

Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2019

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 3 F2020	Capacity Utilization QTR 3 F2020 (C / B)	Capacity Utilization QTR 3 F2019	AEQ's Carried QTR 3 F2019	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 3 F2020 Note 2	AEQ Tariff Revenue QTR 3 F2019 Note 2	AEQ Tariff Revenue Growth (H - I)
1	929.0	637,708	539,822	84.7%	88.3%	528,468	11,354	\$ 35,064,931	\$ 34,604,721	\$ 460,210
2	727.0	453,360	286,350	63.2%	64.4%	286,052	298	17,618,155	17,582,348	35,807
3	749.5	464,728	305,567	65.8%	66.0%	303,601	1,966	6,719,755	6,614,045	105,710
30	674.0	391,380	233,719	59.7%	59.6%	232,684	1,035	16,859,311	16,988,800	(129,489)
Major Routes	3,079.5	1,947,176	1,365,458	70.1%	71.3%	1,350,805	14,653	76,262,152	75,789,914	472,238
10	20.0	4,600	2,779	60.4%	67.7%	2,179	600	539,335	453,446	85,889
11	36.5	8,395	4,422	52.7%	60.8%	4,828	(406)	672,982	744,586	(71,604)
28	16.0	877	238	27.1%	23.7%	269	(31)	24,204	18,040	6,164
Northern Routes	72.5	13,872.0	7,439	53.6%	59.2%	7,276	163	1,236,521	1,216,072	20,449
4	745.0	145,985	85,348	58.5%	64.2%	85,387	(39)	859,482	875,327	(15,845)
5	869.0	169,539	69,108	40.8%	41.3%	67,682	1,426	775,076	761,185	13,891
6	1,193.0	110,254	63,009	57.1%	56.5%	64,556	(1,547)	719,234	744,565	(25,331)
7	722.0	161,728	44,187	27.3%	31.2%	44,526	(339)	888,473	902,583	(14,110)
8	1,403.0	250,734	140,933	56.2%	57.1%	139,188	1,745	1,428,443	1,424,291	4,152
9	216.0	70,932	43,640	61.5%	60.1%	40,798	2,842	1,706,042	1,636,316	69,726
12	793.0	30,134	24,156	80.2%	80.4%	24,413	(257)	275,949	306,602	(30,653)
13	1,216.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	1	(20)	21
17	364.0	100,464	44,612	44.4%	45.5%	43,071	1,541	1,479,108	1,465,111	13,997
18	735.5	55,632	25,903	46.6%	45.1%	24,129	1,774	186,401	168,241	18,160
19	1,326.0	167,076	97,385	58.3%	61.8%	96,600	785	751,364	745,979	5,385
20	927.0	48,204	24,118	50.0%	50.6%	21,233	2,885	175,314	151,593	23,721
21	1,381.0	123,980	65,954	53.2%	50.6%	62,986	2,968	423,564	398,847	24,717
22	1,102.0	46,284	23,801	51.4%	26.2%	23,055	746	162,305	148,323	13,982
23	1,567.5	185,787	101,020	54.4%	56.0%	96,894	4,126	709,262	671,686	37,576
24	540.0	28,080	15,316	54.5%	53.4%	14,430	886	131,492	124,409	7,083
25	997.0	51,844	24,776	47.8%	46.9%	24,071	705	226,221	223,936	2,285
26	845.0	27,072	12,099	44.7%	45.8%	12,056	43	102,362	103,341	(979)
Minor Routes	16,942.0	1,773,729	905,365	51.0%	51.1%	885,075	20,290	11,000,093	10,852,315	147,778
Total	20,094.0	3,734,777	2,278,262	61.0%	61.7%	2,243,156	35,106	88,498,766	87,858,301	640,465

Note 1

Obligation deferred (settled)	-	-
Total vehicle fare revenue	88,498,766	87,858,301

Note 1) Revenue arises from bike traffic and freight.
Note 2) Tariffs charged to customers on all routes were below price cap at December 31, 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 December 31, 2019

Routes	K	L	M	N	O	P
	Passengers QTR 3 F2020	Passengers QTR 3 F2019	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 3 F2020 Note 2	Passenger Tariff Revenue QTR 3 F2019 Note 2	Passenger Tariff Revenue Growth (N - O)
1	1,343,177	1,340,099	3,078	\$ 20,124,000	\$ 20,069,159	54,841
2	706,976	714,077	(7,101)	10,473,470	10,614,620	(141,150)
3	591,647	592,107	(460)	3,025,161	3,013,361	11,800
30	364,477	366,142	(1,665)	5,299,870	5,337,661	(37,791)
Major Routes	3,006,277	3,012,425	(6,148)	38,922,501	39,034,801	(112,300)
10	7,152	5,261	1,891	478,147	389,267	88,880
11	7,341	7,702	(361)	213,954	239,522	(25,568)
28	469	425	44	31,523	20,334	11,189
Northern Routes	14,962	13,388	1,574	723,624	649,123	74,501
4	150,625	152,220	(1,595)	623,504	604,435	19,069
5	111,397	107,192	4,205	413,827	405,869	7,958
6	109,396	110,295	(899)	363,083	367,401	(4,318)
7	68,208	68,688	(480)	346,960	347,586	(626)
8	299,695	298,630	1,065	815,509	819,089	(3,580)
9	104,573	97,263	7,310	1,099,034	1,054,190	44,844
12	44,562	45,729	(1,167)	179,024	219,920	(40,896)
13	9,245	8,570	675	31,404	28,617	2,787
17	92,884	88,810	4,074	918,805	895,634	23,171
18	41,471	38,789	2,682	109,339	104,923	4,416
19	196,303	195,408	895	473,754	474,065	(311)
20	64,693	59,103	5,590	128,639	126,027	2,612
21	108,429	105,673	2,756	239,248	234,976	4,272
22	37,360	36,515	845	87,794	87,182	612
23	196,536	189,184	7,352	433,199	419,344	13,855
24	24,986	22,502	2,484	71,299	69,759	1,540
25	56,369	56,484	(115)	167,082	165,729	1,353
26	20,596	20,382	214	52,836	53,439	(603)
Minor Routes	1,737,328	1,701,437	35,891	6,554,340	6,478,185	76,155
Total	4,758,567	4,727,250	31,317	46,200,465	46,162,109	38,356

% Sailings Within 10 Min. (Note 3)		
QTR 3 F2018	QTR 3 F2019	QTR 3 F2020
88.4%	87.9%	90.4%
73.8%	89.2%	90.0%
70.5%	86.2%	92.8%
86.9%	88.0%	88.2%
80.3%	87.8%	90.4%
81.4%	95.1%	96.2%
100.0%	94.2%	94.5%
	69.9%	53.7%
87.0%	85.2%	82.4%
98.3%	98.5%	85.5%
86.1%	82.2%	85.7%
90.7%	87.4%	99.3%
96.0%	97.6%	97.2%
83.3%	96.9%	97.8%
82.9%	81.0%	84.2%
93.7%	89.0%	98.7%
99.6%	99.7%	99.9%
95.5%	93.4%	93.7%
97.7%	95.4%	95.1%
91.9%	88.9%	92.8%
84.7%	75.0%	59.1%
98.9%	98.4%	97.6%
97.8%	97.8%	98.7%
99.3%	98.4%	99.3%
97.0%	94.2%	94.9%
93.4%	82.3%	78.0%
96.0%	98.3%	98.5%
92.9%	91.3%	91.5%
91.1%	90.8%	91.3%

Obligation deferred (settled) - -

Total passenger fare revenue	<u>46,200,465</u>	<u>46,162,109</u>
Total vehicle and passenger fare revenue per financial statements	<u>134,699,231</u>	<u>134,020,410</u>

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) ROUND TRIPS⁽¹⁾

Fiscal 2020 Quarter Ended December 31, 2019				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		2										2.0			0.0	2.0	0.31%
Route 02	Horseshoe Bay	Departure Bay		3										3.0			0.0	3.0	0.47%
Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	0.00%
Route 30	Duke Point	Tsawwassen		1										1.0			0.0	1.0	0.18%
Major Routes			0	6	0	0	0	0	0	0	0	0	0	6.0	0	0	0.0	6.0	0.24%
Route 10	Port Hardy	Prince Rupert												0.0			0.0	0.0	0.00%
Route 11	Skidegate	Prince Rupert		3										3.0			0.0	3.0	7.59%
Route 28	Port Hardy	Bella Coola									1			1.0			0.0	1.0	7.69%
Northern Routes			0	3	0	0	0	0	0	0	1	0	0	4.0	0	0	0.0	4.0	5.59%
Route 04	Fulford Harbour	Swartz Bay							1					1.0			0.0	1.0	0.16%
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												0.0			0.0	0.0	0.00%
Route 12	Mill Bay	Brentwood Bay		2							8			10.0			0.0	10.0	1.40%
Route 13 ⁽²⁾	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River		1										1.0			0.0	1.0	0.29%
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		1							1			2.0			0.0	2.0	0.24%
Route 21	Buckley Bay	Denman West												0.0			0.0	0.0	0.00%
Route 22	Denman East	Hornby Island									1			1.0			0.0	1.0	0.11%
Route 23	Campbell River	Quadra Island		6										6.0			0.0	6.0	0.40%
Route 24	Quadra Island	Cortes Island		5										5.0			0.0	5.0	1.09%
Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%
Route 26	Skidegate	Alliford Bay		1										1.0			0.0	1.0	0.16%
Minor Routes			0	16	0	0	0	0	1	0	11	0	0	28.0	0	0	0.0	28.0	0.19%
TOTAL			0.0	25.0	0.0	0.0	0.0	0.0	1.0	0.0	12.0	0.0	0.0	38.0	0.0	0.0	0.0	38.0	0.22%

% of Minimum Required Round Trips Cancelled

0.00% 0.14% 0.00% 0.00% 0.00% 0.00% 0.00% 0.01% 0.00% 0.07% 0.00% 0.00% 0.22% 0.00% 0.00% 0.00% 0.22%

Notes:

⁽¹⁾ Minimum required round trips include minimum 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 December 31, 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 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	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 ⁽²⁾						
3rd 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)
929.0	644.0	285.0	2.0	3,494.5	2,132.0	1,362.5
727.0	644.0	83.0	3.0	2,461.0	2,103.0	358.0
749.5	631.0	118.5	0.0	2,481.0	1,965.0	516.0
674.0	566.0	108.0	1.0	2,073.0	1,751.0	322.0
3,079.5	2,485.0	594.5	6.0	10,509.5	7,951.0	2,558.5
20.0	19.0	1.0	0.0	88.0	84.0	4.0
36.5	39.5	-3.0	3.0	140.5	137.5	3.0
16.0	13.0	3.0	1.0	84.5	76.0	8.5
72.5	71.5	1.0	4.0	313.0	297.5	15.5
745.0	631.0	114.0	1.0	2,198.0	1,900.0	298.0
869.0	866.0	3.0	1.0	2,680.0	2,609.0	71.0
1,193.0	1,079.0	114.0	0.0	3,540.0	3,227.0	313.0
722.0	620.0	102.0	0.0	2,163.0	1,747.0	416.0
1,403.0	1,281.0	122.0	0.0	4,198.5	3,818.0	380.5
216.0	184.0	32.0	0.0	870.0	650.0	220.0
793.0	715.0	78.0	10.0	2,406.0	2,153.0	253.0
1,216.0	950.0	266.0	0.0	3,724.0	2,773.0	951.0
364.0	341.0	23.0	1.0	1,093.0	1,031.0	62.0
735.5	643.0	92.5	0.0	2,341.0	1,904.0	437.0
1,326.0	1,226.0	100.0	0.0	3,940.5	3,616.0	324.5
927.0	840.0	87.0	2.0	2,780.0	2,513.0	267.0
1,381.0	1,181.0	200.0	0.0	4,474.0	3,741.0	733.0
1,102.0	906.0	196.0	1.0	3,643.0	2,809.0	834.0
1,567.5	1,483.0	84.5	6.0	4,714.5	4,428.0	286.5
540.0	459.0	81.0	5.0	1,644.0	1,357.0	287.0
997.0	906.0	91.0	0.0	2,985.0	2,710.0	275.0
845.0	643.0	202.0	1.0	2,533.5	1,924.0	609.5
16,942.0	14,954.0	1,988.0	28.0	51,928.0	44,910.0	7,018.0
20,094.0	17,510.5	2,583.5	38.0	62,750.5	53,158.5	9,592.0

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 December 31, 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 Estimated Schedule ⁽²⁾								
3rd 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)	
929.0	935.0	-6.0	8.0	2.0	3,494.5	3,510.0	-15.5	
727.0	730.0	-3.0	7.0	4.0	2,461.0	2,455.0	6.0	
749.5	745.5	4.0	0.0	4.0	2,481.0	2,462.0	19.0	
674.0	680.0	-6.0	6.0	0.0	2,073.0	2,080.0	-7.0	
3,079.5	3,090.5	-11.0	21.0	10.0	10,509.5	10,507.0	2.5	
20.0	19.0	1.0	0.0	1.0	88.0	84.0	4.0	
36.5	39.5	-3.0	3.0	0.0	140.5	137.5	3.0	
16.0	13.0	3.0	1.0	4.0	84.5	76.0	8.5	
72.5	71.5	1.0	4.0	5.0	313.0	297.5	15.5	
745.0	722.0	23.0	2.0	25.0	2,198.0	2,174.0	24.0	
869.0	866.0	3.0	1.0	4.0	2,680.0	2,609.0	71.0	
1,193.0	1,171.0	22.0	0.0	22.0	3,540.0	3,502.0	38.0	
722.0	712.0	10.0	4.0	14.0	2,163.0	2,022.0	141.0	
1,403.0	1,373.0	30.0	0.0	30.0	4,198.5	4,093.0	105.5	
216.0	184.0	32.0	0.0	32.0	870.0	650.0	220.0	
793.0	806.0	-13.0	13.0	0.0	2,406.0	2,427.0	-21.0	
1,216.0	1,042.0	174.0	2.0	176.0	3,724.0	3,048.0	676.0	
364.0	341.0	23.0	1.0	24.0	1,093.0	1,031.0	62.0	
735.5	735.0	0.5	1.0	1.5	2,341.0	2,179.0	162.0	
1,326.0	1,317.0	9.0	1.0	10.0	3,940.5	3,890.0	50.5	
927.0	932.0	-5.0	5.0	0.0	2,780.0	2,788.0	-8.0	
1,381.0	1,273.0	108.0	1.0	109.0	4,474.0	4,016.0	458.0	
1,102.0	998.0	104.0	3.0	107.0	3,643.0	3,084.0	559.0	
1,567.5	1,575.0	-7.5	10.0	2.5	4,714.5	4,703.0	11.5	
540.0	551.0	-11.0	11.0	0.0	1,644.0	1,632.0	12.0	
997.0	998.0	-1.0	1.0	0.0	2,985.0	2,985.0	0.0	
845.0	735.0	110.0	2.0	112.0	2,533.5	2,199.0	334.5	
16,942.0	16,331.0	611.0	58.0	669.0	51,928.0	49,032.0	2,896.0	
20,094.0	19,493.0	601.0	83.0	684.0	62,750.5	59,836.5	2,914.0	

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

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)

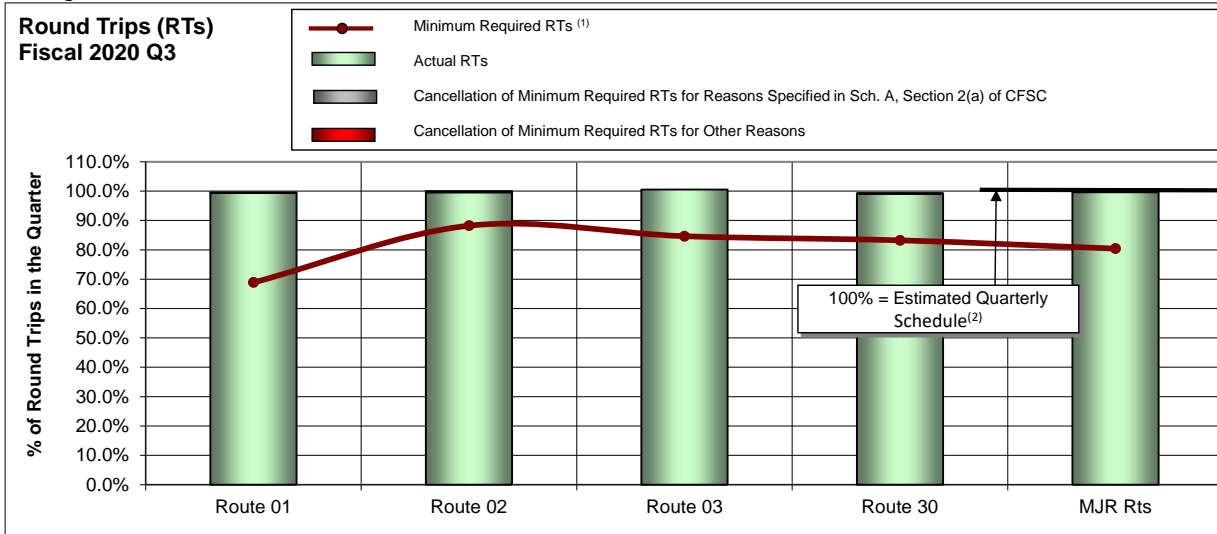
Fiscal 2020 Quarter Ended December 31, 2019				Performance Against Minimum (Daily) Core Service Levels ⁽¹⁾	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen	2	1
	Route 02	Horseshoe Bay	Departure Bay	1	1
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	1	1
Northern Routes	Route 10	Port Hardy	Prince Rupert	0	
	Route 11	Skidegate	Prince Rupert	6	2
	Route 28	Port Hardy	Bella Coola	2	2
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	1	1
	Route 05	Swartz Bay	Four SGIs	1	1
	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	3	1
	Route 13	Langdale	Gambier/Keats	0	
	Route 17	Little River	Powell River	2	1
	Route 18	Texada	Powell River	1	1
	Route 19	Nanaimo Harbour	Gabriola Island	0	
	Route 20	Chemainus	Thetis Island	2	1
	Route 21	Buckley Bay	Denman West	0	
	Route 22	Denman East	Hornby Island	1	1
	Route 23	Campbell River	Quadra Island	4	2
Route 24	Quadra Island	Cortes Island	4	1	
Route 25	Port McNeill	Alert Bay	1	1	
Route 26	Skidegate	Alliford Bay	1	1	

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 December 31, 2019

Major Routes

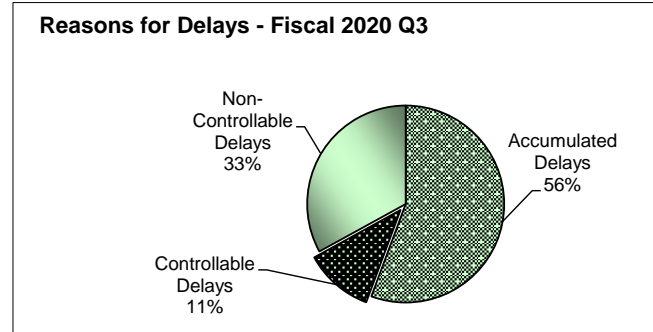


Routes	Route Description	Actual RTs	Minimum Required RTs ⁽¹⁾	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	929.0	644.0	285.0	43.0%
Route 02	Horseshoe Bay-Nanaimo	727.0	644.0	83.0	20.0%
Route 03	Langdale-Horseshoe Bay	749.5	631.0	118.5	24.4%
Route 30	Nanaimo-Tsawwassen	674.0	566.0	108.0	16.6%
MAJOR Routes Total		3,079.5	2,485.0	594.5	27.3%

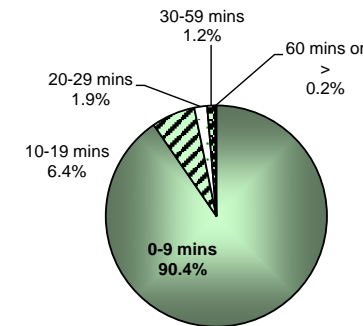
Notes:

⁽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.

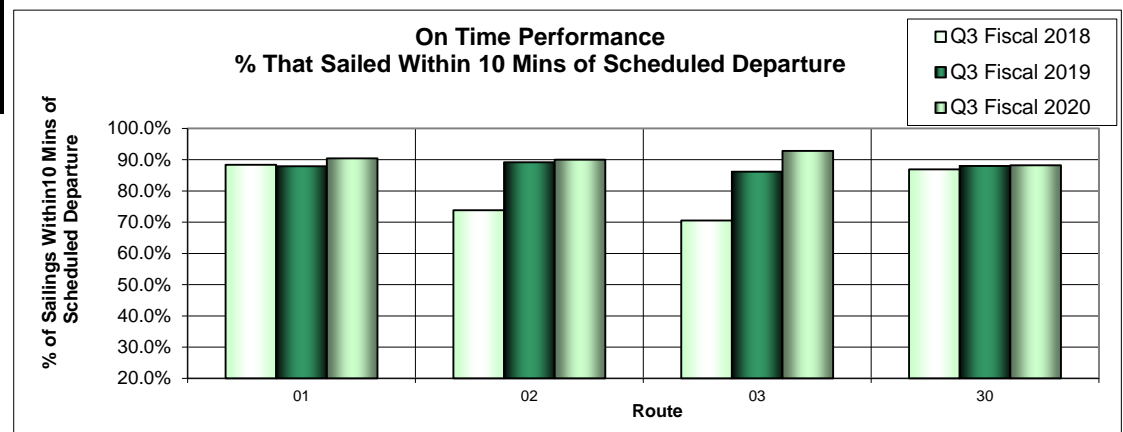
⁽²⁾ Estimated schedule includes the incremental round trips per the letter agreement with the Province dated March 18, 2019.



On Time Performance Fiscal 2020 Q3

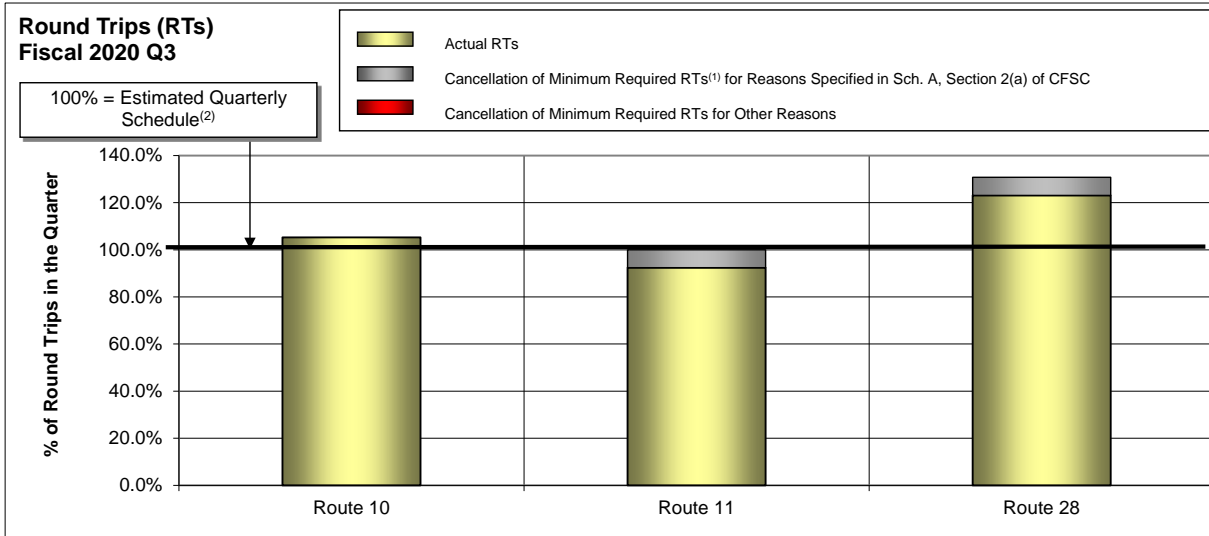


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay



APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2020 Quarter Ended December 31, 2019

Northern Routes

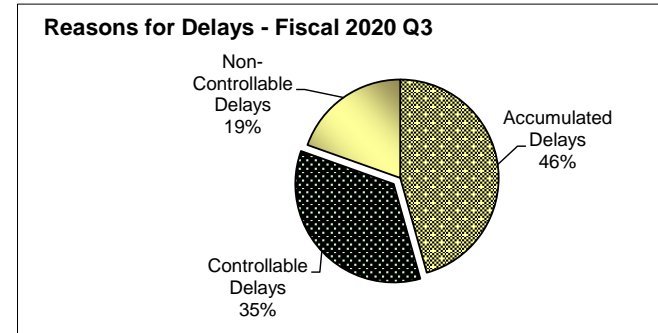


Routes	Route Description	Actual RTs	Minimum Required RTs ⁽¹⁾	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	20.0	19.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	36.5	39.5	-3.0	1.4%
Route 28	Port Hardy-Bella Coola	16.0	13.0	3.0	0.0%
NORTHERN Routes Total		72.5	71.5	1.0	0.4%

Notes:

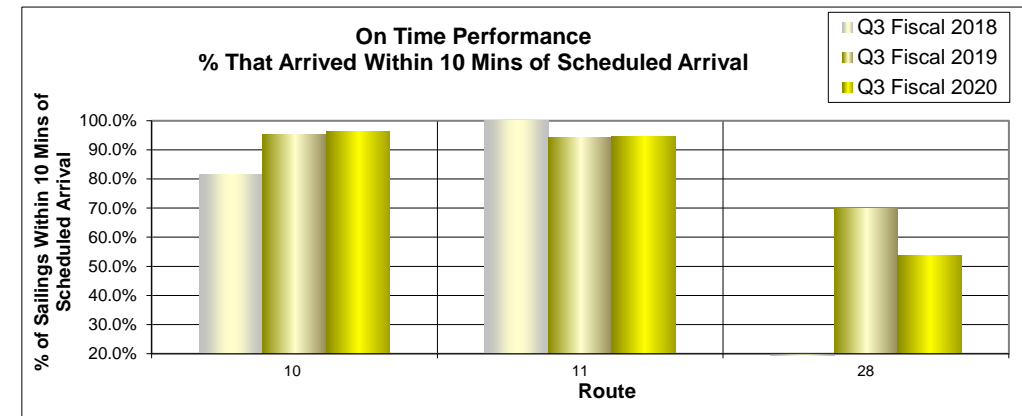
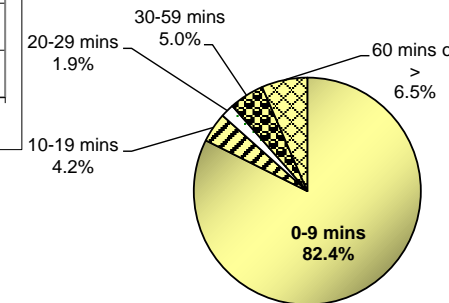
⁽¹⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.

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



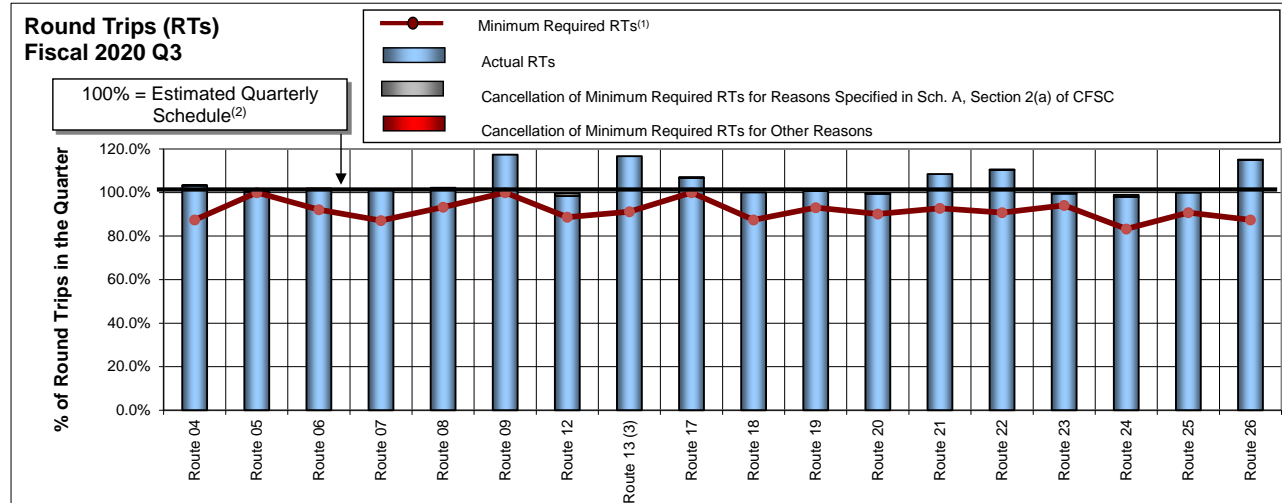
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Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2020 Q3

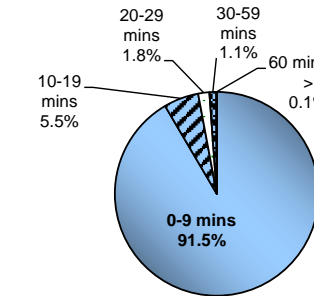


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2020 Quarter Ended December 31, 2019

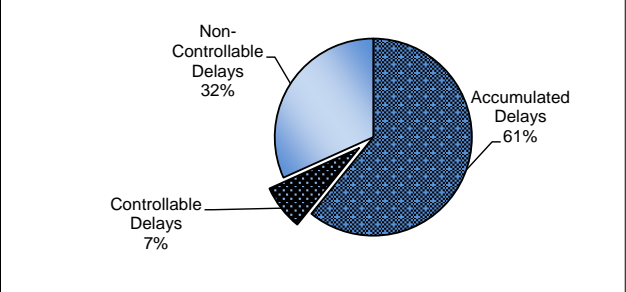
Minor Routes



On Time Performance Fiscal 2020 Q3

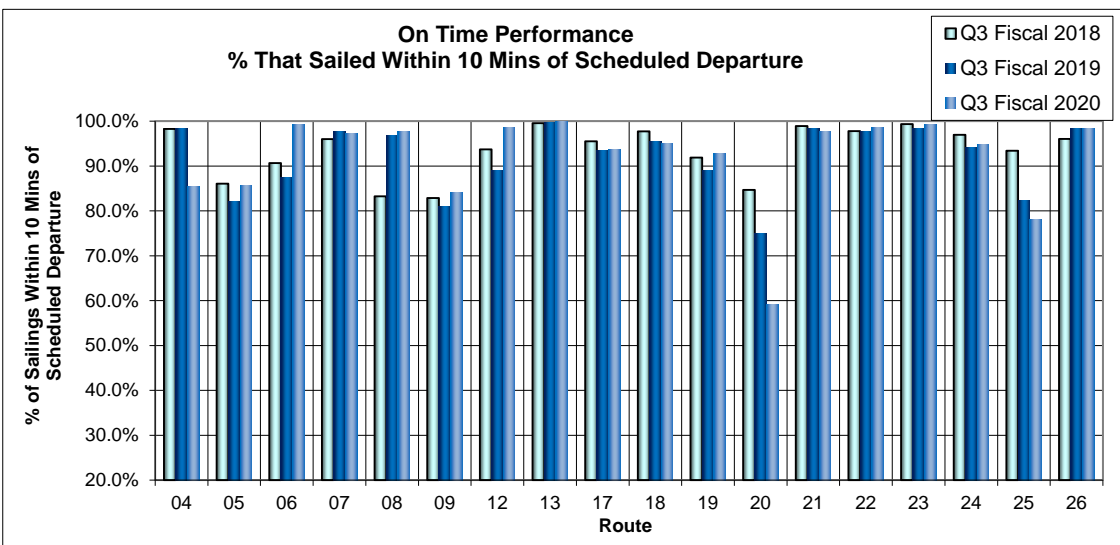


Reasons for Delays - Fiscal 2020 Q3



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	745.0	631.0	114.0	13.0%
Route 05	Swartz Bay-Gulf Islands	869.0	866.0	3.0	1.9%
Route 06	Crofton-Vesuvius Bay	1,193.0	1,079.0	114.0	13.5%
Route 07	Earls Cove-Salter Bay	722.0	620.0	102.0	0.7%
Route 08	Horseshoe Bay-Bowen Island	1,403.0	1,281.0	122.0	10.8%
Route 09	Tsawwassen-Southern Gulf Islands	216.0	184.0	32.0	2.8%
Route 12	Mill Bay-Brentwood Bay	793.0	715.0	78.0	7.1%
Route 13 ⁽³⁾	Langdale-Keats/Gambier	1,216.0	950.0	266.0	Pass Only
Route 17	Little River-Powell River	364.0	341.0	23.0	1.1%
Route 18	Powell River-Texada	735.5	643.0	92.5	2.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,326.0	1,226.0	100.0	10.3%
Route 20	Chemainus-Thetis/Penelakut	927.0	840.0	87.0	2.6%
Route 21	Buckley Bay-Denman West	1,381.0	1,181.0	200.0	5.0%
Route 22	Gravelly Bay-Hornby Island	1,102.0	906.0	196.0	3.0%
Route 23	Campbell River-Quadra Island	1,567.5	1,483.0	84.5	10.1%
Route 24	Quadra Island-Cortes Island	540.0	459.0	81.0	4.1%
Route 25	Port McNeill-Sointula/Alert Bay	997.0	906.0	91.0	4.8%
Route 26	Skidegate-Alliford Bay	845.0	643.0	202.0	1.4%
MINOR Routes Total		16,942.0	14,954.0	1,988.0	6.1%



Notes:

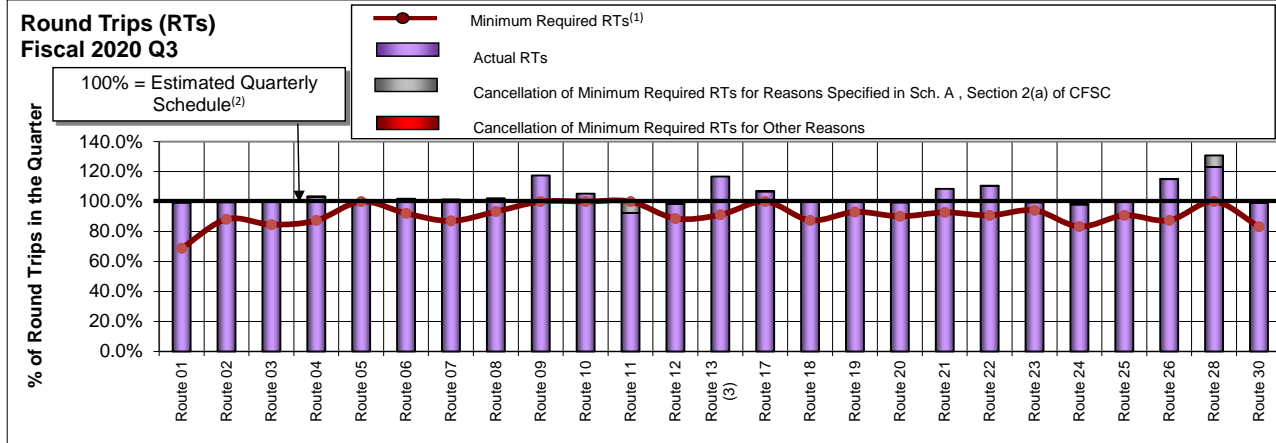
⁽¹⁾ Minimum required round trips include core service levels as well as the incremental round trips per the letter agreement with the Province dated March 18, 2019.

⁽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 December 31, 2019

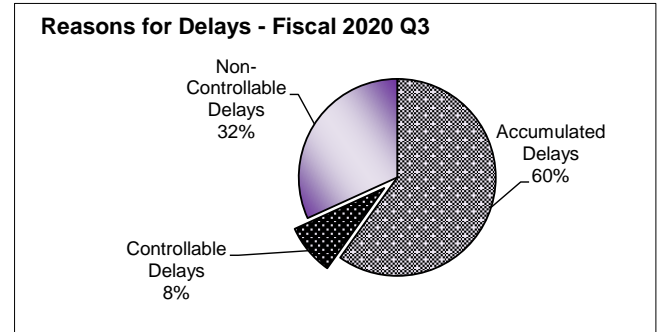
All Routes



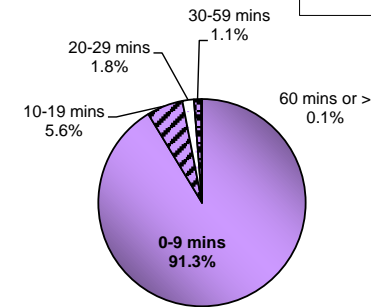
Routes	Route Description	Actual RTs	Minimum Required RTs ⁽¹⁾	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	929.0	644.0	285.0	43.0%
Route 02	Horseshoe Bay-Nanaimo	727.0	644.0	83.0	20.0%
Route 03	Langdale-Horseshoe Bay	749.5	631.0	118.5	24.4%
Route 04	Swartz Bay-Fulford Harbour	745.0	631.0	114.0	13.0%
Route 05	Swartz Bay-Gulf Islands	869.0	866.0	3.0	1.9%
Route 06	Crofton-Vesuvius Bay	1,193.0	1,079.0	114.0	13.5%
Route 07	Earls Cove-Salterly Bay	722.0	620.0	102.0	0.7%
Route 08	Horseshoe Bay-Bowen Island	1,403.0	1,281.0	122.0	10.8%
Route 09	Tsawwassen-Southern Gulf Islands	216.0	184.0	32.0	2.8%
Route 10	Port Hardy-Prince Rupert	20.0	19.0	1.0	0.0%
Route 11	Skidegate-Prince Rupert	36.5	39.5	-3.0	1.4%
Route 12	Mill Bay-Brentwood Bay	793.0	715.0	78.0	7.1%
Route 13 ⁽³⁾	Langdale-Keats/Gambier	1,216.0	950.0	266.0	Pass Only
Route 17	Little River-Powell River	364.0	341.0	23.0	1.1%
Route 18	Powell River-Texada	735.5	643.0	92.5	2.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,326.0	1,226.0	100.0	10.3%
Route 20	Chemainus-Thetis/Penelakut	927.0	840.0	87.0	2.6%
Route 21	Buckley Bay-Denman West	1,381.0	1,181.0	200.0	5.0%
Route 22	Gravelly Bay-Hornby Island	1,102.0	906.0	196.0	3.0%
Route 23	Campbell River-Quadra Island	1,567.5	1,483.0	84.5	10.1%
Route 24	Quadra Island-Cortes Island	540.0	459.0	81.0	4.1%
Route 25	Port McNeill-Sointula/Alert Bay	997.0	906.0	91.0	4.8%
Route 26	Skidegate-Alliford Bay	845.0	643.0	202.0	1.4%
Route 28	Port Hardy-Bella Coola	16.0	13.0	3.0	0.0%
Route 30	Nanaimo-Tsawwassen	674.0	566.0	108.0	16.6%
All Routes Total		20,094.0	17,510.5	2,583.5	9.2%

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.
- ⁽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 Q3



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