

Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2015

Routes	A	B	C	D	E	F	G	H	I	J
	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 3 F2016	Capacity Utilization QTR 3 F2016 (C / B)	Capacity Utilization QTR 3 F2015	AEQ's Carried QTR 3 F2015	AEQ Growth (C - F)	AEQ Tariff Revenue QTR 3 F2016 Note 2	AEQ Tariff Revenue QTR 3 F2015 Note 2	AEQ Tariff Revenue Growth (H - I)
1	849.0	654,450	491,194	75.1%	71.6%	467,216	23,978	\$ 27,224,335	\$ 25,912,009	\$ 1,312,326
2	712.0	519,232	284,215	54.7%	51.7%	268,144	16,071	14,491,666	13,862,086	629,580
3	726.0	525,624	286,180	54.4%	52.5%	273,571	12,609	6,118,617	5,788,901	329,716
30	657.0	424,050	202,109	47.7%	45.4%	192,707	9,402	13,463,577	12,643,523	820,054
Major Routes	2,944.0	2,123,356	1,263,698	59.5%	56.8%	1,201,638	62,060	61,298,195	58,206,519	3,091,676
10	13.0	4,596	2,117	46.1%	44.2%	2,016	101	393,440	451,572	(58,132)
11	27.0	7,020	4,188	59.7%	50.7%	3,430	758	652,991	601,133	51,858
Northern Routes	40.0	11,616	6,305	54.3%	48.1%	5,446	859	1,046,431	1,052,705	(6,274)
4	749.0	143,634	75,107	52.3%	50.9%	72,348	2,759	799,228	749,090	50,138
5	868.0	159,564	61,746	38.7%	32.8%	58,642	3,104	729,024	679,104	49,920
6	1,145.0	160,300	58,364	36.4%	36.4%	55,351	3,013	685,558	637,275	48,283
7	635.0	127,290	39,926	31.4%	24.6%	38,784	1,142	921,225	858,786	62,439
8	1,346.5	275,000	119,265	43.4%	50.1%	117,050	2,215	1,362,822	1,314,155	48,667
9	178.0	85,440	32,865	38.5%	37.1%	30,299	2,566	1,331,266	1,235,321	95,945
12	790.0	34,760	18,736	53.9%	50.9%	17,969	767	200,552	199,253	1,299
13	1,000.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	(472)	(843)	371
17	312.0	101,048	37,436	37.0%	27.8%	35,474	1,962	1,344,885	1,255,885	89,000
18	700.0	68,600	22,291	32.5%	31.2%	21,472	819	173,720	157,271	16,449
19	1,235.0	172,900	85,324	49.3%	48.7%	83,087	2,237	726,146	683,833	42,313
20	932.0	59,648	20,086	33.7%	33.2%	18,947	1,139	167,024	152,630	14,394
21	1,289.0	128,900	52,069	40.4%	39.3%	50,366	1,703	348,157	343,453	4,704
22	997.0	59,820	19,558	32.7%	29.3%	17,719	1,839	140,519	116,766	23,753
23	1,442.0	200,760	85,434	42.6%	40.3%	81,749	3,685	634,997	602,549	32,448
24	496.0	29,730	12,728	42.8%	38.7%	11,998	730	110,561	103,868	6,693
25	990.0	59,400	21,006	35.4%	35.4%	14,871	6,135	209,314	152,269	57,045
26	754.0	39,208	10,292	26.2%	24.9%	9,540	752	88,887	86,877	2,010
Minor Routes	15,858.5	1,906,002	772,233	40.5%	38.6%	735,666	36,567	9,973,413	9,327,542	645,871
Total	18,842.5	4,040,974	2,042,236	50.5%	48.1%	1,942,750	99,486	72,318,039	68,586,766	3,731,273

Note 1

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, 2015 and 2014.

There is no obligation to be settled or deferred in the quarter ended December 31, 2015 and 2014.

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.

Obligation deferred (settled)

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Total vehicle fare revenue

72,318,039

68,586,766

Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2015

Routes	K	L	M	N	O	P
	Passengers QTR 3 F2016	Passengers QTR 3 F2015	Passenger Growth (K - L)	Passenger Tariff Revenue QTR 3 F2016 Note 2	Passenger Tariff Revenue QTR 3 F2015 Note 2	Passenger Tariff Revenue Growth (N - O)
1	1,238,274	1,191,224	47,050	\$ 18,495,410	\$ 17,554,843	\$ 940,567
2	715,627	685,900	29,727	10,665,595	10,114,880	550,715
3	563,528	540,160	23,368	3,431,372	3,263,336	168,036
30	305,573	294,294	11,279	4,553,712	4,296,798	256,914
Major Routes	2,823,002	2,711,578	111,424	37,146,089	35,229,857	1,916,232
10	5,466	5,042	424	346,291	389,696	(43,405)
11	7,091	5,683	1,408	195,639	189,064	6,575
Northern Routes	12,557	10,725	1,832	541,930	578,760	(36,830)
4	143,300	137,531	5,769	712,094	667,612	44,482
5	102,288	99,137	3,151	490,063	458,415	31,648
6	107,838	98,682	9,156	430,593	395,760	34,833
7	63,382	62,797	585	382,641	373,115	9,526
8	266,105	262,147	3,958	863,530	839,562	23,968
9	81,737	77,740	3,997	1,020,469	957,886	62,583
12	33,854	32,865	989	173,419	171,721	1,698
13	7,990	8,571	(581)	34,228	34,145	83
17	79,587	77,880	1,707	940,293	936,500	3,793
18	37,364	37,571	(207)	125,652	122,353	3,299
19	181,413	180,370	1,043	543,491	525,960	17,531
20	55,748	53,638	2,110	145,729	138,801	6,928
21	90,733	88,035	2,698	259,438	243,152	16,286
22	31,655	29,034	2,621	94,322	78,996	15,326
23	177,454	168,146	9,308	472,089	442,459	29,630
24	19,701	19,256	445	74,733	69,425	5,308
25	51,882	47,986	3,896	186,543	171,778	14,765
26	17,574	16,802	772	50,991	51,296	(305)
Minor Routes	1,549,605	1,498,188	51,417	7,000,318	6,678,936	321,382
Total	4,385,164	4,220,491	164,673	44,688,337	42,487,553	2,200,784

% Sailings Within 10 Min. (Note 3)		
QTR 3 F2014	QTR 3 F2015	QTR 3 F2016
89.5%	88.3%	83.2%
74.6%	75.5%	77.2%
84.7%	84.4%	71.6%
94.7%	96.0%	93.6%
85.9%	86.0%	81.2%
87.2%	82.9%	98.1%
92.4%	94.2%	94.4%
88.8%	85.8%	97.1%
98.3%	98.4%	97.8%
87.8%	95.6%	92.3%
91.7%	95.2%	94.5%
95.3%	97.6%	87.9%
90.0%	93.2%	84.7%
91.2%	92.3%	89.0%
98.8%	94.8%	96.3%
100.0%	99.9%	99.8%
93.7%	94.9%	94.7%
84.2%	95.7%	96.7%
96.6%	95.0%	98.1%
83.5%	87.3%	90.1%
99.5%	97.4%	98.8%
99.5%	99.0%	97.5%
99.1%	98.7%	99.1%
97.7%	94.1%	98.4%
93.6%	90.3%	85.9%
99.4%	98.2%	97.3%
94.3%	95.3%	94.2%
93.1%	93.9%	92.4%

Obligation deferred (settled) - -

Total passenger fare revenue	44,688,337	42,487,553
Total vehicle and passenger fare revenue per financial statements	117,006,376	111,074,319

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2016 Quarter Ended December 31, 2015				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	Allowed Cancels	Community Event	Traffic			Other Cancels		
	Route 01	Swartz Bay	Tsawwassen		3										3.0			0.0	3.0	0.47%		
	Route 02	Horseshoe Bay	Departure Bay		4										4.0			0.0			4.0	0.62%
	Route 03	Langdale	Horseshoe Bay												0.0			0.0			0.0	0.00%
	Route 30	Duke Point	Tsawwassen		2							2			4.0			0.0			4.0	0.71%
Major Routes				0	9	0	0	0	0	0	0	2	0	0	11.0	0	0	0.0	11.0	0.44%		
	Route 10	Port Hardy	Prince Rupert												0.0			0.0	0.0	0.00%		
	Route 11	Skidegate	Prince Rupert												0.0			0.0			0.0	0.00%
Northern Routes				0	0	0	0	0	0	0	0	0	0	0	0.0	0	0	0.0	0.0	0.00%		
	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		6										6.0			0.0			6.0	3.26%
	Route 12	Mill Bay	Brentwood Bay					2				10			12.0			0.0			12.0	1.68%
	Route 13*	Langdale	Gambier/Keats												0.0			0.0			0.0	0.00%
	Route 17	Little River	Powell River		29										29.0			0.0			29.0	8.50%
	Route 18	Texada	Powell River		6										6.0			0.0			6.0	0.97%
	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		6										6.0			0.0			6.0	0.66%
	Route 23	Campbell River	Quadra Island		15										15.0			0.0			15.0	1.10%
	Route 24	Quadra Island	Cortes Island		26								1		27.0			0.0			27.0	6.04%
	Route 25	Port McNeill	Alert Bay		3								1		4.0			0.0			4.0	0.44%
	Route 26	Skidegate	Alliford Bay		1										1.0			0.0			1.0	0.16%
Minor Routes				0	92	0	0	2	0	0	0	12	0	0	106.0	0	0	0.0	106.0	0.73%		
TOTAL				0.0	101.0	0.0	0.0	2.0	0.0	0.0	0.0	14.0	0.0	0.0	117.0	0.0	0.0	0.0	117.0	0.69%		

% of Minimum Required Round Trips Cancelled0.00%0.59%0.00%0.00%0.01%0.00%0.00%0.00%0.00%0.08%0.00%0.00%0.69%0.00%0.00%0.00%0.69%

*Note: 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 2016 Quarter Ended December 31, 2015			
Routes ⁽¹⁾		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
Northern Routes			
	Route 04	Fulford Harbour	Swartz Bay
	Route 05 ⁽²⁾	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 ⁽³⁾	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 (Daily) Core Service Levels						
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 ⁽¹⁾	Daily Minimum Required Round Trips	Variance (Actual to Minimum)
849.0	644.0	205.0	3.0	3,037.0	2,138.0	899.0
712.0	644.0	68.0	4.0	2,376.0	2,065.0	311.0
726.0	631.0	95.0	0.0	2,343.0	1,965.0	378.0
657.0	563.0	94.0	4.0	2,061.0	1,748.0	313.0
2,944.0	2,482.0	462.0	11.0	9,817.0	7,916.0	1,901.0
13.0	13.0	0.0	0.0	70.0	70.0	0.0
27.0	27.0	0.0	0.0	117.0	114.0	3.0
40.0	40.0	0.0	0.0	187.0	184.0	3.0
749.0	631.0	118.0	0.0	2,203.0	1,899.0	304.0
868.0	868.0	0.0	0.0	2,623.0	2,622.0	1.0
1,145.0	996.0	149.0	0.0	3,449.0	3,117.0	332.0
635.0	539.0	96.0	0.0	1,903.0	1,621.0	282.0
1,346.5	1,253.5	93.0	0.0	4,042.5	3,748.5	294.0
178.0	184.0	-6.0	6.0	643.0	650.0	-7.0
790.0	715.0	75.0	12.0	1,874.0	2,153.0	-279.0
1,000.0	949.0	51.0	0.0	3,130.0	2,769.0	361.0
312.0	341.0	-29.0	29.0	1,004.0	1,030.0	-26.0
700.0	618.0	82.0	6.0	2,125.0	1,847.0	278.0
1,235.0	1,144.0	91.0	0.0	3,693.0	3,418.0	275.0
932.0	841.0	91.0	0.0	2,788.0	2,514.0	274.0
1,289.0	1,182.0	107.0	0.0	4,172.0	3,745.0	427.0
997.0	907.0	90.0	6.0	3,283.0	2,811.0	472.0
1,442.0	1,366.0	76.0	15.0	4,346.0	4,085.0	261.0
496.0	447.0	49.0	27.0	1,566.0	1,336.0	230.0
990.0	906.0	84.0	4.0	2,974.0	2,710.0	264.0
754.0	630.0	124.0	1.0	2,273.0	1,885.0	388.0
15,858.5	14,517.5	1,341.0	106.0	48,091.5	43,960.5	4,131.0
18,842.5	17,039.5	1,803.0	117.0	58,095.5	52,060.5	6,035.0

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⁾ Route 5 - The Queen of Cumberland is undergoing a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service is being provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen begins its morning transiting to Sturdies Bay from Fulford Harbour instead of from Swartz Bay, as specified in the Coastal Ferry Services Contract.

⁽³⁾ Route 12 - The Klitsa was in refit for 59 days (523 round trips) in Q1 F2016. Section 2(c) of Schedule "A" of the Coastal Ferry Services Contract allows for a temporary service disruption of up to 65 days every four years to refit the vessel.

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

Fiscal 2016 Quarter Ended December 31, 2015			
Routes ⁽¹⁾		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
Northern Routes			
	Route 04	Fulford Harbour	Swartz Bay
	Route 05 ⁽²⁾	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 ⁽³⁾	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 Estimated Schedule								
3rd Quarter					Fiscal YTD			
Actual Round Trips	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)	Cancelled Round Trips from Estimated Schedule	Total Extra / Short Round Trips	Actual Round Trips ⁽¹⁾	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)	
849.0	851.0	-2.0	8.0	6.0	3,037.0	3,023.0	14.0	
712.0	715.0	-3.0	7.0	4.0	2,376.0	2,365.0	11.0	
726.0	722.0	4.0	1.0	5.0	2,343.0	2,239.0	104.0	
657.0	664.0	-7.0	9.0	2.0	2,061.0	2,068.0	-7.0	
2,944.0	2,952.0	-8.0	25.0	17.0	9,817.0	9,695.0	122.0	
13.0	13.0	0.0		0.0	70.0	70.0	0.0	
27.0	27.0	0.0		0.0	117.0	113.0	4.0	
40.0	40.0	0.0	0.0	0.0	187.0	183.0	4.0	
749.0	722.0	27.0		27.0	2,203.0	2,173.0	30.0	
868.0	868.0	0.0	26.0	26.0	2,623.0	2,624.0	-1.0	
1,145.0	1,087.0	58.0		58.0	3,449.0	3,391.0	58.0	
635.0	630.0	5.0		5.0	1,903.0	1,895.0	8.0	
1,346.5	1,344.5	2.0	0.5	2.5	4,042.5	4,022.5	20.0	
178.0	184.0	-6.0	6.0	0.0	643.0	650.0	-7.0	
790.0	806.0	-16.0	16.0	0.0	1,874.0	2,427.0	-553.0	
1,000.0	1,040.0	-40.0	42.0	2.0	3,130.0	3,043.0	87.0	
312.0	341.0	-29.0	29.0	0.0	1,004.0	1,030.0	-26.0	
700.0	709.0	-9.0	13.0	4.0	2,125.0	2,121.0	4.0	
1,235.0	1,235.0	0.0		0.0	3,693.0	3,692.0	1.0	
932.0	932.0	0.0		0.0	2,788.0	2,788.0	0.0	
1,289.0	1,273.0	16.0		16.0	4,172.0	4,019.0	153.0	
997.0	998.0	-1.0	12.0	11.0	3,283.0	3,085.0	198.0	
1,442.0	1,457.0	-15.0	20.0	5.0	4,346.0	4,359.0	-13.0	
496.0	538.0	-42.0	42.0	0.0	1,566.0	1,610.0	-44.0	
990.0	997.0	-7.0	7.0	0.0	2,974.0	2,984.0	-10.0	
754.0	735.0	19.0	5.0	24.0	2,273.0	2,199.0	74.0	
15,858.5	15,896.5	-38.0	218.5	180.5	48,091.5	48,112.5	-21.0	
18,842.5	18,888.5	-46.0	243.5	197.5	58,095.5	57,990.5	105.0	

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⁾ Route 5 - The Queen of Cumberland is undergoing a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service is being provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen begins its morning transiting to Sturdies Bay from Fulford Harbour instead of from Swartz Bay, as specified in the Coastal Ferry Services Contract.

⁽³⁾ Route 12 - The Klitsa was in refit for 59 days (523 round trips) in Q1 F2016. Section 2(c) of Schedule "A" of the Coastal Ferry Services Contract allows for a temporary service disruption of up to 65 days every four years to refit the vessel.

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)

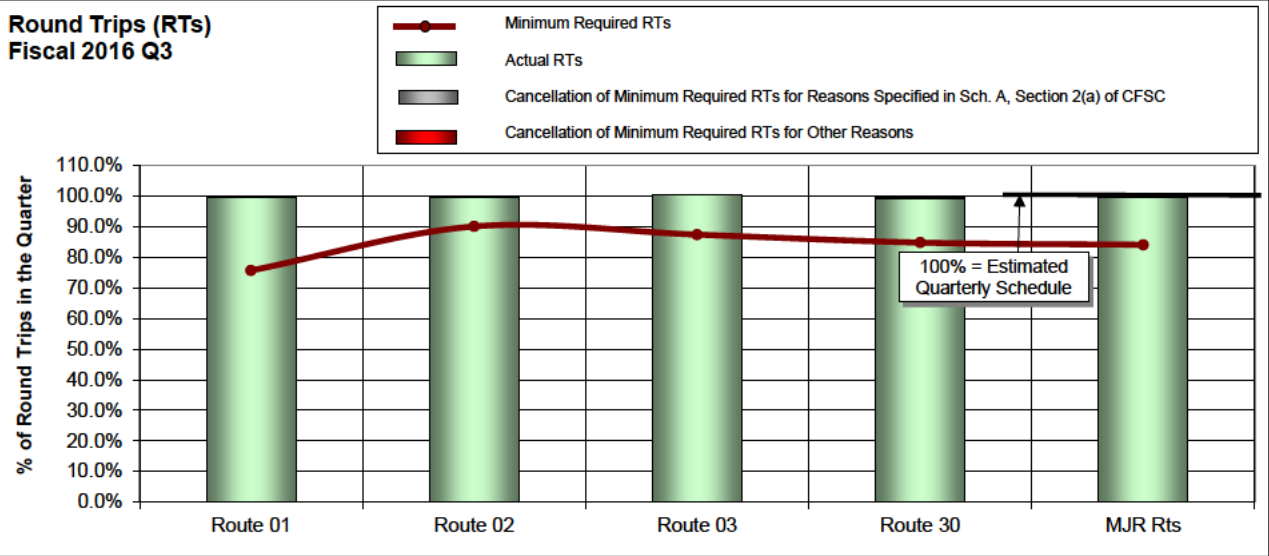
Fiscal 2016 Quarter Ended December 31, 2015				Performance Against Minimum (Daily) Core Service Levels	
Routes				Cumulative Days When Round Trips Missed <i>Allowed 30 Days / Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days / Route</i>
Major Routes	Route 01	Swartz Bay	Tsawwassen	1.0	1.0
	Route 02	Horseshoe Bay	Departure Bay	2.0	1.0
	Route 03	Langdale	Horseshoe Bay	0.0	
	Route 30	Duke Point	Tsawwassen	2.0	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert	0.0	
	Route 11	Skidegate	Prince Rupert	0.0	
Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0.0	
	Route 05	Swartz Bay	Four SGIs	1.0	1.0
	Route 06	Crofton	Vesuvius Bay	0.0	
	Route 07	Earls Cove	Saltery Bay	0.0	
	Route 08	Horseshoe Bay	Bowen Island	0.0	
	Route 09	Tsawwassen	Long Harbour	6.0	2.0
	Route 12 ⁽¹⁾	Mill Bay	Brentwood Bay	5.0	2.0
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	13.0	3.0
	Route 18	Texada	Powell River	4.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	0.0	
	Route 20	Chemainus	Thetis Island	0.0	
	Route 21	Buckley Bay	Denman West	0.0	
	Route 22	Denman East	Hornby Island	2.0	1.0
	Route 23	Campbell River	Quadra Island	4.0	2.0
	Route 24	Quadra Island	Cortes Island	10.0	3.0
	Route 25	Port McNeill	Alert Bay	4.0	1.0
	Route 26	Skidegate	Alliford Bay	2.0	1.0

APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2016

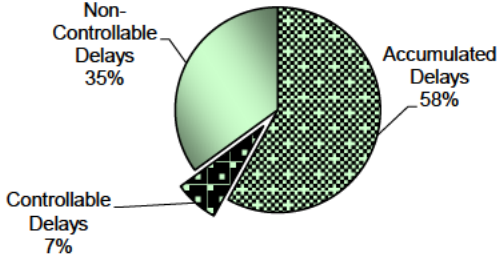
Quarter Ended December 31, 2015

Major Routes



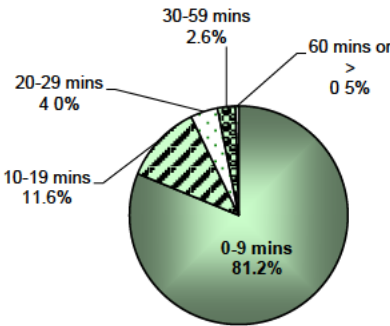
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	849.0	644.0	205.0	47.5%
Route 02	Horseshoe Bay-Nanaimo	712.0	644.0	68.0	16.7%
Route 03	Langdale-Horseshoe Bay	726.0	631.0	95.0	15.1%
Route 30	Nanaimo-Tsawwassen	657.0	563.0	94.0	16.0%
MAJOR Routes Total		2,944.0	2,482.0	462.0	25.0%

Reasons for Delays - Fiscal 2016 Q3

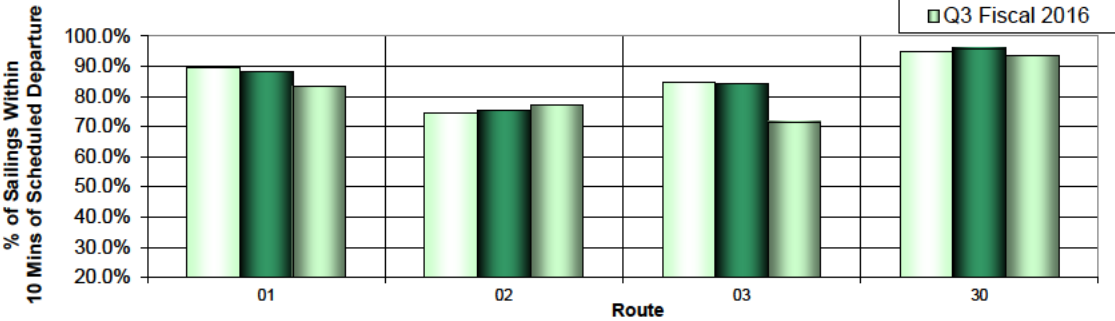


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

On Time Performance Fiscal 2016 Q3



On Time Performance % That Sailed Within 10 Mins of Scheduled Departure

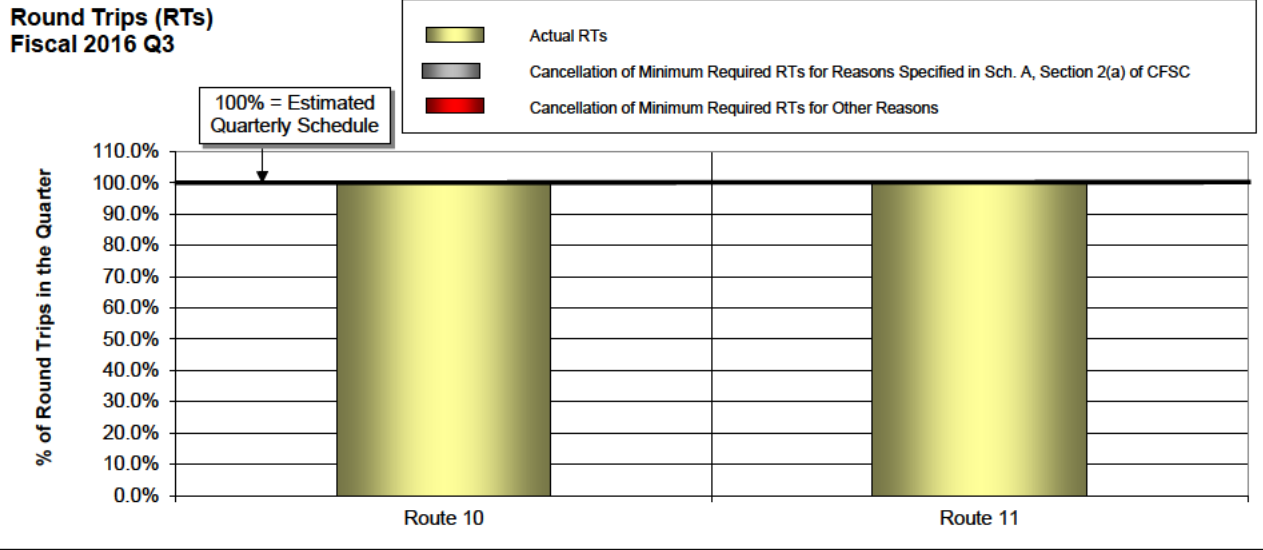


APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2016

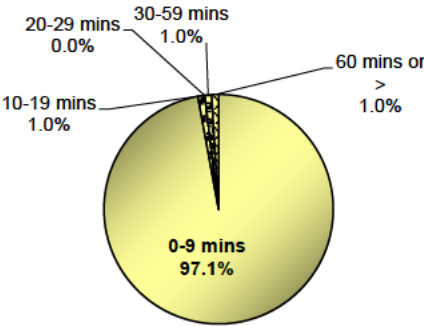
Quarter Ended December 31, 2015

Northern Routes

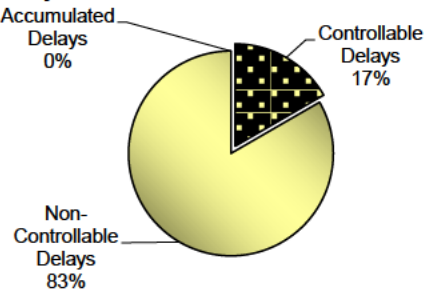


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	13.0	13.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	27.0	27.0	0.0	3.7%
NORTHERN Routes Total		40.0	40.0	0.0	1.0%

On Time Performance Fiscal 2016 Q3

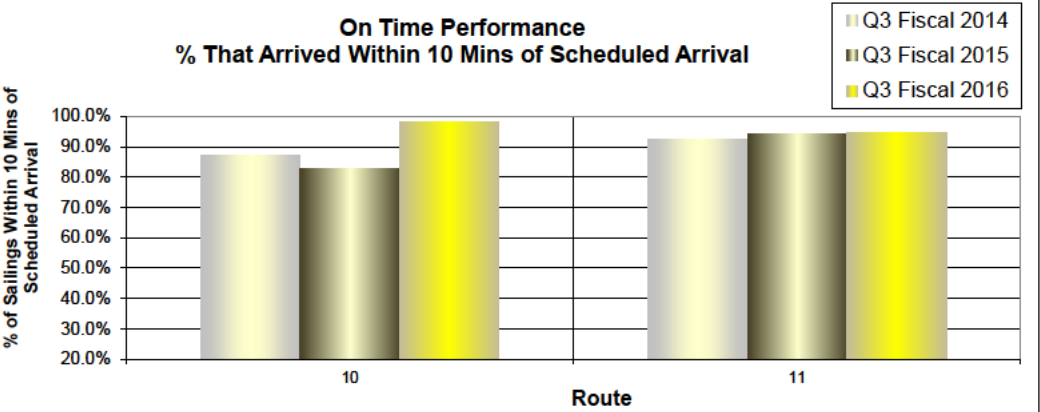


Reasons for Delays - Fiscal 2016 Q3



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On Time Performance % That Arrived Within 10 Mins of Scheduled Arrival

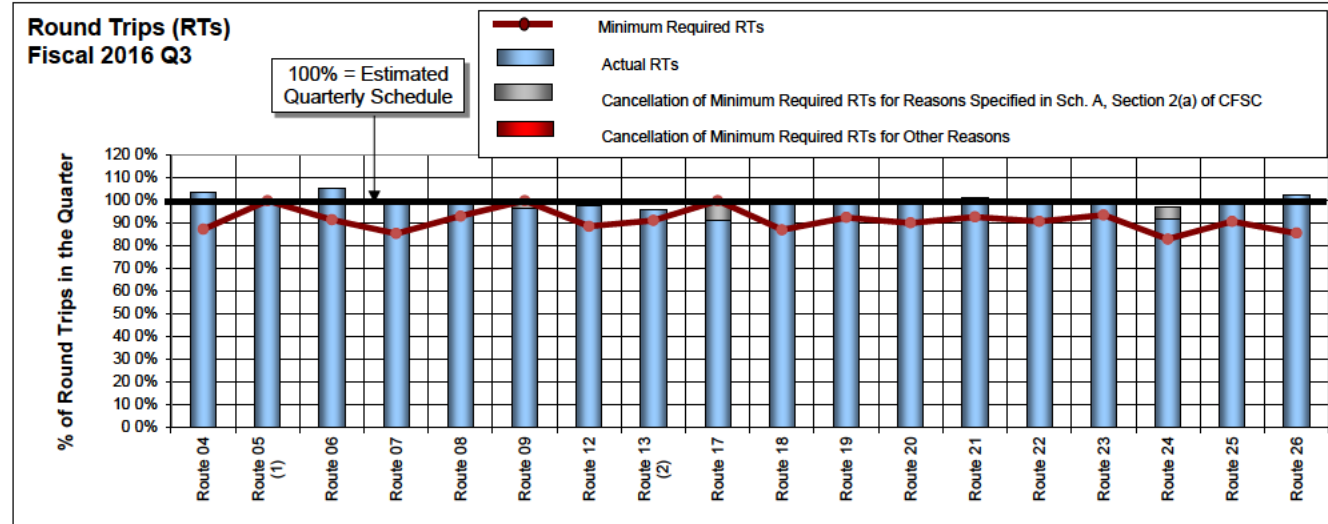


APPENDIX 4: Round Trip Service Delivery and On Time Performance

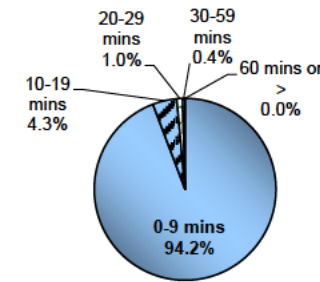
Fiscal 2016

Quarter Ended December 31, 2015

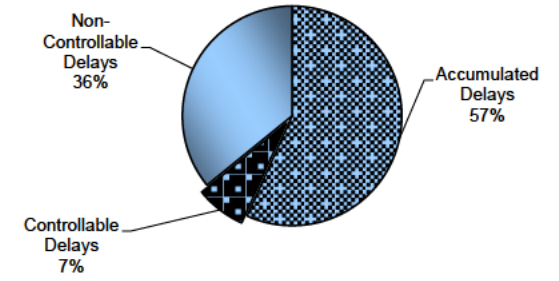
Minor Routes



On Time Performance Fiscal 2016 Q3



Reasons for Delays - Fiscal 2016 Q3



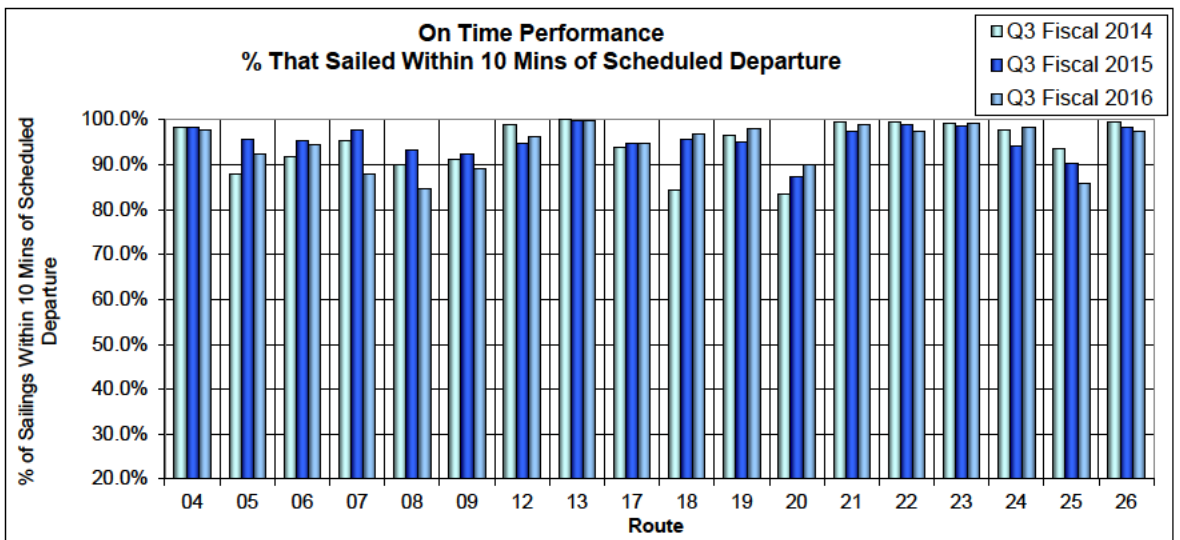
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Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	749.0	631.0	118.0	8.0%
Route 05 ⁽¹⁾	Swartz Bay-Gulf Islands	868.0	868.0	0.0	4.0%
Route 06	Crofton-Vesuvius Bay	1,145.0	996.0	149.0	2.8%
Route 07	Earls Cove-Salter Bay	635.0	539.0	96.0	3.9%
Route 08	Horseshoe Bay-Bowen Island	1,346.5	1,253.5	93.0	4.3%
Route 09	Tsawwassen-Southern Gulf Islands	178.0	184.0	-6.0	1.7%
Route 12	Mill Bay-Brentwood Bay	790.0	715.0	75.0	1.6%
Route 13 ⁽²⁾	Langdale-Keats/Gambier	1,000.0	949.0	51.0	Pass only
Route 17	Little River-Powell River	312.0	341.0	-29.0	1.3%
Route 18	Powell River-Texada	700.0	618.0	82.0	2.2%
Route 19	Nanaimo Harbour-Gabriola Island	1,235.0	1,144.0	91.0	4.5%
Route 20	Chemainus-Thetis/Penelakut	932.0	841.0	91.0	1.0%
Route 21	Buckley Bay-Denman West	1,289.0	1,182.0	107.0	4.3%
Route 22	Gravelly Bay-Hornby Island	997.0	907.0	90.0	0.4%
Route 23	Campbell River-Quadra Island	1,442.0	1,366.0	76.0	3.4%
Route 24	Quadra Island-Cortes Island	496.0	447.0	49.0	2.4%
Route 25	Port McNeill-Sointula/Alert Bay	990.0	906.0	84.0	2.2%
Route 26	Skidegate-Alliford Bay	754.0	630.0	124.0	0.8%
MINOR Routes Total		15,858.5	14,517.5	1,341.0	3.0%

Note:

⁽¹⁾ Route 5: The Queen of Cumberland is undergoing a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service is being provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen begins its morning transiting to Sturdies Bay from Fulford Harbour instead of from Swartz Bay, as specified in the Coastal Ferry Services Contract.

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

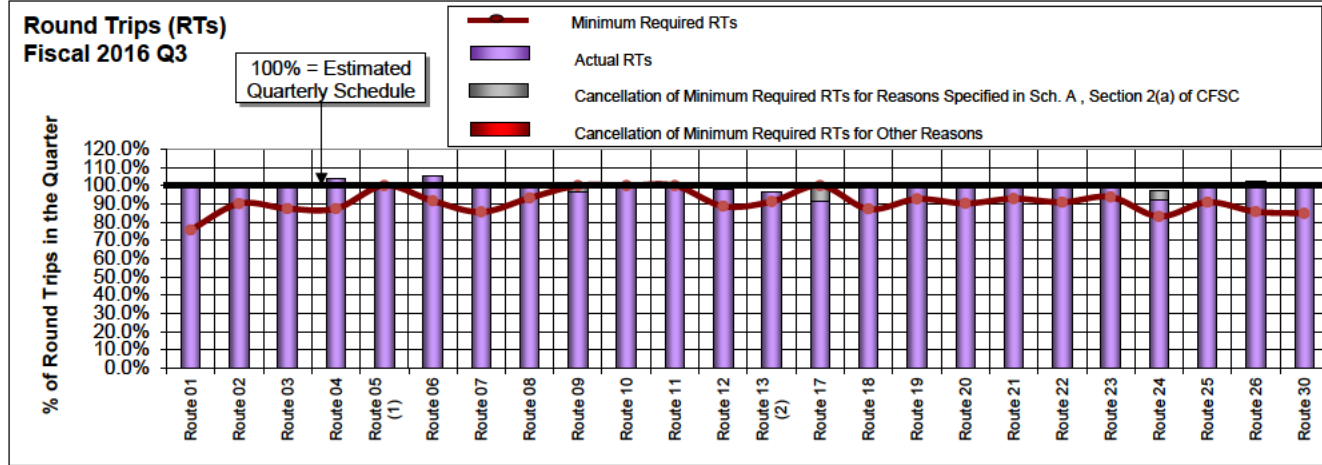


APPENDIX 4: Round Trip Service Delivery and On Time Performance

Fiscal 2016

Quarter Ended December 31, 2015

All Routes



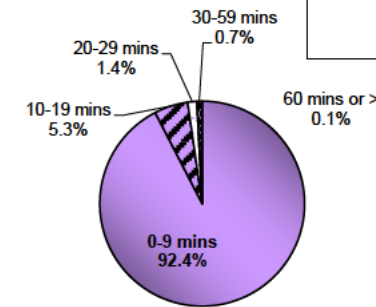
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	849.0	644.0	205.0	47.5%
Route 02	Horseshoe Bay-Nanaimo	712.0	644.0	68.0	16.7%
Route 03	Langdale-Horseshoe Bay	726.0	631.0	95.0	15.1%
Route 04	Swartz Bay-Fulford Harbour	749.0	631.0	118.0	8.0%
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Route 09	Tsawwassen-Southern Gulf Islands	178.0	184.0	-6.0	1.7%
Route 10	Port Hardy-Prince Rupert	13.0	13.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	27.0	27.0	0.0	3.7%
Route 12	Mill Bay-Brentwood Bay	790.0	715.0	75.0	1.6%
Route 13 ⁽²⁾	Langdale-Keats/Gambier	1,000.0	949.0	51.0	Pass only
Route 17	Little River-Powell River	312.0	341.0	-29.0	1.3%
Route 18	Powell River-Texada	700.0	618.0	82.0	2.2%
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Route 21	Buckley Bay-Denman West	1,289.0	1,182.0	107.0	4.3%
Route 22	Gravelly Bay-Hornby Island	997.0	907.0	90.0	0.4%
Route 23	Campbell River-Quadra Island	1,442.0	1,366.0	76.0	3.4%
Route 24	Quadra Island-Cortes Island	496.0	447.0	49.0	2.4%
Route 25	Port McNeill-Sointula/Alert Bay	990.0	906.0	84.0	2.2%
Route 26	Skidegate-Alliford Bay	754.0	630.0	124.0	0.8%
Route 30	Nanaimo-Tsawwassen	657.0	563.0	94.0	16.0%
All Routes Total		18,842.5	17,039.5	1,803.0	6.3%

Note:

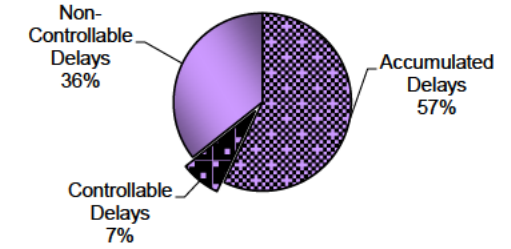
⁽¹⁾ Route 5: The Queen of Cumberland is undergoing a mid-life upgrade (MLU) from November 21, 2015 to April 17, 2016. For the duration of the MLU, service is being provided by a combination of the Skeena Queen and the Bowen Queen. As part of this service modification, the Skeena Queen begins its morning transiting to Studies Bay from Fulford Harbour instead of from Swartz Bay, as specified in the Coastal Ferry Services Contract.

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On Time Performance Fiscal 2016 Q3



Reasons for Delays - Fiscal 2016 Q3



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On Time Performance % That Sailed Within 10 Mins of Scheduled Departure

