



Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2019

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 2 F2020	Capacity Utilization QTR 2 F2020 (C / B)	Capacity Utilization QTR 2 F2019	AEQ's Carried QTR 2 F2019	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 2 F2020 Note 2	AEQ Tariff Revenue QTR 2 F2019 Note 2	AEQ Tariff Revenue Growth (H - I)
1	1,411.0	909,652	793,139	87.2%	88.3%	786,303	6,836	\$ 50,280,847	\$ 48,608,494	\$ 1,672,353
2	933.5	580,280	483,661	83.3%	84.0%	486,635	(2,974)	29,951,438	28,893,143	1,058,295
3	922.0	572,288	409,307	71.5%	73.3%	425,081	(15,774)	9,499,622	9,599,069	(99,447)
30	718.5	424,068	323,648	76.3%	76.7%	325,709	(2,061)	23,236,306	22,924,594	311,712
Major Routes	3,985.0	2,486,288	2,009,755	80.8%	81.8%	2,023,728	(13,973)	112,968,213	110,025,300	2,942,913
10	45.0	10,042	8,687	86.5%	67.1%	8,343	344	2,684,397	2,393,580	290,817
11	62.0	11,264	10,260	91.1%	91.3%	9,629	631	1,609,465	1,458,795	150,670
28	46.0	3,220	2,411	74.9%	26.7%	374	2,037	596,482	69,966	526,516
Northern Routes	153.0	24,526.0	21,358	87.1%	75.3%	18,346	3,012	4,890,344	3,922,341	968,003
4	736.0	135,424	106,249	78.5%	76.7%	103,724	2,525	1,174,773	1,158,268	16,505
5	930.0	163,644	89,021	54.4%	52.3%	84,985	4,036	1,079,878	1,036,040	43,838
6	1,196.0	105,248	78,276	74.4%	67.3%	86,024	(7,748)	949,158	1,040,070	(90,912)
7	722.0	161,728	79,778	49.3%	50.1%	81,040	(1,262)	1,667,532	1,690,212	(22,680)
8	1,405.5	250,908	159,221	63.5%	63.8%	155,520	3,701	1,658,396	1,636,191	22,205
9	399.0	131,928	85,237	64.6%	62.5%	83,881	1,356	3,836,373	3,715,628	120,745
12	807.0	30,666	29,328	95.6%	100.0%	30,893	(1,565)	332,315	300,325	31,990
13	1,280.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	202	188	14
17	368.0	101,568	62,680	61.7%	61.6%	62,588	92	2,313,284	2,316,132	(2,848)
18	803.0	61,028	30,402	49.8%	49.4%	29,380	1,022	232,568	222,089	10,479
19	1,326.5	167,202	113,228	67.7%	70.1%	111,252	1,976	927,534	909,228	18,306
20	932.0	48,464	28,428	58.7%	55.9%	27,037	1,391	222,757	202,272	20,485
21	1,643.0	147,015	103,644	70.5%	68.5%	100,232	3,412	749,655	712,137	37,518
22	1,388.0	58,296	54,927	94.2%	91.2%	53,887	1,040	422,331	399,703	22,628
23	1,583.0	186,794	131,800	70.6%	73.9%	128,920	2,880	1,056,777	1,059,461	(2,684)
24	562.0	29,224	23,609	80.8%	80.0%	23,056	553	239,308	218,910	20,398
25	1,000.0	102,995	32,961	32.0%	32.3%	32,947	14	320,170	323,075	(2,905)
26	847.5	27,136	18,194	67.0%	64.6%	17,520	674	165,629	161,873	3,756
Minor Routes	17,928.5	1,909,268	1,226,983	64.3%	63.8%	1,212,886	14,097	17,348,640	17,101,802	246,838
Total	22,066.5	4,420,082	3,258,096	73.7%	74.0%	3,254,960	3,136	135,207,197	131,049,443	4,157,754

Note 1

Obligation deferred (settled)

-

Total vehicle fare revenue

135,207,197 131,049,443

Note 1) Revenue arises from bike traffic and freight.

Note 2) Tariffs charged to customers on all routes were below price cap at September 30, 2019 and 2018.

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.



Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2019

Routes	K	L	M	N	O	P
	Passengers QTR 2 F2020	Passengers QTR 2 F2019	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 2 F2020 Note 2	Passenger Tariff Revenue QTR 2 F2019 Note 2	Passenger Tariff Revenue Growth (N - O)
1	2,251,863	2,302,714	(50,851)	\$33,392,216	\$34,162,236	(770,020)
2	1,254,361	1,272,400	(18,039)	18,471,520	18,790,244	(318,724)
3	904,232	935,820	(31,588)	4,644,659	4,816,385	(171,726)
30	615,726	628,163	(12,437)	8,880,990	9,109,952	(228,962)
Major Routes	5,026,182	5,139,097	(112,915)	65,389,385	66,878,817	(1,489,432)
10	23,249	23,761	(512)	3,156,723	3,101,024	55,699
11	22,307	20,972	1,335	760,842	716,131	44,711
28	5,496	783	4,713	738,476	77,873	660,603
Northern Routes	51,052	45,516	5,536	4,656,041	3,895,028	761,013
4	212,340	214,422	(2,082)	880,633	879,499	1,134
5	161,702	157,128	4,574	635,509	630,882	4,627
6	151,022	162,074	(11,052)	549,835	598,983	(49,148)
7	151,082	156,368	(5,286)	789,395	829,169	(39,774)
8	386,698	381,923	4,775	1,197,009	1,192,767	4,242
9	242,588	242,204	384	2,512,584	2,483,881	28,703
12	63,597	68,296	(4,699)	272,125	274,048	(1,923)
13	15,931	15,079	852	58,525	58,074	451
17	134,675	135,631	(956)	1,373,195	1,393,129	(19,934)
18	51,844	52,482	(638)	145,395	149,390	(3,995)
19	237,123	239,746	(2,623)	633,360	651,236	(17,876)
20	75,623	72,549	3,074	165,846	158,749	7,097
21	200,534	200,630	(96)	500,244	501,685	(1,441)
22	118,585	119,140	(555)	309,931	316,639	(6,708)
23	277,101	273,725	3,376	715,752	722,359	(6,607)
24	43,873	41,804	2,069	146,974	144,143	2,831
25	79,878	80,487	(609)	267,047	268,564	(1,517)
26	36,738	36,237	501	109,835	110,290	(455)
Minor Routes	2,640,934	2,649,925	(8,991)	11,263,194	11,363,487	(100,293)
Total	7,718,168	7,834,538	(116,370)	81,308,620	82,137,332	(828,712)

% Sailings Within 10 Min. (Note 3)		
QTR 2 F2018	QTR 2 F2019	QTR 2 F2020
77.7%	84.0%	86.6%
81.6%	68.3%	84.8%
78.5%	73.5%	85.5%
85.6%	78.7%	74.4%
80.2%	76.9%	83.7%
89.4%	85.5%	88.6%
98.3%	88.0%	95.2%
	91.4%	82.9%
91.3%	86.4%	88.6%
94.3%	91.4%	93.5%
82.7%	80.9%	74.0%
73.1%	59.5%	93.1%
94.1%	92.5%	90.4%
68.3%	89.1%	86.2%
71.5%	81.0%	71.4%
74.5%	81.3%	81.3%
99.4%	98.7%	99.4%
90.3%	86.3%	83.6%
96.5%	92.1%	89.8%
76.9%	76.9%	74.7%
78.2%	64.6%	58.1%
96.7%	96.8%	97.7%
96.3%	94.6%	97.1%
95.5%	92.1%	95.7%
80.2%	80.7%	75.6%
70.4%	79.9%	80.6%
95.3%	93.8%	91.5%
85.0%	84.9%	85.5%
84.3%	83.6%	85.2%

Obligation deferred (settled)

- -

Total passenger fare revenue

81,308,620 82,137,332

Total vehicle and passenger fare revenue
per financial statements

216,515,817 213,186,775

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) ROUND TRIPS

Fiscal 2020 Quarter Ended September 30, 2019				Cancellations of Minimum Required Round Trips ¹ for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract											Cancellations of Minimum+Incremental Required Round Trips for Other Reasons			Total Cancels	% of Minimum+ Incremental Required Round Trips Cancelled
Routes	Terminal 1	Terminal 2	Major Incident	Weather	Emerg. Response	Medical Emerg.	Regulatory Issue	Terminal / Dock Maint.	Terminal / Dock Mech. Failure	Vessel Maint.	Vessel Mech. Failure	Fire	Labour Dispute	Allowed Cancels	Community Event	Traffic	Other Cancels		
Route 01	Swartz Bay	Tsawwassen												0.0			0.0	0.0	0.00%
Route 02	Horseshoe Bay	Departure Bay												0.0			0.0	0.0	0.00%
Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	0.00%
Route 30	Duke Point	Tsawwassen												0.0			0.0	0.0	0.00%
Major Routes			0	0	0	0	0	0	0	0	0	0	0	0.0	0	0	0.0	0.0	0.00%
Route 10	Port Hardy	Prince Rupert												0.0			0.0	0.0	0.00%
Route 11	Skidegate	Prince Rupert												0.0			0.0	0.0	0.00%
Route 28	Port Hardy	Bella Coola												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												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									4			4.0			0.0	4.0	0.55%
Route 13 ⁽²⁾	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River												0.0			0.0	0.0	0.00%
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			0	0	0	0	0	0	0	0	4	0	0	4.0	0	0	0.0	4.0	0.03%
TOTAL			0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0	0.0	0.0	4.0	0.0	0.0	0.0	4.0	0.02%

% of Minimum+Incremental Required Round Trips Cancelled

0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.02% 0.00% 0.00% 0.02% 0.00% 0.00% 0.00% 0.02%

Notes:

⁽¹⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.

⁽²⁾ 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 2020 Quarter Ended September 30, 2019			
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	
Route 28	Port Hardy	Bella Coola	
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 Minimum (Daily) Core Service Levels						
2nd Quarter				Fiscal YTD		
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)
1,411.0	836.0	575.0	0.0	2,565.5	1,488.0	1,077.5
933.5	809.0	124.5	0.0	1,734.0	1,459.0	275.0
922.0	703.0	219.0	0.0	1,731.5	1,334.0	397.5
718.5	620.0	98.5	0.0	1,399.0	1,185.0	214.0
3,985.0	2,968.0	1,017.0	0.0	7,430.0	5,466.0	1,964.0
45.0	45.0	0.0	0.0	68.0	65.0	3.0
62.0	59.0	3.0	0.0	104.0	98.0	6.0
46.0	46.0	0.0	0.0	68.0	63.0	5.0
153.0	150.0	3.0	0.0	240.0	226.0	14.0
736.0	644.0	92.0	0.0	1,453.0	1,269.0	184.0
930.0	883.0	47.0	0.0	1,811.0	1,743.0	68.0
1,196.0	1,093.0	103.0	0.0	2,347.0	2,148.0	199.0
722.0	548.0	174.0	0.0	1,441.0	1,127.0	314.0
1,405.5	1,274.5	131.0	0.0	2,795.5	2,537.0	258.5
399.0	276.0	123.0	0.0	654.0	466.0	188.0
807.0	723.0	84.0	4.0	1,613.0	1,438.0	175.0
1,280.0	888.0	392.0	0.0	2,508.0	1,823.0	685.0
368.0	351.0	17.0	0.0	729.0	690.0	39.0
803.0	626.0	177.0	0.0	1,605.5	1,261.0	344.5
1,326.5	1,210.0	116.5	0.0	2,614.5	2,390.0	224.5
932.0	841.0	91.0	0.0	1,853.0	1,673.0	180.0
1,643.0	1,375.0	268.0	0.0	3,093.0	2,560.0	533.0
1,388.0	998.0	390.0	0.0	2,541.0	1,903.0	638.0
1,583.0	1,476.0	107.0	0.0	3,147.0	2,945.0	202.0
562.0	451.0	111.0	0.0	1,104.0	898.0	206.0
1,000.0	907.0	93.0	0.0	1,988.0	1,804.0	184.0
847.5	644.0	203.5	0.0	1,688.5	1,281.0	407.5
17,928.5	15,208.5	2,720.0	4.0	34,986.0	29,956.0	5,030.0
22,066.5	18,326.5	3,740.0	4.0	42,656.0	35,648.0	7,008.0

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).

⁽²⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.

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

Fiscal 2020 Quarter Ended September 30, 2019			
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
	Route 28	Port Hardy	Bella Coola
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			

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).

⁽²⁾ Estimated schedule includes the incremental round trips per the letter agreement with the Province dated March 18, 2019.

Performance Against Estimated Schedule⁽²⁾							
2nd Quarter					Fiscal YTD Core Service		
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)
1,411.0	1,413.0	-2.0	3.0	1.0	2,565.5	2,575.0	-9.5
933.5	933.0	0.5	2.0	2.5	1,734.0	1,725.0	9.0
922.0	923.0	-1.0	8.5	7.5	1,731.5	1,716.5	15.0
718.5	720.0	-1.5	1.5	0.0	1,399.0	1,400.0	-1.0
3,985.0	3,989.0	-4.0	15.0	11.0	7,430.0	7,416.5	13.5
45.0	45.0	0.0	0.0	0.0	68.0	65.0	3.0
62.0	59.0	3.0	0.0	3.0	104.0	98.0	6.0
46.0	46.0	0.0	0.0	0.0	68.0	63.0	5.0
153.0	150.0	3.0	0.0	3.0	240.0	226.0	14.0
736.0	736.0	0.0	0.0	0.0	1,453.0	1,452.0	1.0
930.0	883.0	47.0	0.0	47.0	1,811.0	1,743.0	68.0
1,196.0	1,185.0	11.0	0.0	11.0	2,347.0	2,331.0	16.0
722.0	640.0	82.0	0.0	82.0	1,441.0	1,310.0	131.0
1,405.5	1,366.5	39.0	0.0	39.0	2,795.5	2,720.0	75.5
399.0	276.0	123.0	0.0	123.0	654.0	466.0	188.0
807.0	815.0	-8.0	8.0	0.0	1,613.0	1,621.0	-8.0
1,280.0	980.0	300.0	0.0	300.0	2,508.0	2,006.0	502.0
368.0	351.0	17.0	0.0	17.0	729.0	690.0	39.0
803.0	718.0	85.0	0.0	85.0	1,605.5	1,444.0	161.5
1,326.5	1,302.0	24.5	2.5	27.0	2,614.5	2,573.0	41.5
932.0	933.0	-1.0	1.0	0.0	1,853.0	1,856.0	-3.0
1,643.0	1,467.0	176.0	0.0	176.0	3,093.0	2,743.0	350.0
1,388.0	1,090.0	298.0	0.0	298.0	2,541.0	2,086.0	455.0
1,583.0	1,568.0	15.0	0.0	15.0	3,147.0	3,128.0	19.0
562.0	543.0	19.0	1.0	20.0	1,104.0	1,081.0	23.0
1,000.0	999.0	1.0	0.0	1.0	1,988.0	1,987.0	1.0
847.5	736.0	111.5	1.0	112.5	1,688.5	1,464.0	224.5
17,928.5	16,588.5	1,340.0	13.5	1,353.5	34,986.0	32,701.0	2,285.0
22,066.5	20,727.5	1,339.0	28.5	1,367.5	42,656.0	40,343.5	2,312.5

Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

(For Cancellations of Minimum Required Round Trips⁽¹⁾ for Reasons Specified in Schedule A, Section 2(a) of the Coastal Ferry Services Contract)

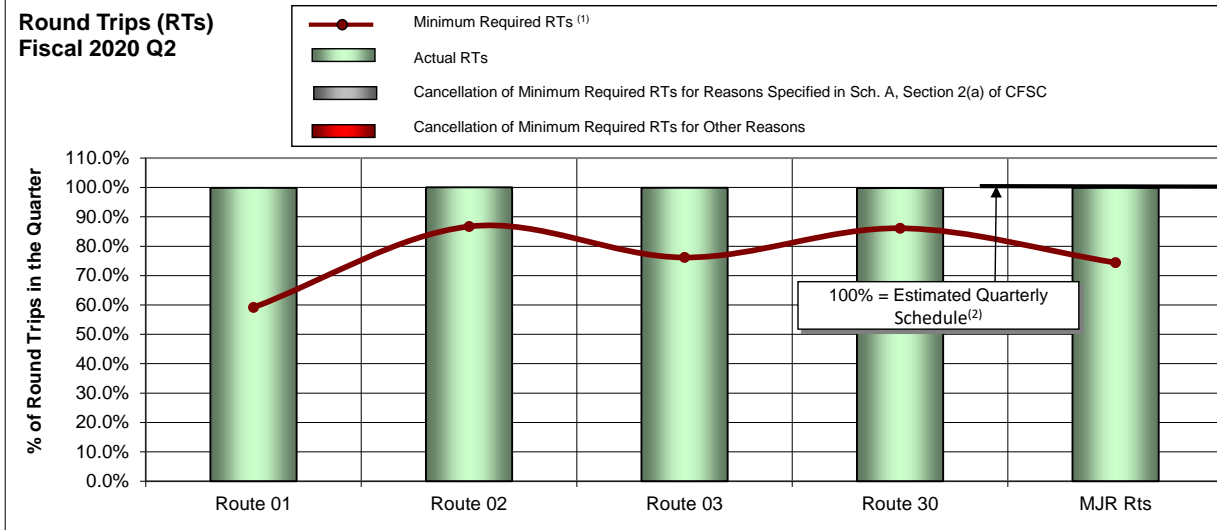
Fiscal 2020 Quarter Ended September 30, 2019				Performance Against Minimum+Incremental (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen	1	1
	Route 02	Horseshoe Bay	Departure Bay	0	
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	0	
Northern Routes	Route 10	Port Hardy	Prince Rupert	0	
	Route 11	Skidegate	Prince Rupert	0	
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0	
	Route 05	Swartz Bay	Four SGIs	0	
	Route 06	Crofton	Vesuvius Bay	0	
	Route 07	Earls Cove	Saltery Bay	0	
	Route 08	Horseshoe Bay	Bowen Island	0	
	Route 09	Tsawwasse	Long Harbour	0	
	Route 12	Mill Bay	Brentwood Bay	1	1
	Route 13	Langdale	Gambier/Keats	0	
	Route 17	Little River	Powell River	1	1
	Route 18	Texada	Powell River	1	1
	Route 19	Nanaimo Harbour	Gabriola Island	0	
	Route 20	Chemainus	Thetis Island	0	
	Route 21	Buckley Bay	Denman West	0	
	Route 22	Denman East	Hornby Island	0	
	Route 23	Campbell River	Quadra Island	1	1
	Route 24	Quadra Island	Cortes Island	1	1
Route 25	Port McNeill	Alert Bay	1	1	
Route 26	Skidegate	Alliford Bay	0		

Note:

⁽¹⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.

APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2020 Quarter Ended September 30, 2019

Major Routes

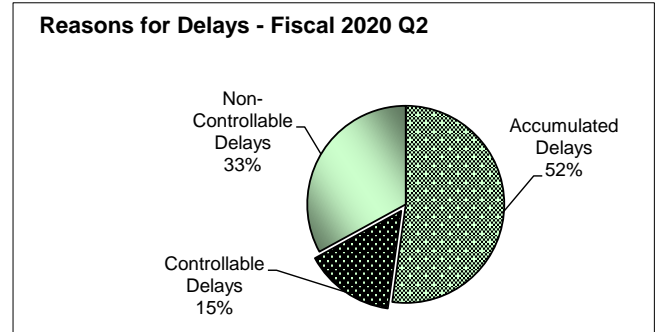


Routes	Route Description	Actual RTs	Minimum Required RTs ⁽¹⁾	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,411.0	836.0	575.0	52.7%
Route 02	Horseshoe Bay-Nanaimo	933.5	809.0	124.5	58.0%
Route 03	Langdale-Horseshoe Bay	922.0	703.0	219.0	37.4%
Route 30	Nanaimo-Tsawwassen	718.5	620.0	98.5	51.8%
MAJOR Routes Total		3,985.0	2,968.0	1,017.0	50.2%

Notes:

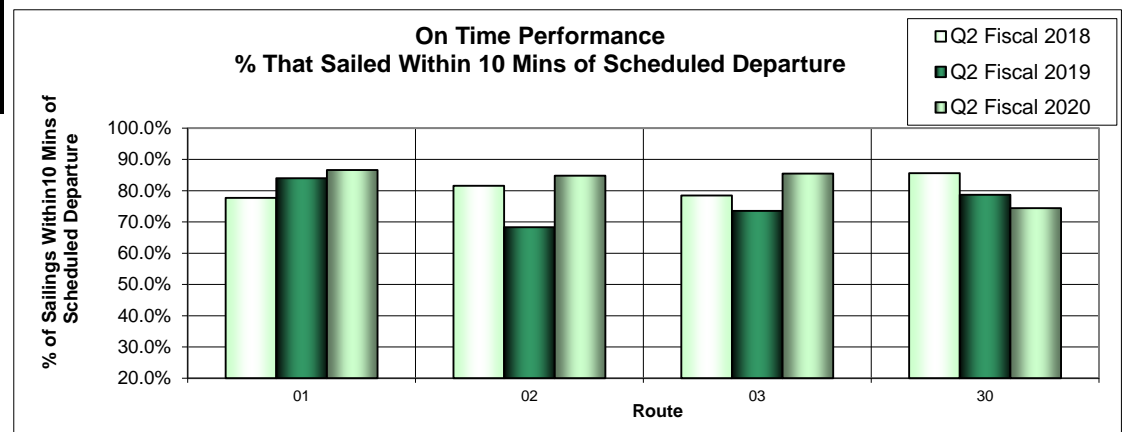
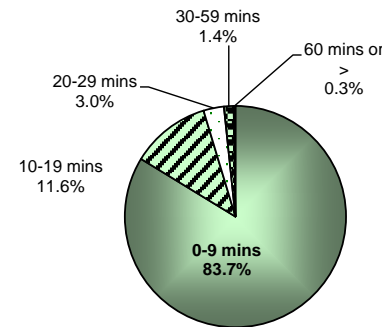
⁽¹⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.

⁽²⁾ Estimated schedule includes the incremental round trips per the letter agreement with the Province dated March 18, 2019.



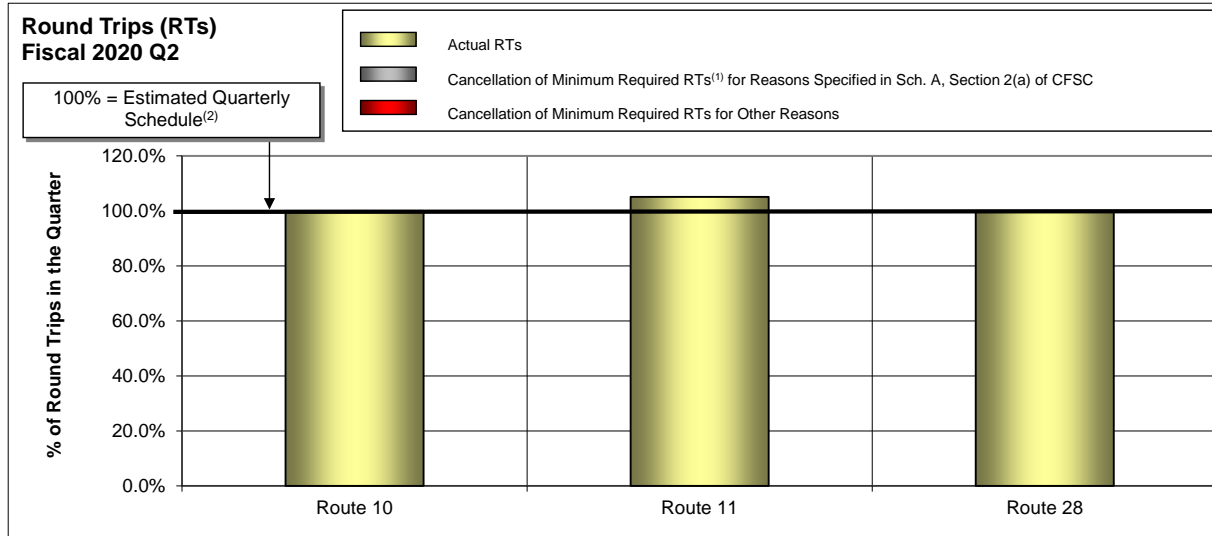
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2020 Q2



APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2020 Quarter Ended September 30, 2019

Northern Routes



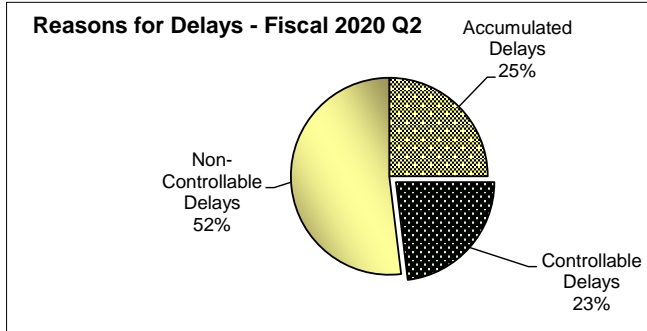
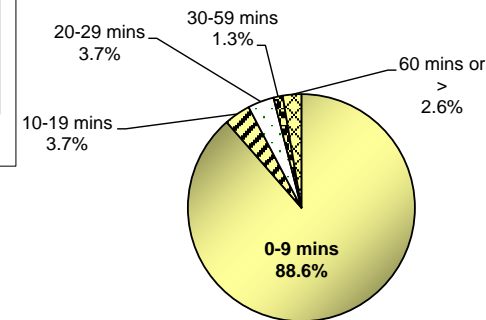
Routes	Route Description	Actual RTs	Minimum Required RTs ⁽¹⁾	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	45.0	45.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	62.0	59.0	3.0	0.8%
Route 28	Port Hardy-Bella Coola	46.0	46.0	0.0	0.7%
NORTHERN Routes Total		153.0	150.0	3.0	0.4%

Notes:

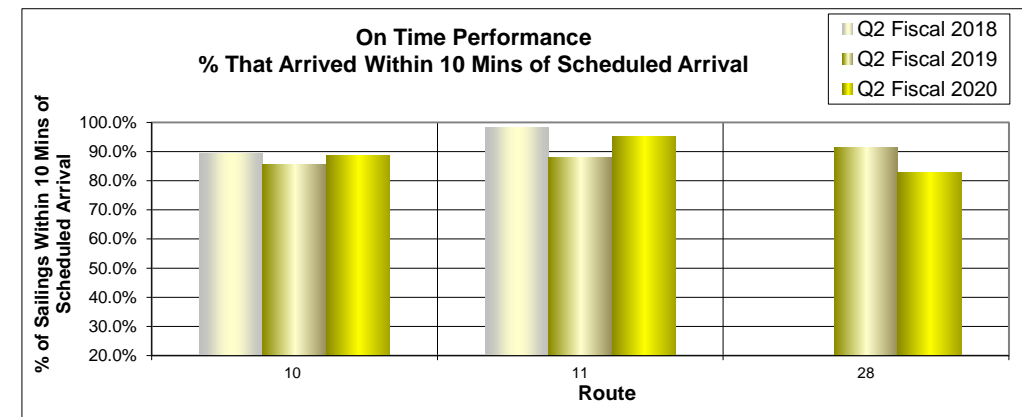
⁽¹⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.

⁽²⁾ Estimated schedule includes the incremental round trips per the letter agreement with the Province dated March 18, 2019.

On Time Performance Fiscal 2020 Q2

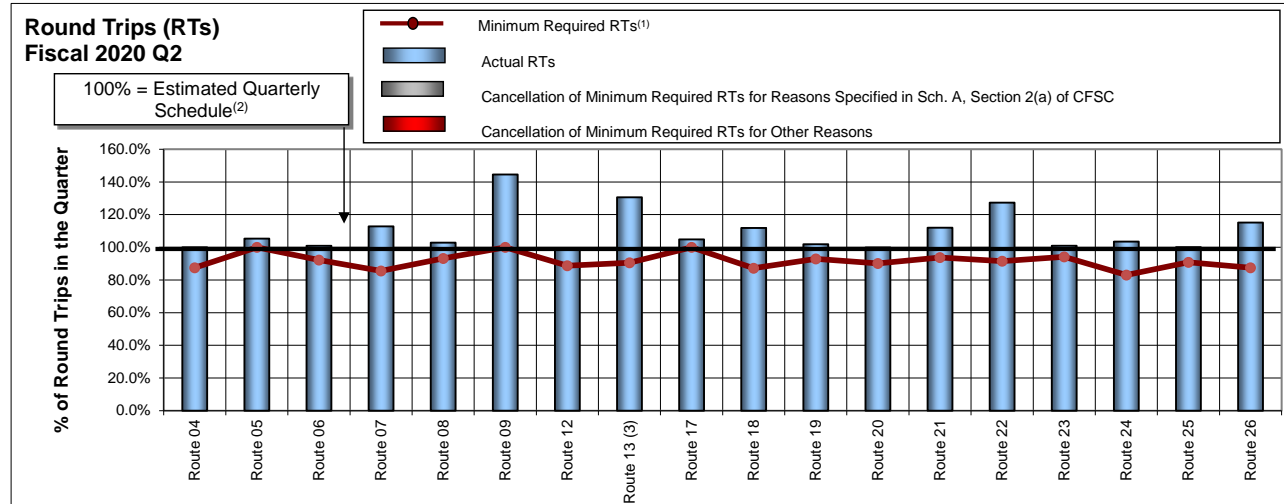


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

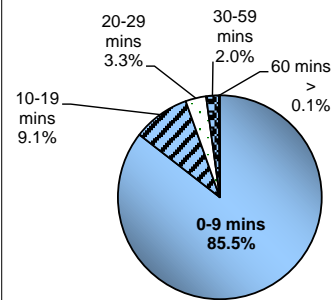


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2020 Quarter Ended September 30, 2019

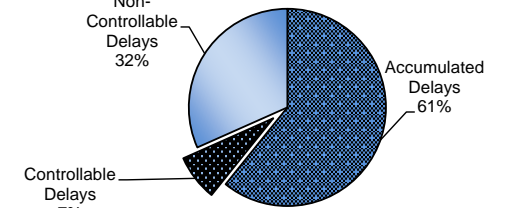
Minor Routes



On Time Performance Fiscal 2020 Q2

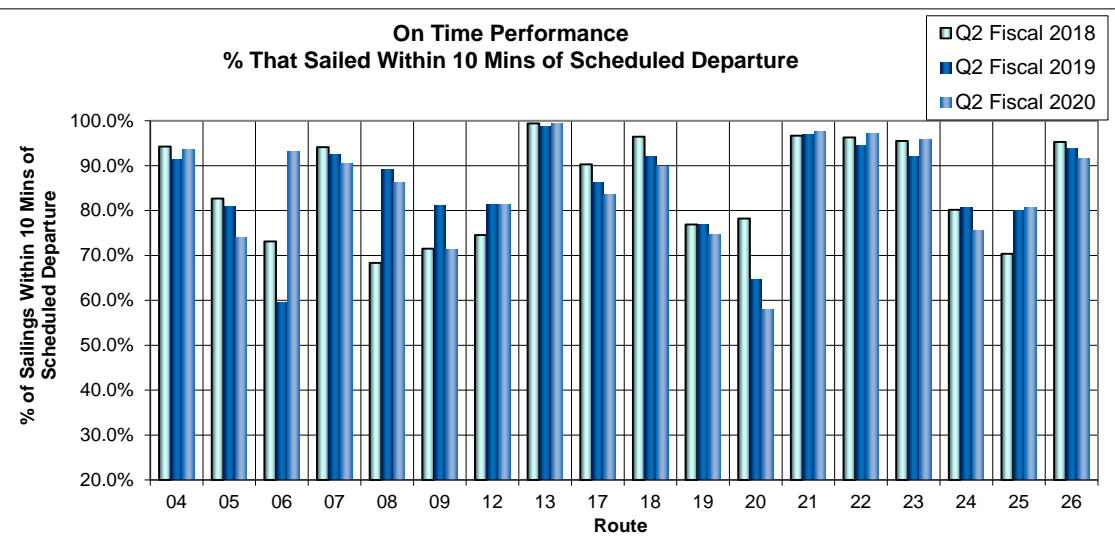


Reasons for Delays - Fiscal 2020 Q2



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 ⁽¹⁾	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	736.0	644.0	92.0	23.1%
Route 05	Swartz Bay-Gulf Islands	930.0	883.0	47.0	7.6%
Route 06	Crofton-Vesuvius Bay	1,196.0	1,093.0	103.0	31.4%
Route 07	Earls Cove-Salter Bay	722.0	548.0	174.0	6.6%
Route 08	Horseshoe Bay-Bowen Island	1,405.5	1,274.5	131.0	14.3%
Route 09	Tsawwassen-Southern Gulf Islands	399.0	276.0	123.0	6.8%
Route 12	Mill Bay-Brentwood Bay	807.0	723.0	84.0	22.6%
Route 13 ⁽³⁾	Langdale-Keats/Gambier	1,280.0	888.0	392.0	Pass Only
Route 17	Little River-Powell River	368.0	351.0	17.0	7.3%
Route 18	Powell River-Texada	803.0	626.0	177.0	4.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,326.5	1,210.0	116.5	16.5%
Route 20	Chemainus-Thetis/Penelakut	932.0	841.0	91.0	8.0%
Route 21	Buckley Bay-Denman West	1,643.0	1,375.0	268.0	18.9%
Route 22	Gravelly Bay-Hornby Island	1,388.0	998.0	390.0	49.3%
Route 23	Campbell River-Quadra Island	1,583.0	1,476.0	107.0	30.3%
Route 24	Quadra Island-Cortes Island	562.0	451.0	111.0	30.2%
Route 25	Port McNeill-Sointula/Alert Bay	1,000.0	907.0	93.0	1.4%
Route 26	Skidegate-Alliford Bay	847.5	644.0	203.5	6.6%
MINOR Routes Total		17,928.5	15,208.5	2,720.0	17.8%



Notes:

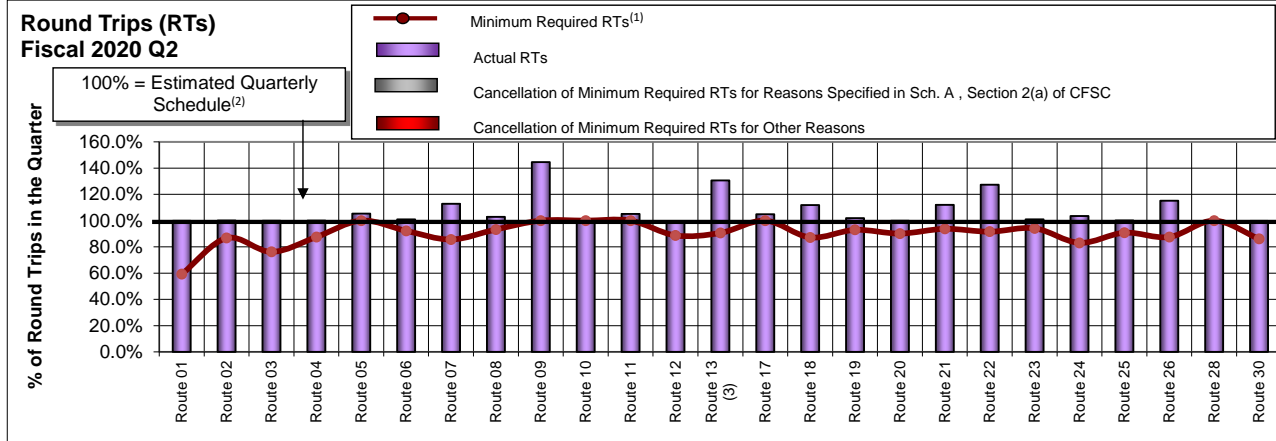
⁽¹⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.

⁽²⁾ Estimated schedule includes the incremental round trips per the letter agreement with the Province dated March 18, 2019.

⁽³⁾ 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 2020 Quarter Ended September 30, 2019

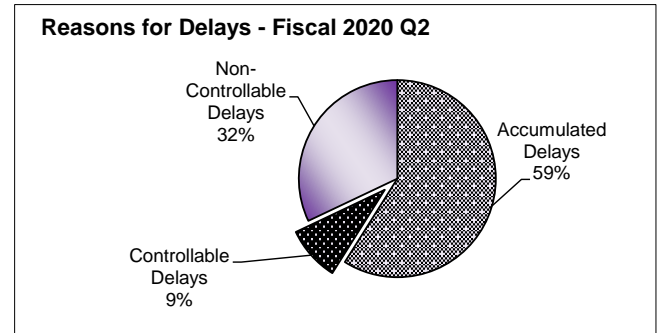
All Routes



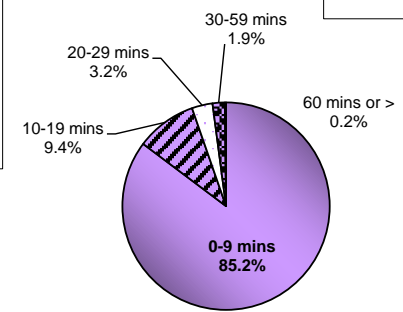
Routes	Route Description	Actual RTs	Minimum Required RTs ⁽¹⁾	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,411.0	836.0	575.0	52.7%
Route 02	Horseshoe Bay-Nanaimo	933.5	809.0	124.5	58.0%
Route 03	Langdale-Horseshoe Bay	922.0	703.0	219.0	37.4%
Route 04	Swartz Bay-Fulford Harbour	736.0	644.0	92.0	23.1%
Route 05	Swartz Bay-Gulf Islands	930.0	883.0	47.0	7.6%
Route 06	Crofton-Vesuvius Bay	1,196.0	1,093.0	103.0	31.4%
Route 07	Earls Cove-Salter Bay	722.0	548.0	174.0	6.6%
Route 08	Horseshoe Bay-Bowen Island	1,405.5	1,274.5	131.0	14.3%
Route 09	Tsawwassen-Southern Gulf Islands	399.0	276.0	123.0	6.8%
Route 10	Port Hardy-Prince Rupert	45.0	45.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	62.0	59.0	3.0	0.8%
Route 12	Mill Bay-Brentwood Bay	807.0	723.0	84.0	22.6%
Route 13 ⁽³⁾	Langdale-Keats/Gambier	1,280.0	888.0	392.0	Pass Only
Route 17	Little River-Powell River	368.0	351.0	17.0	7.3%
Route 18	Powell River-Texada	803.0	626.0	177.0	4.5%
Route 19	Nanaimo Harbour-Gabriola Island	1,326.5	1,210.0	116.5	16.5%
Route 20	Chemainus-Thetis/Penelakut	932.0	841.0	91.0	8.0%
Route 21	Buckley Bay-Denman West	1,643.0	1,375.0	268.0	18.9%
Route 22	Gravelly Bay-Hornby Island	1,388.0	998.0	390.0	49.3%
Route 23	Campbell River-Quadra Island	1,583.0	1,476.0	107.0	30.3%
Route 24	Quadra Island-Cortes Island	562.0	451.0	111.0	30.2%
Route 25	Port McNeill-Sointula/Alert Bay	1,000.0	907.0	93.0	1.4%
Route 26	Skidegate-Alliford Bay	847.5	644.0	203.5	6.6%
Route 28	Port Hardy-Bella Coola	46.0	46.0	0.0	0.7%
Route 30	Nanaimo-Tsawwassen	718.5	620.0	98.5	51.8%
All Routes Total		22,066.5	18,326.5	3,740.0	23.3%

Notes:

- ⁽¹⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.
- ⁽²⁾ Estimated schedule includes the incremental round trips per the letter agreement with the Province dated March 18, 2019.
- ⁽³⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
- ⁽⁴⁾ Within 10 minutes of scheduled arrival for the Northern Routes 10, 11 and 28.



On Time Performance Fiscal 2020 Q2



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

