiscal 2014 Note 2 | AEQ Tariff Revenue Fiscal 2013 Note 2 | AEQ Tariff Revenue Growth (G - H) |
| 1 | 3,778.0 | 2,861,150 | 2,072,208 | 72.4% | 2,090,878 | (18,670) | \$ 110,247,009 | \$ 106,069,958 | \$ 4,177,051 |
| 2 | 3,029.0 | 2,199,012 | 1,280,398 | 58.2% | 1,289,221 | (8,823) | 64,817,132 | 62,385,432 | 2,431,700 |
| 3 | 3,043.0 | 2,202,408 | 1,192,143 | 54.1% | 1,205,738 | (13,595) | 24,609,337 | 24,187,908 | 421,429 |
| 30 | 2,693.0 | 1,736,710 | 835,959 | 48.1% | 825,623 | 10,336 | 53,414,201 | 50,786,226 | 2,627,975 |
| Major Routes | 12,543.0 | 8,999,280 | 5,380,708 | 59.8% | 5,411,460 | (30,752) | 253,087,679 | 243,429,524 | 9,658,155 |
| 10 | 121.0 | 33,546 | 13,047 | 38.9% | 13,516 | (469) | 4,136,686 | 4,054,804 | 81,882 |
| 11 | 188.0 | 40,934 | 18,580 | 45.4% | 17,464 | 1,116 | 3,202,209 | 2,974,177 | 228,032 |
| 40 | 39.0 | 8,970 | 2,611 | 29.1% | 2,643 | (32) | 767,425 | 755,794 | 11,631 |
| Northern Routes | 348.0 | 83,450 | 34,238 | 41.0% | 33,623 | 615 | 8,106,320 | 7,784,775 | 321,545 |
| 4 | 2,884.0 | 561,200 | 302,115 | 53.8% | 307,636 | (5,521) | 3,181,644 | 3,187,926 | (6,282) |
| 5 | 3,499.0 | 691,464 | 257,145 | 37.2% | 255,146 | 1,999 | 3,039,115 | 2,995,893 | 43,222 |
| 6 | 5,037.0 | 705,110 | 240,870 | 34.2% | 250,470 | (9,600) | 2,796,897 | 2,789,438 | 7,459 |
| 7 | 2,873.0 | 686,790 | 184,035 | 26.8% | 187,465 | (3,430) | 3,984,341 | 3,890,432 | 93,909 |
| 8 | 5,567.5 | 972,060 | 475,937 | 49.0% | 484,240 | (8,303) | 5,155,315 | 5,044,033 | 111,282 |
| 9 | 803.0 | 347,696 | 146,614 | 42.2% | 152,514 | (5,900) | 6,225,644 | 6,270,088 | (44,444) |
| 12 | 3,215.0 | 141,460 | 83,322 | 58.9% | 78,279 | 5,043 | 943,171 | 853,476 | 89,695 |
| 13 | 4,096.0 | <i>Pass. Only</i> | <i>Pass. Only</i> | <i>Pass. Only</i> | <i>Pass. Only</i> | <i>Pass. Only</i> | (137) | 287 | (424) |
| 17 | 1,372.0 | 460,596 | 152,161 | 33.0% | 161,845 | (9,684) | 5,378,225 | 5,439,448 | (61,223) |
| 18 | 3,842.0 | 307,929 | 79,790 | 25.9% | 90,815 | (11,025) | 590,696 | 630,283 | (39,587) |
| 19 | 5,730.0 | 802,060 | 356,368 | 44.4% | 364,313 | (7,945) | 2,895,948 | 2,874,201 | 21,747 |
| 20 | 4,369.0 | 279,616 | 81,829 | 29.3% | 81,281 | 548 | 634,709 | 616,033 | 18,676 |
| 21 | 6,284.0 | 628,400 | 238,535 | 38.0% | 244,560 | (6,025) | 1,628,188 | 1,644,513 | (16,325) |
| 22 | 4,643.0 | 278,580 | 105,523 | 37.9% | 108,608 | (3,085) | 717,683 | 700,040 | 17,643 |
| 23 | 6,284.0 | 874,440 | 366,181 | 41.9% | 366,607 | (426) | 2,842,462 | 2,796,109 | 46,353 |
| 24 | 2,135.0 | 128,100 | 56,855 | 44.4% | 55,628 | 1,227 | 509,729 | 483,857 | 25,872 |
| 25 | 4,029.0 | 231,594 | 83,871 | 36.2% | 88,085 | (4,214) | 818,029 | 820,120 | (2,091) |
| 26 | 4,418.0 | 214,412 | 49,452 | 23.1% | 46,642 | 2,810 | 435,536 | 382,309 | 53,227 |
| Minor Routes | 71,080.5 | 8,311,507 | 3,260,603 | 39.2% | 3,324,134 | (63,531) | 41,777,195 | 41,418,486 | 358,709 |
| Total | 83,971.5 | 17,394,237 | 8,675,549 | 49.9% | 8,769,217 | (93,668) | 302,971,194 | 292,632,785 | 10,338,409 |

Note 1) Revenue arises from bike traffic and freight.

Note 2) Obligations deferred or settled reflect the following:

Fiscal 2013 - the settlement of tariff in excess of the price cap reflects the differences between the balances at March 31, 2012 (\$1.5 million and \$0.9 million for vehicle and passenger tariff, respectively), and the zero balances at March 31, 2013.

Fiscal 2014 - the deferral of tariff in excess of the price cap reflects the differences between the balances at March 31, 2013 (\$0.9 million and \$0.5 million for vehicle and passenger tariff, respectively), and the zero balances at March 31, 2014. The obligation was transferred to the fuel deferral account in accordance with British Columbia Commission Memorandum 45 dated March 20, 2014.

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.

Note 4) The Fiscal 2013 on-time performance % for route 18 has been restated.

Obligation deferred (settled)

741,907

(1,536,710)

303,713,101

291,096,075

Note 1

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

| Routes | J | K | L | M | N | O |
|------------------------|------------------------|------------------------|--------------------------|---|---|---|
| | Passengers Fiscal 2014 | Passengers Fiscal 2013 | Passenger Growth (J - K) | Passenger Tariff Revenue Fiscal 2014 Note 2 | Passenger Tariff Revenue Fiscal 2013 Note 2 | Passenger Tariff Revenue Growth (M - N) |
| 1 | 5,566,130 | 5,589,971 | (23,841) | \$ 74,726,955 | \$ 71,285,026 | \$ 3,441,929 |
| 2 | 3,315,156 | 3,310,473 | 4,683 | 44,117,572 | 41,754,677 | 2,362,895 |
| 3 | 2,469,646 | 2,501,900 | (32,254) | 13,394,241 | 13,193,508 | 200,733 |
| 30 | 1,357,799 | 1,374,878 | (17,079) | 17,744,446 | 17,053,913 | 690,533 |
| Major Routes | 12,708,731 | 12,777,222 | (68,491) | 149,983,214 | 143,287,124 | 6,696,090 |
| 10 | 36,082 | 38,108 | (2,026) | 4,714,968 | 4,927,807 | (212,839) |
| 11 | 38,340 | 35,791 | 2,549 | 1,352,509 | 1,221,945 | 130,564 |
| 40 | 6,678 | 6,949 | (271) | 774,537 | 767,658 | 6,879 |
| Northern Routes | 81,100 | 80,848 | 252 | 6,842,014 | 6,917,410 | (75,396) |
| 4 | 605,300 | 619,939 | (14,639) | 2,704,051 | 2,639,135 | 64,916 |
| 5 | 456,697 | 459,393 | (2,696) | 1,892,634 | 1,855,653 | 36,981 |
| 6 | 450,043 | 478,733 | (28,690) | 1,632,092 | 1,669,174 | (37,082) |
| 7 | 329,276 | 331,679 | (2,403) | 1,764,668 | 1,754,524 | 10,144 |
| 8 | 1,117,329 | 1,132,383 | (15,054) | 3,360,182 | 3,328,933 | 31,249 |
| 9 | 416,257 | 434,839 | (18,582) | 4,503,249 | 4,619,207 | (115,958) |
| 12 | 161,439 | 154,384 | 7,055 | 726,013 | 682,081 | 43,932 |
| 13 | 43,640 | 46,964 | (3,324) | 165,253 | 170,519 | (5,266) |
| 17 | 329,058 | 352,820 | (23,762) | 3,586,084 | 3,765,608 | (179,524) |
| 18 | 156,188 | 170,604 | (14,416) | 447,872 | 477,477 | (29,605) |
| 19 | 757,454 | 771,783 | (14,329) | 2,012,557 | 1,995,172 | 17,385 |
| 20 | 241,110 | 247,556 | (6,446) | 569,820 | 556,810 | 13,010 |
| 21 | 457,856 | 463,752 | (5,896) | 1,142,066 | 1,153,854 | (11,788) |
| 22 | 206,039 | 208,253 | (2,214) | 519,832 | 493,914 | 25,918 |
| 23 | 775,546 | 785,170 | (9,624) | 1,959,344 | 1,948,245 | 11,099 |
| 24 | 98,415 | 96,918 | 1,497 | 329,558 | 321,658 | 7,900 |
| 25 | 215,006 | 218,417 | (3,411) | 727,512 | 717,970 | 9,542 |
| 26 | 90,226 | 87,441 | 2,785 | 270,077 | 254,151 | 15,926 |
| Minor Routes | 6,906,879 | 7,061,028 | (154,149) | 28,312,864 | 28,404,085 | (91,221) |
| Total | 19,696,710 | 19,919,098 | (222,388) | 185,138,092 | 178,608,619 | 6,529,473 |

| % Sailings Within 10 Min. (Note 3) | | |
|------------------------------------|--------------|--------------|
| Fiscal 2012 | Fiscal 2013 | Fiscal 2014 |
| 84.1% | 87.2% | 88.7% |
| 85.5% | 76.2% | 72.5% |
| 87.5% | 81.9% | 76.6% |
| 90.1% | 92.8% | 92.6% |
| 86.5% | 84.5% | 82.7% |
| 89.1% | 89.8% | 87.5% |
| 95.9% | 97.0% | 96.0% |
| 86.2% | 90.1% | 96.8% |
| 90.6% | 91.9% | 91.6% |
| 93.8% | 95.9% | 96.2% |
| 82.2% | 88.9% | 88.2% |
| 88.9% | 91.1% | 87.8% |
| 94.7% | 95.6% | 88.7% |
| 91.5% | 90.3% | 92.5% |
| 87.5% | 89.2% | 89.1% |
| 89.5% | 91.9% | 94.6% |
| 99.7% | 99.4% | 99.8% |
| 83.0% | 94.4% | 88.8% |
| 82.9% | 91.2% | 86.9% |
| 93.5% | 96.1% | 95.8% |
| 86.0% | 83.8% | 82.3% |
| 99.2% | 99.1% | 99.2% |
| 96.8% | 97.1% | 98.5% |
| 98.1% | 98.6% | 98.2% |
| 92.0% | 94.5% | 92.8% |
| 93.8% | 88.0% | 87.3% |
| 99.5% | 99.4% | 99.0% |
| 92.4% | 93.6% | 92.9% |
| 91.6% | 92.3% | 91.5% |

Note 4

| | | |
|-------------------------------------|--------------------|--------------------|
| Obligation deferred (settled) | <u>453,364</u> | <u>(924,282)</u> |
| Total passenger revenue | <u>185,591,456</u> | <u>177,684,337</u> |
| Total vehicle and passenger revenue | <u>489,304,557</u> | <u>468,780,412</u> |

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

Performance Against CFSC Requirements - Annual Core Service Levels

| Fiscal 2013/14 Year Ended March 31, 2014 | | | Cancellations of Required Round Trips for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract | | | | | | | | | | | Cancellations of Required Round Trips for Other Reasons | | Total Cancellations | % of 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 Cancellations | Traffic | | | Other Cancellations | |
| | Route 01 | Swartz Bay | Tsawwassen | | 1 | | | | | | 2 | | | | 3.0 | | 0.0 | 3.0 | 0.12% |
| | Route 02 | Horseshoe Bay | Departure Bay | | 2 | | 2 | | | | 5 | | | | 9.0 | | 0.0 | 9.0 | |
| | Route 03 | Langdale | Horseshoe Bay | | | | | | | | 1 | | | | 1.0 | | 0.0 | 1.0 | |
| | Route 30 | Duke Point | Tsawwassen | | 2 | | | | | | | | | | 2.0 | | 0.0 | 2.0 | |
| Major Routes | | | | 0 | 5 | 0 | 2 | 0 | 0 | 0 | 8 | 0 | 0 | 15.0 | 0 | 0.0 | 15.0 | 0.12% | |
| | Route 10 | Port Hardy | Prince Rupert | | 2 | | | | | | | | | | 2.0 | | 0.0 | 2.0 | 1.63% |
| | Route 11 | Skidegate | Prince Rupert | | 2 | | | | | | | | | | 2.0 | | 0.0 | 2.0 | 1.05% |
| | Route 40 | Port Hardy | Mid-coast | | | | | | | | | | | | 0.0 | | 0.0 | 0.0 | 0.00% |
| Northern Routes | | | | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4.0 | 0 | 0.0 | 4.0 | 1.14% | |
| | Route 04 | Fulford Harbour | Swartz Bay | | | | | | | | | | | | 0.0 | | 0.0 | 0.0 | 0.00% |
| | Route 05 | Swartz Bay | Four SGIs | | | | | 1 | | 1 | | | | | 2.0 | | 0.0 | 2.0 | 0.06% |
| | Route 06 | Crofton | Vesuvius Bay | | | | | | | 1 | 5 | | | | 6.0 | 3 | 3.0 | 9.0 | 0.18% |
| | Route 07 | Earls Cove | Saltery Bay | | | | | 1 | | | 2 | | | | 3.0 | | 0.0 | 3.0 | 0.10% |
| | Route 08 | Horseshoe Bay | Bowen Island | | 2 | | | | | 1 | 0.5 | | | | 3.5 | | 0.0 | 3.5 | 0.06% |
| | Route 09 | Tsawwassen | Long Harbour | 1 | 1 | | | | | | 25 | | | | 27.0 | | 0.0 | 27.0 | 3.25% |
| | 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 | | 30 | | | 2 | | 4 | 1 | | | | 37.0 | | 0.0 | 37.0 | 2.54% |
| | Route 18 | Texada | Powell River | | 3 | | | | 2 | | | | | | 5.0 | | 0.0 | 5.0 | 0.14% |
| | Route 19 | Nanaimo Harbour | Gabriola Island | | | | | | | | 2 | | | | 2.0 | | 0.0 | 2.0 | 0.03% |
| | Route 20 | Chemainus | Thetis Island | | | | | 1 | | | 5 | | | | 6.0 | 3 | 3.0 | 9.0 | 0.21% |
| | Route 21 | Buckley Bay | Denman West | | | | | | | | | | | | 0.0 | | 0.0 | 0.0 | 0.00% |
| | Route 22 | Denman East | Hornby Island | | 4 | | | 1 | 1 | | | | | | 6.0 | | 0.0 | 6.0 | 0.13% |
| | Route 23 | Campbell River | Quadra Island | | 3 | | | | | | | | | | 3.0 | | 0.0 | 3.0 | 0.05% |
| | Route 24 | Quadra Island | Cortes Island | | 8 | | | | | | | | | | 8.0 | | 0.0 | 8.0 | 0.37% |
| | Route 25 | Port McNeill | Alert Bay | | | | | | | | | | | | 0.0 | | 0.0 | 0.0 | 0.00% |
| | Route 26 ⁽²⁾ | Skidegate | Alliford Bay | | 22 | | | | | 7 | 8 | | | | 37.0 | 6 | 6.0 | 43.0 | 0.96% |
| Minor Routes | | | | 1 | 73 | 0 | 0 | 6 | 3 | 0 | 39 | 23.5 | 0 | 0 | 145.5 | 12 | 12.0 | 157.5 | 0.22% |
| TOTAL | | | | 1.0 | 82.0 | 0.0 | 2.0 | 6.0 | 3.0 | 0.0 | 39.0 | 31.5 | 0.0 | 0.0 | 164.5 | 12.0 | 12.0 | 176.5 | 0.21% |

% of Required Round Trips Cancelled

0.00% 0.10% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.05% 0.04% 0.00% 0.00% 0.20% 0.01% 0.01% 0.21%

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

Note 2) Route 26 - traffic cancellations were dangerous goods sailings for which there was no demand

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

| Fiscal 2013/14 Year 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 SGLs | |
| 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 ⁽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 ⁽⁴⁾ | Skidegate | Alliford Bay | |
| Minor Routes | | | |
| TOTAL | | | |

| Performance Against CFSC Requirements Annual Core Service Levels Year Ended March 31, 2014 | | | | |
|--|-------------------------------------|--|--------------------------------|---------------------------------|
| Actual Round Trips ⁽¹⁾ | Round Trips Required ⁽²⁾ | Variance - Net Extra / Short Round Trips | Required Round Trips Cancelled | Total Extra / Short Round Trips |
| 3,778.0 | 12,254.0 | 289.0 | 15.0 | 304.0 |
| 3,029.0 | | | | |
| 3,043.0 | | | | |
| 2,693.0 | | | | |
| 12,543.0 | 12,254.0 | 289.0 | 15.0 | 304.0 |
| 121.0 | 123.0 | -2.0 | 2.0 | 0.0 |
| 188.0 | 190.0 | -2.0 | 2.0 | 0.0 |
| 39.0 | 39.0 | 0.0 | 0.0 | 0.0 |
| 348.0 | 352.0 | -4.0 | 4.0 | 0.0 |
| 2,884.0 | 2,880.0 | 4.0 | 0.0 | 4.0 |
| 3,499.0 | 3,497.0 | 2.0 | 2.0 | 4.0 |
| 5,037.0 | 5,046.0 | -9.0 | 9.0 | 0.0 |
| 2,873.0 | 2,876.0 | -3.0 | 3.0 | 0.0 |
| 5,567.5 | 5,571.0 | -3.5 | 3.5 | 0.0 |
| 803.0 | 830.0 | -27.0 | 27.0 | 0.0 |
| 3,215.0 | 3,215.0 | 0.0 | 0.0 | 0.0 |
| 4,096.0 | 4,066.0 | 30.0 | 0.0 | 30.0 |
| 1,372.0 | 1,458.0 | -86.0 | 37.0 | -49.0 |
| 3,842.0 | 3,648.0 | 194.0 | 5.0 | 199.0 |
| 5,730.0 | 5,732.0 | -2.0 | 2.0 | 0.0 |
| 4,369.0 | 4,378.0 | -9.0 | 9.0 | 0.0 |
| 6,284.0 | 6,149.0 | 135.0 | 0.0 | 135.0 |
| 4,643.0 | 4,482.0 | 161.0 | 6.0 | 167.0 |
| 6,284.0 | 6,253.0 | 31.0 | 3.0 | 34.0 |
| 2,135.0 | 2,136.0 | -1.0 | 8.0 | 7.0 |
| 4,029.0 | 3,961.0 | 68.0 | 0.0 | 68.0 |
| 4,418.0 | 4,482.0 | -64.0 | 43.0 | -21.0 |
| 71,080.5 | 70,660.0 | 420.5 | 157.5 | 578.0 |
| 83,971.5 | 83,266.0 | 705.5 | 176.5 | 882.0 |

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) For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract is an aggregate total for the four routes (Routes 1, 2, 3 and 30).

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

Note 4) Route 26 - 26 round trips were exempted while the regular vessel was in refit and 6 round trips for dangerous goods were cancelled due to there being no demand.

Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

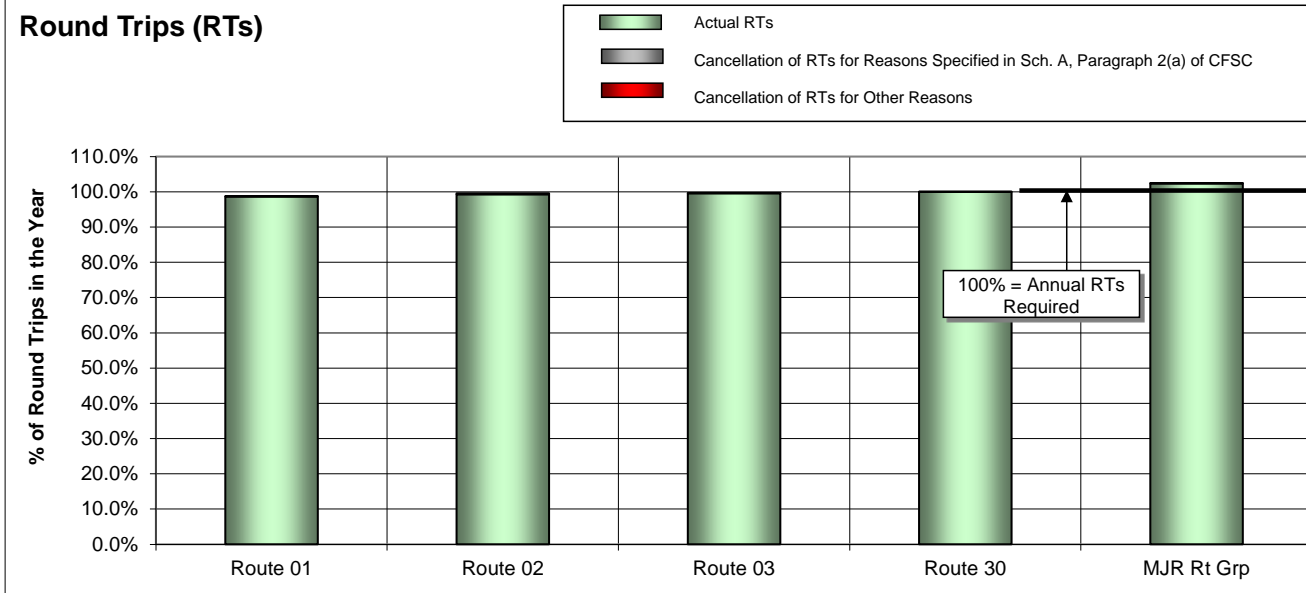
(For Cancellations of Required Round Trips for Reasons Specified in Schedule A. 2(a) of the Coastal Ferry Services Contract)

| Fiscal 2013/14 Year Ended March 31, 2014 | | | | Performance Against CFSC Requirements Annual Core Service Level | |
|---|-------------------------|-----------------|-----------------|---|--|
| 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 | 0.0 |
| Minor Routes | Route 04 | Fulford Harbour | Swartz Bay | 0.0 | 0.0 |
| | Route 05 | Swartz Bay | Four SGIs | 2.0 | 1.0 |
| | Route 06 | Crofton | Vesuvius Bay | 5.0 | 2.0 |
| | Route 07 | Earls Cove | Saltery Bay | 2.0 | 1.0 |
| | Route 08 | Horseshoe Bay | Bowen Island | 3.0 | 1.0 |
| | Route 09 | Tsawwassen | Long Harbour | 15.0 | 14.0 |
| | Route 12 ⁽¹⁾ | Mill Bay | Brentwood Bay | 0.0 | 0.0 |
| | Route 13 | Langdale | Gambier/Keats | 0.0 | 0.0 |
| | Route 17 ⁽²⁾ | 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 | 7.0 | 2.0 |
| | Route 21 | Buckley Bay | Denman West | 0.0 | 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 | 0.0 | |
| Route 26 ⁽¹⁾ | Skidegate | Alliford Bay | 20.0 | 2.0 | |

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

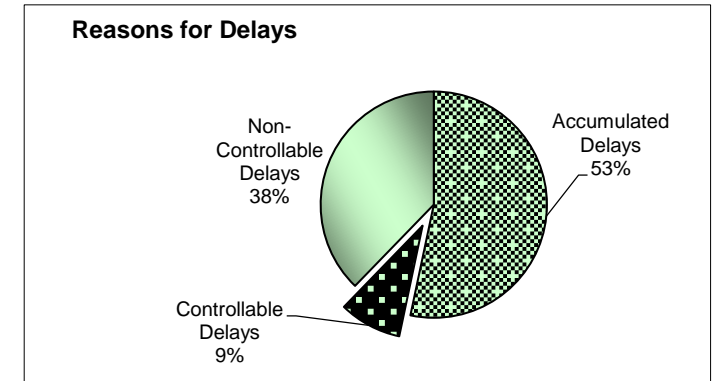
APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Year Ended March 31, 2014

Major Routes

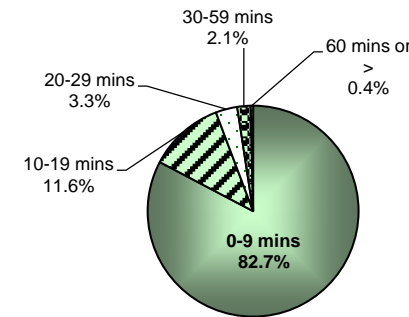


| Routes | Route Description | Actual RTs | Round Trips Required* | Net Extra RT (Short RT) | % Sailings Overloaded |
|---------------------------|------------------------|-----------------|-----------------------|-------------------------|-----------------------|
| Route 01 | Swartz Bay-Tsawwassen | 3,778.0 | 12,254.0 | 289.0 | 38.2% |
| Route 02 | Horseshoe Bay-Nanaimo | 3,029.0 | | | 26.8% |
| Route 03 | Langdale-Horseshoe Bay | 3,043.0 | | | 15.7% |
| Route 30 | Nanaimo-Tsawwassen | 2,693.0 | | | 15.2% |
| MAJOR Routes Total | | 12,543.0 | 12,254.0 | 289.0 | 25.0% |

*Note: For the Major Routes, the annual number of round trips required under the Contract is an aggregate total for the four routes (Routes 1, 2, 3 and 30).

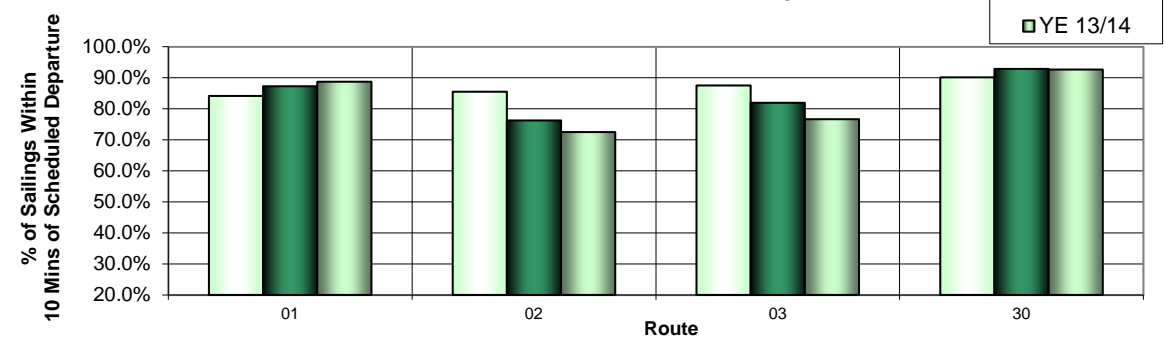


On Time Performance 2013/14 YE



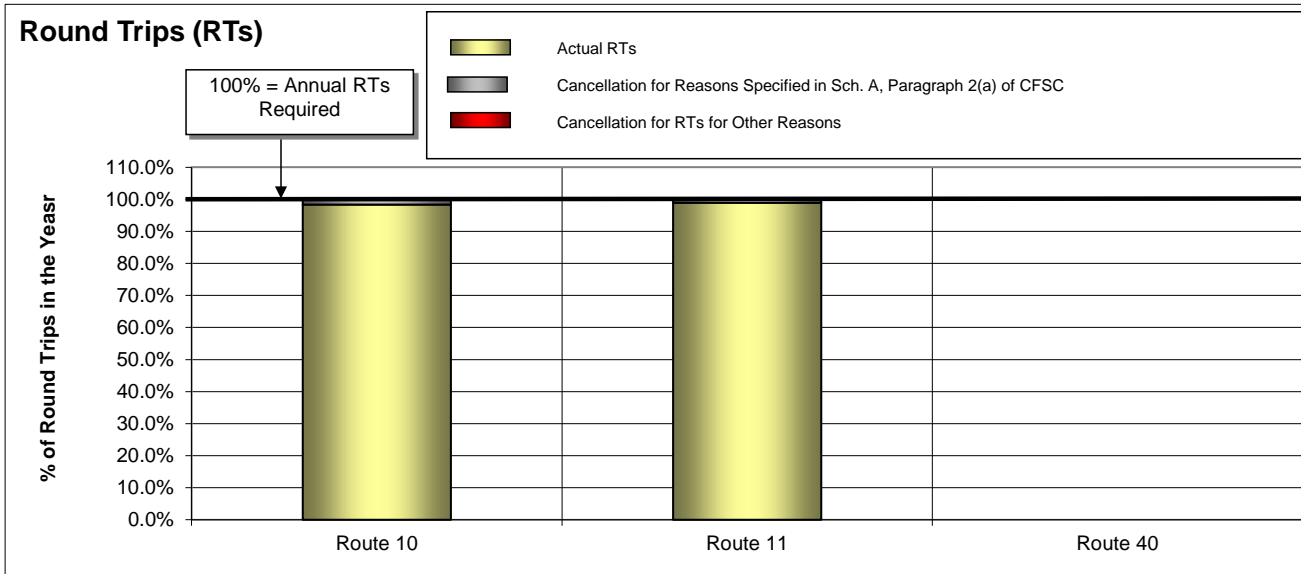
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

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

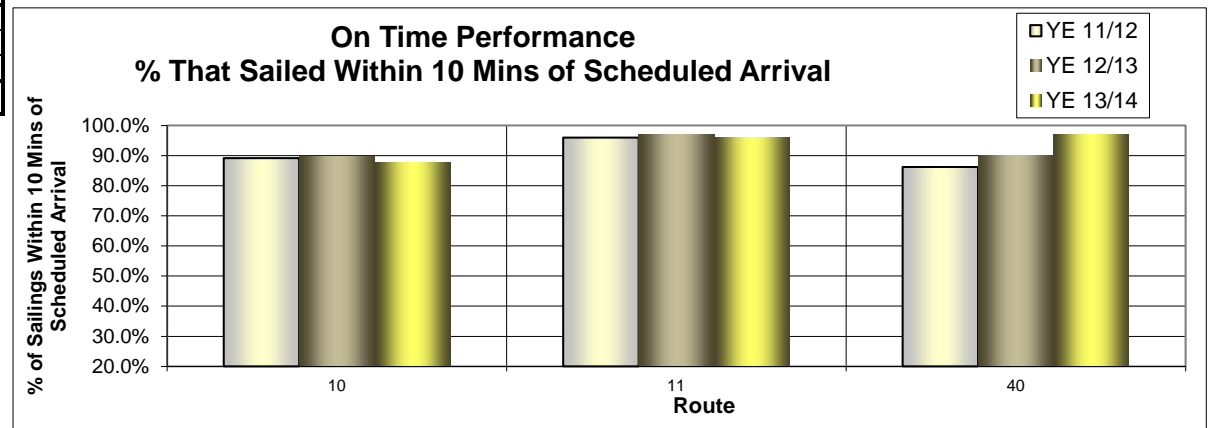
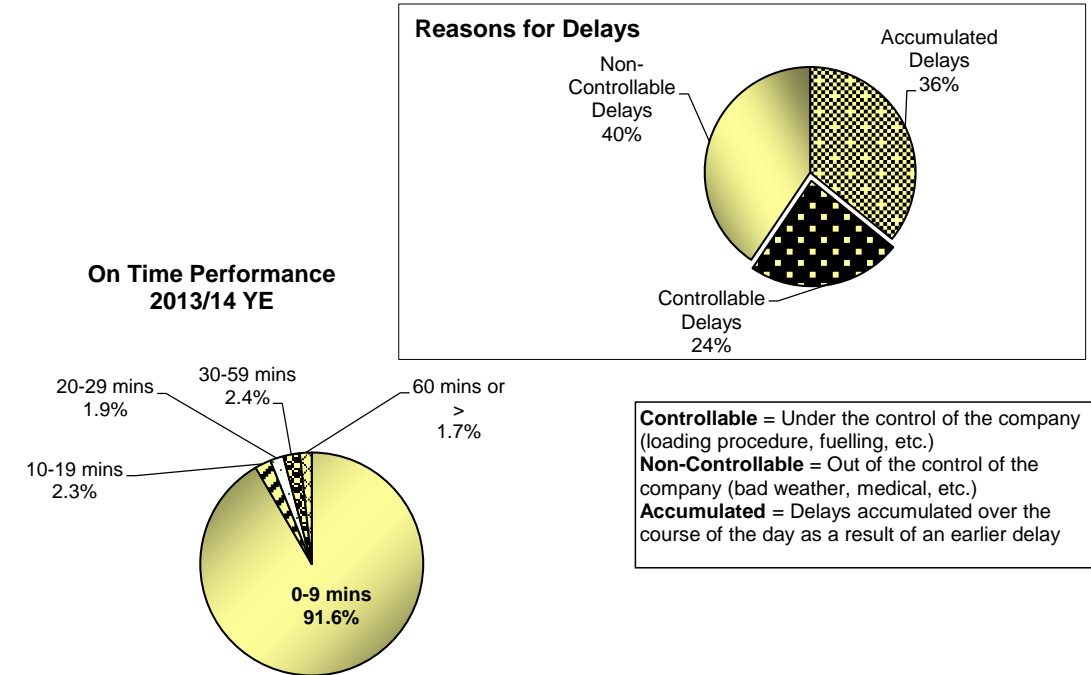


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Year Ended March 31, 2014

Northern Routes

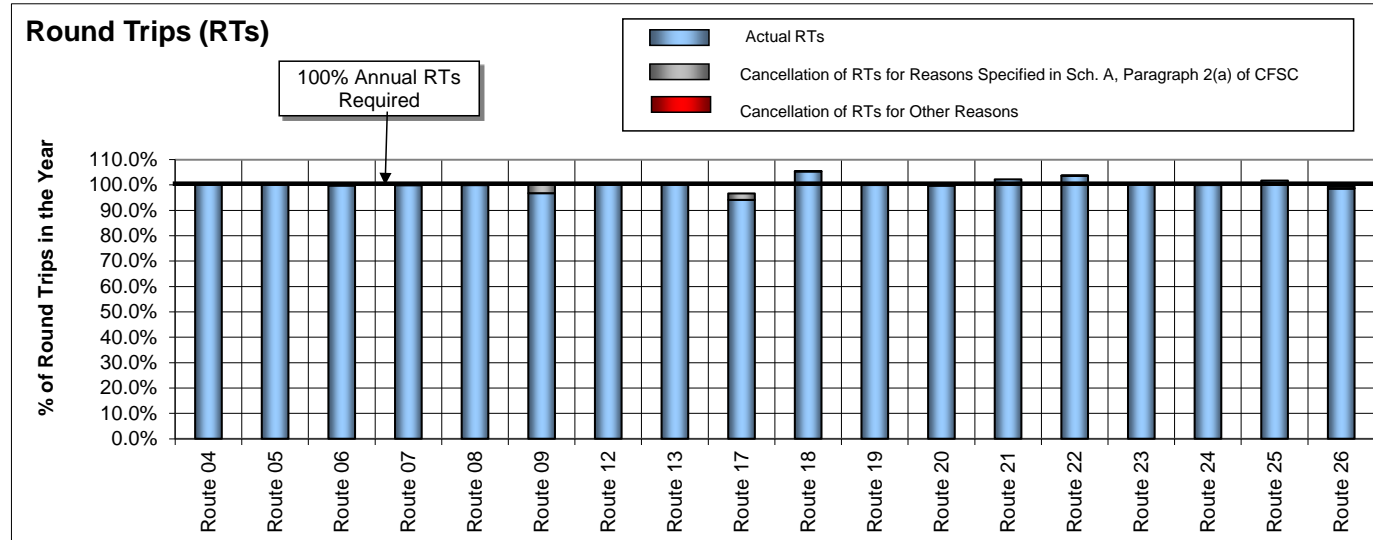


| Routes | Route Description | Actual RTs | Round Trips Required | Net Extra RT (Short RT) | % Sailings Overloaded |
|------------------------------|--------------------------|--------------|----------------------|-------------------------|-----------------------|
| Route 10 | Port Hardy-Prince Rupert | 121.0 | 123.0 | -2.0 | 0.0% |
| Route 11 | Skidegate-Prince Rupert | 188.0 | 190.0 | -2.0 | 0.3% |
| Route 40 | Port Hardy-Mid-coast | 39.0 | 39.0 | 0.0 | 0.0% |
| NORTHERN Routes Total | | 348.0 | 352.0 | -4.0 | 0.1% |

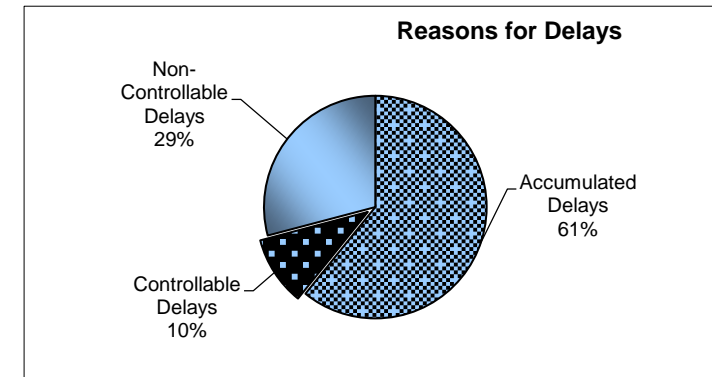
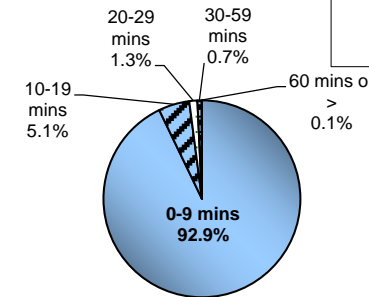


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2013/14 Year Ended March 31, 2014

Minor Routes



On Time Performance 2013/14 YE



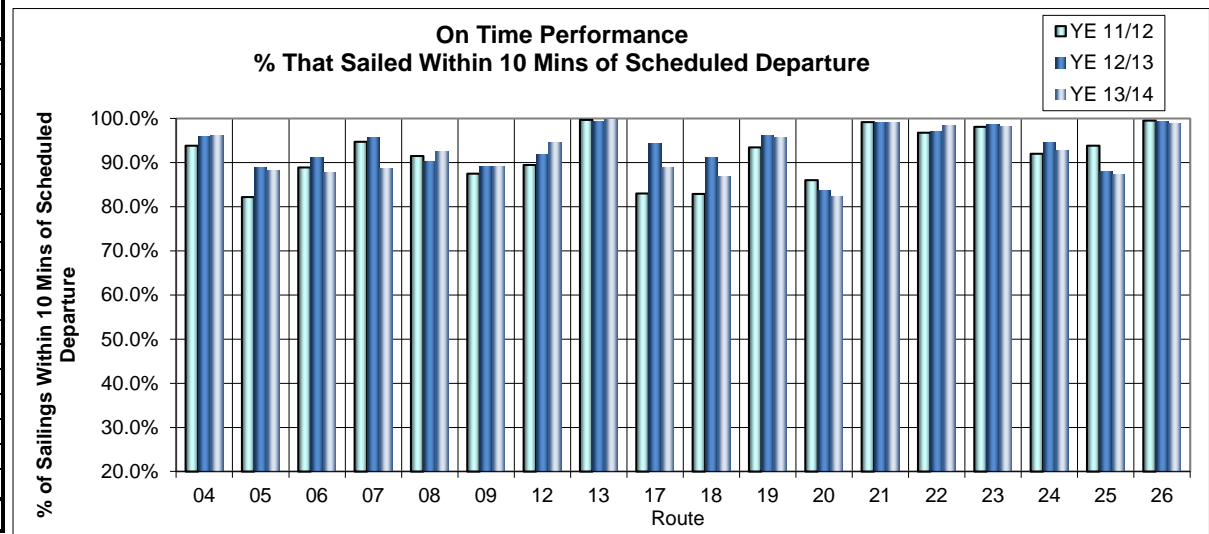
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

| Routes | Route Description | Actual RTs | Round Trips Required | Net Extra RT (Short RT) | % Sailings Overloaded |
|---------------------------|----------------------------------|-----------------|----------------------|-------------------------|-----------------------|
| Route 04 | Swartz Bay-Fulford Harbour | 2,884.0 | 2,880.0 | 4.0 | 6.8% |
| Route 05 | Swartz Bay-Gulf Islands | 3,499.0 | 3,497.0 | 2.0 | 3.6% |
| Route 06 | Crofton-Vesuvius Bay | 5,037.0 | 5,046.0 | -9.0 | 2.4% |
| Route 07 | Earls Cove-Salter Bay | 2,873.0 | 2,876.0 | -3.0 | 1.2% |
| Route 08 | Horseshoe Bay-Bowen Island | 5,567.5 | 5,571.0 | -3.5 | 8.6% |
| Route 09 | Tsawwassen-Southern Gulf Islands | 803.0 | 830.0 | -27.0 | 2.2% |
| Route 12 | Mill Bay-Brentwood Bay | 3,215.0 | 3,215.0 | 0.0 | 4.8% |
| Route 13 ⁽¹⁾ | Langdale-Keats/Gambier | 4,096.0 | 4,066.0 | 30.0 | Pass only |
| Route 17 ⁽²⁾ | Little River-Powell River | 1,372.0 | 1,458.0 | -86.0 | 0.5% |
| Route 18 | Powell River-Texada | 3,842.0 | 3,648.0 | 194.0 | 0.6% |
| Route 19 | Nanaimo Harbour-Gabriola Island | 5,730.0 | 5,732.0 | -2.0 | 5.1% |
| Route 20 | Chemainus-Thetis/Penelakut | 4,369.0 | 4,378.0 | -9.0 | 0.9% |
| Route 21 | Buckley Bay-Denman West | 6,284.0 | 6,149.0 | 135.0 | 5.3% |
| Route 22 | Gravelly Bay-Hornby Island | 4,643.0 | 4,482.0 | 161.0 | 7.8% |
| Route 23 | Campbell River-Quadra Island | 6,284.0 | 6,253.0 | 31.0 | 5.8% |
| Route 24 | Quadra Island-Cortes Island | 2,135.0 | 2,136.0 | -1.0 | 11.8% |
| Route 25 | Port McNeill-Sointula/Alert Bay | 4,029.0 | 3,961.0 | 68.0 | 2.3% |
| Route 26 ⁽³⁾ | Skidegate-Alliford Bay | 4,418.0 | 4,482.0 | -64.0 | 0.8% |
| MINOR Routes Total | | 71,080.5 | 70,660.0 | 420.5 | 4.2% |

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

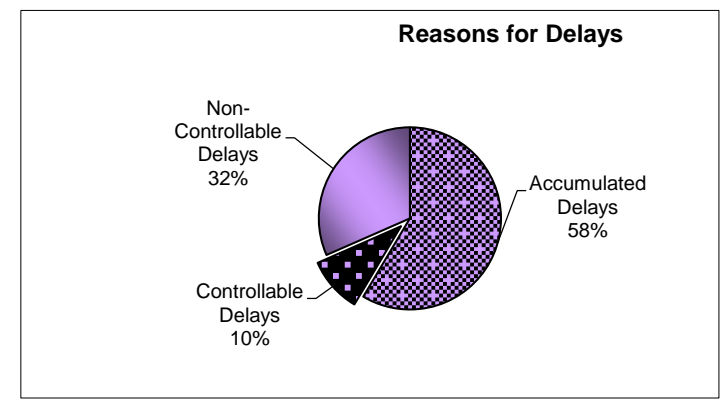
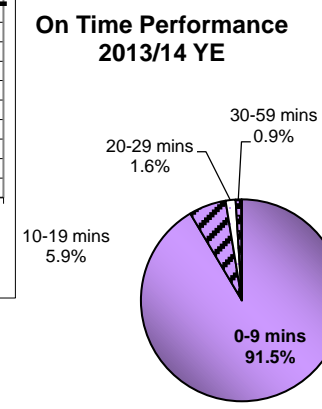
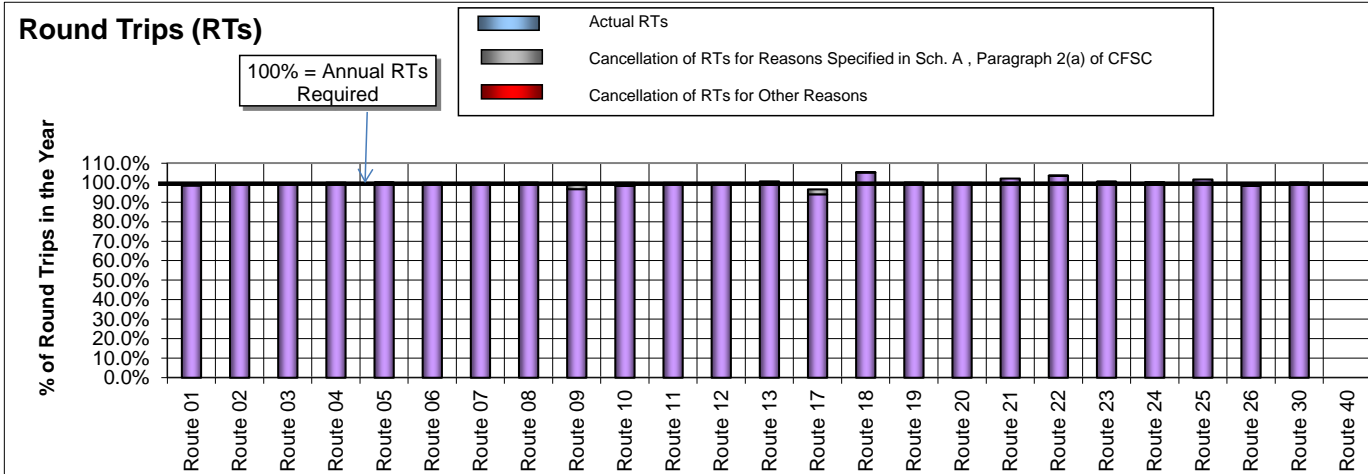
Note 2) Route 17 - 50 round trips were exempted during berth upgrades.

Note 3) Route 26 - 26 round trips were exempted while the regular vessel was in refit.



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

All 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 | Route Description | Actual RTs | Round Trips Required | Net Extra RT (Short RT) | % Sailings Overloaded |
|-------------------------|----------------------------------|-----------------|----------------------|-------------------------|-----------------------|
| Route 01 | Swartz Bay-Tsawwassen | 3,778.0 | 12,254.0 | 289.0 | 38.2% |
| Route 02 | Horseshoe Bay-Nanaimo | 3,029.0 | | | 26.8% |
| Route 03 | Langdale-Horseshoe Bay | 3,043.0 | | | 15.7% |
| Route 30 | Nanaimo-Tsawwassen | 2,693.0 | | | 15.2% |
| Route 04 | Swartz Bay-Fulford Harbour | 2,884.0 | 2,880.0 | 4.0 | 6.8% |
| Route 05 | Swartz Bay-Gulf Islands | 3,499.0 | 3,497.0 | 2.0 | 3.6% |
| Route 06 | Crofton-Vesuvius Bay | 5,037.0 | 5,046.0 | -9.0 | 2.4% |
| Route 07 | Earls Cove-Saltery Bay | 2,873.0 | 2,876.0 | -3.0 | 1.2% |
| Route 08 | Horseshoe Bay-Bowen Island | 5,567.5 | 5,571.0 | -3.5 | 8.6% |
| Route 09 | Tsawwassen-Southern Gulf Islands | 803.0 | 830.0 | -27.0 | 2.2% |
| Route 10 | Port Hardy-Prince Rupert | 121.0 | 123.0 | -2.0 | 0.0% |
| Route 11 | Skidegate-Prince Rupert | 188.0 | 190.0 | -2.0 | 0.3% |
| Route 12 | Mill Bay-Brentwood Bay | 3,215.0 | 3,215.0 | 0.0 | 4.8% |
| Route 13 ⁽¹⁾ | Langdale-Keats/Gambier | 4,096.0 | 4,066.0 | 30.0 | Pass only |
| Route 17 ⁽²⁾ | Little River-Powell River | 1,372.0 | 1,458.0 | -86.0 | 0.5% |
| Route 18 | Powell River-Texada | 3,842.0 | 3,648.0 | 194.0 | 0.6% |
| Route 19 | Nanaimo Harbour-Gabriola Island | 5,730.0 | 5,732.0 | -2.0 | 5.1% |
| Route 20 | Chemainus-Thetis/Penelakut | 4,369.0 | 4,378.0 | -9.0 | 0.9% |
| Route 21 | Buckley Bay-Denman West | 6,284.0 | 6,149.0 | 135.0 | 5.3% |
| Route 22 | Gravelly Bay-Hornby Island | 4,643.0 | 4,482.0 | 161.0 | 7.8% |
| Route 23 | Campbell River-Quadra Island | 6,284.0 | 6,253.0 | 31.0 | 5.8% |
| Route 24 | Quadra Island-Cortes Island | 2,135.0 | 2,136.0 | -1.0 | 11.8% |
| Route 25 | Port McNeill-Sointula/Alert Bay | 4,029.0 | 3,961.0 | 68.0 | 2.3% |
| Route 2 ⁽³⁾ | Skidegate-Alliford Bay | 4,418.0 | 4,482.0 | -64.0 | 0.8% |
| Route 40 | Port Hardy-Mid-coast | 39.0 | 39.0 | 0.0 | 0.0% |
| All Routes Total | | 83,971.5 | 83,266.0 | 705.5 | 7.2% |

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.
Note 3) Route 26 - 26 round trips were exempted while the regular vessel was in refit and 6 round trips for dangerous goods were cancelled due to there being no demand.

