

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

Routes	A		B		C		D		E		F		G		H		I		J	
	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried Fiscal 2021	Capacity Utilization Fiscal 2021 (C / B)	Capacity Utilization Fiscal 2020	AEQ's Carried Fiscal 2020	AEQ Growth (C - F)	AEQ Tariff Revenue Fiscal 2021 Note 2	AEQ Tariff Revenue Fiscal 2020 Note 2	AEQ Tariff Revenue Growth (H - I)										
1	3,250.0	2,239,426	1,557,909	69.6%	84.1%	2,369,436	(811,527)	\$ 106,232,291	\$ 152,416,489	(46,184,198)										
2	2,213.5	1,374,776	838,402	61.0%	68.8%	1,334,158	(495,756)	55,498,711	81,940,368	(26,441,657)										
3	2,834.0	1,755,940	1,081,426	61.6%	65.9%	1,301,507	(220,081)	26,301,097	29,124,214	(2,823,117)										
30	2,627.0	1,533,412	911,202	59.4%	63.6%	1,015,464	(104,262)	69,916,739	73,280,010	(3,363,271)										
Major Routes	10,924.5	6,903,554	4,388,939	63.6%	72.3%	6,020,565	(1,631,626)	257,948,838	336,761,081	(78,812,243)										
10	76.0	16,839	10,033	59.6%	76.9%	17,840	(7,807)	2,486,632	4,806,872	(2,320,240)										
11	146.0	32,012	13,839	43.2%	69.4%	24,724	(10,885)	2,323,677	3,894,245	(1,570,568)										
28	52.0	2,513	653	26.0%	61.4%	3,467	(2,814)	48,695	783,796	(735,101)										
Northern Routes	274.0	51,364	24,525	47.7%	71.4%	46,031	(21,506)	4,859,004	9,484,913	(4,625,909)										
4	2,879.0	522,114	296,226	56.7%	63.1%	357,288	(61,062)	3,217,361	3,758,661	(541,300)										
5	3,263.0	614,660	270,612	44.0%	45.2%	299,626	(29,014)	3,276,768	3,460,336	(183,568)										
6	4,702.0	504,811	251,632	49.8%	61.5%	266,471	(14,839)	3,046,270	3,138,344	(92,074)										
7	2,853.0	639,072	179,673	28.1%	33.2%	213,970	(34,297)	4,142,620	4,424,910	(282,290)										
8	5,566.0	994,410	512,617	51.5%	59.4%	569,463	(56,846)	5,434,257	5,844,333	(410,076)										
9	800.0	254,748	161,471	63.4%	63.0%	217,944	(56,473)	6,979,509	9,087,520	(2,108,011)										
12	2,494.0	94,772	57,724	60.9%	81.7%	100,933	(43,209)	674,189	1,139,503	(465,314)										
13	5,130.0	<i>Pass. Only</i>			<i>Pass. Only</i>		<i>Pass. Only</i>	421	229	192										
17	1,430.0	394,294	153,632	39.0%	48.6%	193,118	(39,486)	5,793,535	6,744,450	(950,915)										
18	3,016.5	261,945	103,482	39.5%	45.5%	105,784	(2,302)	814,085	763,250	50,835										
19	5,266.0	663,228	368,155	55.5%	60.2%	397,912	(29,757)	3,157,206	3,152,590	4,616										
20	3,692.0	191,854	92,749	48.3%	51.8%	99,545	(6,796)	704,138	742,905	(38,767)										
21	5,819.5	522,495	283,974	54.3%	58.8%	308,269	(24,295)	2,006,884	2,090,357	(83,473)										
22	4,646.0	231,610	121,599	52.5%	57.3%	133,747	(12,148)	905,799	967,475	(61,676)										
23	6,269.5	732,788	396,696	54.1%	59.1%	436,524	(39,828)	3,045,749	3,240,736	(194,987)										
24	2,135.0	111,020	63,337	57.1%	62.4%	70,307	(6,970)	601,971	660,272	(58,301)										
25	3,925.0	294,946	93,452	31.7%	40.4%	104,857	(11,405)	915,362	989,167	(73,805)										
26	4,369.0	139,808	33,717	24.1%	50.0%	56,659	(22,942)	294,684	497,493	(202,809)										
Minor Routes	68,255.5	7,168,575	3,440,748	48.0%	54.6%	3,932,417	(491,669)	45,010,808	50,702,531	(5,691,723)										
Total	79,454.0	14,123,493	7,854,212	55.6%	64.1%	9,999,013	(2,144,801)	307,818,650	396,948,525	(89,129,875)										

Note 1

Obligation deferred (settled)	-	-
Total vehicle fare revenue	307,818,650	396,948,525

Note 1) Revenue arises from bike traffic and freight.

Note 2) There is no obligation deferred or settled in Fiscal Year 2021 and Fiscal Year 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.



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

Routes	K	L	M	N	O	P
	Passengers Fiscal 2021	Passengers Fiscal 2020	Passenger Growth (K - L)	Passenger Tariff Revenue Fiscal 2021 Note 2	Passenger Tariff Revenue Fiscal 2020 Note 2	Passenger Tariff Revenue Growth (N - O)
1	2,578,221	6,124,234	(3,546,013)	39,230,411	91,309,787	(52,079,376)
2	1,669,054	3,298,151	(1,629,097)	25,150,326	48,775,753	(23,625,427)
3	1,797,894	2,631,102	(833,208)	9,517,331	13,518,977	(4,001,646)
30	1,158,810	1,652,801	(493,991)	17,378,372	23,970,199	(6,591,827)
Major Routes	7,203,979	13,706,288	(6,502,309)	91,276,440	177,574,716	(86,298,276)
10	15,788	45,748	(29,960)	1,577,178	5,096,255	(3,519,077)
11	17,385	47,070	(29,685)	543,176	1,522,607	(979,431)
28	917	7,585	(6,668)	45,216	939,599	(894,383)
Northern Routes	34,090	100,403	(66,313)	2,165,570	7,558,461	(5,392,891)
4	462,546	662,431	(199,885)	1,924,700	2,742,617	(817,917)
5	396,767	501,219	(104,452)	1,525,387	1,909,393	(384,006)
6	395,352	479,800	(84,448)	1,381,288	1,644,946	(263,658)
7	277,667	361,533	(83,866)	1,462,453	1,844,460	(382,007)
8	924,639	1,281,422	(356,783)	2,731,011	3,687,853	(956,842)
9	350,010	565,051	(215,041)	3,701,369	5,893,941	(2,192,572)
12	108,826	198,874	(90,048)	441,337	812,625	(371,288)
13	37,660	43,905	(6,245)	148,890	151,606	(2,716)
17	258,792	396,958	(138,166)	2,719,390	4,020,165	(1,300,775)
18	156,173	171,914	(15,741)	419,588	468,168	(48,580)
19	599,439	805,907	(206,468)	1,598,175	2,015,334	(417,159)
20	192,208	266,724	(74,516)	444,859	549,780	(104,921)
21	460,556	542,837	(82,281)	1,128,583	1,274,810	(146,227)
22	212,820	253,092	(40,272)	578,717	636,175	(57,458)
23	690,845	871,056	(180,211)	1,642,909	2,055,963	(413,054)
24	102,820	119,691	(16,871)	309,262	373,924	(64,662)
25	170,795	243,899	(73,104)	540,173	751,754	(211,581)
26	47,365	104,336	(56,971)	118,366	286,422	(168,056)
Minor Routes	5,845,280	7,870,649	(2,025,369)	22,816,457	31,119,936	(8,303,479)
Total	13,083,349	21,677,340	(8,593,991)	116,258,467	216,253,113	(99,994,646)

Obligation deferred (settled)	-	-
Total passenger revenue	116,258,467	216,253,113
Total vehicle and passenger revenue	424,077,117	613,201,638

% Sailings Within 10 Min. (Note 3)		
YE Fiscal 2019	YE Fiscal 2020	YE Fiscal 2021
87.6%	87.2%	86.6%
81.8%	87.3%	86.2%
81.4%	88.0%	83.7%
85.3%	83.2%	80.6%
84.3%	86.6%	84.3%
85.7%	91.8%	92.4%
92.4%	92.1%	93.8%
71.0%	72.1%	60.2%
85.0%	85.6%	82.8%
93.9%	92.4%	96.4%
83.0%	81.4%	82.3%
74.1%	93.8%	96.1%
96.6%	95.8%	93.8%
91.7%	92.1%	95.5%
81.3%	77.9%	77.0%
86.1%	92.0%	95.0%
99.4%	99.7%	98.5%
92.1%	91.2%	94.4%
95.6%	94.0%	90.8%
85.9%	86.5%	77.7%
71.7%	68.9%	64.2%
97.8%	98.3%	98.4%
96.2%	97.9%	97.5%
97.0%	98.0%	97.3%
90.2%	89.2%	83.9%
86.5%	76.8%	82.1%
96.4%	95.9%	98.7%
89.3%	89.9%	89.8%
88.5%	89.4%	89.1%

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

Performance Against CFSC Requirements - Annual Core Service Levels

Fiscal 2021 Year Ended March 31, 2021				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	0.5	17											17.5			0.0	17.5	0.64%
	Route 02	Horseshoe Bay	Departure Bay		28							2.5				30.5			0.0	30.5	
	Route 03	Langdale	Horseshoe Bay													0.0			0.0	0.0	
	Route 30	Duke Point	Tsawwassen		21							10				31.0			0.0	31.0	
Major Routes				0.5	66	0	0	0	0	0	0	12.5	0	0	0	79.0	0	0	0.0	79.0	0.64%
	Route 10	Port Hardy	Prince Rupert		1			0.5				1				2.5			0.0	2.5	2.28%
	Route 11	Skidegate	Prince Rupert		7			1		1		1				10.0			0.0	10.0	5.68%
	Route 28	Port Hardy	Bella Coola													0.0			0.0	0.0	0.00%
Northern Routes				0	8	0	0	1.5	0	1	0	2	0	0	0	12.5	0	0	0.0	12.5	3.34%
	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	0.12%
	Route 06	Crofton	Vesuvius Bay		2											2.0			0.0	2.0	0.04%
	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		3											3.0			0.0	3.0	0.36%
	Route 12	Mill Bay	Brentwood Bay									1				1.0			0.0	1.0	0.03%
	Route 13 ⁽¹⁾	Langdale	Gambier/Keats		8											8.0			0.0	8.0	0.20%
	Route 17	Little River	Powell River		20							2				22.0			0.0	22.0	1.61%
	Route 18	Texada	Powell River		19							2				21.0			0.0	21.0	0.72%
	Route 19	Nanaimo Harbour	Gabriola Island													0.0			0.0	0.0	0.00%
	Route 20	Chemainus	Thetis Island					3				4			1	8.0			0.0	8.0	0.22%
	Route 21	Buckley Bay	Denman West		1							4				5.0			0.0	5.0	0.10%
	Route 22	Denman East	Hornby Island		9							10				19.0			0.0	19.0	0.47%
	Route 23	Campbell River	Quadra Island		35				0.5	0.5						36.0			0.0	36.0	0.58%
	Route 24	Quadra Island	Cortes Island		48											48.0			0.0	48.0	2.21%
	Route 25	Port McNeill	Alert Bay		24			10				2				36.0			0.0	36.0	0.91%
	Route 26	Skidegate	Alliford Bay		30			3								33.0			0.0	33.0	0.79%
Minor Routes				0	201	0	0	16	0.5	0.5	0	27	0	0	1	246.0	0	0	0.0	246.0	0.37%
TOTAL				0.5	275.0	0.0	0.0	17.5	0.5	1.5	0.0	41.5	0.0	0.0	1.0	337.5	0.0	0.0	0.0	337.5	0.43%

% of Annual Core Round Trips Cancelled

0.00% 0.35% 0.00% 0.00% 0.02% 0.00% 0.00% 0.00% 0.00% 0.05% 0.00% 0.00%

Notes:

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

Appendix 3b - CANCELLED & EXTRA ROUND TRIPS BY ROUTES

Fiscal 2021 Year Ended March 31, 2021			
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 ⁽²⁾			
	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 Annual Core Service Levels ^{(3) (4) (5)} Year Ended March 31, 2021					
Actual Round Trips ⁽¹⁾	Round Trips Required ⁽²⁾	Variance - Net Extra / Short Round Trips	Required Round Trips Cancelled	Total Round Trips Reduced by TSLA	Total Extra / Short Round Trips
3,250.0	3,512.0	-262.0	17.5	1,360.0	1,115.5
2,213.5	2,723.0	-509.5	30.5	981.5	502.5
2,834.0	2,945.0	-111.0	0.0	517.0	406.0
2,627.0	2,379.0	248.0	31.0	272.0	551.0
10,924.5	12,254.0	-1,329.5	79.0	3,130.5	1,880.0
76.0	109.5	-33.5	2.5	35.0	4.0
146.0	176.0	-30.0	10.0	25.0	5.0
52.0	89.0	-37.0	0.0	44.0	7.0
274.0	374.5	-100.5	12.5	104.0	16.0
2,879.0	2,879.0	0.0	0.0	0.0	0.0
3,263.0	3,468.0	-205.0	4.0	495.0	294.0
4,702.0	4,670.0	32.0	2.0	0.0	34.0
2,853.0	2,731.0	122.0	0.0	0.0	122.0
5,566.0	5,452.5	113.5	0.0	0.0	113.5
800.0	830.0	-30.0	3.0	223.0	196.0
2,494.0	3,215.0	-721.0	1.0	735.0	15.0
5,130.0	4,062.0	1,068.0	8.0	0.0	1,076.0
1,430.0	1,363.0	67.0	22.0	0.0	89.0
3,016.5	2,898.0	118.5	21.0	0.0	139.5
5,266.0	5,204.0	62.0	0.0	0.0	62.0
3,692.0	3,700.0	-8.0	8.0	0.0	0.0
5,819.5	5,261.0	558.5	5.0	0.0	563.5
4,646.0	4,060.0	586.0	19.0	0.0	605.0
6,269.5	6,247.0	22.5	36.0	0.0	58.5
2,135.0	2,171.0	-36.0	48.0	0.0	12.0
3,925.0	3,961.0	-36.0	36.0	0.0	0.0
4,369.0	4,170.0	199.0	33.0	0.0	232.0
68,255.5	66,342.5	1,913.0	246.0	1,453.0	3,612.0
79,454.0	78,971.0	483.0	337.5	4,687.5	5,508.0

Notes:

⁽¹⁾ In certain circumstances (e.g. vessel or dock breakdown, mechanical failure or maintenance) round trips may be provided by contracted service providers (e.g. water taxi, tug & barge, flights).

⁽²⁾ 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).

⁽³⁾ 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). The annual number of round trips required under the Coastal Ferry Services Contract was adjusted on the Major Routes, Northern Routes, and Routes 5, 9 and 12 from April 4 to September 7, 2020. All service levels with respect to these agreements were met.

⁽⁴⁾ In accordance with the Supplemental Service Agreement with the Province dated June 17, 2020, BC Ferries added round trips on specified Minor Routes from June 19 to September 7, 2020. All service levels with respect to this agreement were met.

⁽⁵⁾ In accordance with Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020, BC Ferries delivered all required discretionary sailings on a prorated basis for the fiscal year.

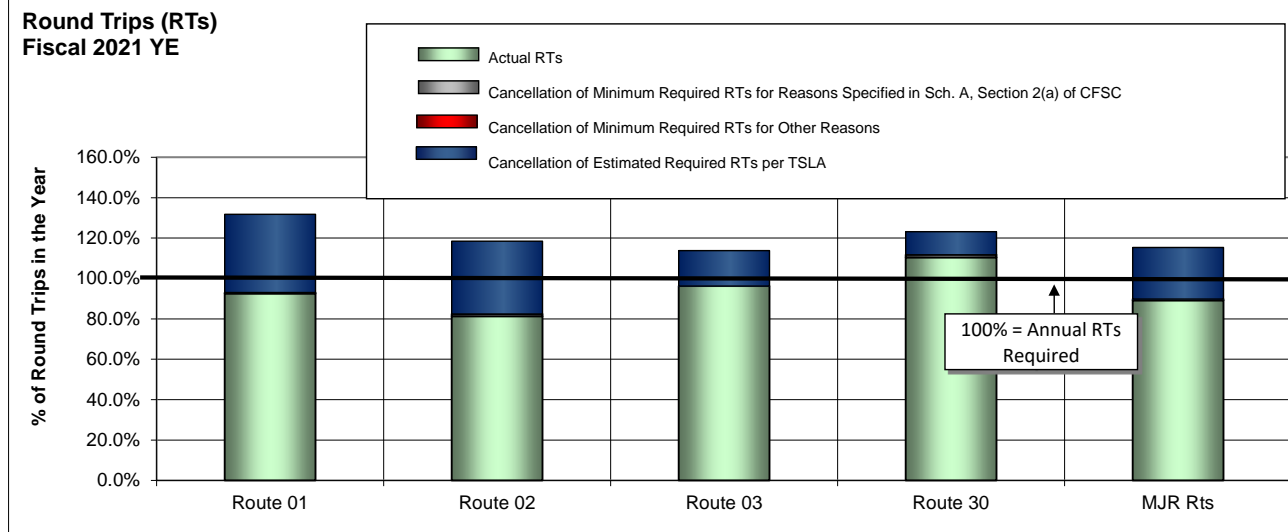
Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES

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

Fiscal 2021 Year Ended March 31, 2021				Performance Against CFSC Requirements Annual Core Service Level	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen	5	1
	Route 02	Horseshoe Bay	Departure Bay	11	1
	Route 03	Langdale	Horseshoe Bay	0	0
	Route 30	Duke Point	Tsawwassen	23	5
Northern Routes	Route 10	Port Hardy	Prince Rupert	5	2
	Route 11	Skidegate	Prince Rupert	18	2
	Route 28	Port Hardy	Bella Coola	0	0
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0	0
	Route 05	Swartz Bay	Four SGIs	3	1
	Route 06	Crofton	Vesuvius Bay	1	1
	Route 07	Earls Cove	Saltery Bay	0	0
	Route 08	Horseshoe Bay	Bowen Island	0	0
	Route 09	Tsawwasse	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	8	2
	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	17	2
Route 25	Port McNeill	Alert Bay	12	1	
Route 26	Skidegate	Alliford Bay	10	3	

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

Major Routes

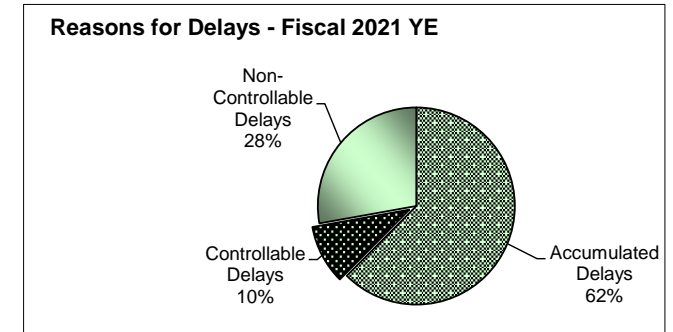


Routes	Route Description	Actual RTs	Core Round Trips Required ⁽¹⁾	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	3,250.0	3,512.0	- 262.0	28.1%
Route 02	Horseshoe Bay-Nanaimo	2,213.5	2,723.0	- 509.5	27.5%
Route 03	Langdale-Horseshoe Bay	2,834.0	2,945.0	- 111.0	27.3%
Route 30	Nanaimo-Tsawwassen	2,627.0	2,379.0	248.0	29.3%
MAJOR Routes Total ⁽²⁾		10,924.5	12,254.0	-1,329.5	28.1%

Notes:

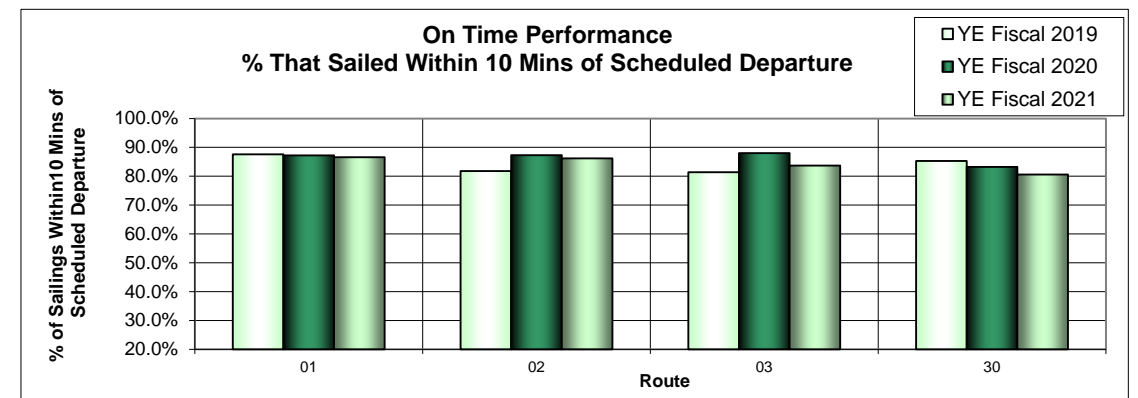
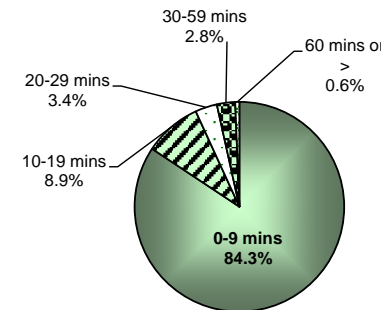
⁽¹⁾ For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract includes minimums for each individual route as well as an aggregate total for the four routes (Route 1, 2, 3 and 30).

⁽²⁾ Route totals do not include required round trips cancelled, or adjustments to core service levels as a result of the Temporary Service Level Adjustment Agreements (TSLA) with the Province dated April 1 and June 2, 2020.



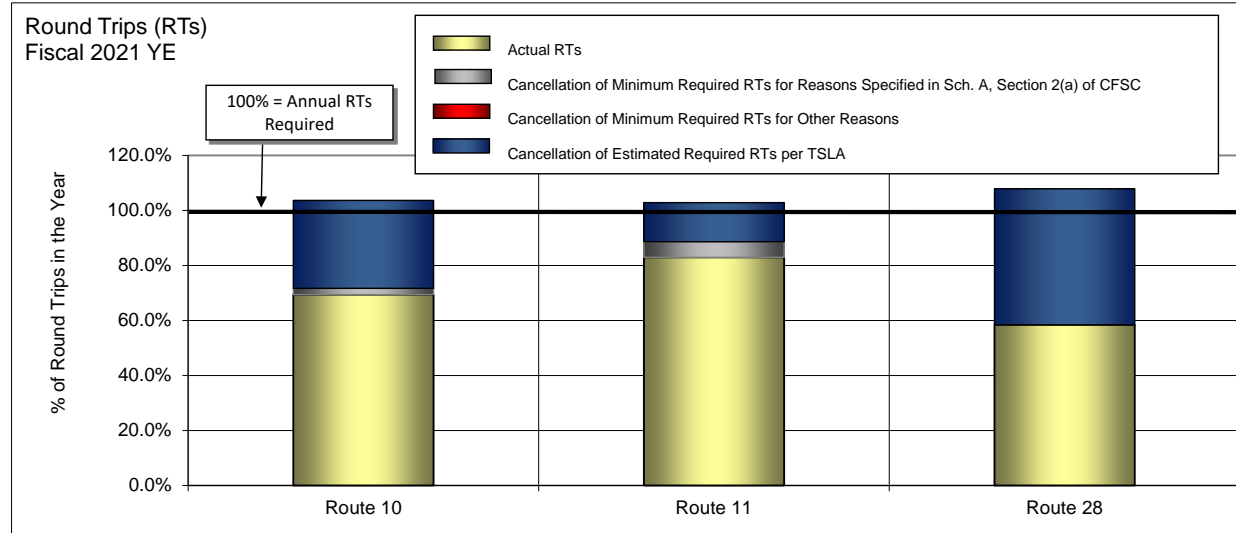
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2021 YE



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

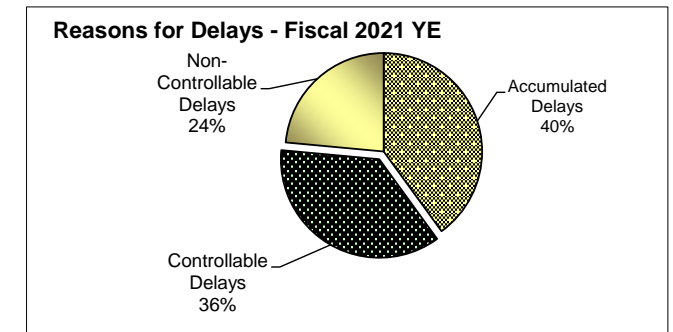
Northern Routes



Routes	Route Description	Actual RTs	Core Round Trips Required	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	76.0	109.5	-33.5	0.5%
Route 11	Skidegate-Prince Rupert	146.0	176.0	-30.0	0.0%
Route 28	Port Hardy-Bella Coola	52.0	89.0	-37.0	0.0%
NORTHERN Routes Total⁽¹⁾		274.0	374.5	-100.5	0.2%

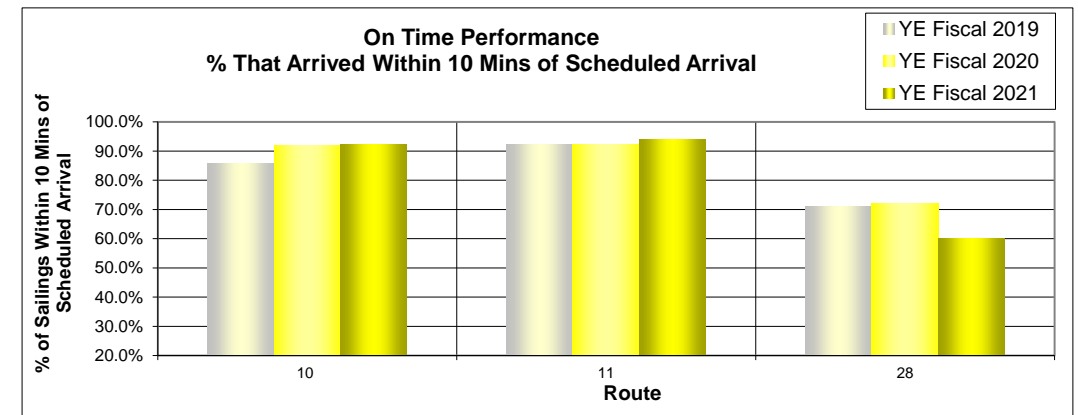
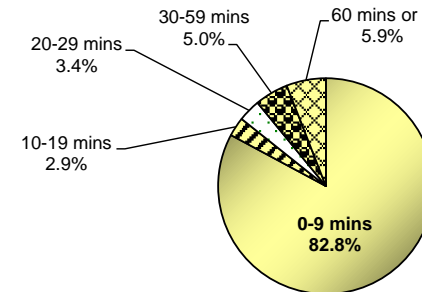
Note:

⁽¹⁾ Route totals do not include required round trips cancelled, or adjustments to core service levels as a result of the Temporary Service Level Adjustment Agreements (TSLA) with the Province dated April 1 and June 2, 2020.



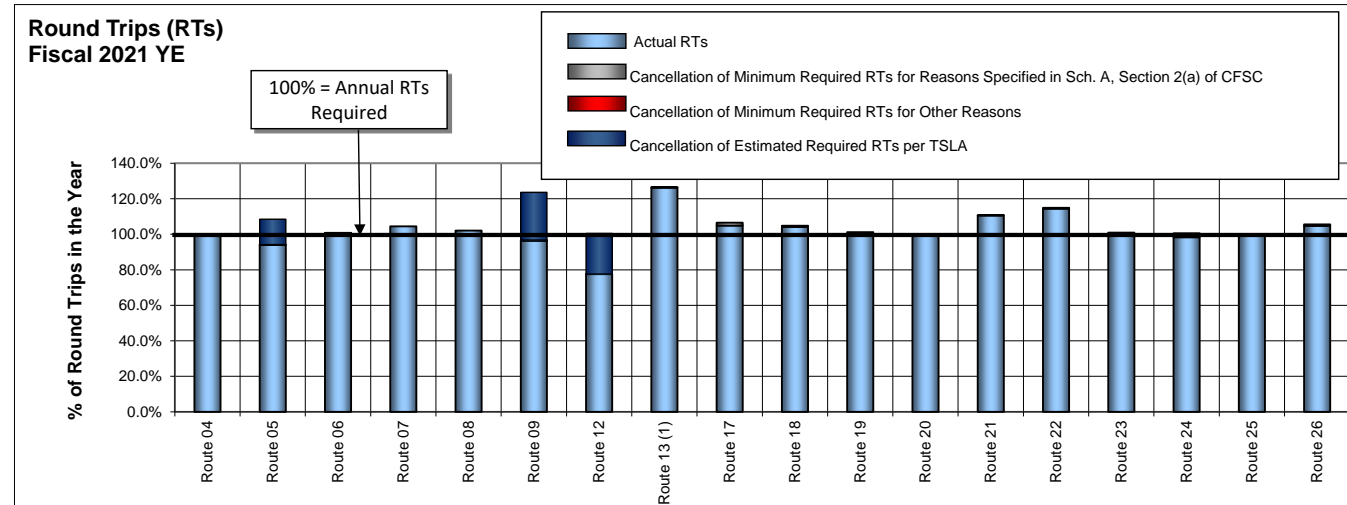
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2021 YE

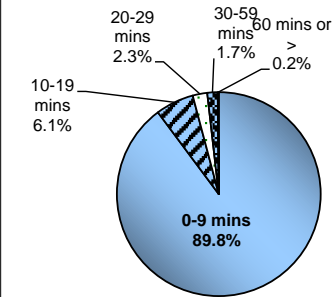


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Year Ended March 31, 2021

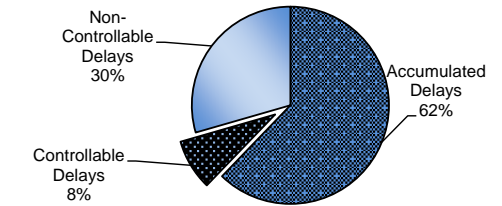
Minor Routes



On Time Performance Fiscal 2021 YE



Reasons for Delays - Fiscal 2021 YE



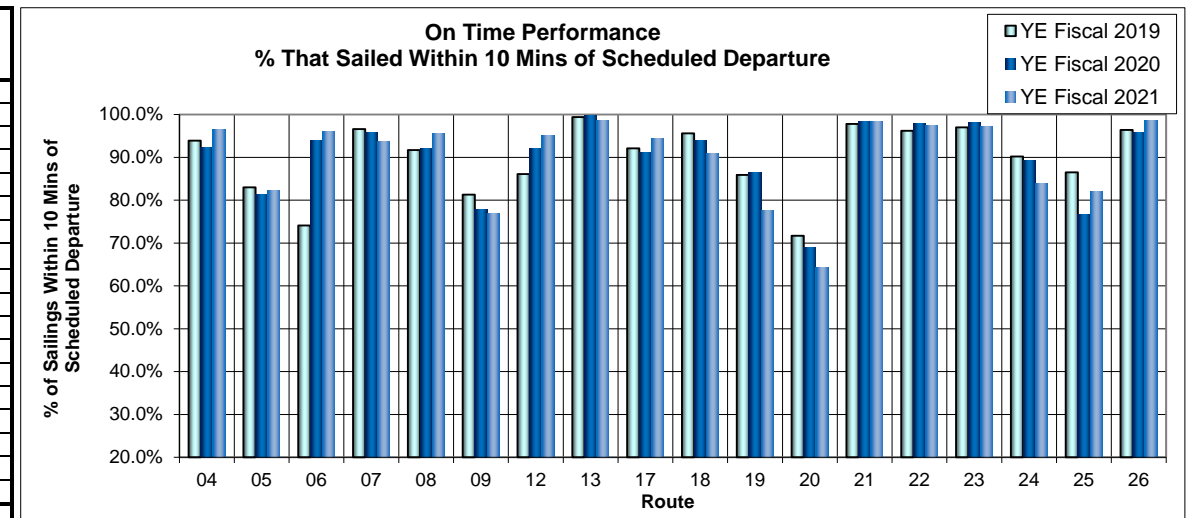
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Core Round Trips Required	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	2,879.0	2,879.0	0.0	7.3%
Route 05	Swartz Bay-Gulf Islands	3,263.0	3,468.0	-205.0	3.5%
Route 06	Crofton-Vesuvius Bay	4,702.0	4,670.0	32.0	8.9%
Route 07	Earls Cove-Salter Bay	2,853.0	2,731.0	122.0	1.0%
Route 08	Horseshoe Bay-Bowen Island	5,566.0	5,452.5	113.5	7.3%
Route 09	Tsawwassen-Southern Gulf Islands	800.0	830.0	-30.0	5.6%
Route 12	Mill Bay-Brentwood Bay	2,494.0	3,215.0	-721.0	0.2%
Route 13 ⁽¹⁾	Langdale-Keats/Gambier	5,130.0	4,062.0	1,068.0	Pass Only
Route 17	Little River-Powell River	1,430.0	1,363.0	67.0	0.8%
Route 18	Powell River-Texada	3,016.5	2,898.0	118.5	1.2%
Route 19	Nanaimo Harbour-Gabriola Island	5,266.0	5,204.0	62.0	11.0%
Route 20	Chemainus-Thetis/Penelakut	3,692.0	3,700.0	-8.0	3.9%
Route 21	Buckley Bay-Denman West	5,819.5	5,261.0	558.5	11.0%
Route 22	Gravelly Bay-Hornby Island	4,646.0	4,060.0	586.0	15.6%
Route 23	Campbell River-Quadra Island	6,269.5	6,247.0	22.5	14.4%
Route 24	Quadra Island-Cortes Island	2,135.0	2,171.0	-36.0	9.2%
Route 25	Port McNeill-Sointula/Alert Bay	3,925.0	3,961.0	-36.0	1.4%
Route 26	Skidegate-Alliford Bay	4,369.0	4,170.0	199.0	0.2%
MINOR Routes Total⁽²⁾		68,255.5	66,342.5	1,913.0	6.9%

Notes:

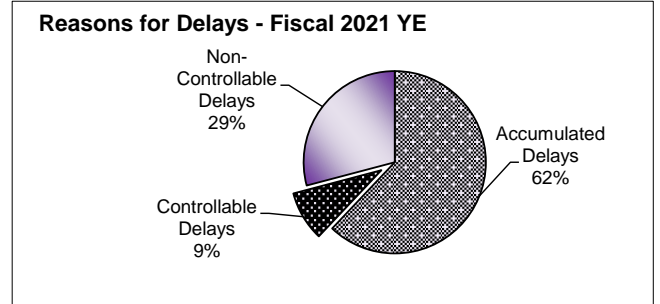
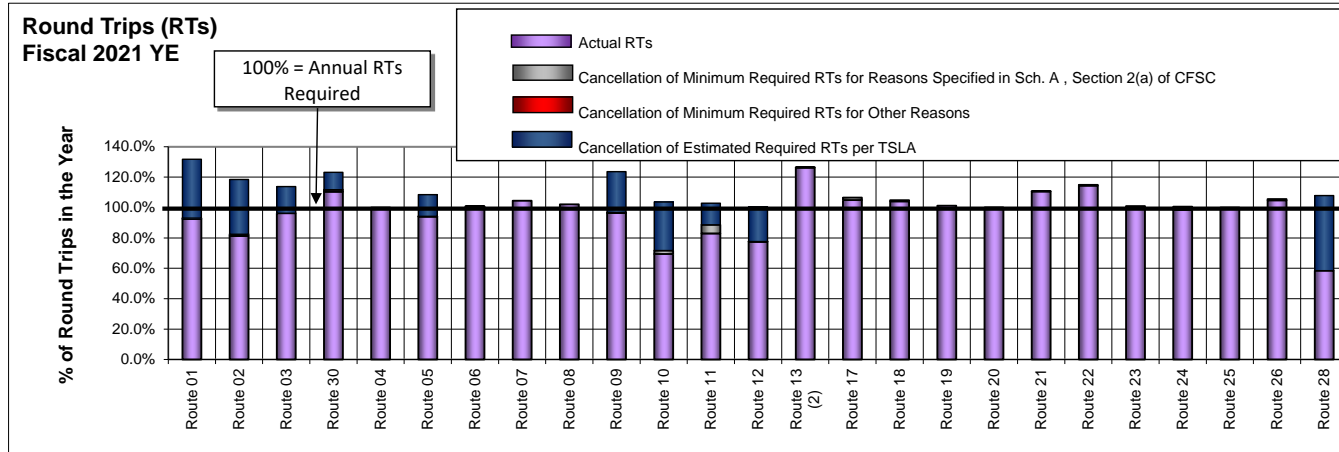
⁽¹⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

⁽²⁾ Route totals do not include required round trips cancelled, or adjustments to core service levels as a result of the Temporary Service Level Adjustment Agreements (TSLA) with the Province dated April 1 and June 2, 2020.

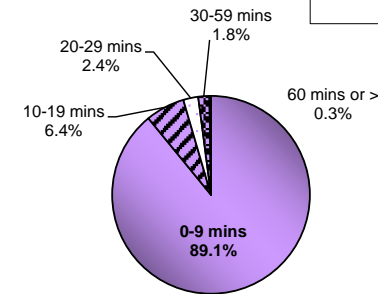


APPENDIX 4: Round Trip Service Delivery and On Time Performance Fiscal 2021 Year Ended March 31, 2021

All Routes



On Time Performance Fiscal 2021 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 ⁽¹⁾	Variance (Net Extra RT / Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	3,250.0	12,254.0	-1,329.5	28.1%
Route 02	Horseshoe Bay-Nanaimo	2,213.5			27.5%
Route 03	Langdale-Horseshoe Bay	2,834.0			27.3%
Route 30	Nanaimo-Tsawwassen	2,627.0			29.3%
Route 04	Swartz Bay-Fulford Harbour	2,879.0	2,879.0	0.0	7.3%
Route 05	Swartz Bay-Gulf Islands	3,263.0	3,468.0	-205.0	3.5%
Route 06	Crofton-Vesuvius Bay	4,702.0	4,670.0	32.0	8.9%
Route 07	Earls Cove-Salter Bay	2,853.0	2,731.0	122.0	1.0%
Route 08	Horseshoe Bay-Bowen Island	5,566.0	5,452.5	113.5	7.3%
Route 09	Tsawwassen-Southern Gulf Islands	800.0	830.0	-30.0	5.6%
Route 10	Port Hardy-Prince Rupert	76.0	109.5	-33.5	0.5%
Route 11	Skidegate-Prince Rupert	146.0	176.0	-30.0	0.0%
Route 12	Mill Bay-Brentwood Bay	2,494.0	3,215.0	-721.0	0.2%
Route 13 ⁽²⁾	Langdale-Keats/Gambier	5,130.0	4,062.0	1,068.0	Pass Only
Route 17	Little River-Powell River	1,430.0	1,363.0	67.0	0.8%
Route 18	Powell River-Texada	3,016.5	2,898.0	118.5	1.2%
Route 19	Nanaimo Harbour-Gabriola Island	5,266.0	5,204.0	62.0	11.0%
Route 20	Chemainus-Thetis/Penelakut	3,692.0	3,700.0	-8.0	3.9%
Route 21	Buckley Bay-Denman West	5,819.5	5,261.0	558.5	11.0%
Route 22	Gravelly Bay-Hornby Island	4,646.0	4,060.0	586.0	15.6%
Route 23	Campbell River-Quadra Island	6,269.5	6,247.0	22.5	14.4%
Route 24	Quadra Island-Cortes Island	2,135.0	2,171.0	-36.0	9.2%
Route 25	Port McNeill-Sointula/Alert Bay	3,925.0	3,961.0	-36.0	1.4%
Route 26	Skidegate-Alliford Bay	4,369.0	4,170.0	199.0	0.2%
Route 28	Port Hardy-Bella Coola	52.0	89.0	-37.0	0.0%
All Routes Total ⁽⁴⁾		79,454.0	78,971.0	483.0	9.7%

Notes:

- ⁽¹⁾ 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).
- ⁽²⁾ Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
- ⁽³⁾ Within 10 minutes of scheduled arrival for the Northern Routes 10, 11 and 28.
- ⁽⁴⁾ Route totals do not include required round trips cancelled, or adjustments to core service levels as a result of the Temporary Service Level Adjustment Agreements (TSLA) with the Province dated April 1 and June 2, 2020.

