



Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2018

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 4 F2018	Capacity Utilization QTR 4 F2018 (C / B)	Capacity Utilization QTR 4 F2017	AEQ's Carried QTR 4 F2017	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 4 F2018 Note 2 & 4	AEQ Tariff Revenue QTR 4 F2017 Note 2 & 4	AEQ Tariff Revenue Growth (H - I)
1	833.0	532,048	448,712	84.3%	83.2%	429,505	19,207	\$ 28,275,800	\$ 25,871,022	\$ 2,404,778
2	718.0	447,848	241,161	53.8%	54.9%	232,796	8,365	13,721,876	12,510,529	1,211,347
3	721.0	449,158	269,731	60.1%	35.7%	260,265	9,466	6,403,793	5,729,217	674,576
30	664.0	391,700	198,599	50.7%	50.1%	193,397	5,202	14,064,737	13,477,719	587,018
Major Routes	2,936.0	1,820,754	1,158,203	63.6%	54.3%	1,115,963	42,240	62,466,206	57,588,487	4,877,719
10	14.0	4,128	2,046	49.6%	46.6%	1,884	162	431,460	416,962	14,498
11	30.5	7,015	3,463	49.4%	60.0%	3,586	(123)	588,387	619,994	(31,607)
Northern Routes	44.5	11,143	5,509	49.4%	54.6%	5,470	39	1,019,847	1,036,956	(17,109)
4	706.0	129,904	73,394	56.5%	57.9%	68,577	4,817	842,704	771,174	71,530
5	861.0	154,206	60,553	39.3%	39.3%	57,231	3,322	760,895	701,765	59,130
6	1,050.0	109,200	57,446	52.6%	47.2%	51,638	5,808	756,694	672,862	83,832
7	657.0	115,854	36,812	31.8%	25.8%	33,462	3,350	876,061	809,321	66,740
8	1,340.0	210,248	118,034	56.1%	49.1%	114,704	3,330	1,400,092	1,354,293	45,799
9	200.0	62,514	32,477	52.0%	43.5%	28,992	3,485	1,481,843	1,228,365	253,478
12	788.0	29,944	21,690	72.4%	67.9%	20,327	1,363	271,757	308,513	(36,756)
13	1,048.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	(84)	(454)	370
17	341.0	94,116	36,303	38.6%	30.7%	33,101	3,202	1,420,491	1,240,821	179,670
18	689.0	52,364	20,349	38.9%	34.9%	18,339	2,010	158,615	137,760	20,855
19	1,215.0	153,090	84,360	55.1%	52.9%	80,569	3,791	750,074	705,986	44,088
20	913.0	47,476	19,958	42.0%	40.2%	19,077	881	168,312	157,658	10,654
21	1,349.0	121,410	56,363	46.4%	46.0%	51,599	4,764	413,926	369,212	44,714
22	1,057.0	44,394	20,242	45.6%	45.8%	18,942	1,300	150,417	140,568	9,849
23	1,402.0	165,436	87,538	52.9%	47.9%	80,983	6,555	690,256	627,178	63,078
24	501.5	26,104	12,531	48.0%	45.6%	11,954	577	123,338	115,919	7,419
25	961.0	49,972	20,527	41.1%	38.9%	19,687	840	218,504	211,712	6,792
26	802.0	25,536	10,432	40.9%	41.6%	9,924	508	103,451	101,176	2,275
Minor Routes	15,880.5	1,591,768	769,009	48.3%	44.5%	719,106	49,903	10,587,346	9,653,829	933,517
Total	18,861.0	3,423,665	1,932,721	56.5%	50.0%	1,840,539	92,182	74,073,399	68,279,272	5,794,127

Note 1

Obligation deferred (settled)

Total vehicle fare revenue

74,073,399 68,279,272

Note 1) Revenue arises from bike traffic and freight.

Note 2) Tariffs charged to customers on all routes were below price cap at March 31, 2018 and 2017.

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) Reservations revenue is included in the Automobile Equivalents (AEQ) Tariff Revenue starting Fiscal 2018 Quarter 1. Fiscal 2017 Quarter 4 AEQ Tariff Revenue is updated to include reservation revenue.



Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2018

Routes	K	L	M	N	O	P
	Passengers QTR 4 F2018	Passengers QTR 4 F2017	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 4 F2018 Note 2	Passenger Tariff Revenue QTR 4 F2017 Note 2	Passenger Tariff Revenue Growth (N - O)
1	1,073,728	1,030,193	43,535	\$ 16,684,013	\$ 15,440,401	\$ 1,243,612
2	599,786	582,622	17,164	9,343,293	8,647,240	696,053
3	512,780	498,363	14,417	3,276,443	2,964,005	312,438
30	298,955	284,650	14,305	4,618,061	4,129,498	488,563
Major Routes	2,485,249	2,395,828	89,421	33,921,810	31,181,144	2,740,666
10	4,826	4,807	19	356,334	312,623	43,711
11	6,520	6,614	(94)	219,118	189,145	29,973
Northern Routes	11,346	11,421	(75)	575,452	501,768	73,684
4	135,371	127,633	7,738	680,333	608,847	71,486
5	98,863	94,314	4,549	485,425	441,844	43,581
6	99,089	89,946	9,143	422,798	372,225	50,573
7	57,182	53,099	4,083	353,758	321,203	32,555
8	257,963	244,544	13,419	862,433	788,245	74,188
9	80,568	70,994	9,574	1,055,972	867,683	188,289
12	39,931	36,719	3,212	235,269	254,077	(18,808)
13	7,749	6,683	1,066	35,581	30,000	5,581
17	75,724	70,526	5,198	952,022	834,379	117,643
18	33,683	31,469	2,214	117,335	105,133	12,202
19	170,357	165,772	4,585	543,958	504,558	39,400
20	51,498	52,629	(1,131)	131,497	129,986	1,511
21	92,376	84,650	7,726	268,197	237,565	30,632
22	31,632	30,532	1,100	98,610	87,733	10,877
23	170,062	159,609	10,453	477,441	432,726	44,715
24	19,281	18,471	810	76,405	69,983	6,422
25	49,157	47,151	2,006	184,289	170,812	13,477
26	17,462	17,333	129	55,691	50,615	5,076
Minor Routes	1,487,948	1,402,074	85,874	7,037,014	6,307,614	729,400
Total	3,984,543	3,809,323	175,220	41,534,276	37,990,526	3,543,750

% Sailings Within 10 Min. (Note 3)		
QTR 4 F2016	QTR 4 F2017	QTR 4 F2018
86.9%	92.4%	93.4%
78.4%	85.7%	94.8%
81.7%	90.1%	94.0%
95.7%	96.5%	94.1%
85.5%	91.0%	94.0%
90.1%	88.1%	84.9%
96.2%	90.4%	93.4%
91.6%	88.7%	87.3%
98.5%	94.5%	99.4%
89.9%	94.4%	90.5%
96.0%	50,573	89.6%
96.6%	93.4%	97.2%
87.7%	74,188	97.1%
92.7%	94.2%	89.3%
96.6%	(18,808)	92.8%
100.0%	100.0%	99.7%
93.9%	95.4%	95.3%
95.4%	97.6%	98.5%
98.9%	39,400	98.7%
86.9%	89.9%	88.4%
98.8%	98.9%	98.6%
97.0%	10,877	97.4%
99.5%	44,715	99.4%
98.1%	94.8%	96.1%
92.8%	94.4%	90.2%
98.3%	97.0%	99.5%
95.1%	94.3%	95.3%
93.7%	93.7%	95.1%

Obligation deferred (settled)

- -

Total passenger fare revenue

41,534,276 37,990,526

Total vehicle and passenger fare revenue
per financial statements

115,607,675 106,269,798

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2018 Quarter Ended March 31, 2018				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		2										2.0			0.0	2.0	0.32%
	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	2	0	0	0	0	0	0	0	0	0	2.0	0	0	0.0	2.0	0.08%
	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	3.17%
Northern Routes				0	1	0	0	0	0	0	0	0	0	0	1.0	0	0	0.0	1.0	2.25%
	Route 04	Fulford Harbour	Swartz Bay												0.0			0.0	0.0	0.00%
	Route 05	Swartz Bay	Four SGIs		1										1.0			0.0	1.0	0.12%
	Route 06	Crofton	Vesuvius Bay												0.0			0.0	0.0	0.00%
	Route 07	Earls Cove	Saltery Bay												0.0			0.0	0.0	0.00%
	Route 08	Horseshoe Bay	Bowen Island												0.0			0.0	0.0	0.00%
	Route 09	Tsawwassen	Long Harbour		1							1			2.0			0.0	2.0	1.23%
	Route 12	Mill Bay	Brentwood Bay												0.0			0.0	0.0	0.00%
	Route 13 ⁽¹⁾	Langdale	Gambier/Keats		3										3.0			0.0	3.0	0.32%
	Route 17	Little River	Powell River		14										14.0			0.0	14.0	4.20%
	Route 18	Texada	Powell River		4										4.0			0.0	4.0	0.66%
	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		7										7.0			0.0	7.0	0.79%
	Route 23	Campbell River	Quadra Island		19										19.0			0.0	19.0	1.42%
	Route 24	Quadra Island	Cortes Island		15.5										15.5			0.0	15.5	3.55%
	Route 25	Port McNeill	Alert Bay		7			3							10.0			0.0	10.0	1.13%
	Route 26	Skidegate	Alliford Bay		8			1							9.0			0.0	9.0	1.43%
Minor Routes				0	79.5	0	0	4	0	0	0	1	0	0	84.5	0	0	0.0	84.5	0.60%
TOTAL				0.0	82.5	0.0	0.0	4.0	0.0	0.0	0.0	1.0	0.0	0.0	87.5	0.0	0.0	0.0	87.5	0.53%

% of Minimum Required Round Trips Cancelled

0.00% 0.50% 0.00% 0.00% 0.02% 0.00% 0.00% 0.00% 0.00% 0.00% 0.01% 0.00% 0.00% 0.53% 0.00% 0.00% 0.00% 0.53%

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 2018 Quarter Ended March 31, 2018			
Routes ⁽¹⁾		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
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			

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).

Performance Against Minimum (Daily) Core Service Levels						
4th Quarter				Fiscal YE		
Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips	Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)
833.0	630.0	203.0	0.0	4,181.5	2,759.0	1,422.5
718.0	630.0	88.0	2.0	3,154.5	2,759.0	395.5
721.0	618.0	103.0	0.0	3,192.5	2,583.0	609.5
664.0	552.0	112.0	0.0	2,729.0	2,294.0	435.0
2,936.0	2,430.0	506.0	2.0	13,257.5	10,395.0	2,862.5
14.0	13.0	1.0	0.0	90.5	84.5	6.0
30.5	31.5	-1.0	1.0	162.0	159.0	3.0
44.5	44.5	0.0	1.0	252.5	243.5	9.0
706.0	618.0	88.0	0.0	2,883.0	2,516.0	367.0
861.0	849.0	12.0	1.0	3,546.0	3,467.0	79.0
1,050.0	961.0	89.0	0.0	4,475.0	4,077.0	398.0
657.0	528.0	129.0	0.0	2,659.0	2,148.0	511.0
1,340.0	1,229.0	111.0	0.0	5,419.5	4,975.0	444.5
200.0	162.0	38.0	2.0	1,020.0	812.0	208.0
788.0	700.0	88.0	0.0	3,211.0	2,852.0	359.0
1,048.0	924.0	124.0	3.0	4,224.0	3,685.0	539.0
341.0	333.0	8.0	14.0	1,362.5	1,363.0	-0.5
689.0	605.0	84.0	4.0	2,902.0	2,450.0	452.0
1,215.0	1,120.0	95.0	0.0	4,929.0	4,536.0	393.0
913.0	823.0	90.0	0.0	3,699.5	3,337.0	362.5
1,349.0	1,157.0	192.0	0.0	5,678.0	4,898.0	780.0
1,057.0	889.0	168.0	7.0	4,499.0	3,696.0	803.0
1,402.0	1,338.0	64.0	19.0	5,765.5	5,421.0	344.5
501.5	437.0	64.5	15.5	2,107.5	1,771.0	336.5
961.0	888.0	73.0	10.0	3,938.0	3,598.0	340.0
802.0	630.0	172.0	9.0	3,253.5	2,555.0	698.5
15,880.5	14,191.0	1,689.5	84.5	65,572.0	58,157.0	7,415.0
18,861.0	16,665.5	2,195.5	87.5	79,082.0	68,795.5	10,286.5

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

Fiscal 2018 Quarter Ended March 31, 2018			
Routes ⁽¹⁾		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
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 ⁽²⁾	Port McNeill	Alert Bay
	Route 26	Skidegate	Alliford Bay
Minor Routes			
TOTAL			

Performance Against Estimated Schedule							
4th Quarter					Fiscal YE		
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 Minimum)
833.0	824.0	9.0	3.0	12.0	4,181.5	4,035.0	146.5
718.0	685.0	33.0	4.0	37.0	3,154.5	3,110.0	44.5
721.0	708.0	13.0		13.0	3,192.5	2,947.0	245.5
664.0	666.0	-2.0	2.0	0.0	2,729.0	2,746.0	-17.0
2,936.0	2,883.0	53.0	9.0	62.0	13,257.5	12,838.0	419.5
14.0	13.0	1.0		1.0	90.5	84.5	6.0
30.5	31.5	-1.0	1.0	0.0	162.0	159.0	3.0
44.5	44.5	0.0	1.0	1.0	252.5	243.5	9.0
706.0	707.0	-1.0	1.0	0.0	2,883.0	2,879.0	4.0
861.0	849.0	12.0	1.0	13.0	3,546.0	3,467.0	79.0
1,050.0	1,050.0	0.0		0.0	4,475.0	4,440.0	35.0
657.0	617.0	40.0		40.0	2,659.0	2,511.0	148.0
1,340.0	1,317.0	23.0	1.0	24.0	5,419.5	5,334.5	85.0
200.0	162.0	38.0	2.0	40.0	1,020.0	814.0	206.0
788.0	789.0	-1.0	1.0	0.0	3,211.0	3,215.0	-4.0
1,048.0	1,018.0	30.0	5.0	35.0	4,224.0	4,066.0	158.0
341.0	333.0	8.0	14.0	22.0	1,362.5	1,363.0	-0.5
689.0	694.0	-5.0	8.0	3.0	2,902.0	2,813.0	89.0
1,215.0	1,209.0	6.0	1.0	7.0	4,929.0	4,899.0	30.0
913.0	912.0	1.0		1.0	3,699.5	3,700.0	-0.5
1,349.0	1,246.0	103.0		103.0	5,678.0	5,261.0	417.0
1,057.0	978.0	79.0	11.0	90.0	4,499.0	4,059.0	440.0
1,402.0	1,427.0	-25.0	26.0	1.0	5,765.5	5,784.0	-18.5
501.5	527.0	-25.5	25.5	0.0	2,107.5	2,136.0	-28.5
961.0	977.0	-16.0	15.0	-1.0	3,938.0	3,961.0	-23.0
802.0	720.0	82.0	15.0	97.0	3,253.5	2,920.0	333.5
15,880.5	15,532.0	348.5	126.5	475.0	65,572.0	63,622.5	1,949.5
18,861.0	18,459.5	401.5	136.5	538.0	79,082.0	76,704.0	2,378.0

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).

⁽²⁾ Route 25 variance arises from a New Years Day sailing cancellation per note 1(b) of Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

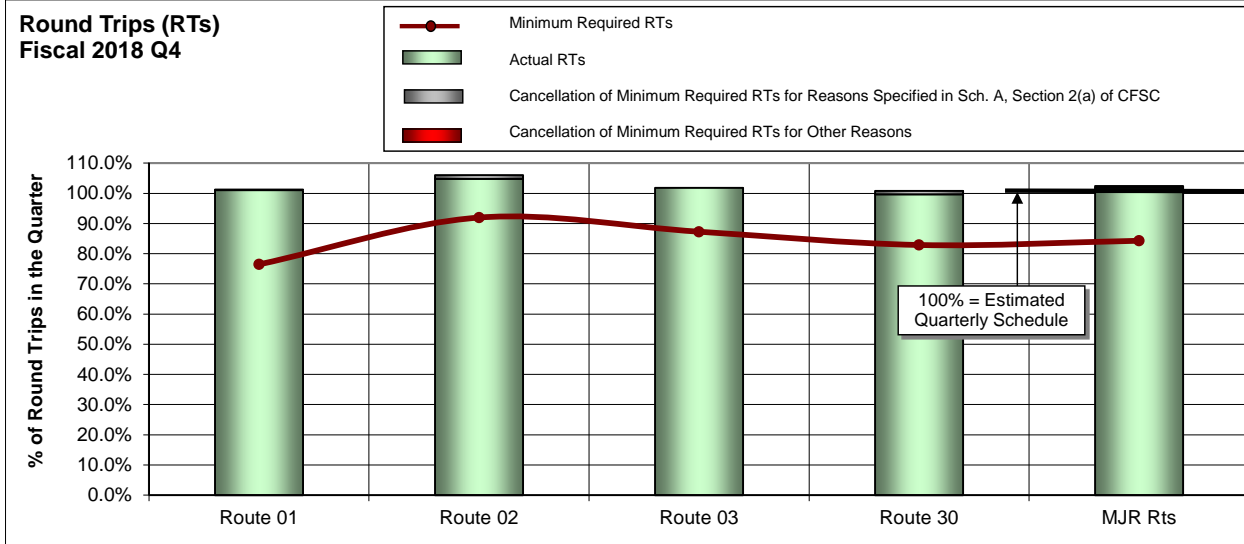
Fiscal 2018 Quarter Ended March 31, 2018				Performance Against Minimum (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen	1	1.0
	Route 02	Horseshoe Bay	Departure Bay	8	2.0
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	4	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert	0	
	Route 11	Skidegate	Prince Rupert	1	1.0
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0	
	Route 05	Swartz Bay	Four SGIs	1	1.0
	Route 06	Crofton	Vesuvius Bay	0	
	Route 07	Earls Cove	Saltery Bay	0	
	Route 08	Horseshoe Bay	Bowen Island	0	
	Route 09	Tsawwassen	Long Harbour	4	1.0
	Route 12	Mill Bay	Brentwood Bay	0	
	Route 13	Langdale	Gambier/Keats	1	1.0
	Route 17	Little River	Powell River	20	3.0
	Route 18	Texada	Powell River	5	2.0
	Route 19	Nanaimo Harbour	Gabriola Island	0	
	Route 20	Chemainus	Thetis Island	1	1.0
	Route 21	Buckley Bay	Denman West	0	
	Route 22	Denman East	Hornby Island	3	1.0
	Route 23	Campbell River	Quadra Island	7	3.0
	Route 24	Quadra Island	Cortes Island	10	4.0
Route 25	Port McNeill	Alert Bay	7	2.0	
Route 26	Skidegate	Alliford Bay	9	1.0	

APPENDIX 4: Round Trip Service Delivery and On Time Performance

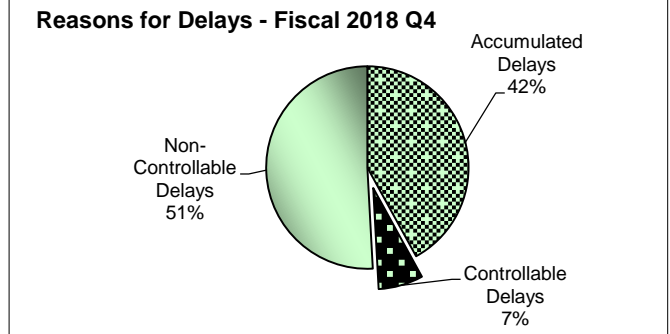
Fiscal 2018

Quarter Ended March 31, 2018

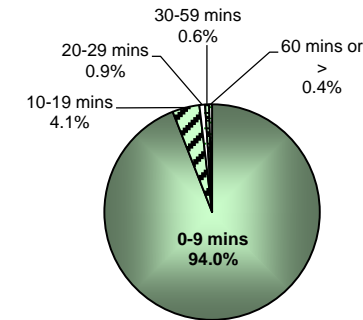
Major Routes



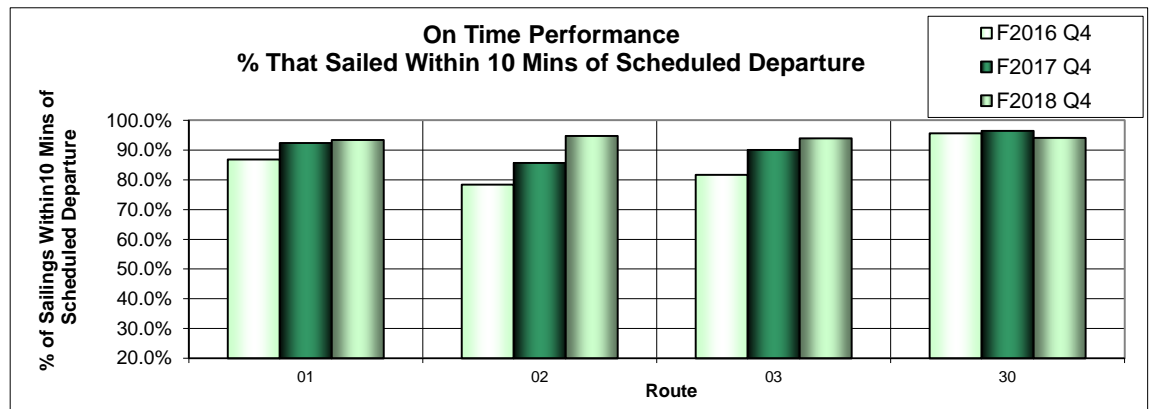
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	833.0	630.0	203.0	40.4%
Route 02	Horseshoe Bay-Nanaimo	718.0	630.0	88.0	10.0%
Route 03	Langdale-Horseshoe Bay	721.0	618.0	103.0	14.8%
Route 30	Nanaimo-Tsawwassen	664.0	552.0	112.0	8.6%
MAJOR Routes Total		2,936.0	2,430.0	506.0	19.5%



On Time Performance Fiscal 2018 Q4

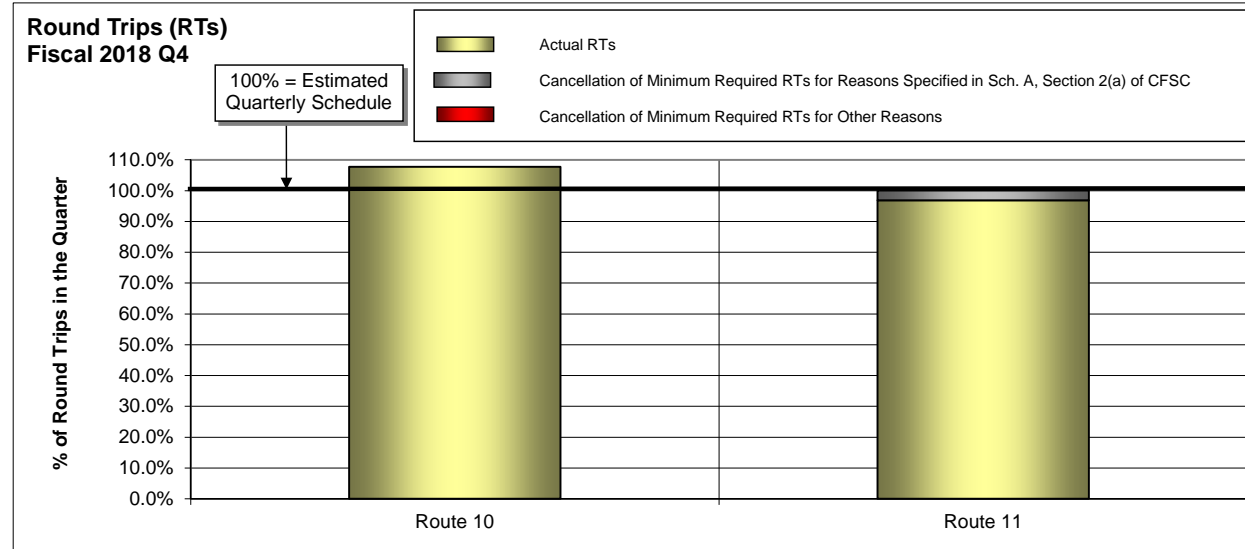


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay



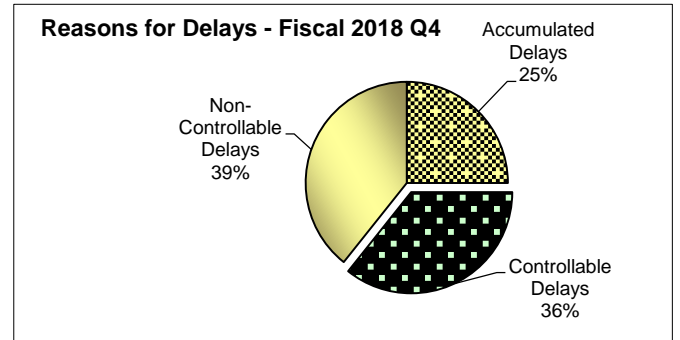
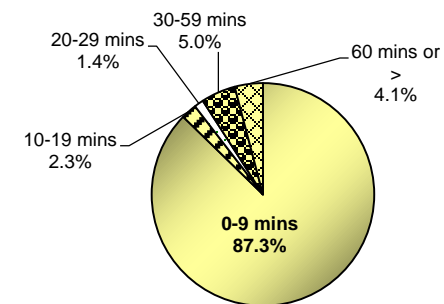
APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended March 31, 2018

Northern Routes



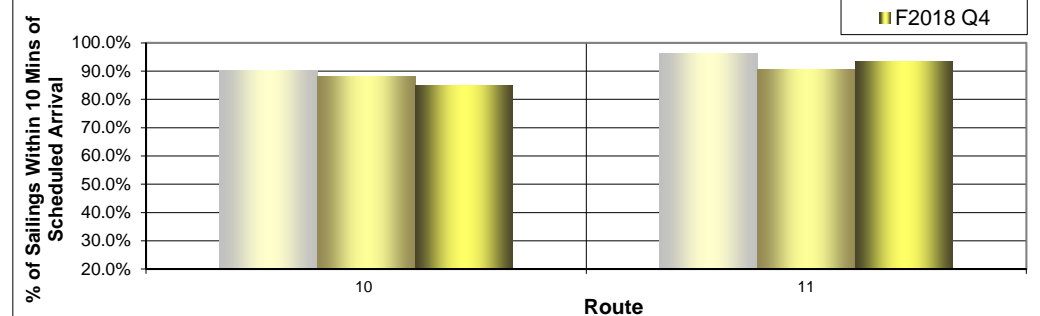
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	14.0	13.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	30.5	31.5	-1.0	0.0%
NORTHERN Routes Total		44.5	44.5	0.0	0.0%

On Time Performance Fiscal 2018 Q4



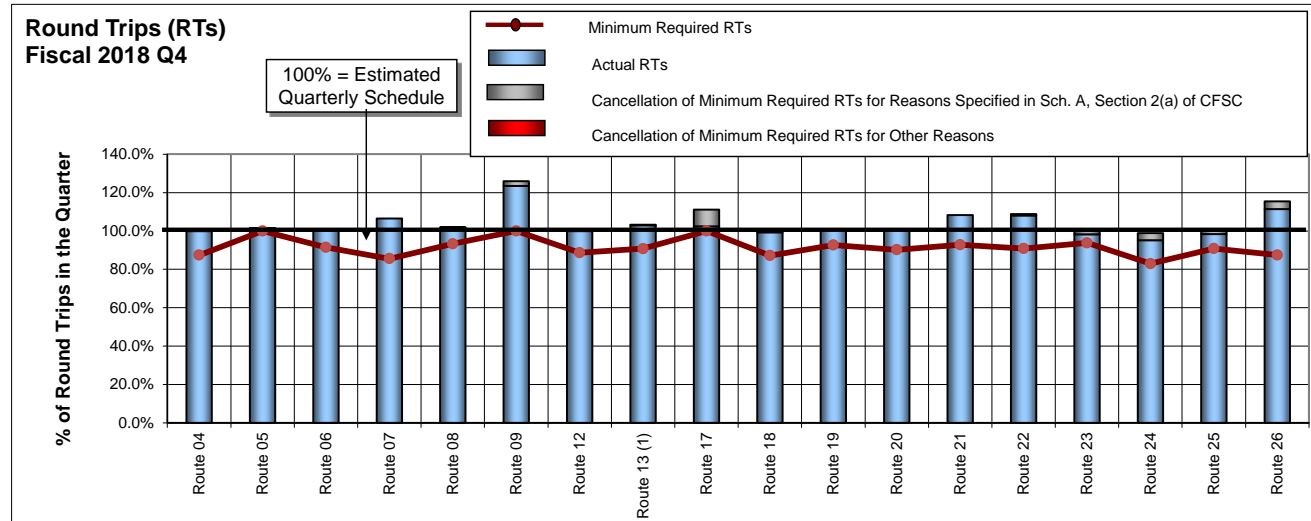
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
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Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance % That Arrived Within 10 Mins of Scheduled Arrival

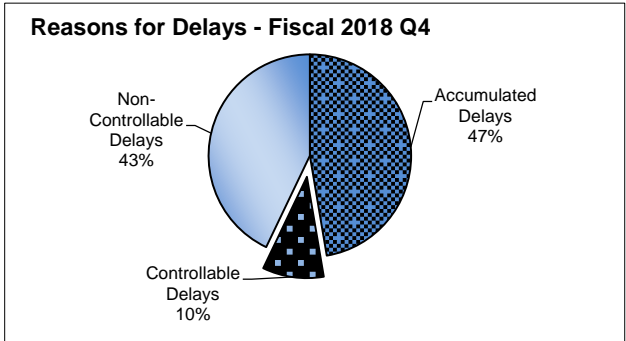
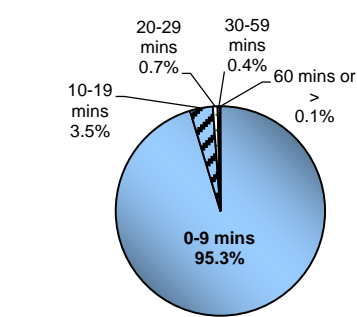


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended March 31, 2018

Minor Routes



On Time Performance Fiscal 2018 Q4

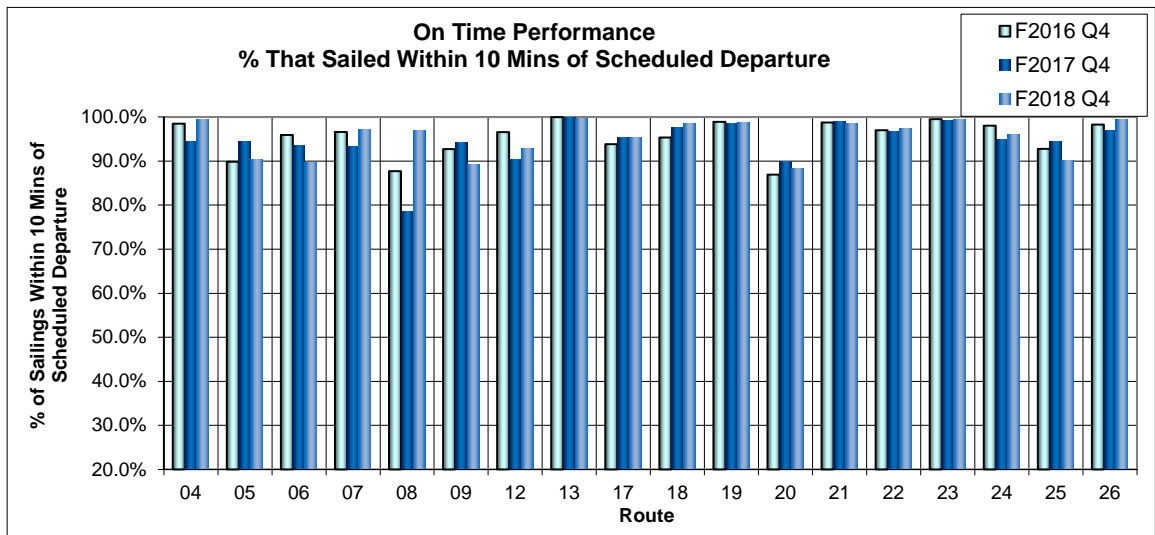


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	706.0	618.0	88.0	3.6%
Route 05	Swartz Bay-Gulf Islands	861.0	849.0	12.0	1.9%
Route 06	Crofton-Vesuvius Bay	1,050.0	961.0	89.0	10.2%
Route 07	Earls Cove-Salter Bay	657.0	528.0	129.0	0.8%
Route 08	Horseshoe Bay-Bowen Island	1,340.0	1,229.0	111.0	11.6%
Route 09	Tsawwassen-Southern Gulf Islands	200.0	162.0	38.0	2.3%
Route 12	Mill Bay-Brentwood Bay	788.0	700.0	88.0	7.9%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	1,048.0	924.0	124.0	Pass only
Route 17	Little River-Powell River	341.0	333.0	8.0	0.6%
Route 18	Powell River-Texada	689.0	605.0	84.0	0.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,215.0	1,120.0	95.0	5.4%
Route 20	Chemainus-Thetis/Penelakut	913.0	823.0	90.0	1.3%
Route 21	Buckley Bay-Denman West	1,349.0	1,157.0	192.0	1.2%
Route 22	Gravelly Bay-Hornby Island	1,057.0	889.0	168.0	0.9%
Route 23	Campbell River-Quadra Island	1,402.0	1,338.0	64.0	4.9%
Route 24	Quadra Island-Cortes Island	501.5	437.0	64.5	2.0%
Route 25	Port McNeill-Sointula/Alert Bay	961.0	888.0	73.0	2.3%
Route 26	Skidegate-Alliford Bay	802.0	630.0	172.0	0.9%
MINOR Routes Total		15,880.5	14,191.0	1,689.5	3.8%

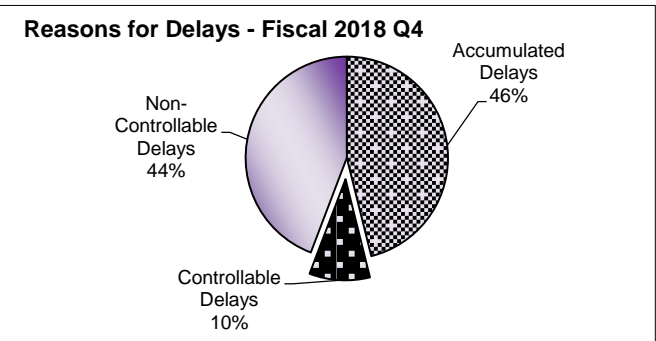
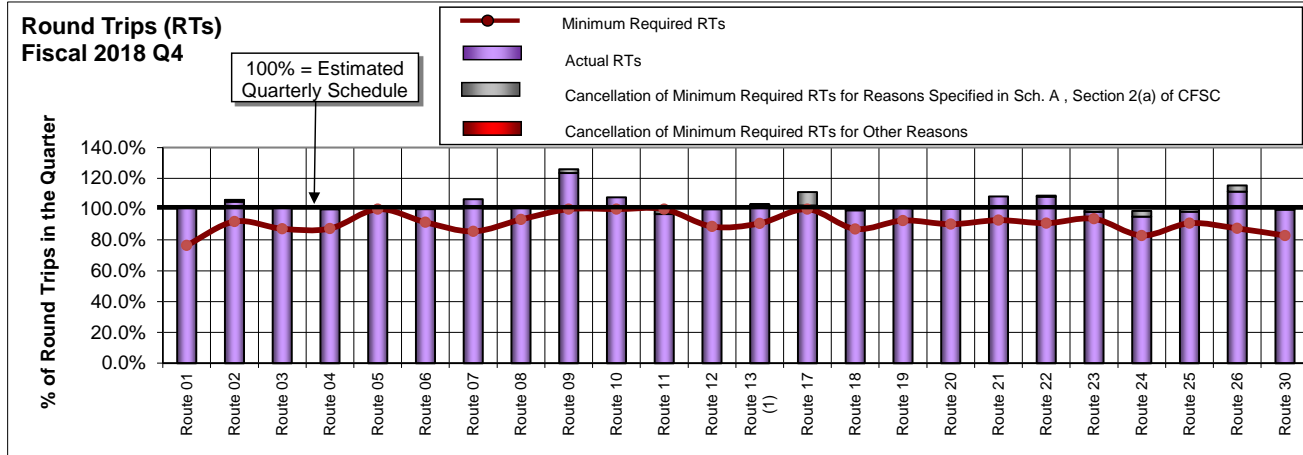
Notes:

⁽¹⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

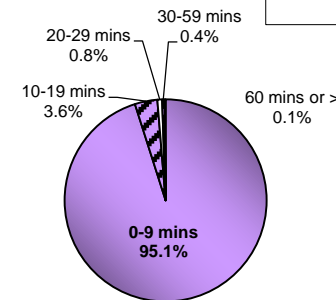


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2018 Quarter Ended March 31, 2018

All Routes



On Time Performance Fiscal 2018 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

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	833.0	630.0	203.0	40.4%
Route 02	Horseshoe Bay-Nanaimo	718.0	630.0	88.0	10.0%
Route 03	Langdale-Horseshoe Bay	721.0	618.0	103.0	14.8%
Route 04	Swartz Bay-Fulford Harbour	706.0	618.0	88.0	3.6%
Route 05	Swartz Bay-Gulf Islands	861.0	849.0	12.0	1.9%
Route 06	Crofton-Vesuvius Bay	1,050.0	961.0	89.0	10.2%
Route 07	Earls Cove-Salter Bay	657.0	528.0	129.0	0.8%
Route 08	Horseshoe Bay-Bowen Island	1,340.0	1,229.0	111.0	11.6%
Route 09	Tsawwassen-Southern Gulf Islands	200.0	162.0	38.0	2.3%
Route 10	Port Hardy-Prince Rupert	14.0	13.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	30.5	31.5	-1.0	0.0%
Route 12	Mill Bay-Brentwood Bay	788.0	700.0	88.0	7.9%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	1,048.0	924.0	124.0	Pass only
Route 17	Little River-Powell River	341.0	333.0	8.0	0.6%
Route 18	Powell River-Texada	689.0	605.0	84.0	0.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,215.0	1,120.0	95.0	5.4%
Route 20	Chemainus-Thetis/Penelakut	913.0	823.0	90.0	1.3%
Route 21	Buckley Bay-Denman West	1,349.0	1,157.0	192.0	1.2%
Route 22	Gravelly Bay-Hornby Island	1,057.0	889.0	168.0	0.9%
Route 23	Campbell River-Quadra Island	1,402.0	1,338.0	64.0	4.9%
Route 24	Quadra Island-Cortes Island	501.5	437.0	64.5	2.0%
Route 25	Port McNeill-Sointula/Alert Bay	961.0	888.0	73.0	2.3%
Route 26	Skidegate-Alliford Bay	802.0	630.0	172.0	0.9%
Route 30	Nanaimo-Tsawwassen	664.0	552.0	112.0	8.6%
All Routes Total		18,861.0	16,665.5	2,195.5	6.1%

Notes:

⁽¹⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

⁽²⁾ Within 10 minutes of scheduled arrival for the Northern Routes 10 and 11.

