



Appendix 1: Operations Summary Report for the Year Ended March 31, 2020

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried Fiscal 2020	Capacity Utilization Fiscal 2020 (C / B)	Capacity Utilization Fiscal 2019	AEQ's Carried Fiscal 2019	AEQ Growth (C - F)	AEQ Tariff Revenue Fiscal 2020 Note 2	AEQ Tariff Revenue Fiscal 2019 Note 2	AEQ Tariff Revenue Growth (H - I)
1	4,263.5	2,818,410	2,369,436	84.1%	87.3%	2,406,711	(37,275)	\$ 152,416,489	\$ 152,964,142	(547,653)
2	3,113.0	1,940,088	1,334,158	68.8%	70.8%	1,360,274	(26,116)	81,940,368	81,829,698	110,670
3	3,203.0	1,974,848	1,301,507	65.9%	68.1%	1,342,572	(41,065)	29,124,214	29,409,669	(285,455)
30	2,722.0	1,597,160	1,015,464	63.6%	63.2%	1,023,857	(8,393)	73,280,010	73,415,478	(135,468)
<b>Major Routes</b>	<b>13,301.5</b>	<b>8,330,506</b>	<b>6,020,565</b>	<b>72.3%</b>	<b>74.2%</b>	<b>6,133,414</b>	<b>(112,849)</b>	<b>336,761,081</b>	<b>337,618,987</b>	<b>(857,906)</b>
10	106.5	23,204	17,840	76.9%	67.8%	16,205	1,635	4,806,872	4,182,849	624,023
11	177.5	35,617	24,724	69.4%	74.9%	24,362	362	3,894,245	3,742,216	152,029
28	96.0	5,649	3,467	61.4%	30.0%	855	2,612	783,796	88,212	695,584
<b>Northern Routes</b>	<b>380.0</b>	<b>64,470</b>	<b>46,031</b>	<b>71.4%</b>	<b>69.9%</b>	<b>41,422</b>	<b>4,609</b>	<b>9,484,913</b>	<b>8,013,277</b>	<b>1,471,636</b>
4	2,912.0	566,156	357,288	63.1%	68.1%	360,114	(2,826)	3,758,661	3,773,611	(14,950)
5	3,533.0	662,577	299,626	45.2%	46.8%	292,896	6,730	3,460,336	3,305,836	154,500
6	4,711.0	433,487	266,471	61.5%	60.6%	282,601	(16,130)	3,138,344	3,308,592	(170,248)
7	2,876.0	644,224	213,970	33.2%	36.5%	215,994	(2,024)	4,424,910	4,423,557	1,353
8	5,569.0	959,416	569,463	59.4%	59.2%	571,350	(1,887)	5,844,333	5,894,159	(49,826)
9	1,052.0	345,690	217,944	63.0%	61.2%	204,926	13,018	9,087,520	8,519,645	567,875
12	3,193.5	123,481	100,933	81.7%	87.5%	106,261	(5,328)	1,139,503	1,171,589	(32,086)
13	4,860.0	<i>Pass. Only</i>			<i>Pass. Only</i>			229	275	(46)
17	1,441.0	397,716	193,118	48.6%	48.9%	191,973	1,145	6,744,450	6,737,322	7,128
18	3,062.0	232,484	105,784	45.5%	45.2%	99,170	6,614	763,250	705,133	58,117
19	5,245.5	660,996	397,912	60.2%	63.8%	398,079	(167)	3,152,590	3,133,599	18,991
20	3,698.0	192,140	99,545	51.8%	51.1%	94,462	5,083	742,905	684,655	58,250
21	5,838.0	524,255	308,269	58.8%	57.2%	296,986	11,283	2,090,357	1,976,065	114,292
22	4,713.0	233,320	133,747	57.3%	53.8%	131,520	2,227	967,475	906,596	60,879
23	6,260.5	738,971	436,524	59.1%	62.5%	428,181	8,343	3,240,736	3,164,077	76,659
24	2,168.0	112,736	70,307	62.4%	61.8%	68,663	1,644	660,272	612,691	47,581
25	3,937.0	259,849	104,857	40.4%	35.2%	105,403	(546)	989,167	993,638	(4,471)
26	3,537.5	113,248	56,659	50.0%	52.7%	55,843	816	497,493	491,973	5,520
<b>Minor Routes</b>	<b>68,607.0</b>	<b>7,200,746</b>	<b>3,932,417</b>	<b>54.6%</b>	<b>55.6%</b>	<b>3,904,422</b>	<b>27,995</b>	<b>50,702,531</b>	<b>49,803,013</b>	<b>899,518</b>
<b>Total</b>	<b>82,288.5</b>	<b>15,595,722</b>	<b>9,999,013</b>	<b>64.1%</b>	<b>65.7%</b>	<b>10,079,258</b>	<b>(80,245)</b>	<b>396,948,525</b>	<b>395,435,277</b>	<b>1,513,248</b>

Note 1

Obligation deferred (settled)	-	-
<b>Total vehicle fare revenue</b>	<b>396,948,525</b>	<b>395,435,277</b>

Note 1) Revenue arises from bike traffic and freight.

Note 2) There is no obligation deferred or settled in Fiscal Year 2020 and Fiscal Year 2019.

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 Year Ended March 31, 2020

Routes	K	L	M	N	O	P
	Passengers Fiscal 2020	Passengers Fiscal 2019	Passenger Growth (K - L)	Passenger Tariff Revenue Fiscal 2020 Note 2	Passenger Tariff Revenue Fiscal 2019 Note 2	Passenger Tariff Revenue Growth (N - O)
1	6,124,234	6,409,243	(285,009)	\$ 91,309,787	\$ 95,323,433	(4,013,646)
2	3,298,151	3,424,759	(126,608)	48,775,753	50,716,446	(1,940,693)
3	2,631,102	2,728,376	(97,274)	13,518,977	13,969,907	(450,930)
30	1,652,801	1,717,629	(64,828)	23,970,199	24,976,225	(1,006,026)
<b>Major Routes</b>	<b>13,706,288</b>	<b>14,280,007</b>	<b>(573,719)</b>	<b>177,574,716</b>	<b>184,986,011</b>	<b>(7,411,295)</b>
10	45,748	43,374	2,374	\$5,096,255	4,821,886	274,369
11	47,070	46,749	321	\$1,522,607	1,518,360	4,247
28	7,585	1,541	6,044	\$939,599	98,419	841,180
<b>Northern Routes</b>	<b>100,403</b>	<b>91,664</b>	<b>8,739</b>	<b>7,558,461</b>	<b>6,438,665</b>	<b>1,119,796</b>
4	662,431	684,090	(21,659)	2,742,617	2,780,372	(37,755)
5	501,219	496,842	4,377	1,909,393	1,925,559	(16,166)
6	479,800	504,342	(24,542)	1,644,946	1,756,742	(111,796)
7	361,533	370,298	(8,765)	1,844,460	1,909,635	(65,175)
8	1,281,422	1,299,592	(18,170)	3,687,853	3,748,640	(60,787)
9	565,051	543,799	21,252	5,893,941	5,679,533	214,408
12	198,874	211,879	(13,005)	812,625	918,451	(105,826)
13	43,905	42,745	1,160	151,606	153,275	(1,669)
17	396,958	399,184	(2,226)	4,020,165	4,066,421	(46,256)
18	171,914	165,707	6,207	468,168	452,564	15,604
19	805,907	819,261	(13,354)	2,015,334	2,072,288	(56,954)
20	266,724	254,141	12,583	549,780	528,809	20,971
21	542,837	534,601	8,236	1,274,810	1,252,806	22,004
22	253,092	250,886	2,206	636,175	627,478	8,697
23	871,056	867,406	3,650	2,055,963	2,052,741	3,222
24	119,691	115,034	4,657	373,924	370,930	2,994
25	243,899	251,056	(7,157)	751,754	768,645	(16,891)
26	104,336	104,189	147	286,422	290,466	(4,044)
<b>Minor Routes</b>	<b>7,870,649</b>	<b>7,915,052</b>	<b>(44,403)</b>	<b>31,119,936</b>	<b>31,355,355</b>	<b>(235,419)</b>
<b>Total</b>	<b>21,677,340</b>	<b>22,286,723</b>	<b>(609,383)</b>	<b>216,253,113</b>	<b>222,780,031</b>	<b>(6,526,918)</b>

% Sailings Within 10 Min. (Note 3)		
YE Fiscal 2018	YE Fiscal 2019	YE Fiscal 2020
85.6%	87.6%	87.2%
81.8%	81.8%	87.3%
74.7%	81.4%	88.0%
88.8%	85.3%	83.2%
<b>82.8%</b>	<b>84.3%</b>	<b>86.6%</b>
85.8%	85.7%	91.8%
96.6%	92.4%	92.1%
	71.0%	72.1%
<b>88.5%</b>	<b>85.0%</b>	<b>85.6%</b>
97.0%	93.9%	92.4%
83.7%	83.0%	81.4%
84.3%	74.1%	93.8%
95.4%	96.6%	95.8%
80.0%	91.7%	92.1%
79.2%	81.3%	77.9%
86.6%	86.1%	92.0%
99.6%	99.4%	99.7%
92.9%	92.1%	91.2%
97.0%	95.6%	94.0%
88.3%	85.9%	86.5%
81.9%	71.7%	68.9%
97.8%	97.8%	98.3%
95.9%	96.2%	97.9%
98.3%	97.0%	98.0%
91.1%	90.2%	89.2%
86.4%	86.5%	76.8%
95.7%	96.4%	95.9%
<b>90.2%</b>	<b>89.3%</b>	<b>89.9%</b>
<b>89.0%</b>	<b>88.5%</b>	<b>89.4%</b>

Obligation deferred (settled)	-	-
<b>Total passenger revenue</b>	<b>216,253,113</b>	<b>222,780,031</b>
<b>Total vehicle and passenger revenue</b>	<b>613,201,638</b>	<b>618,215,308</b>

# Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

## Performance Against CFSC Requirements - Annual Core Service Levels <sup>(1)</sup>

Fiscal 2020 Year Ended March 31, 2020				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 Cancels	% of Annual Core 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	Situations that Compromise Safety	Allowed Cancels	Community Event	Traffic	Other Cancels		
Route 01	Swartz Bay	Tsawwassen		13.5											13.5			0.0	13.5	0.44%
Route 02	Horseshoe Bay	Departure Bay		23		1									24.0			0.0	24.0	
Route 03	Langdale	Horseshoe Bay		3											3.0			0.0	3.0	
Route 30	Duke Point	Tsawwassen		13											13.0			0.0	13.0	
<b>Major Routes</b>			<b>0</b>	<b>52.5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>53.5</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>53.5</b>	<b>0.44%</b>
Route 10	Port Hardy	Prince Rupert		1											1.0			0.0	1.0	0.98%
Route 11	Skidegate	Prince Rupert		5											5.0			0.0	5.0	2.83%
Route 28	Port Hardy	Bella Coola		1							1				2.0			0.0	2.0	2.25%
<b>Northern Routes</b>			<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>8.0</b>	<b>2.17%</b>
Route 04	Fulford Harbour	Swartz Bay		1					1						2.0			0.0	2.0	0.07%
Route 05	Swartz Bay	Four SGIs		2							1				3.0			0.0	3.0	0.09%
Route 06	Crofton	Vesuvius Bay		4											4.0			0.0	4.0	0.09%
Route 07	Earls Cove	Saltery Bay													0.0			0.0	0.0	0.00%
Route 08	Horseshoe Bay	Bowen Island		12.5											12.5			0.0	12.5	0.23%
Route 09	Tsawwassen	Long Harbour		2											2.0			0.0	2.0	0.25%
Route 12	Mill Bay	Brentwood Bay		10			1		1		16.5			2	30.5			0.0	30.5	0.95%
Route 13 <sup>(2)</sup>	Langdale	Gambier/Keats		6											6.0			0.0	6.0	0.15%
Route 17	Little River	Powell River		14											14.0			0.0	14.0	1.02%
Route 18	Texada	Powell River		6											6.0			0.0	6.0	0.21%
Route 19	Nanaimo Harbour	Gabriola Island		4											4.0			0.0	4.0	0.08%
Route 20	Chemainus	Thetis Island		4	2		1				4				11.0		1	1.0	12.0	0.32%
Route 21	Buckley Bay	Denman West													0.0			0.0	0.0	0.00%
Route 22	Denman East	Hornby Island		8							1				9.0			0.0	9.0	0.22%
Route 23	Campbell River	Quadra Island		18											18.0			0.0	18.0	0.29%
Route 24	Quadra Island	Cortes Island		20											20.0			0.0	20.0	0.92%
Route 25	Port McNeill	Alert Bay		15							20				35.0			0.0	35.0	0.88%
Route 26	Skidegate	Alliford Bay		7			2				2				11.0			0.0	11.0	0.35%
<b>Minor Routes</b>			<b>0</b>	<b>133.5</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>44.5</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>188.0</b>	<b>0</b>	<b>1</b>	<b>1.0</b>	<b>189.0</b>	<b>0.29%</b>
<b>TOTAL</b>			<b>0.0</b>	<b>193.0</b>	<b>2.0</b>	<b>1.0</b>	<b>4.0</b>	<b>0.0</b>	<b>2.0</b>	<b>0.0</b>	<b>45.5</b>	<b>0.0</b>	<b>0.0</b>	<b>2.0</b>	<b>249.5</b>	<b>0.0</b>	<b>1.0</b>	<b>1.0</b>	<b>250.5</b>	<b>0.32%</b>

% of Annual Core Round Trips Cancelled

0.00% 0.25% 0.00% 0.00% 0.01% 0.00% 0.00% 0.00% 0.00% 0.06% 0.00% 0.00% 0.32% 0.00% 0.00% 0.00% 0.32%

**Notes:**

<sup>(1)</sup> Core service levels include the incremental round trips per the letter agreement with the Province dated March 18, 2019.

<sup>(2)</sup> Route 13 core service levels include some round trips that are deliverable only 'on demand.'

## Appendix 3b - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

<b>Fiscal 2020</b>			
<b>Year Ended March 31, 2020</b>			
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
<b>Major Routes <sup>(2)</sup></b>			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
	Route 28	Port Hardy	Bella Coola
<b>Northern Routes</b>			
	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
<b>Minor Routes</b>			
<b>TOTAL</b>			

**Notes:**

<sup>(1)</sup> 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).

<sup>(2)</sup> For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract includes minimums for each individual route as well as an aggregate total for the four routes (Route 1, 2, 3 and 30).

<sup>(3)</sup> Core service levels include the incremental round trips per the letter agreement with the Province dated March 18, 2019.

Performance Against				
Annual Core Service Levels <sup>(3)</sup>				
Year Ended March 31, 2020				
Actual Round Trips <sup>(1)</sup>	Round Trips Required <sup>(2)</sup>	Variance - Net Extra / Short Round Trips	Required Round Trips Cancelled	Total Extra / Short Round Trips
4,263.5	3,512.0	751.5	13.5	765.0
3,113.0	2,723.0	390.0	24.0	414.0
3,203.0	2,945.0	258.0	3.0	261.0
2,722.0	2,379.0	343.0	13.0	356.0
<b>13,301.5</b>	<b>12,254.0</b>	<b>1,047.5</b>	<b>53.5</b>	<b>1,101.0</b>
106.5	102.5	4.0	1.0	5.0
177.5	176.5	1.0	5.0	6.0
96.0	89.0	7.0	2.0	9.0
<b>380.0</b>	<b>368.0</b>	<b>12.0</b>	<b>8.0</b>	<b>20.0</b>
2,912.0	2,888.0	24.0	2.0	26.0
3,533.0	3,465.0	68.0	3.0	71.0
4,711.0	4,656.0	55.0	4.0	59.0
2,876.0	2,736.0	140.0	0.0	140.0
5,569.0	5,453.0	116.0	12.5	128.5
1,052.0	814.0	238.0	2.0	240.0
3,193.5	3,224.0	-30.5	30.5	0.0
4,860.0	4,077.0	783.0	6.0	789.0
1,441.0	1,368.0	73.0	14.0	87.0
3,062.0	2,906.0	156.0	6.0	162.0
5,245.5	5,193.0	52.5	4.0	56.5
3,698.0	3,710.0	-12.0	12.0	0.0
5,838.0	5,275.0	563.0	0.0	563.0
4,713.0	4,071.0	642.0	9.0	651.0
6,260.5	6,261.0	-0.5	18.0	17.5
2,168.0	2,177.0	-9.0	20.0	11.0
3,937.0	3,972.0	-35.0	35.0	0.0
3,537.5	3,144.0	393.5	11.0	404.5
<b>68,607.0</b>	<b>65,390.0</b>	<b>3,217.0</b>	<b>189.0</b>	<b>3,406.0</b>
<b>82,288.5</b>	<b>78,012.0</b>	<b>4,276.5</b>	<b>250.5</b>	<b>4,527.0</b>

## Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

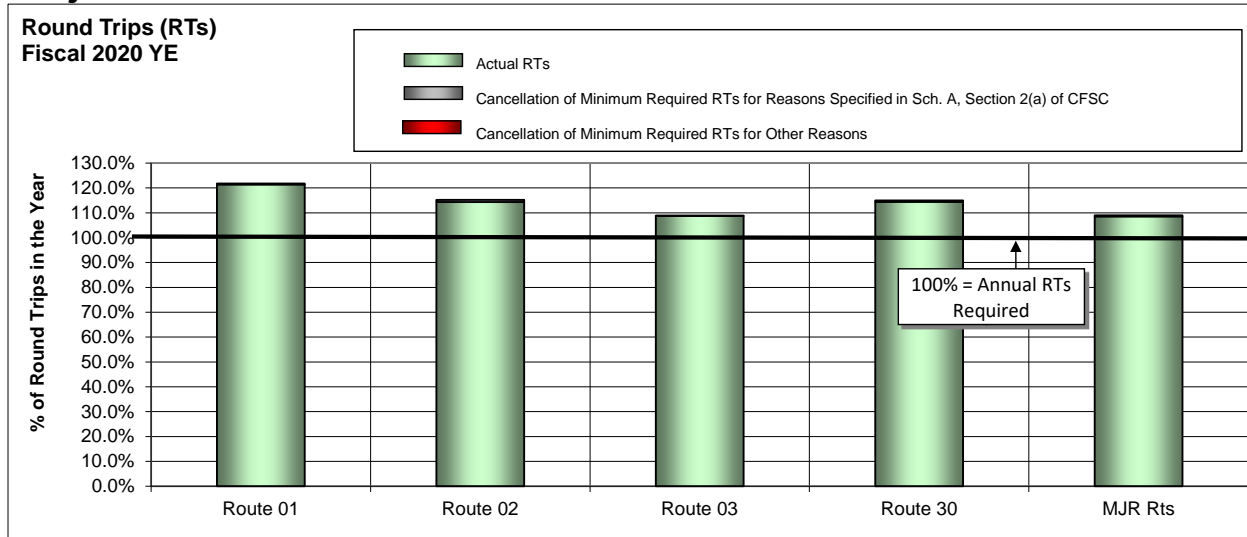
*(For Cancellations of Required Round Trips for Reasons Specified in Schedule A, Section 2(a) of the Coastal Ferry Services Contract)*

<b>Fiscal 2020 Year Ended March 31, 2020</b>				<b>Performance Against CFSC Requirements Annual Core Service Level <sup>(1)</sup></b>	
<b>Routes</b>				<b>Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i></b>	<b>Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i></b>
<b>Major Routes</b>	Route 01	Swartz Bay	Tsawwassen	6	3
	Route 02	Horseshoe Bay	Departure Bay	10	3
	Route 03	Langdale	Horseshoe Bay	1	1
	Route 30	Duke Point	Tsawwassen	5	1
<b>Northern Routes</b>	Route 10	Port Hardy	Prince Rupert	2	2
	Route 11	Skidegate	Prince Rupert	9	2
	Route 28	Port Hardy	Bella Coola	4	2
<b>Minor Routes</b>	Route 04	Fulford Harbour	Swartz Bay	2	1
	Route 05	Swartz Bay	Four SGIs	4	1
	Route 06	Crofton	Vesuvius Bay	2	1
	Route 07	Earls Cove	Saltery Bay	0	0
	Route 08	Horseshoe Bay	Bowen Island	2	1
	Route 09	Tsawwasse	Long Harbour	2	1
	Route 12	Mill Bay	Brentwood Bay	12	2
	Route 13	Langdale	Gambier/Keats	6	1
	Route 17	Little River	Powell River	9	1
	Route 18	Texada	Powell River	3	1
	Route 19	Nanaimo Harbour	Gabriola Island	1	1
	Route 20	Chemainus	Thetis Island	8	1
	Route 21	Buckley Bay	Denman West	0	0
	Route 22	Denman East	Hornby Island	3	1
	Route 23	Campbell River	Quadra Island	8	1
	Route 24	Quadra Island	Cortes Island	8	1
	Route 25	Port McNeill	Alert Bay	7	2
Route 26	Skidegate	Alliford Bay	8	2	

<sup>(1)</sup> Core service levels include 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 Year Ended March 31, 2020

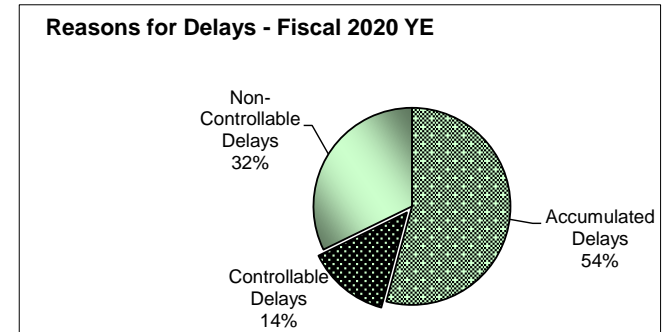
## Major Routes



Routes	Route Description	Actual RTs	Core Round Trips Required <sup>(1)</sup> <sub>(2)</sub>	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	4,263.5	3,512.0	751.5	45.0%
Route 02	Horseshoe Bay-Nanaimo	3,113.0	2,723.0	390.0	32.9%
Route 03	Langdale-Horseshoe Bay	3,203.0	2,945.0	258.0	27.3%
Route 30	Nanaimo-Tsawwassen	2,722.0	2,379.0	343.0	28.3%
<b>MAJOR Routes Total</b>		<b>13,301.5</b>	<b>12,254.0</b>	<b>1,047.5</b>	<b>34.5%</b>

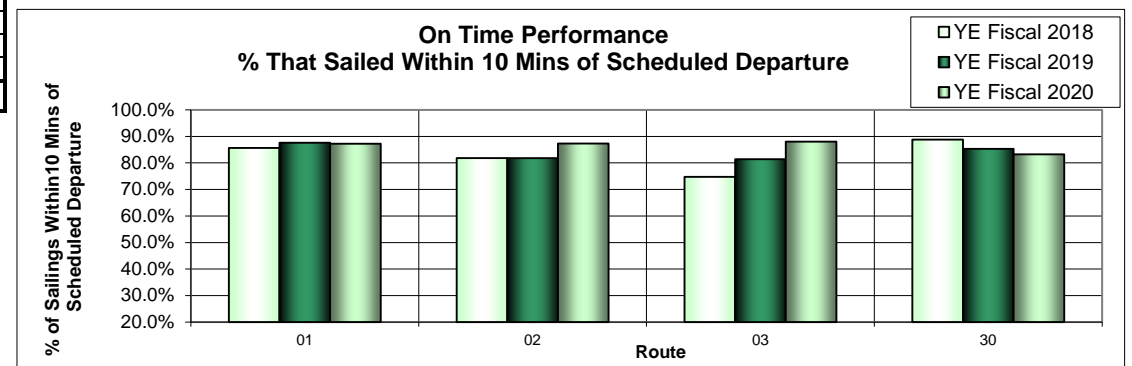
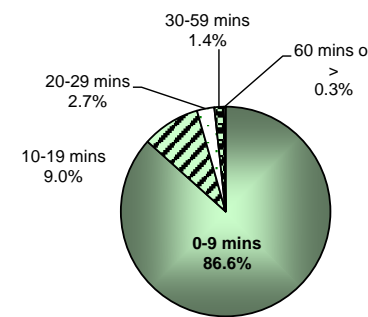
<sup>(1)</sup> For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract includes minimums for each individual route as well as an aggregate total for the four routes (Route 1, 2, 3 and 30).

<sup>(2)</sup> Core service levels include 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 YE

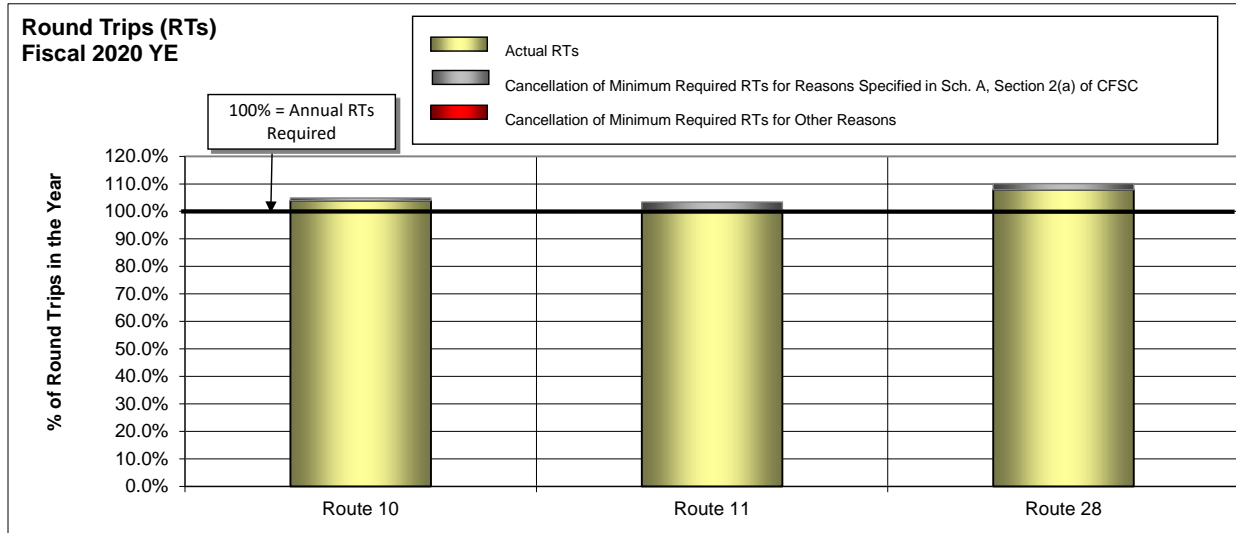


# APPENDIX 4: Round Trip Service Delivery and On Time Performance

## Fiscal 2020

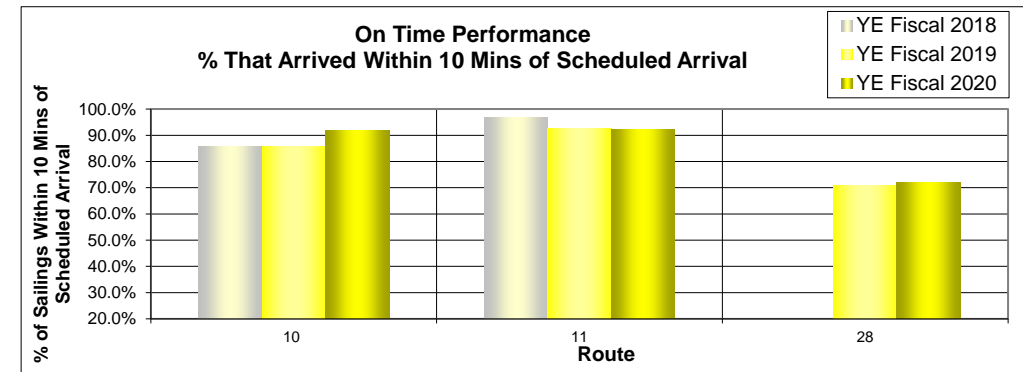
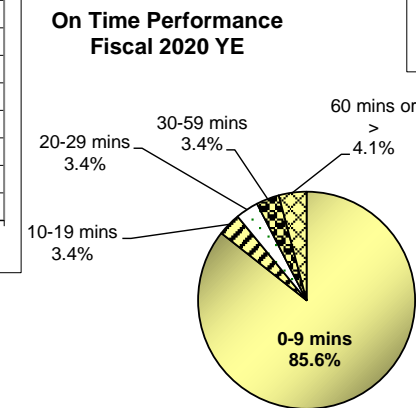
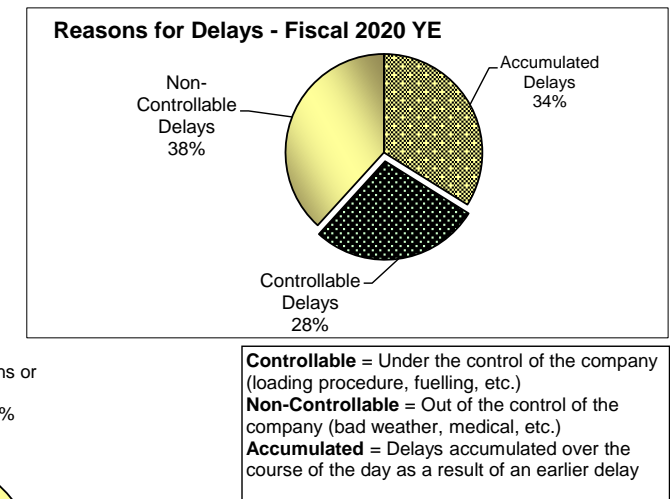
### Year Ended March 31, 2020

#### Northern Routes



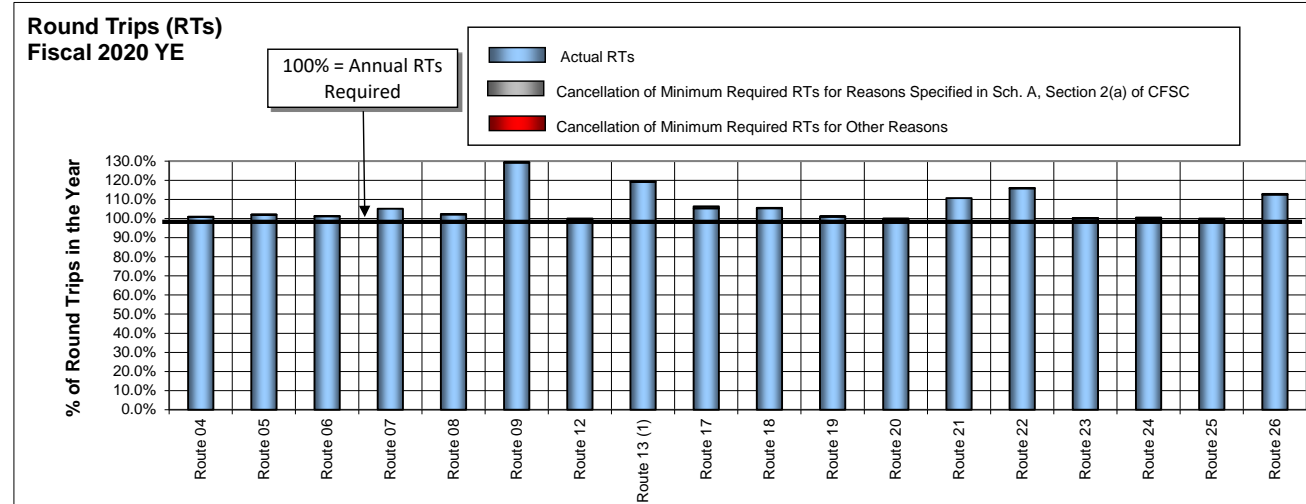
Routes	Route Description	Actual RTs	Core Round Trips Required <sup>(1)</sup>	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	106.5	102.5	4.0	0.6%
Route 11	Skidegate-Prince Rupert	177.5	176.5	1.0	0.8%
Route 28	Port Hardy-Bella Coola	96.0	89.0	7.0	0.2%
<b>NORTHERN Routes Total</b>		<b>380.0</b>	<b>368.0</b>	<b>12.0</b>	<b>0.6%</b>

<sup>(1)</sup> Core service levels include the incremental round trips per the letter agreement with the Province dated March 18, 2019.

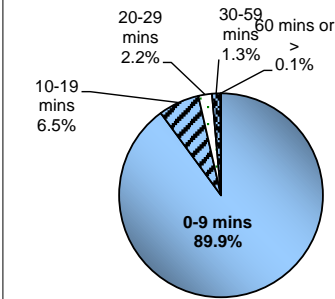


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2020 Year Ended March 31, 2020

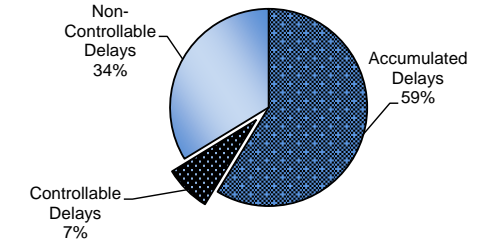
## Minor Routes



### On Time Performance Fiscal 2020 YE



### Reasons for Delays - Fiscal 2020 YE



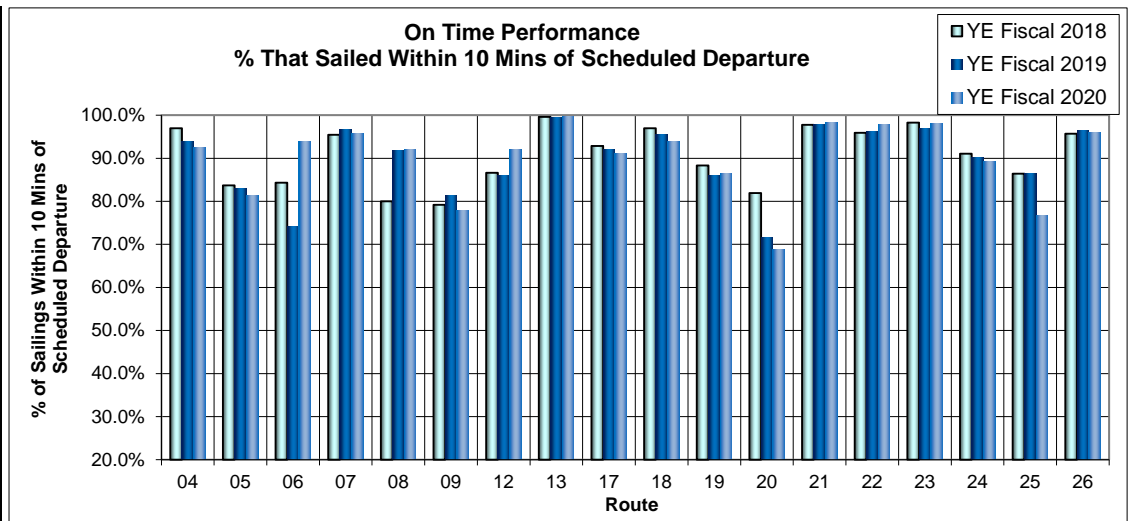
**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Core Round Trips Required (2)	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	2,912.0	2,888.0	24.0	14.8%
Route 05	Swartz Bay-Gulf Islands	3,533.0	3,465.0	68.0	4.3%
Route 06	Crofton-Vesuvius Bay	4,711.0	4,656.0	55.0	18.8%
Route 07	Earls Cove-Salter Bay	2,876.0	2,736.0	140.0	2.1%
Route 08	Horseshoe Bay-Bowen Island	5,569.0	5,453.0	116.0	14.2%
Route 09	Tsawwassen-Southern Gulf Islands	1,052.0	814.0	238.0	4.3%
Route 12	Mill Bay-Brentwood Bay	3,193.5	3,224.0	-30.5	10.4%
Route 13 (1)	Langdale-Keats/Gambier	4,860.0	4,077.0	783.0	Pass Only
Route 17	Little River-Powell River	1,441.0	1,368.0	73.0	2.7%
Route 18	Powell River-Texada	3,062.0	2,906.0	156.0	2.7%
Route 19	Nanaimo Harbour-Gabriola Island	5,245.5	5,193.0	52.5	11.9%
Route 20	Chemainus-Thetis/Penelakut	3,698.0	3,710.0	-12.0	4.1%
Route 21	Buckley Bay-Denman West	5,838.0	5,275.0	563.0	9.7%
Route 22	Gravelly Bay-Hornby Island	4,713.0	4,071.0	642.0	17.8%
Route 23	Campbell River-Quadra Island	6,260.5	6,261.0	-0.5	16.4%
Route 24	Quadra Island-Cortes Island	2,168.0	2,177.0	-9.0	12.1%
Route 25	Port McNeill-Sointula/Alert Bay	3,937.0	3,972.0	-35.0	3.8%
Route 26	Skidegate-Alliford Bay	3,537.5	3,144.0	393.5	3.4%
<b>MINOR Routes Total</b>		<b>68,607.0</b>	<b>65,390.0</b>	<b>3,217.0</b>	<b>9.7%</b>

**Notes:**

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

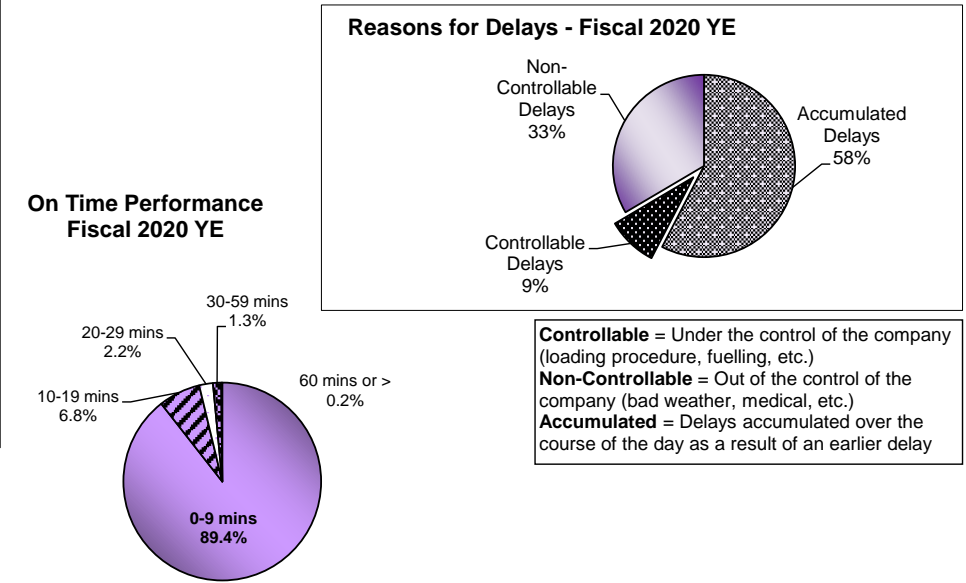
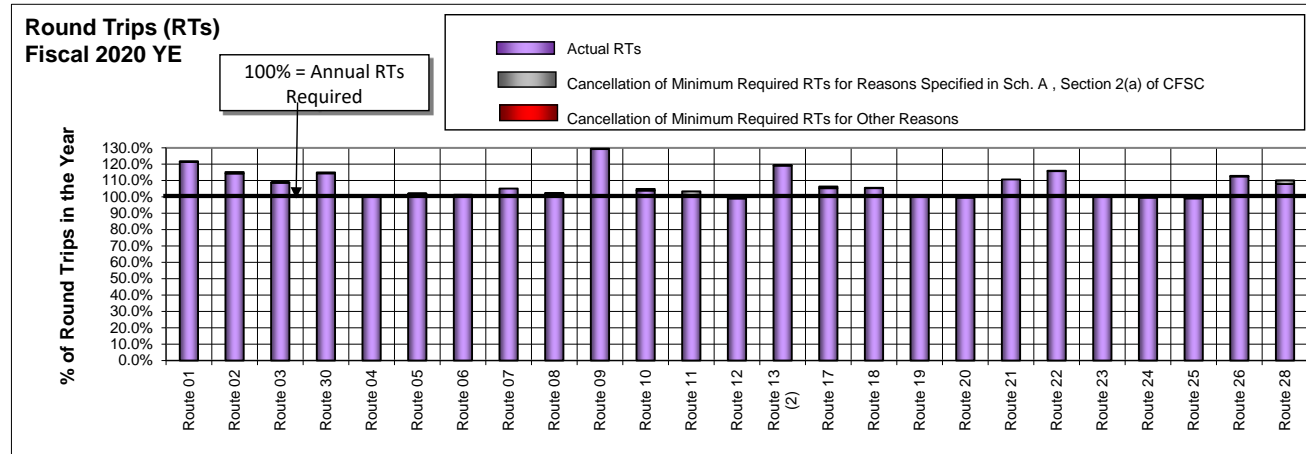
(2) Core service levels include the incremental round trips per the letter agreement with the Province dated March 18, 2019.



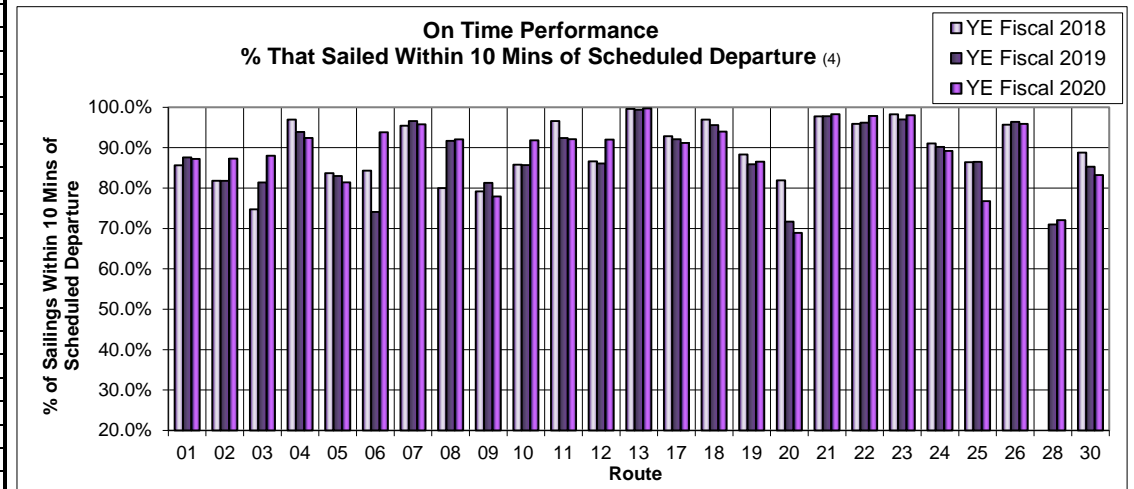


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2020 Year Ended March 31, 2020

## All Routes



Routes	Route Description	Actual RTs	Core Round Trips Required <sup>(1)</sup> <sub>(3)</sub>	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	4,263.5	12,254.0	1,047.5	45.0%
Route 02	Horseshoe Bay-Nanaimo	3,113.0			32.9%
Route 03	Langdale-Horseshoe Bay	3,203.0			27.3%
Route 30	Nanaimo-Tsawwassen	2,722.0			28.3%
Route 04	Swartz Bay-Fulford Harbour	2,912.0	2,888.0	24.0	14.8%
Route 05	Swartz Bay-Gulf Islands	3,533.0	3,465.0	68.0	4.3%
Route 06	Crofton-Vesuvius Bay	4,711.0	4,656.0	55.0	18.8%
Route 07	Earls Cove-Salter Bay	2,876.0	2,736.0	140.0	2.1%
Route 08	Horseshoe Bay-Bowen Island	5,569.0	5,453.0	116.0	14.2%
Route 09	Tsawwassen-Southern Gulf Islands	1,052.0	814.0	238.0	4.3%
Route 10	Port Hardy-Prince Rupert	106.5	102.5	4.0	0.6%
Route 11	Skidegate-Prince Rupert	177.5	176.5	1.0	0.8%
Route 12	Mill Bay-Brentwood Bay	3,193.5	3,224.0	-30.5	10.4%
Route 13 <sup>(2)</sup>	Langdale-Keats/Gambier	4,860.0	4,077.0	783.0	Pass Only
Route 17	Little River-Powell River	1,441.0	1,368.0	73.0	2.7%
Route 18	Powell River-Texada	3,062.0	2,906.0	156.0	2.7%
Route 19	Nanaimo Harbour-Gabriola Island	5,245.5	5,193.0	52.5	11.9%
Route 20	Chemainus-Thetis/Penelakut	3,698.0	3,710.0	-12.0	4.1%
Route 21	Buckley Bay-Denman West	5,838.0	5,275.0	563.0	9.7%
Route 22	Gravelly Bay-Hornby Island	4,713.0	4,071.0	642.0	17.8%
Route 23	Campbell River-Quadra Island	6,260.5	6,261.0	-0.5	16.4%
Route 24	Quadra Island-Cortes Island	2,168.0	2,177.0	-9.0	12.1%
Route 25	Port McNeill-Sointula/Alert Bay	3,937.0	3,972.0	-35.0	3.8%
Route 26	Skidegate-Alliford Bay	3,537.5	3,144.0	393.5	3.4%
Route 28	Port Hardy-Bella Coola	96.0	89.0	7.0	0.2%
<b>All Routes Total</b>		<b>82,288.5</b>	<b>78,012.0</b>	<b>4,276.5</b>	<b>13.5%</b>



**Notes:**

<sup>(1)</sup> For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract includes minimums for each individual route as well as an aggregate total for the four routes (Route 1, 2, 3 and 30).

<sup>(2)</sup> Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

<sup>(3)</sup> Core service levels include the incremental round trips per the letter agreement with the Province dated March 18, 2019.

<sup>(4)</sup> Within 10 minutes of scheduled arrival for the Northern Routes 10, 11 and 28.