

Appendix 1: Operations Summary Report for the Quarter Ended June 30, 2020

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 1 F2021	Capacity Utilization QTR 1 F2021 (C / B)	Capacity Utilization QTR 1 F2020	AEQ's Carried QTR 1 F2020	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 1 F2021 Note 2	AEQ Tariff Revenue QTR 1 F2020 Note 2	AEQ Tariff Revenue Growth (H - I)
1	565.5	402,354	299,455	74.4%	85.2%	639,316	(339,861)	\$ 20,743,659	\$ 40,721,165	(\$19,977,506)
2	145.5	90,528	66,283	73.2%	71.6%	357,368	(291,085)	4,437,143	21,658,998	(17,221,855)
3	582.0	360,512	219,962	61.0%	70.3%	344,057	(124,095)	5,422,451	7,641,225	(2,218,774)
30	639.0	379,152	256,307	67.6%	67.4%	270,593	(14,286)	19,405,060	19,316,810	88,250
Major Routes	1,932.0	1,232,546	842,007	68.3%	75.3%	1,611,334	(769,327)	50,008,313	89,338,198	(39,329,885)
10	19.5	4,600	1,789	38.9%	87.8%	3,884	(2,095)	476,799	1,070,734	(593,935)
11	38.0	8,740	2,750	31.5%	87.2%	6,495	(3,745)	533,592	1,052,115	(518,523)
28	13.0	312	130	41.7%	57.0%	721	(591)	9,113	155,796	(146,683)
Northern Routes	70.5	13,652.0	4,669	34.2%	84.5%	11,100	(6,431)	1,019,504	2,278,645	(1,259,141)
4	715.0	130,036	58,472	45.0%	73.9%	97,535	(39,063)	623,996	1,036,593	(412,597)
5	660.0	138,750	51,659	37.2%	52.7%	82,706	(31,047)	683,643	950,806	(267,163)
6	1,183.0	144,326	49,225	34.1%	64.9%	74,169	(24,944)	611,818	871,191	(259,373)
7	711.0	159,264	34,324	21.6%	35.0%	56,293	(21,969)	814,943	1,143,213	(328,270)
8	1,388.0	248,124	105,292	42.4%	62.8%	156,016	(50,724)	1,106,618	1,613,507	(506,889)
9	191.0	53,820	24,505	45.5%	69.3%	57,011	(32,506)	1,052,588	2,288,631	(1,236,043)
12	89.0	3,382	1,640	48.5%	87.5%	28,647	(27,007)	11,591	319,464	(307,873)
13	1,227.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	23	26	(3)
17	363.0	100,188	29,440	29.4%	51.6%	51,438	(21,998)	1,148,612	1,803,094	(654,482)
18	734.5	57,980	22,357	38.6%	45.3%	27,674	(5,317)	172,164	196,695	(24,531)
19	1,312.0	165,312	76,517	46.3%	65.1%	105,686	(29,169)	667,257	836,769	(169,512)
20	917.0	47,684	19,273	40.4%	54.2%	25,878	(6,605)	147,243	194,258	(47,015)
21	1,421.0	127,890	55,727	43.6%	63.4%	82,785	(27,058)	393,005	568,897	(175,892)
22	1,114.0	83,266	20,908	25.1%	42.9%	35,842	(14,934)	157,449	256,759	(99,310)
23	1,592.5	182,015	84,869	46.6%	63.8%	117,718	(32,849)	663,447	882,730	(219,283)
24	545.0	28,340	12,285	43.3%	66.7%	18,808	(6,523)	122,495	182,909	(60,414)
25	981.0	56,682	16,909	29.8%	49.1%	27,260	(10,351)	164,327	260,791	(96,464)
26	1,103.0	35,296	7,650	21.7%	58.8%	15,811	(8,161)	69,739	140,512	(70,773)
Minor Routes	16,247.0	1,762,355	671,052	38.1%	58.7%	1,061,277	(390,225)	8,610,958	13,546,845	(4,935,887)
Total	18,249.5	3,008,553	1,517,728	50.4%	67.8%	2,683,711	(1,165,983)	59,638,775	105,163,688	(45,524,913)

Obligation deferred (settled)

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Total vehicle fare revenue

59,638,775 105,163,688

Note 1) Revenue arises from freight (and from bike traffic for Fiscal 2020).

Note 2) Tariffs charged to customers on all routes were below price cap at June 30, 2020 and 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.

Note 1



Appendix 1: Operations Summary Report for the Quarter Ended June 30, 2020

Routes	K	L	M	N	O	P	% Sailings Within 10 Min. (Note 3)		
	Passengers QTR 1 F2021	Passengers QTR 1 F2020	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 1 F2021 Note 2	Passenger Tariff Revenue QTR 1 F2020 Note 2	Passenger Tariff Revenue Growth (N - O)	QTR 1 F2019	QTR 1 F2020	QTR 1 F2021
1	423,404	1,680,588	(1,257,184)	\$ 6,458,892	\$ 24,855,476	(\$18,396,584)	88.0%	80.5%	68.3%
2	134,969	866,281	(731,312)	2,004,654	12,755,782	(10,751,128)	82.2%	82.2%	37.0%
3	332,792	698,659	(365,867)	1,781,253	3,616,025	(1,834,772)	79.0%	77.6%	71.4%
30	302,382	424,686	(122,304)	4,612,195	6,120,608	(1,508,413)	82.1%	78.3%	63.6%
Major Routes	1,193,547	3,670,214	(2,476,667)	14,856,994	47,347,891	(32,490,897)	83.4%	79.8%	65.3%
10	2,094	9,705	(7,611)	229,057	1,099,458	(870,401)	76.7%	90.4%	95.2%
11	2,925	11,539	(8,614)	94,657	378,006	(283,349)	92.3%	85.7%	98.7%
28	162	1,372	(1,210)	8,605	159,703	(151,098)		79.6%	61.5%
Northern Routes	5,181	22,616	(17,435)	332,319	1,637,167	(1,304,848)	80.9%	85.5%	86.1%
4	86,063	185,158	(99,095)	368,431	761,869	(393,438)	88.0%	96.7%	97.6%
5	72,449	137,772	(65,323)	296,892	530,863	(233,971)	77.8%	70.5%	82.1%
6	71,385	134,644	(63,259)	252,976	450,360	(197,384)	62.3%	84.4%	97.3%
7	48,441	92,933	(44,492)	243,136	456,143	(213,007)	98.4%	96.9%	92.5%
8	166,328	358,537	(192,209)	499,952	1,035,633	(535,681)	82.0%	86.1%	93.1%
9	46,932	147,417	(100,485)	493,946	1,550,568	(1,056,622)	75.7%	68.3%	85.3%
12	3,409	56,578	(53,169)	7,939	223,767	(215,828)	82.3%	93.0%	82.6%
13	7,231	11,635	(4,404)	37,916	39,333	(1,417)	99.3%	99.9%	98.1%
17	45,555	102,083	(56,528)	477,308	1,041,451	(564,143)	94.2%	92.8%	97.4%
18	31,684	44,453	(12,769)	87,449	121,170	(33,721)	97.4%	95.5%	94.4%
19	115,778	215,640	(99,862)	307,146	533,745	(226,599)	84.8%	83.3%	88.4%
20	38,993	73,049	(34,056)	94,034	142,963	(48,929)	72.0%	78.4%	80.7%
21	83,310	145,259	(61,949)	200,449	341,756	(141,307)	97.6%	98.7%	98.8%
22	33,591	67,269	(33,678)	85,654	169,130	(83,476)	94.8%	97.3%	98.4%
23	135,755	236,815	(101,060)	328,725	554,701	(225,976)	98.1%	97.8%	99.4%
24	19,000	30,956	(11,956)	56,386	98,372	(41,986)	91.3%	91.7%	90.2%
25	27,181	66,044	(38,863)	87,564	195,860	(108,296)	92.1%	70.8%	88.8%
26	10,270	29,837	(19,567)	27,005	80,036	(53,031)	95.2%	96.1%	98.2%
Minor Routes	1,043,355	2,136,079	(1,092,724)	3,952,908	8,327,720	(4,374,812)	87.3%	88.2%	92.9%
Total	2,242,083	5,828,909	(3,586,826)	19,142,221	57,312,778	(38,170,557)	86.7%	86.9%	90.2%

Obligation deferred (settled) - -

Total passenger fare revenue	19,142,221	57,312,778
Total vehicle and passenger fare revenue per financial statements	78,780,996	162,476,466

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) ROUND TRIPS

Fiscal 2021 Quarter Ended June 30, 2020				Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract ⁽²⁾											Cancellations of Minimum Required Round Trips for Other Reasons			Total Cancellations	% 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	Situations that Compromise Safety	Allowed Cancellations	Community Event	Traffic			Other Cancellations
Route 01	Swartz Bay	Tsawwassen	0.5												0.5			0.0	0.5	0.00%
Route 02	Horseshoe Bay	Departure Bay									2.5				2.5			0.0	2.5	0.01%
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			0.5	0	0	0	0	0	0	0	2.5	0	0		3.0	0	0	0.0	3.0	0.02%
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	0.01%
Route 28	Port Hardy	Bella Coola													0.0			0.0	0.0	0.00%
Northern Routes			0	0	0	0	0	0	1	0	0	0	0		1.0	0	0	0.0	1.0	0.01%
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													0.0			0.0	0.0	0.00%
Route 13 ⁽¹⁾	Langdale	Gambier/Keats													0.0			0.0	0.0	0.00%
Route 17	Little River	Powell River													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									3				3.0			0.0	3.0	0.02%
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					4								4.0			0.0	4.0	0.02%
Route 26	Skidegate	Alliford Bay					2								2.0			0.0	2.0	0.01%
Minor Routes			0	0	0	0	6	0	0	0	3	0	0	0	9.0	0	0	0.0	9.0	0.05%
TOTAL			0.5	0.0	0.0	0.0	6.0	0.0	1.0	0.0	5.5	0.0	0.0	0.0	13.0	0.0	0.0	0.0	13.0	0.07%

% of Minimum+Incremental Required Round Trips Cancelled 0.00% 0.00% 0.00% 0.00% 0.03% 0.00% 0.01% 0.00% 0.03% 0.00% 0.00% 0.00% 0.07% 0.00% 0.00% 0.00% 0.07%

Note:

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

⁽²⁾ In accordance with the temporary service level adjustment agreements with the Province dated April 1 and June 2, 2020, core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12.

Appendix 3b(1) - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

Fiscal 2021 Quarter Ended June 30, 2020			
Routes		Terminal 1	Terminal 2
	Route 01	Swartz Bay	Tsawwassen
	Route 02	Horseshoe Bay	Departure Bay
	Route 03	Langdale	Horseshoe Bay
	Route 30	Duke Point	Tsawwassen
Major Routes			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
	Route 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 Required Round Trips ^{(1) (2)}			
1st Quarter			
Actual Round Trips	Daily Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips
565.5	430.0	135.5	0.5
145.5	133.0	12.5	2.5
582.0	549.0	33.0	0.0
639.0	445.0	194.0	0.0
1,932.0	1,557.0	375.0	3.0
19.5	19.5	0.0	0.0
38.0	39.0	-1.0	1.0
13.0	13.0	0.0	0.0
70.5	71.5	-1.0	1.0
715.0	624.0	91.0	0.0
660.0	505.0	155.0	0.0
1,183.0	1,092.0	91.0	0.0
711.0	584.0	127.0	0.0
1,388.0	1,264.5	123.5	0.0
191.0	182.0	9.0	0.0
89.0	79.0	10.0	0.0
1,227.0	938.0	289.0	0.0
363.0	338.0	25.0	0.0
734.5	637.0	97.5	0.0
1,312.0	1,208.0	104.0	0.0
917.0	832.0	85.0	0.0
1,421.0	1,170.0	251.0	3.0
1,114.0	897.0	217.0	0.0
1,592.5	1,469.0	123.5	0.0
545.0	448.0	97.0	0.0
981.0	897.0	84.0	4.0
1,103.0	923.0	180.0	2.0
16,247.0	14,087.5	2,159.5	9.0
18,249.5	15,716.0	2,533.5	13.0

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) In accordance with the Temporary Service Level Adjustment agreements with the Province dated April 1 and June 2, 2020, core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12.

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

Fiscal 2021 Quarter Ended June 30, 2020			
Routes	Terminal 1	Terminal 2	
	Route 01	Swartz Bay	Tsawwassen
	Route 02	Horseshoe Bay	Departure Bay
	Route 03	Langdale	Horseshoe Bay
	Route 30	Duke Point	Tsawwassen
Major Routes			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
	Route 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			

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⁾ In accordance with the Temporary Service Level Adjustment agreements (TSLA) with the Province dated April 1 and June 2, 2020, core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12. Pursuant to those agreements, the annual core service levels for the affected routes are still to be determined.

1st Quarter					
Performance Against Estimated Schedule ^{(1) (2)}					
Actual Round Trips	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)	Cancelled Round Trips from Estimated Schedule	Total Round Trips Reduced by TSLA	Total Extra / Short Round Trips
565.5	1,175.0	-609.5	609.5	739.0	129.5
145.5	799.5	-654.0	654.0	666.5	12.5
582.0	745.0	-163.0	163.0	193.0	30.0
639.0	680.0	-41.0	41.0	232.0	191.0
1,932.0	3,399.5	-1,467.5	1,467.5	1,830.5	363.0
19.5	26.5	-7.0	8.0	9.0	2.0
38.0	40.0	-2.0	4.0	3.0	1.0
13.0	17.0	-4.0	4.0	11.0	7.0
70.5	83.5	-13.0	16.0	23.0	10.0
715.0	715.0	0.0	1.0		1.0
660.0	865.0	-205.0	205.0	483.0	278.0
1,183.0	1,168.0	15.0	0.0		15.0
711.0	675.0	36.0	1.0		37.0
1,388.0	1,362.5	25.5	3.0		28.5
191.0	182.0	9.0	0.0		9.0
89.0	806.0	-717.0	717.0	717.0	0.0
1,227.0	1,031.0	196.0	15.0		211.0
363.0	338.0	25.0	0.0		25.0
734.5	728.0	6.5	1.0		7.5
1,312.0	1,297.0	15.0	1.0		16.0
917.0	923.0	-6.0	6.0		0.0
1,421.0	1,261.0	160.0	5.0		165.0
1,114.0	988.0	126.0	0.0		126.0
1,592.5	1,560.0	32.5	0.5		33.0
545.0	539.0	6.0	1.0		7.0
981.0	988.0	-7.0	7.0		0.0
1,103.0	1,040.0	63.0	11.0		74.0
16,247.0	16,466.5	-219.5	974.5	1,200.0	1,033.0
18,249.5	19,949.5	-1,700.0	2,458.0	3,053.5	1,406.0

Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

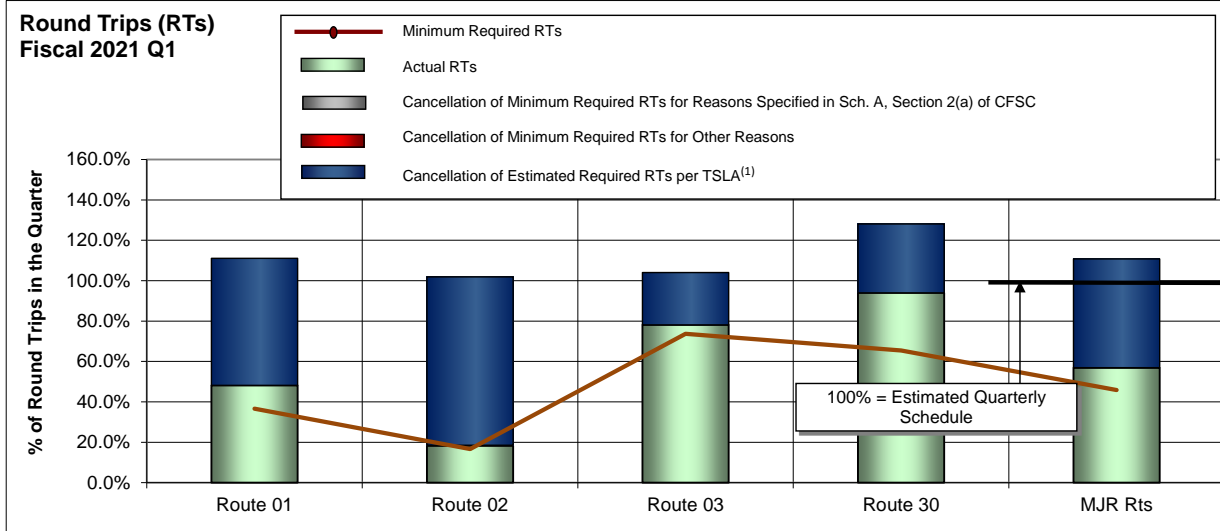
(For Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, Section 2(a) of the Coastal Ferry Services Contract)

Fiscal 2021 Quarter Ended June 30, 2020				Performance Against Minimum (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed ⁽¹⁾ Allowed 30 Days / Route	Highest Consecutive Days when Round Trips Missed Allowed 20 Days / Route
Major Routes	Route 01	Swartz Bay	Tsawwassen	1	1
	Route 02	Horseshoe Bay	Departure Bay	1	1
	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	2	2
	Route 28	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	0	
	Route 13	Langdale	Gambier/Keats	0	
	Route 17	Little River	Powell River	0	
	Route 18	Texada	Powell River	0	
	Route 19	Nanaimo Harbour	Gabriola Island	0	
	Route 20	Chemainus	Thetis Island	0	
	Route 21	Buckley Bay	Denman West	1	1
	Route 22	Denman East	Hornby Island	0	
	Route 23	Campbell River	Quadra Island	0	
	Route 24	Quadra Island	Cortes Island	0	
	Route 25	Port McNeill	Alert Bay	3	1
Route 26	Skidegate	Alliford Bay	1	1	

⁽¹⁾ In accordance with the Temporary Service Level Adjustment agreements (TSLA) with the Province dated April 1 and June 2, 2020, core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12.

APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Quarter Ended June 30, 2020

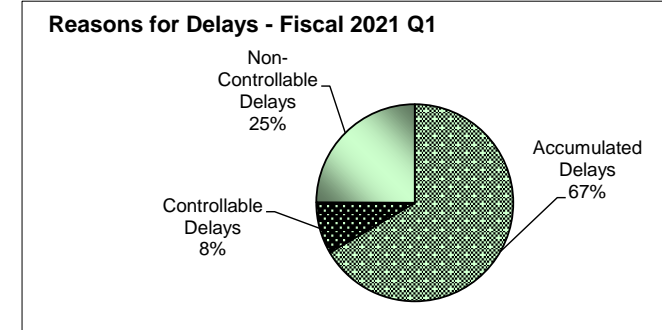
Major Routes



Routes ⁽¹⁾	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	565.5	430.0	135.5	35.3%
Route 02	Horseshoe Bay-Nanaimo	145.5	133.0	12.5	33.2%
Route 03	Langdale-Horseshoe Bay	582.0	549.0	33.0	30.7%
Route 30	Nanaimo-Tsawwassen	639.0	445.0	194.0	41.2%
MAJOR Routes Total ⁽¹⁾		1,932.0	1,557.0	375.0	35.7%

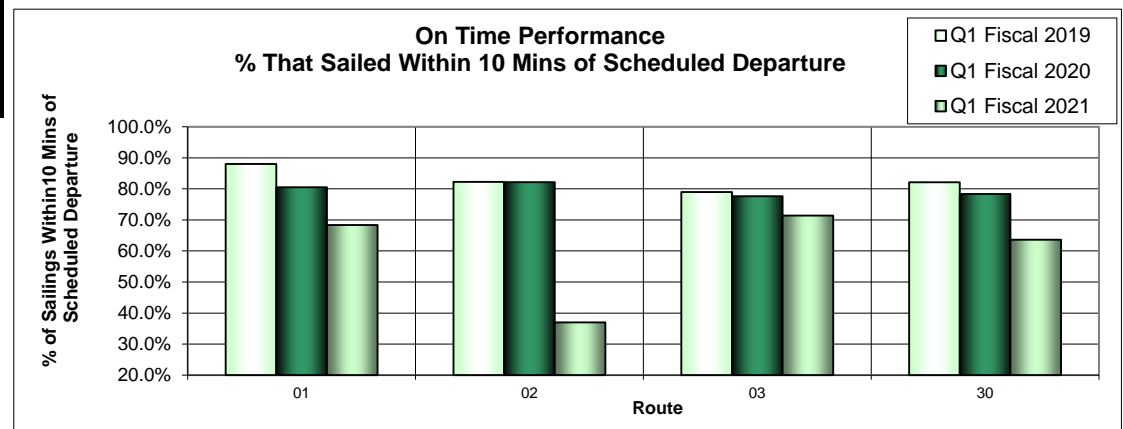
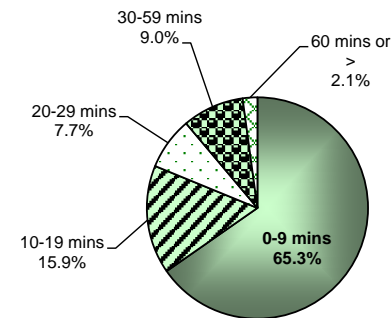
Note:

⁽¹⁾ In accordance with the temporary service level adjustment agreements (TSLA) with the Province dated April 1 and June 2, 2020, core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12. Pursuant to those agreements, the annual core service levels for the affected routes are still to be determined.



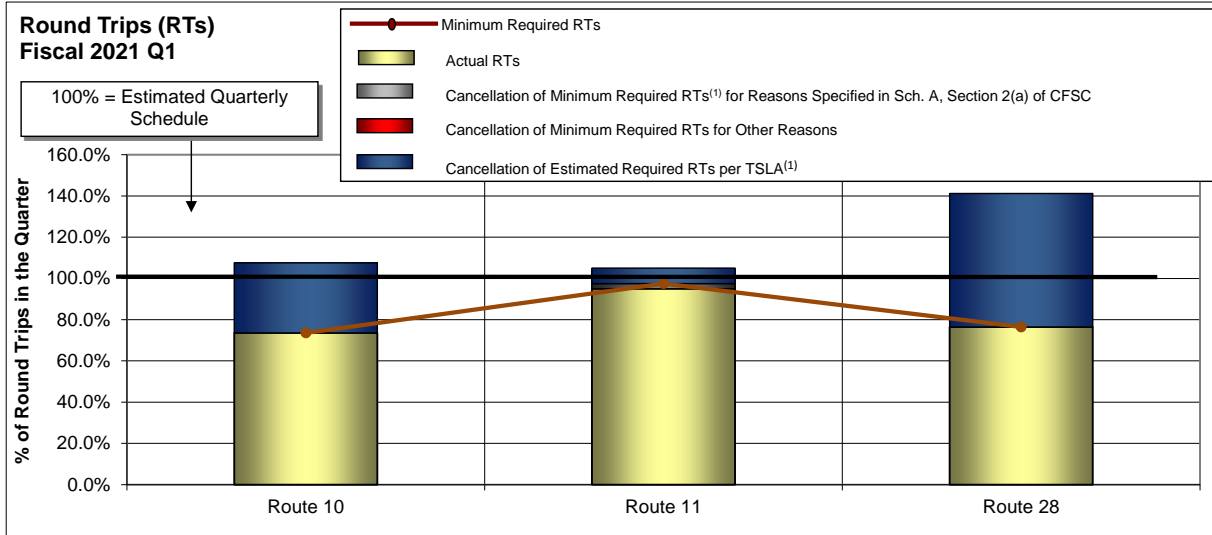
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Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2021 Q1



APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Quarter Ended June 30, 2020

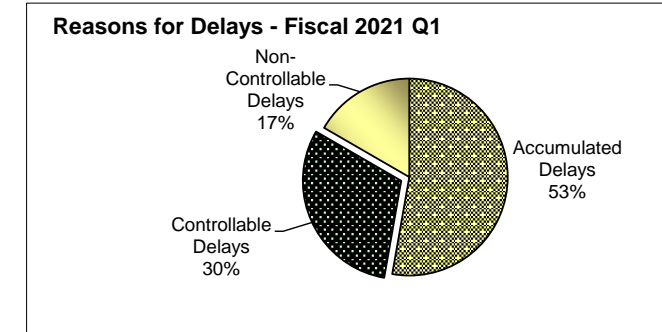
Northern Routes



Routes ⁽¹⁾	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	19.5	19.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	38.0	39.0	-1.0	0.0%
Route 28	Port Hardy-Bella Coola	13.0	13.0	0.0	0.0%
NORTHERN Routes Total ⁽¹⁾		70.5	71.5	-1.0	0.0%

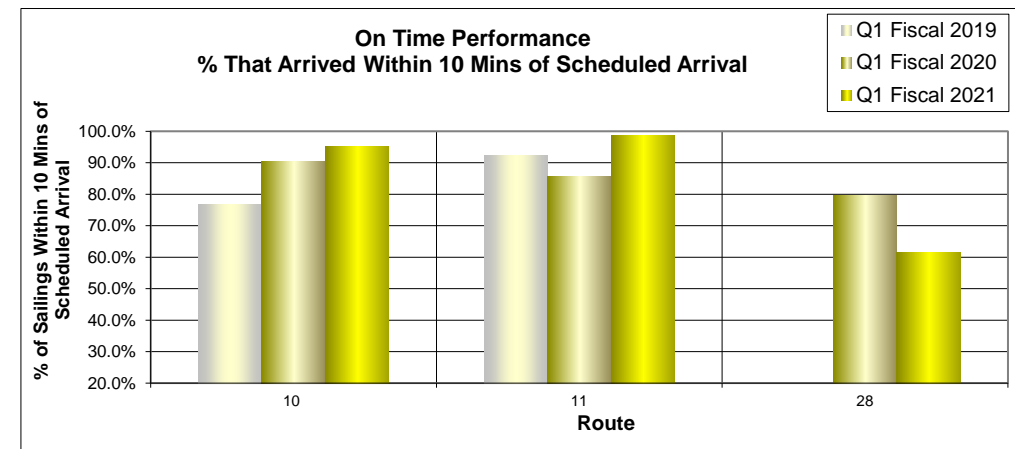
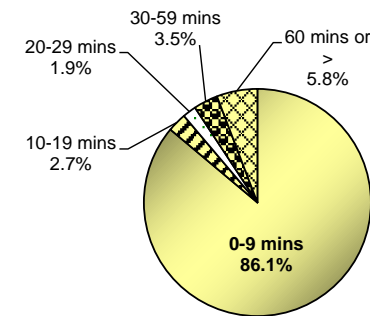
Note:

⁽¹⁾ In accordance with the temporary service level adjustment agreements (TSLA) with the Province dated April 1 and June 2, 2020, core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12. Pursuant to those agreements, the annual core service levels for the affected routes are still to be determined.



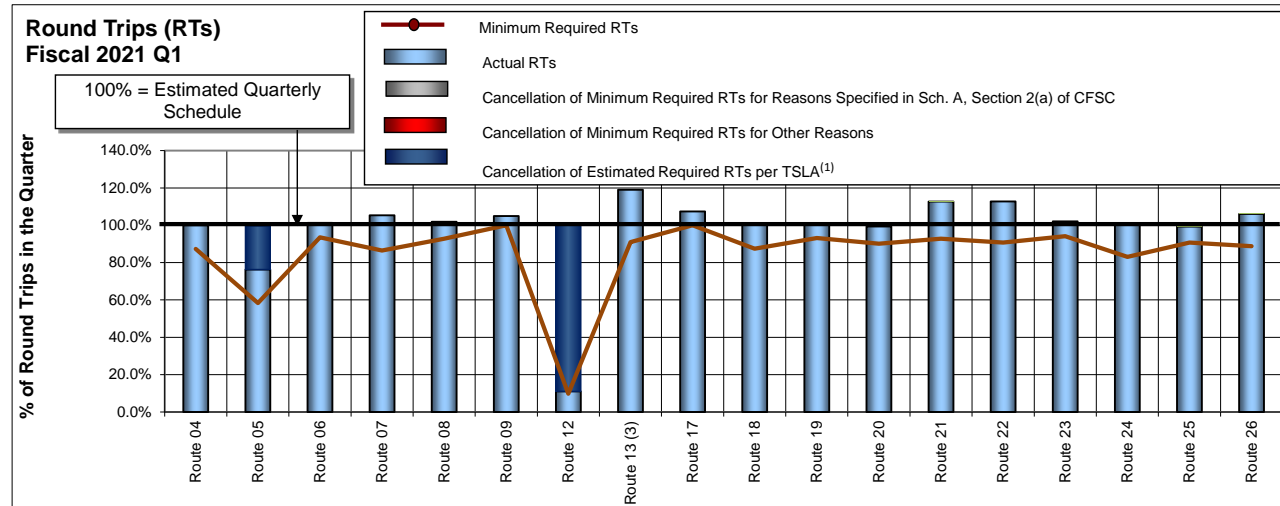
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On Time Performance Fiscal 2021 Q1

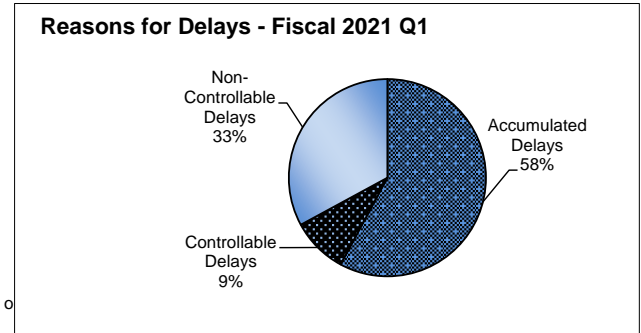
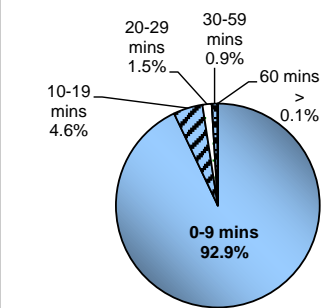


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Quarter Ended June 30, 2020

Minor Routes



On Time Performance Fiscal 2021 Q1

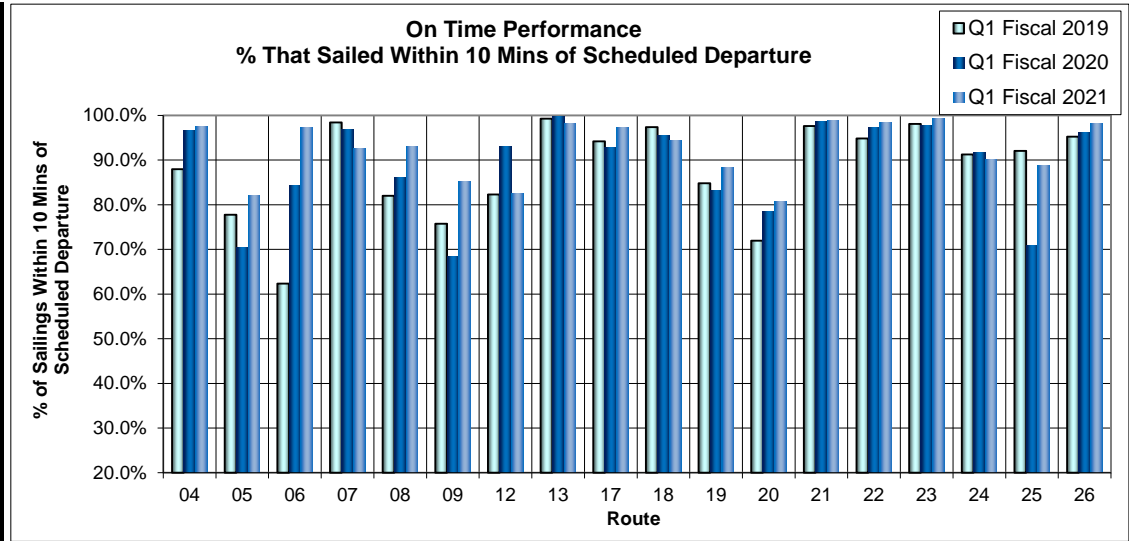


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes ⁽¹⁾	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	715.0	624.0	91.0	1.7%
Route 05	Swartz Bay-Gulf Islands	660.0	505.0	155.0	2.6%
Route 06	Crofton-Vesuvius Bay	1,183.0	1,092.0	91.0	1.9%
Route 07	Earls Cove-Salter Bay	711.0	584.0	127.0	0.1%
Route 08	Horseshoe Bay-Bowen Island	1,388.0	1,264.5	123.5	4.0%
Route 09	Tsawwassen-Southern Gulf Islands	191.0	182.0	9.0	5.0%
Route 12	Mill Bay-Brentwood Bay	89.0	79.0	10.0	0.6%
Route 13	Langdale-Keats/Gambier	1,227.0	938.0	289.0	Pass Only
Route 17	Little River-Powell River	363.0	338.0	25.0	0.0%
Route 18	Powell River-Texada	734.5	637.0	97.5	1.4%
Route 19	Nanaimo Harbour-Gabriola Island	1,312.0	1,208.0	104.0	6.1%
Route 20	Chemainus-Thetis/Penelakut	917.0	832.0	85.0	1.7%
Route 21	Buckley Bay-Denman West	1,421.0	1,170.0	251.0	6.5%
Route 22	Gravelly Bay-Hornby Island	1,114.0	897.0	217.0	4.6%
Route 23	Campbell River-Quadra Island	1,592.5	1,469.0	123.5	8.1%
Route 24	Quadra Island-Cortes Island	545.0	448.0	97.0	3.3%
Route 25	Port McNeill-Sointula/Alert Bay	981.0	897.0	84.0	0.7%
Route 26	Skidegate-Alliford Bay	1,103.0	923.0	180.0	0.2%
MINOR Routes Total		16,247.0	14,087.5	2,159.5	3.4%

Notes:

⁽¹⁾ In accordance with the temporary service level adjustment agreements (TSLA) with the Province dated April 1 and June 2, 2020, core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12. Pursuant to those agreements, the annual core service levels for the affected routes are still to be determined.
⁽²⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

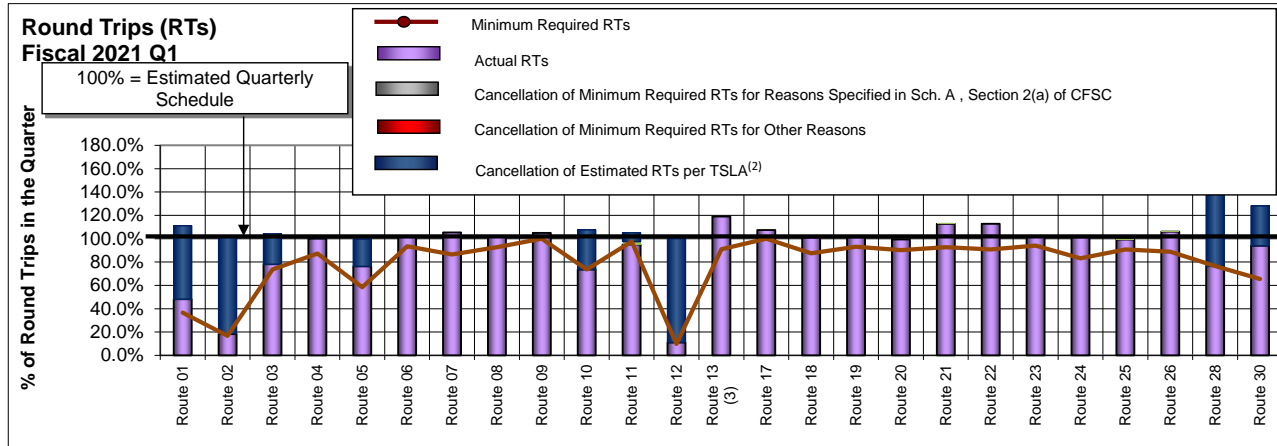


APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2021

Quarter Ended June 30, 2020

All Routes



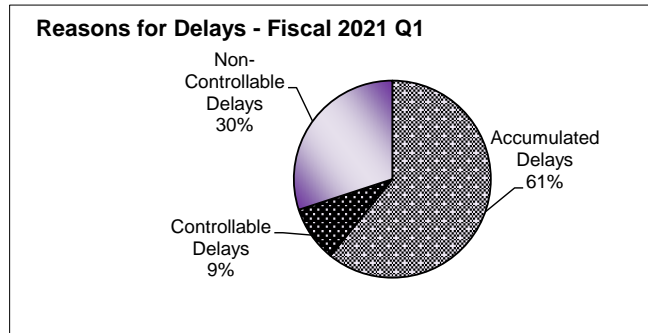
Routes ⁽²⁾	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	565.5	430.0	135.5	35.3%
Route 02	Horseshoe Bay-Nanaimo	145.5	133.0	12.5	33.2%
Route 03	Langdale-Horseshoe Bay	582.0	549.0	33.0	30.7%
Route 04	Swartz Bay-Fulford Harbour	715.0	624.0	91.0	1.7%
Route 05	Swartz Bay-Gulf Islands	660.0	505.0	155.0	2.6%
Route 06	Crofton-Vesuvius Bay	1,183.0	1,092.0	91.0	1.9%
Route 07	Earls Cove-Salter Bay	711.0	584.0	127.0	0.1%
Route 08	Horseshoe Bay-Bowen Island	1,388.0	1,264.5	123.5	4.0%
Route 09	Tsawwassen-Southern Gulf Islands	191.0	182.0	9.0	5.0%
Route 10	Port Hardy-Prince Rupert	19.5	19.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	38.0	39.0	-1.0	0.0%
Route 12	Mill Bay-Brentwood Bay	89.0	79.0	10.0	0.6%
Route 13 ⁽³⁾	Langdale-Keats/Gambier	1,227.0	938.0	289.0	Pass Only
Route 17	Little River-Powell River	363.0	338.0	25.0	0.0%
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Route 24	Quadra Island-Cortes Island	545.0	448.0	97.0	3.3%
Route 25	Port McNeill-Sointula/Alert Bay	981.0	897.0	84.0	0.7%
Route 26	Skidegate-Alliford Bay	1,103.0	923.0	180.0	0.2%
Route 28	Port Hardy-Bella Coola	13.0	13.0	0.0	0.0%
Route 30	Nanaimo-Tsawwassen	639.0	445.0	194.0	41.2%
All Routes Total		18,249.5	15,716.0	2,533.5	6.7%

Notes:

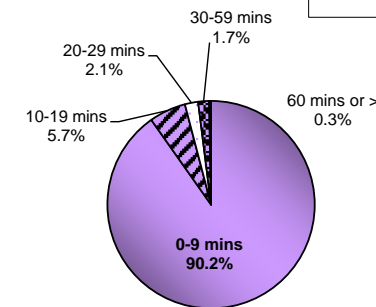
⁽¹⁾ Within 10 minutes of scheduled arrival for the Northern Routes 10, 11 and 28.

⁽²⁾ In accordance with the temporary service level adjustment agreements (TSLA) with the Province dated April 1 and June 2, 2020, core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12. Pursuant to those agreements, the annual core service levels for the affected routes are still to be determined.

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On Time Performance Fiscal 2021 Q1



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