

Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2020

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 3 F2021	Capacity Utilization QTR 3 F2021 (C / B)	Capacity Utilization QTR 3 F2020	AEQ's Carried QTR 3 F2020	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 3 F2021 Note 2	AEQ Tariff Revenue QTR 3 F2020 Note 2	AEQ Tariff Revenue Growth (H - I)
1	846.0	595,820	355,407	59.7%	84.7%	539,822	(184,415)	\$ 24,349,313	\$ 35,064,931	(10,715,618)
2	687.0	426,472	216,712	50.8%	63.2%	286,350	(69,638)	14,352,521	17,618,155	(3,265,634)
3	741.5	458,598	253,651	55.3%	65.8%	305,567	(51,916)	6,079,841	6,719,755	(639,914)
30	622.0	364,780	175,876	48.2%	59.7%	233,719	(57,843)	13,712,262	16,859,311	(3,147,049)
Major Routes	2,896.5	1,845,670	1,001,646	54.3%	70.1%	1,365,458	(363,812)	58,493,937	76,262,152	(17,768,215)
10	19.0	4,118	2,446	59.4%	60.4%	2,779	(333)	545,735	539,335	6,400
11	37.0	7,950	3,920	49.3%	52.7%	4,422	(502)	602,419	672,982	(70,563)
28	13.0	910	142	15.6%	27.1%	238	(96)	11,379	24,204	(12,825)
Northern Routes	69.0	12,978.0	6,508	50.1%	53.6%	7,439	(931)	1,159,533	1,236,521	(76,988)
4	723.0	129,882	73,956	56.9%	58.5%	85,348	(11,392)	803,780	859,482	(55,702)
5	868.0	154,502	68,050	44.0%	40.8%	69,108	(1,058)	790,144	775,076	15,068
6	1,175.0	113,685	62,977	55.4%	57.1%	63,009	(32)	753,593	719,234	34,359
7	719.0	161,056	36,982	23.0%	27.3%	44,187	(7,205)	869,604	888,473	(18,869)
8	1,402.0	250,560	129,401	51.6%	56.2%	140,933	(11,532)	1,356,044	1,428,443	(72,399)
9	182.0	61,272	36,174	59.0%	61.5%	43,640	(7,466)	1,469,362	1,706,042	(236,680)
12	805.0	30,590	17,218	56.3%	80.2%	24,156	(6,938)	204,476	275,949	(71,473)
13	1,283.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	129	1	128
17	350.0	96,600	34,708	35.9%	44.4%	44,612	(9,904)	1,264,806	1,479,108	(214,302)
18	726.5	66,928	26,359	39.4%	46.6%	25,903	456	208,449	186,401	22,048
19	1,326.0	167,076	93,292	55.8%	58.3%	97,385	(4,093)	807,108	751,364	55,744
20	930.0	48,386	24,409	50.4%	50.0%	24,118	291	182,532	175,314	7,218
21	1,392.0	125,280	65,178	52.0%	53.2%	65,954	(776)	437,830	423,564	14,266
22	1,089.0	45,738	23,441	51.3%	51.4%	23,801	(360)	163,114	162,305	809
23	1,574.5	184,619	94,922	51.4%	54.4%	101,020	(6,098)	691,632	709,262	(17,630)
24	523.0	27,196	14,363	52.8%	54.5%	15,316	(953)	128,774	131,492	(2,718)
25	976.0	57,304	22,910	40.0%	47.8%	24,776	(1,866)	221,639	226,221	(4,582)
26	1,111.0	35,552	9,022	25.4%	44.7%	12,099	(3,077)	75,398	102,362	(26,964)
Minor Routes	17,155.0	1,756,226	833,362	47.5%	51.0%	905,365	(72,003)	10,428,414	11,000,093	(571,679)
Total	20,120.5	3,614,874	1,841,516	50.9%	61.0%	2,278,262	(436,746)	70,081,884	88,498,766	(18,416,882)

Obligation deferred (settled)

Total vehicle fare revenue

70,081,884 **88,498,766**

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, 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.

Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2020

Routes	K	L	M	N	O	P
	Passengers QTR 3 F2021	Passengers QTR 3 F2020	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 3 F2021 Note 2	Passenger Tariff Revenue QTR 3 F2020 Note 2	Passenger Tariff Revenue Growth (N - O)
1	540,793	1,343,177	(802,384)	\$ 8,344,930	\$ 20,124,000	(11,779,070)
2	386,566	706,976	(320,410)	5,914,283	10,473,470	(4,559,187)
3	392,676	591,647	(198,971)	2,082,033	3,025,161	(943,128)
30	186,075	364,477	(178,402)	2,824,126	5,299,870	(2,475,744)
Major Routes	1,506,110	3,006,277	(1,500,167)	19,165,372	38,922,501	(19,757,129)
10	3,540	7,152	(3,612)	288,333	478,147	(189,814)
11	5,369	7,341	(1,972)	159,250	213,954	(54,704)
28	195	469	(274)	10,072	31,523	(21,451)
Northern Routes	9,104	14,962	(5,858)	457,655	723,624	(265,969)
4	111,114	150,625	(39,511)	453,763	623,504	(169,741)
5	95,311	111,397	(16,086)	350,123	413,827	(63,704)
6	97,703	109,396	(11,693)	328,086	363,083	(34,997)
7	50,257	68,208	(17,951)	260,770	346,960	(86,190)
8	230,168	299,695	(69,527)	629,099	815,509	(186,410)
9	70,232	104,573	(34,341)	745,518	1,099,034	(353,516)
12	30,054	44,562	(14,508)	120,661	179,024	(58,363)
13	8,599	9,245	(646)	29,564	31,404	(1,840)
17	55,128	92,884	(37,756)	582,303	918,805	(336,502)
18	38,949	41,471	(2,522)	102,206	109,339	(7,133)
19	148,796	196,303	(47,507)	381,575	473,754	(92,179)
20	52,083	64,693	(12,610)	114,503	128,639	(14,136)
21	97,519	108,429	(10,910)	216,868	239,248	(22,380)
22	35,243	37,360	(2,117)	85,536	87,794	(2,258)
23	163,772	196,536	(32,764)	364,507	433,199	(68,692)
24	21,764	24,986	(3,222)	63,791	71,299	(7,508)
25	41,294	56,369	(15,075)	126,534	167,082	(40,548)
26	13,147	20,596	(7,449)	31,167	52,836	(21,669)
Minor Routes	1,361,133	1,737,328	(376,195)	4,986,574	6,554,340	(1,567,766)
Total	2,876,347	4,758,567	(1,882,220)	24,609,601	46,200,465	(21,590,864)

% Sailings Within 10 Min. (Note 3)		
QTR 3 F2019	QTR 3 F2020	QTR 3 F2021
87.9%	90.4%	96.4%
89.2%	90.0%	90.2%
86.2%	92.8%	91.0%
88.0%	88.2%	90.3%
87.8%	90.4%	92.3%
95.1%	96.2%	95.1%
94.2%	94.5%	93.2%
69.9%	53.7%	72.5%
85.2%	82.4%	87.5%
98.5%	85.5%	94.6%
82.2%	63.7%	86.7%
87.4%	99.3%	97.2%
97.6%	97.2%	94.9%
96.9%	97.8%	99.3%
81.0%	84.2%	85.0%
89.0%	98.7%	97.0%
99.7%	99.9%	99.8%
93.4%	93.7%	93.6%
95.4%	95.1%	89.1%
88.9%	92.8%	78.1%
75.0%	59.1%	61.1%
98.4%	97.6%	98.5%
97.8%	98.7%	97.7%
98.4%	99.3%	96.1%
94.2%	94.9%	89.0%
82.3%	78.0%	75.2%
98.3%	98.5%	99.1%
91.3%	91.5%	90.3%
90.8%	91.3%	90.6%

Obligation deferred (settled) - -

Total passenger fare revenue 24,609,601 46,200,465

Total vehicle and passenger fare revenue 94,691,485 134,699,231
per financial statements

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) ROUND TRIPS

Fiscal 2021 Quarter Ended December 31, 2020				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	Situations that Compromise Safety	Allowed Cancels	Community Event	Traffic			Other Cancels
	Route 01	Swartz Bay	Tsawwassen		5										5.0			0.0	5.0	0.02%
	Route 02	Horseshoe Bay	Departure Bay		13										13.0			0.0	13.0	0.06%
	Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	0.00%
	Route 30	Duke Point	Tsawwassen		7						10				17.0			0.0	17.0	0.08%
Major Routes				0	25	0	0	0	0	0	10	0	0		35.0	0	0	0.0	35.0	0.17%
	Route 10	Port Hardy	Prince Rupert												0.0			0.0	0.0	0.00%
	Route 11	Skidegate	Prince Rupert		2						1				3.0			0.0	3.0	0.01%
	Route 28	Port Hardy	Bella Coola												0.0			0.0	0.0	0.00%
Northern Routes				0	2	0	0	0	0	0	1	0	0		3.0	0	0	0.0	3.0	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		2										2.0			0.0	2.0	0.01%
	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		2										2.0			0.0	2.0	0.01%
	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		13										13.0			0.0	13.0	0.06%
	Route 18	Texada	Powell River		9						1				10.0			0.0	10.0	0.05%
	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		4						1				5.0			0.0	5.0	0.02%
	Route 23	Campbell River	Quadra Island		23										23.0			0.0	23.0	0.11%
	Route 24	Quadra Island	Cortes Island		18										18.0			0.0	18.0	0.09%
	Route 25	Port McNeill	Alert Bay		16										16.0			0.0	16.0	0.08%
	Route 26	Skidegate	Alliford Bay		1										1.0			0.0	1.0	0.00%
Minor Routes				0	88	0	0	0	0	0	2	0	0	0	90.0	0	0	0.0	90.0	0.45%
TOTAL				0.0	115.0	0.0	0.0	0.0	0.0	0.0	13.0	0.0	0.0	0.0	128.0	0.0	0.0	0.0	128.0	0.64%

% of Minimum+Incremental Required Round Trips Cancelled 0.00% 0.57% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.06% 0.00% 0.00% 0.00% 0.64% 0.00% 0.00% 0.00% 0.64%

Note:

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

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

Fiscal 2021 Quarter Ended December 31, 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) (3)}							
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)	Cancellations of Minimum Required Round Trips
846.0	644.0	202.0	5.0	2,540.0	1,718.0	822.0	5.5
687.0	644.0	43.0	13.0	1,596.5	1,352.0	244.5	15.5
741.5	630.0	111.5	0.0	2,115.0	1,751.0	364.0	0.0
622.0	563.0	59.0	17.0	1,985.0	1,663.0	322.0	17.0
2,896.5	2,481.0	415.5	35.0	8,236.5	6,484.0	1,752.5	38.0
19.0	19.0	0.0	0.0	58.5	58.5	0.0	0.0
37.0	40.0	-3.0	3.0	113.0	118.0	-5.0	5.0
13.0	13.0	0.0	0.0	39.0	39.0	0.0	0.0
69.0	72.0	-3.0	3.0	210.5	215.5	-5.0	5.0
723.0	631.0	92.0	0.0	2,174.0	1,899.0	275.0	0.0
868.0	868.0	0.0	0.0	2,421.0	2,262.0	159.0	0.0
1,175.0	1,100.0	75.0	2.0	3,550.0	3,287.0	263.0	2.0
719.0	620.0	99.0	0.0	2,149.0	1,756.0	393.0	0.0
1,402.0	1,276.5	125.5	0.0	4,195.5	3,818.5	377.0	0.0
182.0	184.0	-2.0	2.0	621.0	550.0	71.0	2.0
805.0	715.0	90.0	0.0	1,709.0	1,517.0	192.0	0.0
1,283.0	948.0	335.0	0.0	3,864.0	2,767.0	1,097.0	0.0
350.0	341.0	9.0	13.0	1,080.0	1,030.0	50.0	13.0
726.5	643.0	83.5	10.0	2,313.5	1,904.0	409.5	11.0
1,326.0	1,232.0	94.0	0.0	3,962.0	3,649.0	313.0	0.0
930.0	840.0	90.0	0.0	2,781.0	2,513.0	268.0	0.0
1,392.0	1,181.0	211.0	0.0	4,477.5	3,741.0	736.5	4.0
1,089.0	906.0	183.0	5.0	3,593.0	2,809.0	784.0	5.0
1,574.5	1,483.0	91.5	23.0	4,744.0	4,427.0	317.0	23.0
523.0	459.0	64.0	18.0	1,620.0	1,357.0	263.0	18.0
976.0	906.0	70.0	16.0	2,954.0	2,710.0	244.0	21.0
1,111.0	933.0	178.0	1.0	3,327.0	2,790.0	537.0	4.0
17,155.0	15,266.5	1,888.5	90.0	51,535.5	44,786.5	6,749.0	103.0
20,120.5	17,819.5	2,301.0	128.0	59,982.5	51,486.0	8,496.5	146.0

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 (TSLA) with the Province dated April 1 and June 2, 2020, daily core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12 from April 4 to September 7, 2020.

⁽³⁾ Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020 includes discretionary sailings to be provided on an annualized round trip basis. BC Ferries will report on its performance against these discretionary sailings in its year-end operations report.

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

Performance Against Estimated Schedule ⁽¹⁾ ⁽²⁾ ⁽³⁾																
3rd Quarter							Fiscal YTD									
				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	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	
Fiscal 2021 Quarter Ended December 31, 2020																
Routes	Terminal 1	Terminal 2														
Route 01	Swartz Bay	Tsawwassen		846.0	925.0	-79.0	90.5	0.0	11.5	2,540.0	3,516.0	-976.0	992.5	1,360.0	474.5	
Route 02	Horseshoe Bay	Departure Bay		687.0	731.5	-44.5	44.5	0.0	0.0	1,596.5	2,471.5	-875.0	875.0	981.5	151.0	
Route 03	Langdale	Horseshoe Bay		741.5	735.0	6.5	0.5	0.0	7.0	2,115.0	2,397.0	-282.0	295.0	517.0	235.5	
Route 30	Duke Point	Tsawwassen		622.0	680.0	-58.0	58.0	0.0	0.0	1,985.0	2,084.0	-99.0	99.0	272.0	231.0	
Major Routes				2,896.5	3,071.5	-175.0	193.5	0.0	18.5	8,236.5	10,468.5	-2,232.0	2,261.5	3,130.5	1,092.0	
Route 10	Port Hardy	Prince Rupert		19.0	18.0	1.0	0.5	0.0	1.5	58.5	89.5	-31.0	33.5	35.0	4.5	
Route 11	Skidegate	Prince Rupert		37.0	39.0	-2.0	3.0	0.0	1.0	113.0	139.0	-26.0	29.0	25.0	2.0	
Route 28	Port Hardy	Bella Coola		13.0	13.0	0.0	0.0	0.0	0.0	39.0	76.0	-37.0	37.0	44.0	7.0	
Northern Routes				69.0	70.0	-1.0	3.5	0.0	2.5	210.5	304.5	-94.0	99.5	104.0	13.5	
Route 04	Fulford Harbour	Swartz Bay		723.0	722.0	1.0	1.0	0.0	2.0	2,174.0	2,173.0	1.0	2.0	0.0	3.0	
Route 05	Swartz Bay	Four SGIs		868.0	868.0	0.0	0.0	0.0	0.0	2,421.0	2,622.0	-201.0	205.0	495.0	294.0	
Route 06	Crofton	Vesuvius Bay		1,175.0	1,179.0	-4.0	5.0	0.0	1.0	3,550.0	3,517.0	33.0	5.0	0.0	38.0	
Route 07	Earls Cove	Saltery Bay		719.0	712.0	7.0	3.0	0.0	10.0	2,149.0	2,025.0	124.0	4.0	0.0	128.0	
Route 08	Horseshoe Bay	Bowen Island		1,402.0	1,368.5	33.5	1.0	0.0	34.5	4,195.5	4,113.5	82.0	4.0	0.0	86.0	
Route 09	Tsawwassen	Long Harbour		182.0	184.0	-2.0	2.0	0.0	0.0	621.0	650.0	-29.0	36.0	223.0	196.0	
Route 12	Mill Bay	Brentwood Bay		805.0	806.0	-1.0	1.0	0.0	0.0	1,709.0	2,427.0	-718.0	718.0	735.0	18.0	
Route 13	Langdale	Gambier/Keats		1,283.0	1,040.0	243.0	3.0	0.0	246.0	3,864.0	3,044.0	820.0	43.0	0.0	863.0	
Route 17	Little River	Powell River		350.0	341.0	9.0	13.0	0.0	22.0	1,080.0	1,030.0	50.0	13.0	0.0	63.0	
Route 18	Texada	Powell River		726.5	735.0	-8.5	18.0	0.0	9.5	2,313.5	2,179.0	134.5	20.5	0.0	155.0	
Route 19	Nanaimo Harbour	Gabriola Island		1,326.0	1,318.0	8.0	0.0	0.0	8.0	3,962.0	3,916.0	46.0	4.0	0.0	50.0	
Route 20	Chemainus	Thetis Island		930.0	932.0	-2.0	3.0	0.0	1.0	2,781.0	2,788.0	-7.0	9.0	0.0	2.0	
Route 21	Buckley Bay	Denman West		1,392.0	1,273.0	119.0	0.0	0.0	119.0	4,477.5	4,016.0	461.5	7.0	0.0	468.5	
Route 22	Denman East	Hornby Island		1,089.0	998.0	91.0	9.0	0.0	100.0	3,593.0	3,084.0	509.0	10.0	0.0	519.0	
Route 23	Campbell River	Quadra Island		1,574.5	1,575.0	-0.5	30.0	0.0	29.5	4,744.0	4,706.0	38.0	31.5	0.0	69.5	
Route 24	Quadra Island	Cortes Island		523.0	551.0	-28.0	29.0	0.0	1.0	1,620.0	1,632.0	-12.0	30.0	0.0	18.0	
Route 25	Port McNeill	Alert Bay		976.0	998.0	-22.0	17.0	0.0	-5.0	2,954.0	2,985.0	-31.0	26.0	0.0	-5.0	
Route 26	Skidegate	Alliford Bay		1,111.0	1,053.0	58.0	20.0	0.0	78.0	3,327.0	3,145.0	182.0	44.0	0.0	226.0	
Minor Routes				17,155.0	16,653.5	501.5	155.0	0.0	656.5	51,535.5	50,052.5	1,483.0	1,212.0	1,453.0	3,192.0	
TOTAL				20,120.5	19,795.0	325.5	352.0	0.0	677.5	59,982.5	60,825.5	-843.0	3,573.0	4,687.5	4,297.5	

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, daily core service levels were adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12 from April 4 to September 7, 2020.

⁽³⁾ Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020 includes discretionary sailings to be provided on an annualized round trip basis. BC Ferries will report on its performance against these discretionary sailings in its year-end operations report.

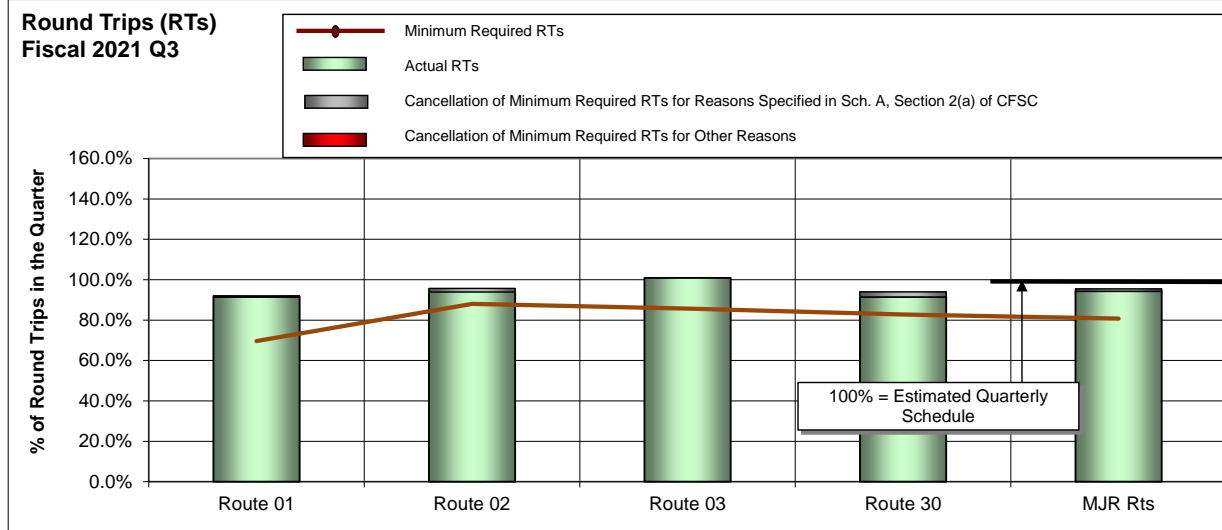
Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

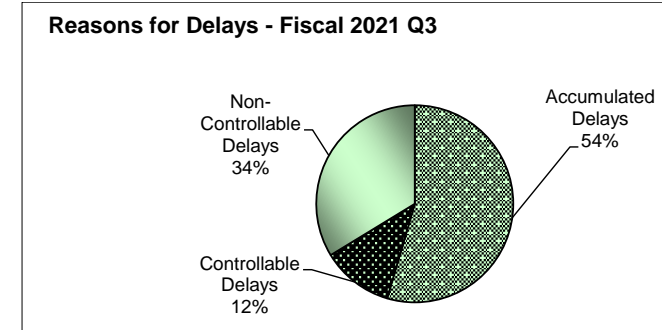
Fiscal 2021 Quarter Ended December 31, 2020				Performance Against Minimum (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed ⁽¹⁾ Allowed 30 Days / Route	Highest Consecutive Days when Round Trips Missed Allowed 20 Days / Route
Major Routes	Route 01	Swartz Bay	Tsawwassen	3	1
	Route 02	Horseshoe Bay	Departure Bay	8	1
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	19	5
Northern Routes	Route 10	Port Hardy	Prince Rupert	0	
	Route 11	Skidegate	Prince Rupert	10	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	1	1
	Route 07	Earls Cove	Saltery Bay	0	
	Route 08	Horseshoe Bay	Bowen Island	0	
	Route 09	Tsawwassen	Long Harbour	2	1
	Route 12	Mill Bay	Brentwood Bay	0	
	Route 13	Langdale	Gambier/Keats	0	
	Route 17	Little River	Powell River	7	1
	Route 18	Texada	Powell River	5	1
	Route 19	Nanaimo Harbour	Gabriola Island	1	1
	Route 20	Chemainus	Thetis Island	0	
	Route 21	Buckley Bay	Denman West	2	1
	Route 22	Denman East	Hornby Island	3	1
	Route 23	Campbell River	Quadra Island	4	1
	Route 24	Quadra Island	Cortes Island	7	1
Route 25	Port McNeill	Alert Bay	8	1	
Route 26	Skidegate	Alliford Bay	3	1	

APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Quarter Ended December 31, 2020

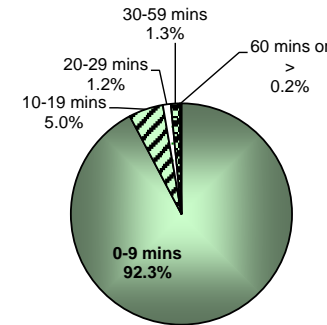
Major Routes



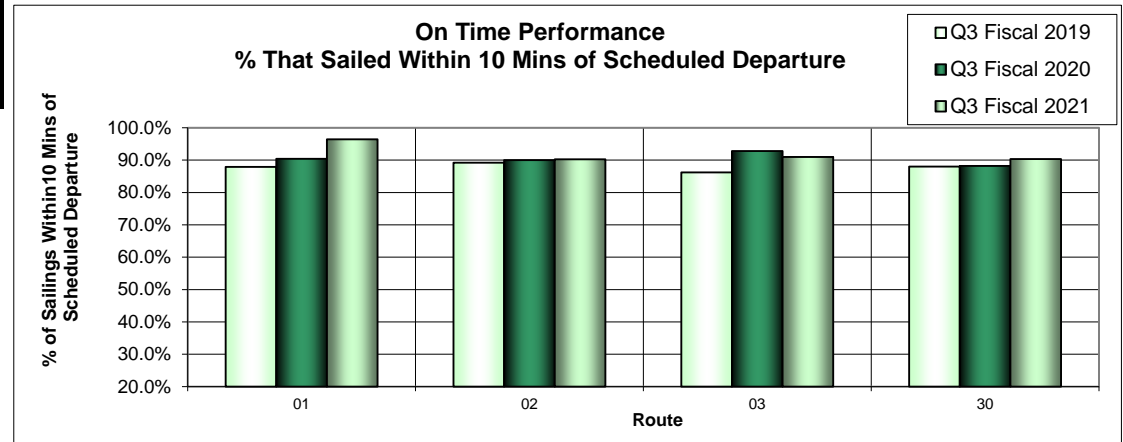
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	846.0	644.0	202.0	16.1%
Route 02	Horseshoe Bay-Nanaimo	687.0	644.0	43.0	14.0%
Route 03	Langdale-Horseshoe Bay	741.5	630.0	111.5	16.7%
Route 30	Nanaimo-Tsawwassen	622.0	563.0	59.0	17.1%
MAJOR Routes Total		2,896.5	2,481.0	415.5	16.0%



On Time Performance Fiscal 2021 Q3

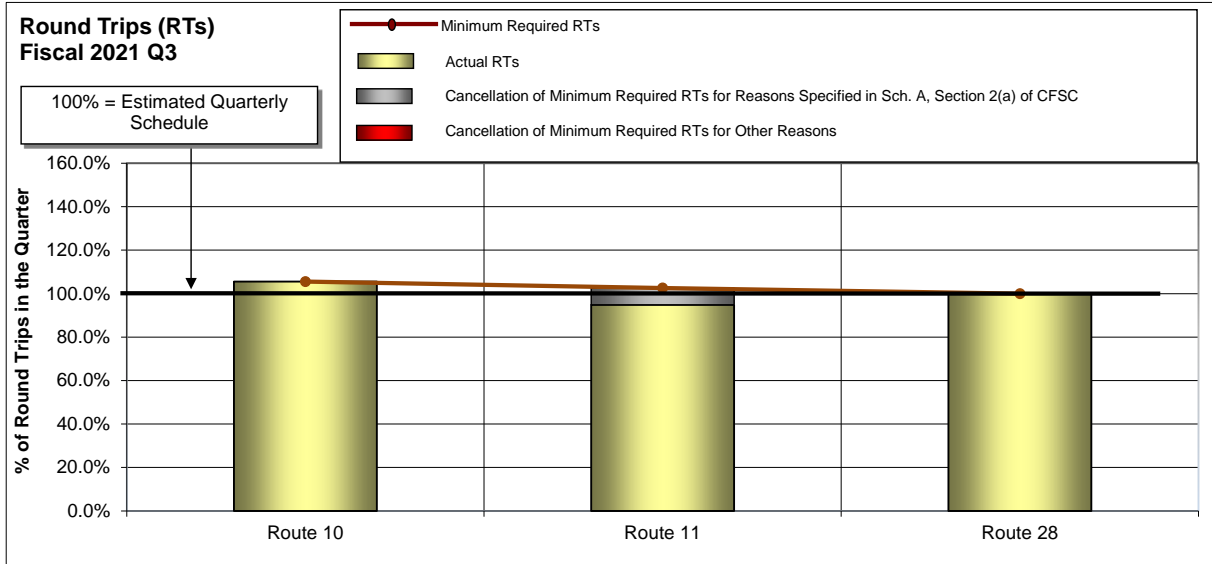


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay



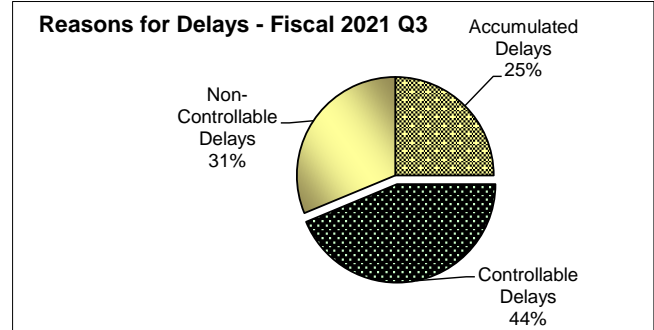
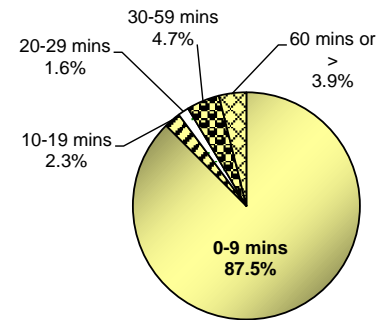
APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Quarter Ended December 31, 2020

Northern Routes

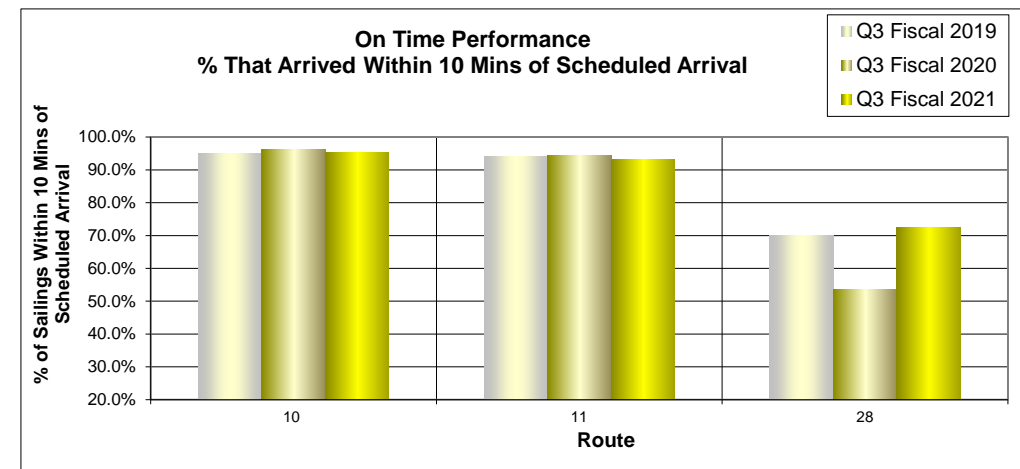


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	19.0	19.0	0.0	1.0%
Route 11	Skidegate-Prince Rupert	37.0	40.0	-3.0	0.0%
Route 28	Port Hardy-Bella Coola	13.0	13.0	0.0	0.0%
NORTHERN Routes Total		69.0	72.0	-3.0	0.4%

On Time Performance Fiscal 2021 Q3

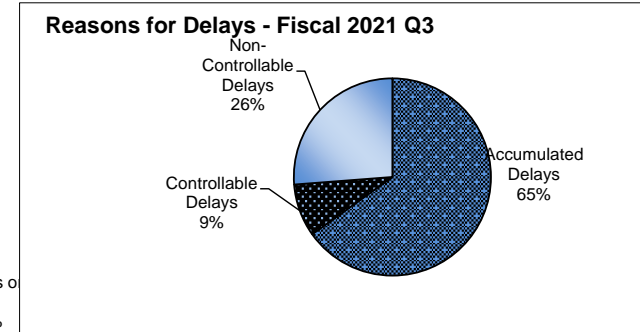
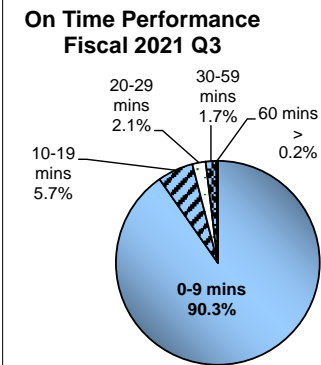
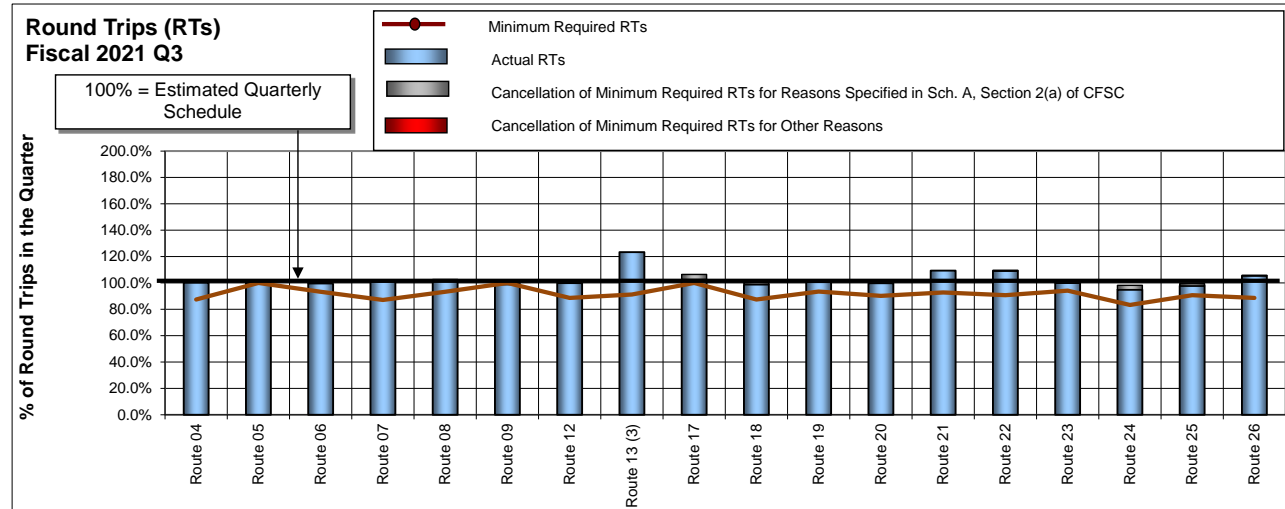


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APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Quarter Ended December 31, 2020

Minor Routes

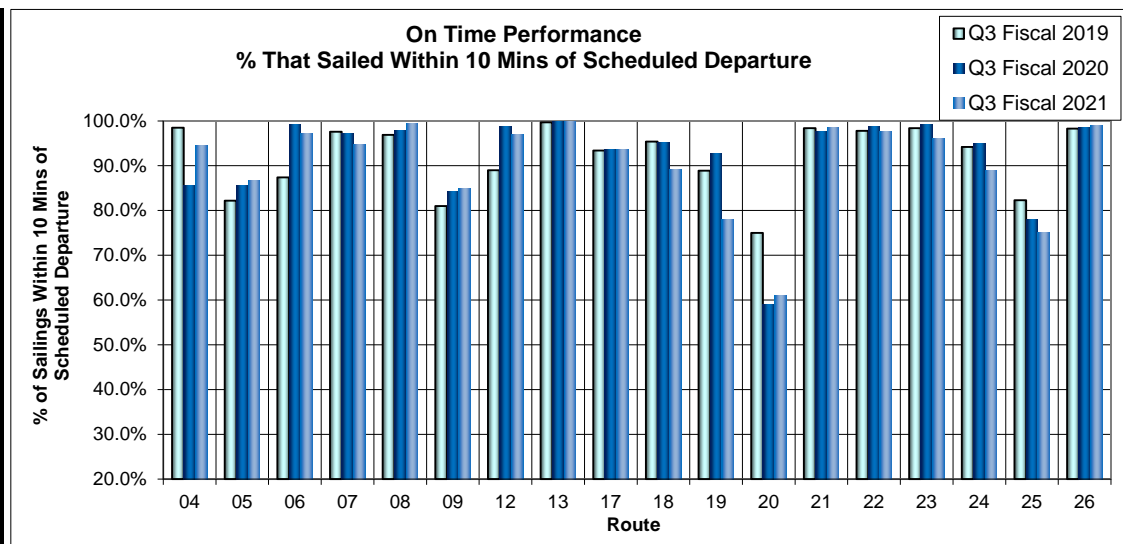


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	723.0	631.0	92.0	6.2%
Route 05	Swartz Bay-Gulf Islands	868.0	868.0	0.0	3.4%
Route 06	Crofton-Vesuvius Bay	1,175.0	1,100.0	75.0	10.9%
Route 07	Earls Cove-Saltery Bay	719.0	620.0	99.0	0.3%
Route 08	Horseshoe Bay-Bowen Island	1,402.0	1,276.5	125.5	6.5%
Route 09	Tsawwassen-Southern Gulf Islands	182.0	184.0	-2.0	3.6%
Route 12	Mill Bay-Brentwood Bay	805.0	715.0	90.0	0.1%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	1,283.0	948.0	335.0	Pass Only
Route 17	Little River-Powell River	350.0	341.0	9.0	0.0%
Route 18	Powell River-Texada	726.5	643.0	83.5	1.2%
Route 19	Nanaimo Harbour-Gabriola Island	1,326.0	1,232.0	94.0	10.4%
Route 20	Chemainus-Thetis/Penelakut	930.0	840.0	90.0	4.4%
Route 21	Buckley Bay-Denman West	1,392.0	1,181.0	211.0	5.8%
Route 22	Gravelly Bay-Hornby Island	1,089.0	906.0	183.0	1.9%
Route 23	Campbell River-Quadra Island	1,574.5	1,483.0	91.5	9.8%
Route 24	Quadra Island-Cortes Island	523.0	459.0	64.0	4.8%
Route 25	Port McNeill-Sointula/Alert Bay	976.0	906.0	70.0	4.0%
Route 26	Skidegate-Alliford Bay	1,111.0	933.0	178.0	0.3%
MINOR Routes Total		17,155.0	15,266.5	1,888.5	5.0%

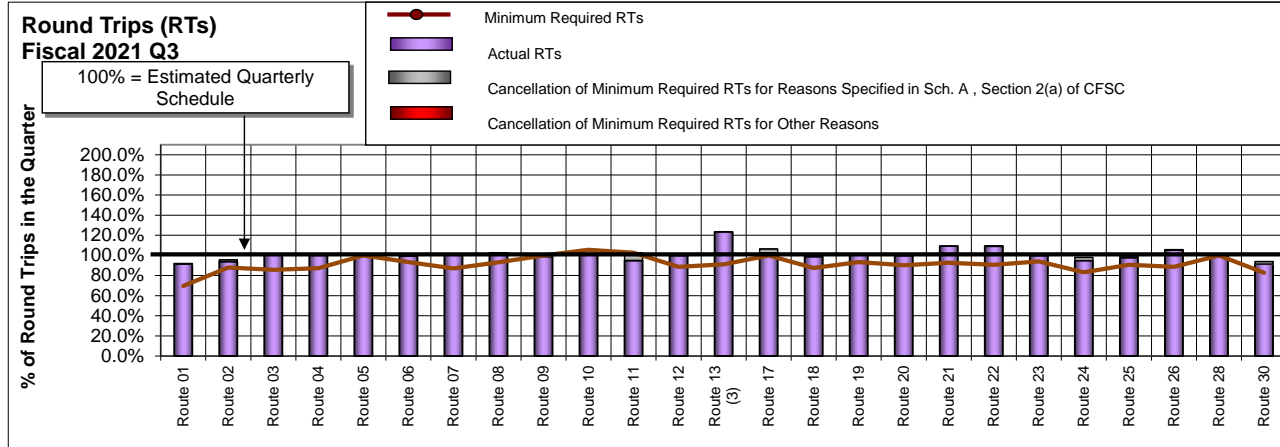
Note:

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



APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Quarter Ended December 31, 2020

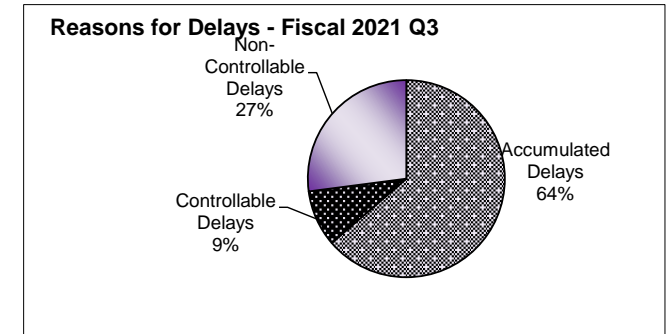
All Routes



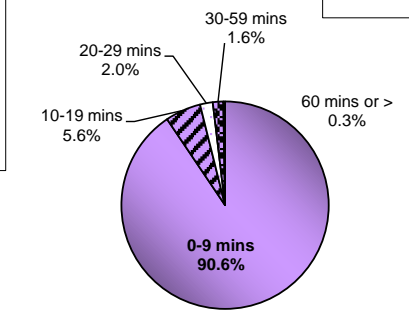
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	846.0	644.0	202.0	16.1%
Route 02	Horseshoe Bay-Nanaimo	687.0	644.0	43.0	14.0%
Route 03	Langdale-Horseshoe Bay	741.5	630.0	111.5	16.7%
Route 04	Swartz Bay-Fulford Harbour	723.0	631.0	92.0	6.2%
Route 05	Swartz Bay-Gulf Islands	868.0	868.0	0.0	3.4%
Route 06	Crofton-Vesuvius Bay	1,175.0	1,100.0	75.0	10.9%
Route 07	Earls Cove-Saltery Bay	719.0	620.0	99.0	0.3%
Route 08	Horseshoe Bay-Bowen Island	1,402.0	1,276.5	125.5	6.5%
Route 09	Tsawwassen-Southern Gulf Islands	182.0	184.0	-2.0	3.6%
Route 10	Port Hardy-Prince Rupert	19.0	19.0	0.0	1.0%
Route 11	Skidegate-Prince Rupert	37.0	40.0	-3.0	0.0%
Route 12	Mill Bay-Brentwood Bay	805.0	715.0	90.0	0.1%
Route 13 ⁽²⁾	Langdale-Keats/Gambier	1,283.0	948.0	335.0	Pass Only
Route 17	Little River-Powell River	350.0	341.0	9.0	0.0%
Route 18	Powell River-Texada	726.5	643.0	83.5	1.2%
Route 19	Nanaimo Harbour-Gabriola Island	1,326.0	1,232.0	94.0	10.4%
Route 20	Chemainus-Thetis/Penelakut	930.0	840.0	90.0	4.4%
Route 21	Buckley Bay-Denman West	1,392.0	1,181.0	211.0	5.8%
Route 22	Gravelly Bay-Hornby Island	1,089.0	906.0	183.0	1.9%
Route 23	Campbell River-Quadra Island	1,574.5	1,483.0	91.5	9.8%
Route 24	Quadra Island-Cortes Island	523.0	459.0	64.0	4.8%
Route 25	Port McNeill-Sointula/Alert Bay	976.0	906.0	70.0	4.0%
Route 26	Skidegate-Alliford Bay	1,111.0	933.0	178.0	0.3%
Route 28	Port Hardy-Bella Coola	13.0	13.0	0.0	0.0%
Route 30	Nanaimo-Tsawwassen	622.0	563.0	59.0	17.1%
All Routes Total		20,120.5	17,819.5	2,301.0	6.5%

Notes:

⁽¹⁾ Within 10 minutes of scheduled arrival for the Northern Routes 10, 11 and 28.
⁽²⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'



On Time Performance Fiscal 2021 Q3



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