

### Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2021

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 4 F2021	Capacity Utilization QTR 4 F2021 (C / B)	Capacity Utilization QTR 4 F2020	AEQ's Carried QTR 4 F2020	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 4 F2021 Note 2	AEQ Tariff Revenue QTR 4 F2020 Note 2	AEQ Tariff Revenue Growth (H - I)
1	710.0	484,936	302,950	62.5%	76.3%	397,159	(94,209)	\$ 20,542,479	\$ 26,349,546	(5,807,067)
2	617.0	383,928	173,088	45.1%	50.8%	206,779	(33,691)	11,091,561	12,711,777	(1,620,216)
3	719.0	448,552	241,333	53.8%	54.1%	242,576	(1,243)	5,537,874	5,263,612	274,262
30	642.0	362,424	164,488	45.4%	49.3%	187,504	(23,016)	12,750,290	13,867,583	(1,117,293)
<b>Major Routes</b>	<b>2,688.0</b>	<b>1,679,840</b>	<b>881,859</b>	<b>52.5%</b>	<b>58.9%</b>	<b>1,034,018</b>	<b>(152,159)</b>	<b>49,922,204</b>	<b>58,192,518</b>	<b>(8,270,314)</b>
10	17.5	3,997	2,070	51.8%	60.1%	2,490	(420)	450,936	512,406	(61,470)
11	33.0	7,478	2,855	38.2%	41.7%	3,547	(692)	516,031	559,683	(43,652)
28	13.0	910	106	11.6%	33.7%	97	9	10,136	7,314	2,822
<b>Northern Routes</b>	<b>63.5</b>	<b>12,385.0</b>	<b>5,031</b>	<b>40.6%</b>	<b>47.4%</b>	<b>6,134</b>	<b>(1,103)</b>	<b>977,103</b>	<b>1,079,403</b>	<b>(102,300)</b>
4	705.0	128,244	66,799	52.1%	44.6%	68,156	(1,357)	715,119	687,813	27,306
5	842.0	162,740	65,821	40.4%	34.1%	58,791	7,030	768,270	654,576	113,694
6	1,152.0	101,376	56,761	56.0%	49.2%	51,017	5,744	677,769	598,761	79,008
7	704.0	157,696	33,146	21.0%	21.1%	33,712	(566)	791,102	725,692	65,410
8	1,370.5	244,992	124,219	50.7%	54.1%	113,293	10,926	1,298,829	1,143,987	154,842
9	179.0	59,892	32,383	54.1%	52.9%	32,056	327	1,280,111	1,256,474	23,637
12	785.0	29,830	15,833	53.1%	62.8%	18,802	(2,969)	190,060	211,775	(21,715)
13	1,266.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(96)	(96)	(96)
17	350.0	96,600	32,256	33.4%	35.8%	34,388	(2,132)	1,155,154	1,148,964	6,190
18	703.0	66,082	24,881	37.7%	39.8%	21,805	3,076	192,818	147,586	45,232
19	1,304.0	164,016	86,867	53.0%	49.6%	81,613	5,254	697,724	636,923	60,801
20	911.0	47,372	21,516	45.4%	44.2%	21,121	395	160,375	150,576	9,799
21	1,342.0	120,780	61,618	51.0%	45.5%	55,886	5,732	407,092	348,241	58,851
22	1,053.0	44,226	21,972	49.7%	42.5%	19,177	2,795	150,099	126,080	24,019
23	1,525.5	180,068	90,596	50.3%	47.3%	85,986	4,610	653,677	591,967	61,710
24	515.0	26,780	13,870	51.8%	46.1%	12,574	1,296	130,381	106,563	23,818
25	971.0	89,006	22,412	25.2%	40.1%	19,860	2,552	215,934	181,985	33,949
26	1,042.0	33,344	8,069	24.2%	32.9%	10,555	(2,486)	71,241	88,990	(17,749)
<b>Minor Routes</b>	<b>16,720.0</b>	<b>1,753,044</b>	<b>779,019</b>	<b>44.4%</b>	<b>43.2%</b>	<b>738,792</b>	<b>40,227</b>	<b>9,555,659</b>	<b>8,806,953</b>	<b>748,706</b>
<b>Total</b>	<b>19,471.5</b>	<b>3,445,269</b>	<b>1,665,909</b>	<b>48.4%</b>	<b>51.1%</b>	<b>1,778,944</b>	<b>(113,035)</b>	<b>60,454,966</b>	<b>68,078,874</b>	<b>(7,623,908)</b>

Note 1, 4

Obligation deferred (settled)	-	-
<b>Total vehicle fare revenue</b>	<b>60,454,966</b>	<b>68,078,874</b>

**Note 1)** Revenue arises from bike traffic and freight.  
**Note 2)** Tariffs charged to customers on all routes were below price cap at March 31, 2021 and 2020.  
**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 4)** Negative AEQ tariff revenue on Route 13 pertains to a discount provided for ferry travel on this route.

### Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2021

	K	L	M	N	O	P
Routes	Passengers QTR 4 F2021	Passengers QTR 4 F2020	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 4 F2021 Note 2	Passenger Tariff Revenue QTR 4 F2020 Note 2	Passenger Tariff Revenue Growth (N - O)
1	424,198	848,606	(424,408)	\$ 6,566,374	\$ 12,938,095	(6,371,721)
2	297,533	470,533	(173,000)	4,561,572	7,074,981	(2,513,409)
3	359,918	436,564	(76,646)	1,877,319	2,233,132	(355,813)
30	157,775	247,912	(90,137)	2,417,708	3,668,731	(1,251,023)
<b>Major Routes</b>	<b>1,239,424</b>	<b>2,003,615</b>	<b>(764,191)</b>	<b>15,422,973</b>	<b>25,914,939</b>	<b>(10,491,966)</b>
10	2,795	5,642	(2,847)	216,835	361,927	(145,092)
11	2,985	5,883	(2,898)	89,579	169,805	(80,226)
28	127	248	(121)	5,044	9,897	(4,853)
<b>Northern Routes</b>	<b>5,907</b>	<b>11,773</b>	<b>(5,866)</b>	<b>311,458</b>	<b>541,629</b>	<b>(230,171)</b>
4	96,705	114,308	(17,603)	383,470	476,611	(93,141)
5	89,593	90,348	(755)	322,963	329,194	(6,231)
6	87,792	84,738	3,054	292,452	281,668	10,784
7	44,111	49,310	(5,199)	233,098	251,962	(18,864)
8	215,455	236,492	(21,037)	578,748	639,702	(60,954)
9	59,290	70,473	(11,183)	613,503	731,755	(118,252)
12	26,377	34,137	(7,760)	110,288	137,709	(27,421)
13	8,321	7,094	1,227	29,085	22,344	6,741
17	50,738	67,316	(16,578)	540,123	686,714	(146,591)
18	36,021	34,146	1,875	94,049	92,264	1,785
19	136,467	156,841	(20,374)	343,403	374,475	(31,072)
20	40,824	53,359	(12,535)	92,891	112,332	(19,441)
21	89,839	88,615	1,224	198,498	193,562	4,936
22	31,734	29,878	1,856	75,997	69,320	6,677
23	152,545	160,604	(8,059)	332,977	352,311	(19,334)
24	20,511	19,876	635	58,209	57,279	930
25	39,982	41,608	(1,626)	119,440	121,765	(2,325)
26	11,145	17,165	(6,020)	27,394	43,715	(16,321)
<b>Minor Routes</b>	<b>1,237,450</b>	<b>1,356,308</b>	<b>(118,858)</b>	<b>4,446,588</b>	<b>4,974,682</b>	<b>(528,094)</b>
<b>Total</b>	<b>2,482,781</b>	<b>3,371,696</b>	<b>(888,915)</b>	<b>20,181,019</b>	<b>31,431,250</b>	<b>(11,250,231)</b>

% Sailings Within 10 Min. (Note 3)		
QTR 4 F2019	QTR 4 F2020	QTR 4 F2021
92.6%	94.6%	94.4%
92.5%	94.2%	93.7%
89.5%	98.1%	90.8%
93.0%	93.0%	92.3%
<b>91.9%</b>	<b>95.1%</b>	<b>92.8%</b>
100.0%	94.8%	90.5%
98.4%	91.9%	86.6%
63.4%	61.3%	58.4%
<b>86.4%</b>	<b>83.7%</b>	<b>79.1%</b>
97.9%	94.1%	98.9%
91.3%	95.3%	88.1%
90.0%	98.2%	97.7%
98.2%	98.7%	96.7%
99.0%	98.2%	97.5%
87.4%	92.4%	80.6%
91.9%	95.3%	98.5%
99.9%	99.8%	99.5%
94.8%	94.8%	97.7%
98.2%	95.8%	96.2%
93.0%	95.4%	83.4%
75.3%	80.4%	66.7%
98.6%	99.2%	98.9%
98.3%	98.6%	98.3%
99.5%	99.4%	99.4%
95.1%	95.3%	91.8%
92.1%	77.6%	89.3%
98.4%	97.3%	98.8%
<b>94.1%</b>	<b>94.8%</b>	<b>92.7%</b>
<b>93.7%</b>	<b>94.8%</b>	<b>92.7%</b>

Obligation deferred (settled)

- -

Total passenger fare revenue 20,181,019 31,431,250

Total vehicle and passenger fare revenue 80,635,985 99,510,124  
per financial statements

## Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

### PERFORMANCE AGAINST MINIMUM (DAILY) ROUND TRIPS

Fiscal 2021 Quarter Ended March 31, 2021				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		12										12.0			0.0	12.0	0.06%
	Route 02	Horseshoe Bay	Departure Bay		15										15.0			0.0	15.0	0.08%
	Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	0.00%
	Route 30	Duke Point	Tsawwassen		14										14.0			0.0	14.0	0.07%
<b>Major Routes</b>				<b>0</b>	<b>41</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>0</b>	<b>41.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>41.0</b>	<b>0.21%</b>
	Route 10	Port Hardy	Prince Rupert		1		0.5				1				2.5			0.0	2.5	0.01%
	Route 11	Skidegate	Prince Rupert		4		1								5.0			0.0	5.0	0.03%
	Route 28	Port Hardy	Bella Coola												0.0			0.0	0.0	0.00%
<b>Northern Routes</b>				<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1.5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7.5</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>7.5</b>	<b>0.04%</b>
	Route 04	Fulford Harbour	Swartz Bay												0.0			0.0	0.0	0.00%
	Route 05	Swartz Bay	Four SGIs		2						2				4.0			0.0	4.0	0.02%
	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		1										1.0			0.0	1.0	0.01%
	Route 12	Mill Bay	Brentwood Bay								1				1.0			0.0	1.0	0.01%
	Route 13 <sup>(1)</sup>	Langdale	Gambier/Keats		8										8.0			0.0	8.0	0.04%
	Route 17	Little River	Powell River		7						2				9.0			0.0	9.0	0.05%
	Route 18	Texada	Powell River		10										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		1										1.0			0.0	1.0	0.01%
	Route 22	Denman East	Hornby Island		5						9				14.0			0.0	14.0	0.07%
	Route 23	Campbell River	Quadra Island		12			0.5	0.5						13.0			0.0	13.0	0.07%
	Route 24	Quadra Island	Cortes Island		13										13.0			0.0	13.0	0.07%
	Route 25	Port McNeill	Alert Bay		2										2.0			0.0	2.0	0.01%
	Route 26	Skidegate	Alliford Bay		29										29.0			0.0	29.0	0.15%
<b>Minor Routes</b>				<b>0</b>	<b>90</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.5</b>	<b>0.5</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>105.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>105.0</b>	<b>0.54%</b>
<b>TOTAL</b>				<b>0.0</b>	<b>136.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.0</b>	<b>15.0</b>	<b>0.0</b>	<b>0.0</b>	<b>153.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>153.5</b>	<b>0.79%</b>

% of Minimum+Incremental Required Round Trips Cancelled      0.00%    0.70%    0.00%    0.00%    0.01%    0.00%    0.00%    0.00%    0.00%    0.08%    0.00%    0.00%    0.00%    0.79%    0.00%    0.00%    0.00%    0.79%

Note:

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

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

<b>Fiscal 2021 Quarter Ended March 31, 2021</b>			
<b>Routes</b>		<b>Terminal 1</b>	<b>Terminal 2</b>
	Route 01	Swartz Bay	Tsawwassen
	Route 02	Horseshoe Bay	Departure Bay
	Route 03	Langdale	Horseshoe Bay
	Route 30	Duke Point	Tsawwassen
<b>Major Routes</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>			

<b>Performance Against Minimum Required Round Trips <sup>(1) (2)</sup></b>							
<b>4th Quarter</b>				<b>Fiscal YTD</b>			
<b>Actual Round Trips</b>	<b>Daily Minimum Required Round Trips</b>	<b>Variance (Actual to Minimum)</b>	<b>Cancellations of Minimum Required Round Trips</b>	<b>Actual Round Trips</b>	<b>Daily Minimum Required Round Trips</b>	<b>Variance (Actual to Minimum)</b>	<b>Cancellations of Minimum Required Round Trips</b>
710.0	630.0	80.0	12.0	3,250.0	2,348.0	902.0	17.5
617.0	630.0	-13.0	15.0	2,213.5	1,982.0	231.5	30.5
719.0	616.0	103.0	0.0	2,834.0	2,367.0	467.0	0.0
642.0	549.0	93.0	14.0	2,627.0	2,212.0	415.0	31.0
<b>2,688.0</b>	<b>2,425.0</b>	<b>263.0</b>	<b>41.0</b>	<b>10,924.5</b>	<b>8,909.0</b>	<b>2,015.5</b>	<b>79.0</b>
17.5	20.0	-2.5	2.5	76.0	78.5	-2.5	2.5
33.0	37.0	-4.0	5.0	146.0	155.0	-9.0	10.0
13.0	13.0	0.0	0.0	52.0	52.0	0.0	0.0
<b>63.5</b>	<b>70.0</b>	<b>-6.5</b>	<b>7.5</b>	<b>274.0</b>	<b>285.5</b>	<b>-11.5</b>	<b>12.5</b>
705.0	617.0	88.0	0.0	2,879.0	2,516.0	363.0	0.0
842.0	846.0	-4.0	4.0	3,263.0	3,108.0	155.0	4.0
1,152.0	1,076.0	76.0	0.0	4,702.0	4,363.0	339.0	2.0
704.0	616.0	88.0	0.0	2,853.0	2,372.0	481.0	0.0
1,370.5	1,249.0	121.5	0.0	5,566.0	5,067.5	498.5	0.0
179.0	180.0	-1.0	1.0	800.0	730.0	70.0	3.0
785.0	699.0	86.0	1.0	2,494.0	2,216.0	278.0	1.0
1,266.0	928.0	338.0	8.0	5,130.0	3,695.0	1,435.0	8.0
350.0	333.0	17.0	9.0	1,430.0	1,363.0	67.0	22.0
703.0	629.0	74.0	10.0	3,016.5	2,533.0	483.5	21.0
1,304.0	1,207.0	97.0	0.0	5,266.0	4,856.0	410.0	0.0
911.0	822.0	89.0	0.0	3,692.0	3,335.0	357.0	0.0
1,342.0	1,155.0	187.0	1.0	5,819.5	4,896.0	923.5	5.0
1,053.0	886.0	167.0	14.0	4,646.0	3,695.0	951.0	19.0
1,525.5	1,451.0	74.5	13.0	6,269.5	5,878.0	391.5	36.0
515.0	449.0	66.0	13.0	2,135.0	1,806.0	329.0	31.0
971.0	886.0	85.0	2.0	3,925.0	3,596.0	329.0	23.0
1,042.0	911.0	131.0	29.0	4,369.0	3,701.0	668.0	33.0
<b>16,720.0</b>	<b>14,940.0</b>	<b>1,780.0</b>	<b>105.0</b>	<b>68,255.5</b>	<b>59,726.5</b>	<b>8,529.0</b>	<b>208.0</b>
<b>19,471.5</b>	<b>17,435.0</b>	<b>2,036.5</b>	<b>153.5</b>	<b>79,454.0</b>	<b>68,921.0</b>	<b>10,533.0</b>	<b>299.5</b>

**Note:**

<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> 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.

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

Performance Against Estimated Schedule <sup>(1) (2)</sup>																
4th 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	
<b>Fiscal 2021 Quarter Ended March 31, 2021</b>																
Routes		Terminal 1	Terminal 2													
	Route 01	Swartz Bay	Tsawwassen	710.0	804.0	-94.0	96.0	0.0	2.0	3,250.0	4,320.0	-1,070.0	1,088.5	1,360.0	476.5	
	Route 02	Horseshoe Bay	Departure Bay	617.0	670.0	-53.0	53.0	0.0	0.0	2,213.5	3,141.5	-928.0	928.0	981.5	151.0	
	Route 03	Langdale	Horseshoe Bay	719.0	719.0	0.0	0.0	0.0	0.0	2,834.0	3,116.0	-282.0	295.0	517.0	235.5	
	Route 30	Duke Point	Tsawwassen	642.0	664.0	-22.0	30.0	0.0	8.0	2,627.0	2,748.0	-121.0	129.0	272.0	239.0	
<b>Major Routes</b>				<b>2,688.0</b>	<b>2,857.0</b>	<b>-169.0</b>	<b>179.0</b>	<b>0.0</b>	<b>10.0</b>	<b>10,924.5</b>	<b>13,325.5</b>	<b>-2,401.0</b>	<b>2,440.5</b>	<b>3,130.5</b>	<b>1,102.0</b>	
	Route 10	Port Hardy	Prince Rupert	17.5	20.0	-2.5	2.5	0.0	0.0	76.0	109.5	-33.5	36.0	35.0	4.5	
	Route 11	Skidegate	Prince Rupert	33.0	37.0	-4.0	5.0	0.0	1.0	146.0	176.0	-30.0	34.0	25.0	3.0	
	Route 28	Port Hardy	Bella Coola	13.0	13.0	0.0	0.0	0.0	0.0	52.0	89.0	-37.0	37.0	44.0	7.0	
<b>Northern Routes</b>				<b>63.5</b>	<b>70.0</b>	<b>-6.5</b>	<b>7.5</b>	<b>0.0</b>	<b>1.0</b>	<b>274.0</b>	<b>374.5</b>	<b>-100.5</b>	<b>107.0</b>	<b>104.0</b>	<b>14.5</b>	
	Route 04	Fulford Harbour	Swartz Bay	705.0	706.0	-1.0	1.0	0.0	0.0	2,879.0	2,879.0	0.0	3.0	0.0	3.0	
	Route 05	Swartz Bay	Four SGLs	842.0	846.0	-4.0	4.0	0.0	0.0	3,263.0	3,468.0	-205.0	209.0	495.0	294.0	
	Route 06	Crofton	Vesuvius Bay	1,152.0	1,153.0	-1.0	1.0	0.0	0.0	4,702.0	4,670.0	32.0	6.0	0.0	38.0	
	Route 07	Earls Cove	Saltery Bay	704.0	706.0	-2.0	2.0	0.0	0.0	2,853.0	2,731.0	122.0	6.0	0.0	128.0	
	Route 08	Horseshoe Bay	Bowen Island	1,370.5	1,339.0	31.5	1.0	0.0	32.5	5,566.0	5,452.5	113.5	5.0	0.0	118.5	
	Route 09	Tsawwassen	Long Harbour	179.0	180.0	-1.0	1.0	0.0	0.0	800.0	830.0	-30.0	37.0	223.0	196.0	
	Route 12	Mill Bay	Brentwood Bay	785.0	788.0	-3.0	3.0	0.0	0.0	2,494.0	3,215.0	-721.0	721.0	735.0	18.0	
	Route 13	Langdale	Gambier/Keats	1,266.0	1,018.0	248.0	11.0	0.0	259.0	5,130.0	4,062.0	1,068.0	54.0	0.0	1,122.0	
	Route 17	Little River	Powell River	350.0	333.0	17.0	9.0	0.0	26.0	1,430.0	1,363.0	67.0	22.0	0.0	89.0	
	Route 18	Texada	Powell River	703.0	719.0	-16.0	17.0	0.0	1.0	3,016.5	2,898.0	118.5	37.5	0.0	156.0	
	Route 19	Nanaimo Harbour	Gabriola Island	1,304.0	1,288.0	16.0	1.0	0.0	17.0	5,266.0	5,204.0	62.0	5.0	0.0	67.0	
	Route 20	Chemainus	Thetis Island	911.0	912.0	-1.0	1.0	0.0	0.0	3,692.0	3,700.0	-8.0	10.0	0.0	2.0	
	Route 21	Buckley Bay	Denman West	1,342.0	1,245.0	97.0	2.0	0.0	99.0	5,819.5	5,261.0	558.5	9.0	0.0	567.5	
	Route 22	Denman East	Hornby Island	1,053.0	976.0	77.0	19.0	0.0	96.0	4,646.0	4,060.0	586.0	29.0	0.0	615.0	
	Route 23	Campbell River	Quadra Island	1,525.5	1,541.0	-15.5	16.5	0.0	1.0	6,269.5	6,247.0	22.5	48.0	0.0	70.5	
	Route 24	Quadra Island	Cortes Island	515.0	539.0	-24.0	24.0	0.0	0.0	2,135.0	2,171.0	-36.0	54.0	0.0	18.0	
	Route 25	Port McNeill	Alert Bay	971.0	976.0	-5.0	5.0	0.0	0.0	3,925.0	3,961.0	-36.0	31.0	0.0	-5.0	
	Route 26	Skidegate	Alliford Bay	1,042.0	1,025.0	17.0	51.0	0.0	68.0	4,369.0	4,170.0	199.0	95.0	0.0	294.0	
<b>Minor Routes</b>				<b>16,720.0</b>	<b>16,290.0</b>	<b>430.0</b>	<b>169.5</b>	<b>0.0</b>	<b>599.5</b>	<b>68,255.5</b>	<b>66,342.5</b>	<b>1,913.0</b>	<b>1,381.5</b>	<b>1,453.0</b>	<b>3,791.5</b>	
<b>TOTAL</b>				<b>19,471.5</b>	<b>19,217.0</b>	<b>254.5</b>	<b>356.0</b>	<b>0.0</b>	<b>610.5</b>	<b>79,454.0</b>	<b>80,042.5</b>	<b>-588.5</b>	<b>3,929.0</b>	<b>4,687.5</b>	<b>4,908.0</b>	

Note:

<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> 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.

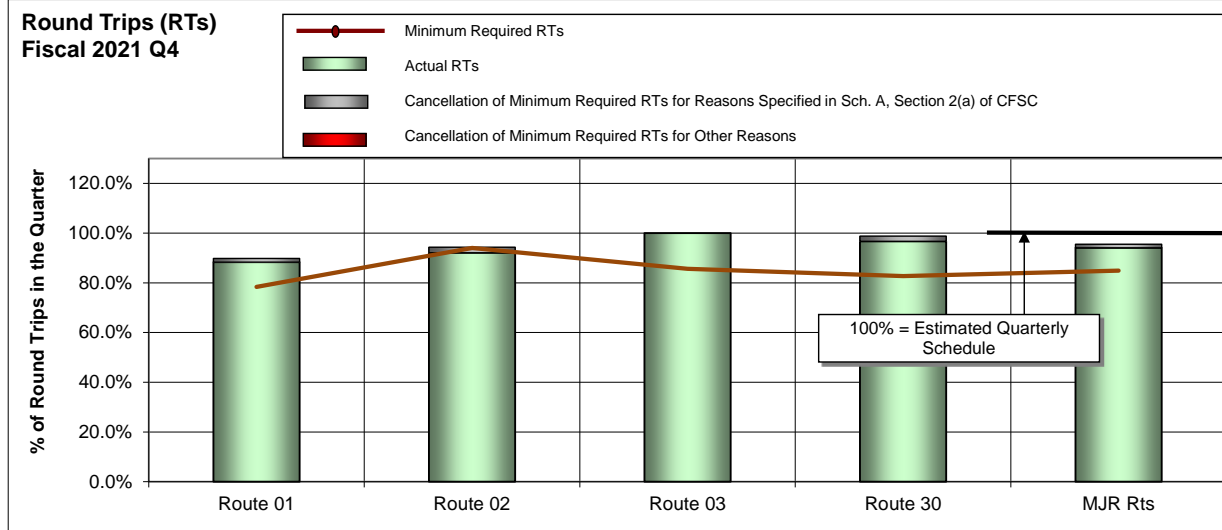
## Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

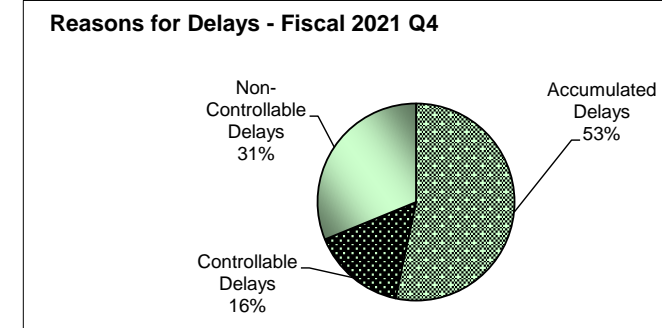
<b>Fiscal 2021 Quarter Ended March 31, 2021</b>				<b>Performance Against Minimum (Daily) Core Service Levels</b>	
<b>Routes</b>				<b>Cumulative Days When Round Trips Missed <sup>(1)</sup> <i>Allowed 30 Days / Route</i></b>	<b>Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i></b>
<b>Major Routes</b>	Route 01	Swartz Bay	Tsawwassen	5	1
	Route 02	Horseshoe Bay	Departure Bay	11	1
	Route 03	Langdale	Horseshoe Bay	0	
	Route 30	Duke Point	Tsawwassen	23	5
<b>Northern Routes</b>	Route 10	Port Hardy	Prince Rupert	5	2
	Route 11	Skidegate	Prince Rupert	18	2
	Route 28	Skidegate	Prince Rupert	0	
<b>Minor Routes</b>	Route 04	Fulford Harbour	Swartz Bay	0	
	Route 05	Swartz Bay	Four SGIs	3	1
	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	3	1
	Route 12	Mill Bay	Brentwood Bay	1	1
	Route 13	Langdale	Gambier/Keats	2	1
	Route 17	Little River	Powell River	13	1
	Route 18	Texada	Powell River	9	1
	Route 19	Nanaimo Harbour	Gabriola Island	1	1
	Route 20	Chemainus	Thetis Island	0	
	Route 21	Buckley Bay	Denman West	3	1
	Route 22	Denman East	Hornby Island	6	1
	Route 23	Campbell River	Quadra Island	6	1
	Route 24	Quadra Island	Cortes Island	13	2
	Route 25	Port McNeill	Alert Bay	10	1
Route 26	Skidegate	Alliford Bay	10	3	

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

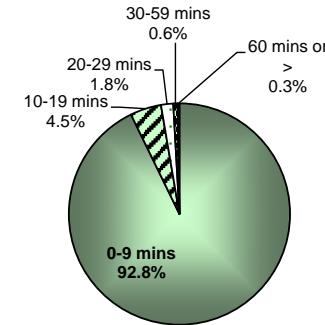
## Major Routes



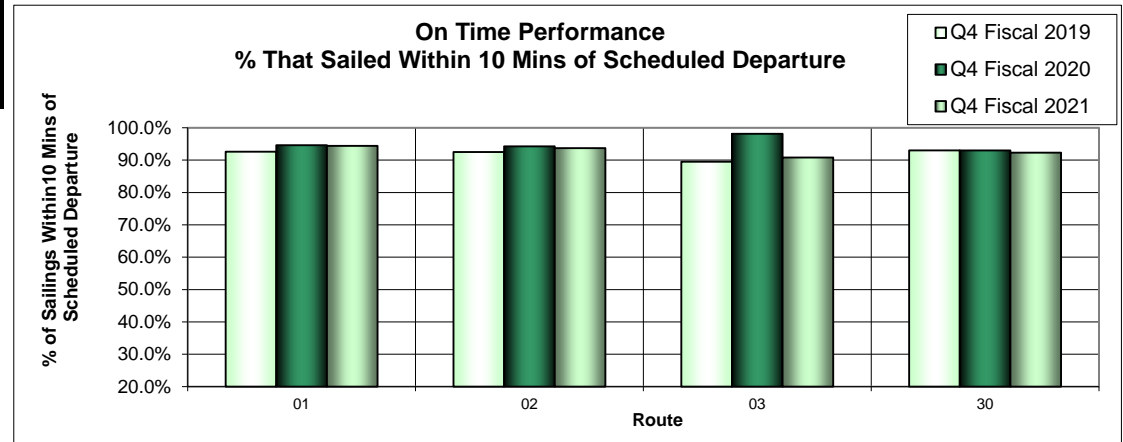
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	710.0	630.0	80.0	19.9%
Route 02	Horseshoe Bay-Nanaimo	617.0	630.0	-13.0	6.5%
Route 03	Langdale-Horseshoe Bay	719.0	616.0	103.0	17.0%
Route 30	Nanaimo-Tsawwassen	642.0	549.0	93.0	14.3%
<b>MAJOR Routes Total</b>		<b>2,688.0</b>	<b>2,425.0</b>	<b>263.0</b>	<b>14.7%</b>



## On Time Performance Fiscal 2021 Q4

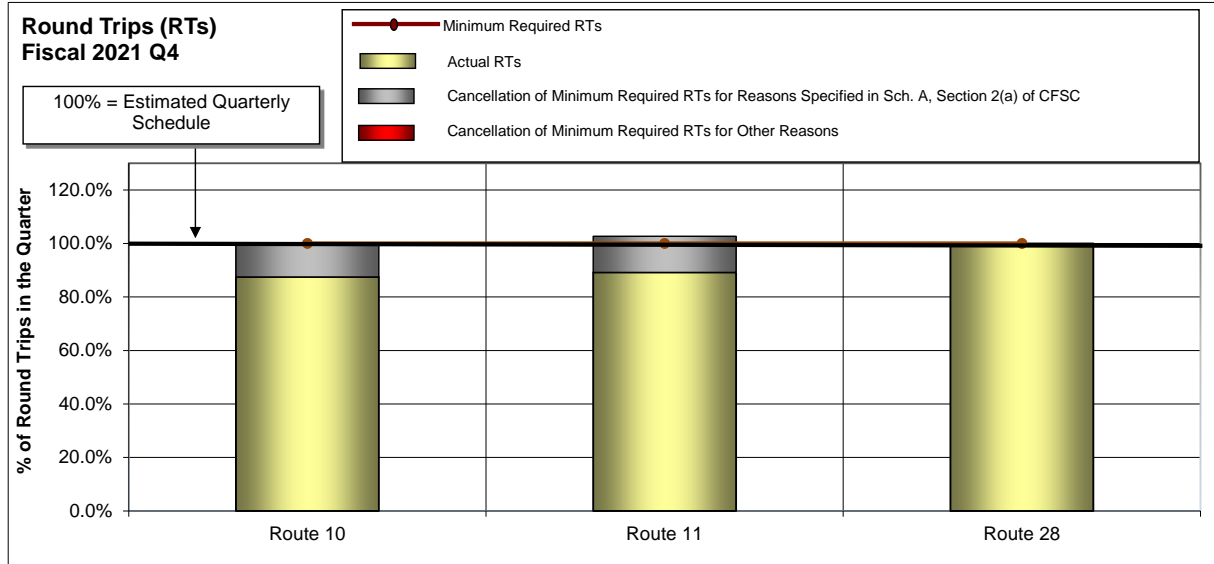


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

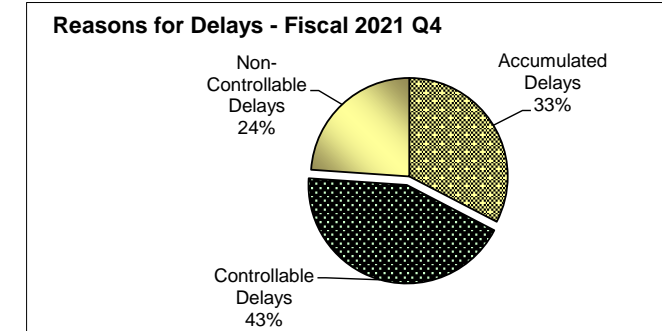


# APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Quarter Ended March 31, 2021

## Northern Routes

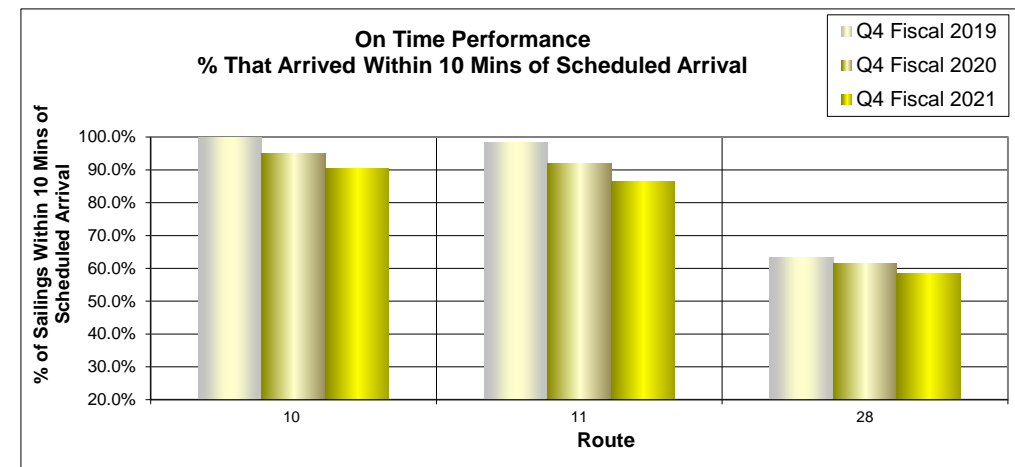
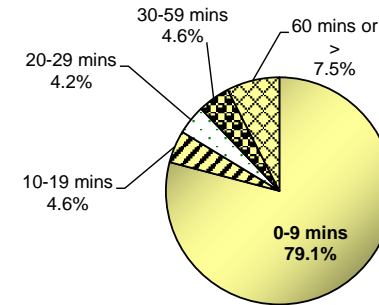


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	17.5	20.0	-2.5	0.0%
Route 11	Skidegate-Prince Rupert	33.0	37.0	-4.0	0.0%
Route 28	Port Hardy-Bella Coola	13.0	13.0	0.0	0.0%
<b>NORTHERN Routes Total</b>		<b>63.5</b>	<b>70.0</b>	<b>-6.5</b>	<b>0.0%</b>



**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

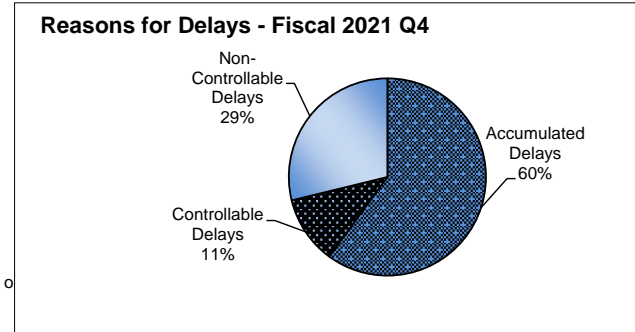
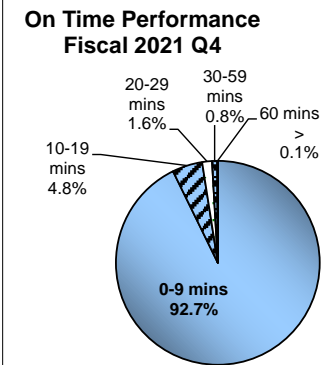
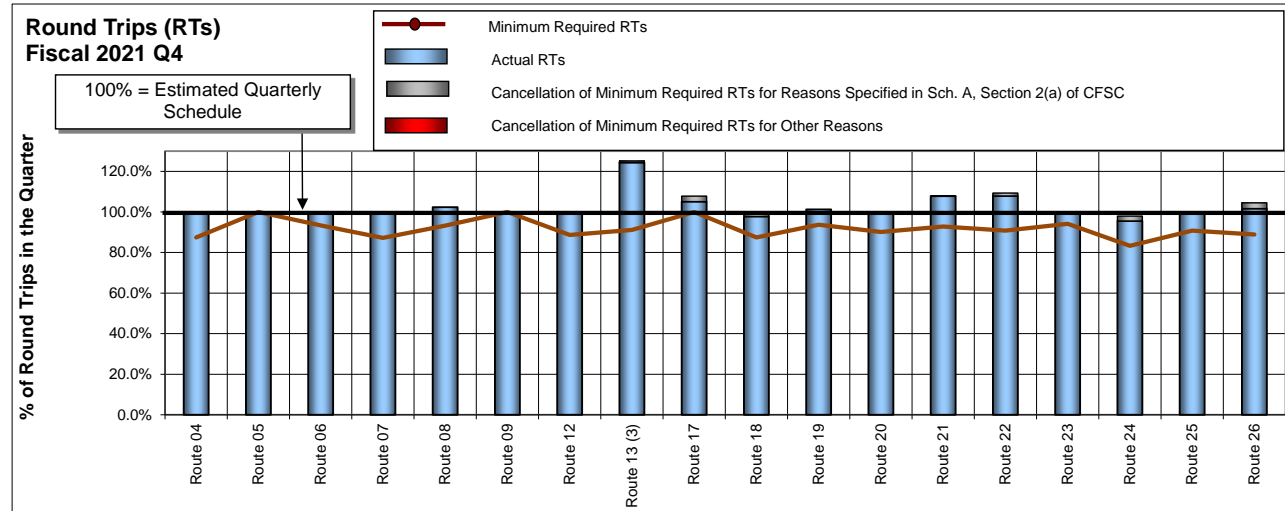
### On Time Performance Fiscal 2021 Q4





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

## Minor Routes

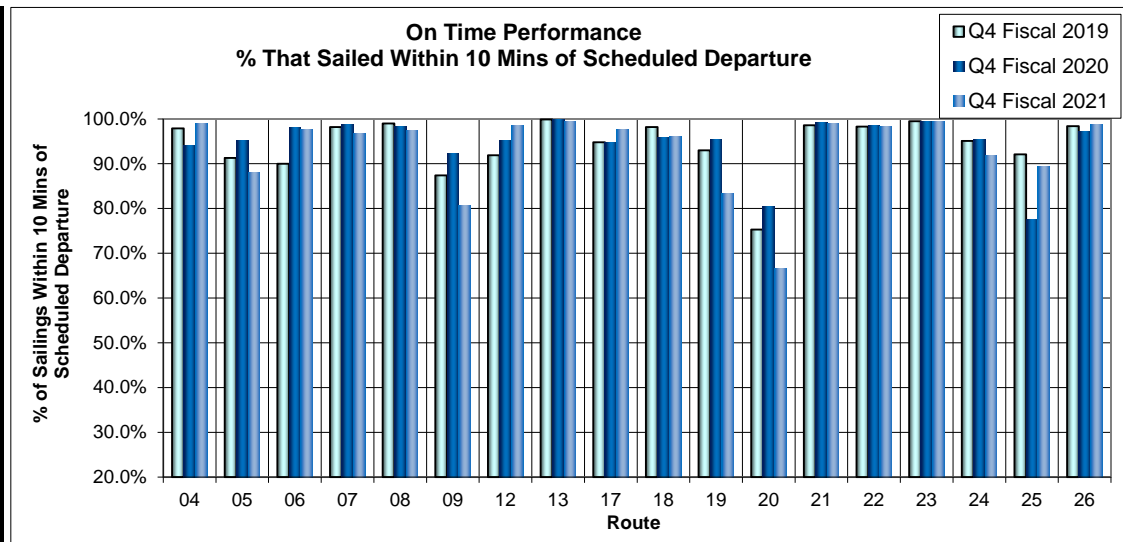


**Controllable** = Under the control of the company (loading procedure, fuelling, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	705.0	617.0	88.0	4.5%
Route 05	Swartz Bay-Gulf Islands	842.0	846.0	-4.0	2.5%
Route 06	Crofton-Vesuvius Bay	1,152.0	1,076.0	76.0	12.8%
Route 07	Earls Cove-Saltery Bay	704.0	616.0	88.0	0.1%
Route 08	Horseshoe Bay-Bowen Island	1,370.5	1,249.0	121.5	5.6%
Route 09	Tsawwassen-Southern Gulf Islands	179.0	180.0	-1.0	1.8%
Route 12	Mill Bay-Brentwood Bay	785.0	699.0	86.0	0.2%
Route 13 <sup>(1)</sup>	Langdale-Keats/Gambier	1,266.0	928.0	338.0	Pass Only
Route 17	Little River-Powell River	350.0	333.0	17.0	0.4%
Route 18	Powell River-Texada	703.0	629.0	74.0	0.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,304.0	1,207.0	97.0	8.3%
Route 20	Chemainus-Thetis/Penelakut	911.0	822.0	89.0	2.6%
Route 21	Buckley Bay-Denman West	1,342.0	1,155.0	187.0	5.2%
Route 22	Gravelly Bay-Hornby Island	1,053.0	886.0	167.0	1.1%
Route 23	Campbell River-Quadra Island	1,525.5	1,451.0	74.5	8.5%
Route 24	Quadra Island-Cortes Island	515.0	449.0	66.0	4.0%
Route 25	Port McNeill-Sointula/Alert Bay	971.0	886.0	85.0	0.2%
Route 26	Skidegate-Alliford Bay	1,042.0	911.0	131.0	0.1%
<b>MINOR Routes Total</b>		<b>16,720.0</b>	<b>14,940.0</b>	<b>1,780.0</b>	<b>4.0%</b>

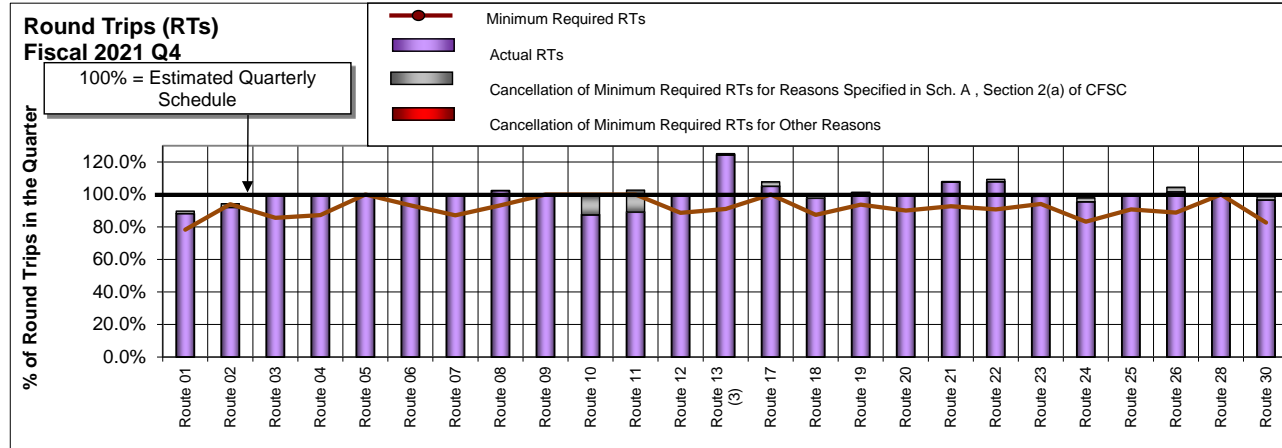
Note:

<sup>(1)</sup> 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 March 31, 2021

## All Routes

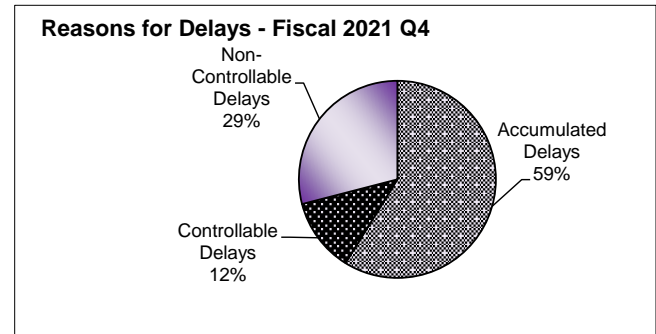


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	710.0	630.0	80.0	19.9%
Route 02	Horseshoe Bay-Nanaimo	617.0	630.0	-13.0	6.5%
Route 03	Langdale-Horseshoe Bay	719.0	616.0	103.0	17.0%
Route 04	Swartz Bay-Fulford Harbour	705.0	617.0	88.0	4.5%
Route 05	Swartz Bay-Gulf Islands	842.0	846.0	-4.0	2.5%
Route 06	Crofton-Vesuvius Bay	1,152.0	1,076.0	76.0	12.8%
Route 07	Earls Cove-Salter Bay	704.0	616.0	88.0	0.1%
Route 08	Horseshoe Bay-Bowen Island	1,370.5	1,249.0	121.5	5.6%
Route 09	Tsawwassen-Southern Gulf Islands	179.0	180.0	-1.0	1.8%
Route 10	Port Hardy-Prince Rupert	17.5	20.0	-2.5	0.0%
Route 11	Skidegate-Prince Rupert	33.0	37.0	-4.0	0.0%
Route 12	Mill Bay-Brentwood Bay	785.0	699.0	86.0	0.2%
Route 13 <sup>(2)</sup>	Langdale-Keats/Gambier	1,266.0	928.0	338.0	Pass Only
Route 17	Little River-Powell River	350.0	333.0	17.0	0.4%
Route 18	Powell River-Texada	703.0	629.0	74.0	0.8%
Route 19	Nanaimo Harbour-Gabriola Island	1,304.0	1,207.0	97.0	8.3%
Route 20	Chemainus-Thetis/Penelakut	911.0	822.0	89.0	2.6%
Route 21	Buckley Bay-Denman West	1,342.0	1,155.0	187.0	5.2%
Route 22	Gravelly Bay-Hornby Island	1,053.0	886.0	167.0	1.1%
Route 23	Campbell River-Quadra Island	1,525.5	1,451.0	74.5	8.5%
Route 24	Quadra Island-Cortes Island	515.0	449.0	66.0	4.0%
Route 25	Port McNeill-Sointula/Alert Bay	971.0	886.0	85.0	0.2%
Route 26	Skidegate-Alliford Bay	1,042.0	911.0	131.0	0.1%
Route 28	Port Hardy-Bella Coola	13.0	13.0	0.0	0.0%
Route 30	Nanaimo-Tsawwassen	642.0	549.0	93.0	14.3%
<b>All Routes Total</b>		<b>19,471.5</b>	<b>17,435.0</b>	<b>2,036.5</b>	<b>5.4%</b>

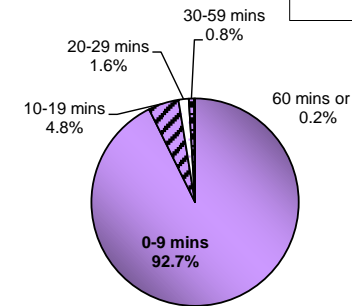
**Notes:**

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

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



### On Time Performance Fiscal 2021 Q4



**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

