



Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2013

A			B		C		D		E		F		G		H		I	
Route	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 2 F2013/14	Capacity Utilization (C / B)	AEQ's Carried QTR 2 F2012/2013	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 2 F2014	AEQ Tariff Revenue QTR 2 F2012/13	AEQ Tariff Revenue Growth (G - H)									
1	1,211.0	898,340	674,829	75.1%	675,667	(838)	\$ 35,903,325	\$ 34,405,049	\$ 1,498,276									
2	884.0	644,960	448,916	69.6%	449,918	(1,002)	23,303,210	22,499,449	803,761									
3	848.0	613,228	375,216	61.2%	383,626	(8,410)	7,914,995	7,835,580	79,415									
30	718.0	463,110	274,989	59.4%	273,216	1,773	17,523,867	16,771,382	752,485									
Major Routes	3,661.0	2,619,638	1,773,950	67.7 %	1,782,427	(8,477)	84,645,397	81,511,460	3,133,937	Note 1								
10	48.0	12,597	5,773	45.8%	6,258	(485)	2,241,701	2,272,915	(31,214)									
11	69.0	14,083	7,339	52.1%	7,100	239	1,285,788	1,222,000	63,788									
40	30.5	7,015	2,205	31.4%	2,184	21	637,467	610,495	26,972									
Northern Routes	147.5	33,695	15,317	45.5 %	15,542	(225)	4,164,956	4,105,410	59,546									
4	736.0	147,200	89,623	60.9%	91,000	(1,377)	1,009,044	989,616	19,428									
5	886.0	176,936	77,835	44.0%	76,202	1,633	1,008,931	952,931	56,000									
6	1270.0	177,800	73,486	41.3%	75,613	(2,127)	895,804	872,455	23,349									
7	733.0	180,270	67,163	37.3%	69,387	(2,224)	1,501,116	1,485,780	15,336									
8	1403.5	244,970	131,662	53.7%	134,017	(2,355)	1,451,519	1,424,740	26,779									
9	275.0	103,504	57,966	56.0%	57,716	250	2,703,281	2,605,436	97,845									
12	815.0	35,860	27,142	75.7%	24,871	2,271	324,296	283,534	40,762									
13	1076.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	75	243	(168)	Note2								
17	364.0	139,776	51,355	36.7%	51,742	(387)	1,911,735	1,807,761	103,974									
18	924.0	89,768	25,561	28.5%	26,395	(834)	200,161	199,448	713									
19	1444.0	202,020	102,247	50.6%	103,296	(1,049)	867,304	832,716	34,588									
20	1101.0	70,464	23,708	33.6%	23,727	(19)	194,362	188,678	5,684									
21	1647.0	164,700	83,498	50.7%	85,593	(2,095)	624,880	631,747	(6,867)									
22	1271.0	76,260	45,647	59.9%	46,308	(661)	331,584	307,744	23,840									
23	1581.0	221,340	112,909	51.0%	112,303	606	961,685	921,122	40,563									
24	546.0	32,760	19,986	61.0%	19,454	532	193,070	184,800	8,270									
25	1000.0	60,000	25,780	43.0%	25,045	735	263,416	243,349	20,067									
26	1121.0	56,180	15,636	27.8%	14,678	958	145,754	124,193	21,561									
Minor Routes	18,193.5	2,179,808	1,031,204	47.3 %	1,037,347	(6,143)	14,588,017	14,056,293	531,724									
Total	22,002.0	4,833,141	2,820,471	58.4 %	2,835,316	(14,845)	103,398,370	99,673,163	3,725,207									
Obligation deferred (settled)												(362,651)						
Total vehicle fare revenue												103,035,719						

Note 1) At September 30, 2013 the routes were over price cap by \$2.2 million (Vehicles \$1.4 million and Passenger \$0.8 million). This obligation will be settled in future periods.

At June 30, 2013 the routes were over price cap by \$2.7 million (Vehicles \$1.7 million and Passenger \$1.0 million).

The price cap change of \$0.5 million (Vehicles \$0.3 million and Passenger \$0.2 milion) was settled in this quarter.

Note 2) Revenue arises from b ke traffic and freight.

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.

Prior year on-time performance results for the Northern Routes have been restated to reflect the change from departure to arrival based on time performance reporting.

Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2013

Route	J	K	L	M	N	O	
	Passengers QTR 2 F2013/14	Passengers QTR 2 F2012/13	Passenger Growth (J - K)	Passenger Tariff Revenue QTR 2 F2013/14	Passenger Tariff Revenue QTR 2 F2012/13	Passenger Tariff Revenue Growth (M - N)	
1	1,979,924	1,973,158	6,766	\$ 26,596,490	\$ 25,403,970	\$ 1,192,520	
2	1,204,702	1,199,216	5,486	16,038,182	15,294,979	743,203	
3	840,085	856,130	(16,045)	4,573,522	4,505,009	68,513	
30	505,862	513,968	(8,106)	6,644,622	6,496,432	148,190	
Major Routes	4,530,573	4,542,472	(11,899)	53,852,816	51,700,390	2,152,426	
10	17,129	18,982	(1,853)	2,821,380	3,042,056	(220,676)	
11	16,943	16,595	348	635,965	601,279	34,686	
40	5,691	5,747	(56)	666,450	649,109	17,341	
Northern Routes	39,763	41,324	(1,561)	4,123,795	4,292,444	(168,649)	
4	192,750	200,043	(7,293)	877,480	870,586	6,894	
5	150,112	151,224	(1,112)	661,401	648,908	12,493	
6	142,197	149,899	(7,702)	549,384	557,434	(8,050)	
7	134,330	135,451	(1,121)	736,117	740,756	(4,639)	
8	327,135	334,695	(7,560)	1,063,577	1,051,402	12,175	
9	181,021	181,717	(696)	1,979,333	1,945,748	33,585	
12	56,072	53,130	2,942	264,975	244,564	20,411	
13	15,869	16,696	(827)	66,144	67,761	(1,617)	
17	113,545	114,978	(1,433)	1,258,025	1,233,696	24,329	
18	47,930	51,158	(3,228)	145,656	152,049	(6,393)	
19	222,134	225,332	(3,198)	630,489	618,148	12,341	
20	69,151	70,428	(1,277)	177,564	175,599	1,965	
21	172,289	174,727	(2,438)	466,686	476,278	(9,592)	
22	100,597	100,417	180	265,312	241,572	23,740	
23	243,415	246,454	(3,039)	687,690	686,318	1,372	
24	37,743	36,395	1,348	135,691	132,749	2,942	
25	65,833	63,691	2,142	241,512	222,190	19,322	
26	31,489	29,832	1,657	100,982	91,976	9,006	
Minor Routes	2,303,612	2,336,267	(32,655)	10,308,018	10,157,734	150,284	
Total	6,873,948	6,920,063	(46,115)	68,284,629	66,150,568	2,134,061	

% Sailings Within 10 Min. (Note 3)		
QTR 2 F2011/12	QTR 2 F2012/13	QTR 2 F2013/14
82.5%	87.5%	84.9%
87.4%	76.9%	70.4%
85.2%	80.2%	72.4%
81.4%	87.5%	83.8%
84.1 %	83.2 %	78.3 %
88.1%	93.4%	92.7%
96.3%	98.5%	98.6%
85.8%	92.6%	95.9%
89.7 %	94.6 %	95.7 %
85.2%	91.0%	94.8%
72.5%	86.7%	84.4%
82.9%	83.4%	79.5%
94.9%	94.5%	79.7%
90.9%	88.8%	90.0%
82.8%	86.7%	86.1%
87.0%	81.4%	84.0%
99.2%	98.7%	99.8%
78.5%	90.6%	82.3%
82.4%	88.6%	78.4%
89.4%	92.4%	90.7%
74.9%	77.5%	71.9%
98.6%	98.2%	98.2%
95.8%	94.5%	96.8%
96.1%	97.1%	95.3%
85.1%	90.4%	84.1%
91.2%	84.5%	80.8%
99.5%	98.8%	99.0%
88.8 %	90.5 %	88.4 %
88.1 %	89.4 %	86.9 %

Obligation deferred (settled)	(159,614)
Total passenger fare revenue	68,125,015
Total vehicle and passenger fare revenue per financial statements	171,160,734

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTES

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

Fiscal 2013/14 Quarter Ended September 30, 2013				Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, Paragraph 2(a) of the Coastal Ferry Services Contract											Cancellations of Minimum Required Round Trips for Other Reasons					
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	Total Cancels	% of Minimum Required Round Trips Cancelled
	Route 01	Swartz Bay	Tsawwassen									2			2.0			0.0	2.0	0.19%
	Route 02	Horseshoe Bay	Departure Bay		1										1.0			0.0	1.0	0.13%
	Route 03	Langdale	Horseshoe Bay									1			1.0			0.0	1.0	0.14%
	Route 30	Duke Point	Tsawwassen		1										1.0			0.0	1.0	0.16%
Major Routes				0	2	0	0	0	0	0	0	3	0	0	5.0	0	0	0.0	5.0	0.16%
	Route 10	Port Hardy	Prince Rupert		1										1.0			0.0	1.0	2.04%
	Route 11	Skidegate	Prince Rupert												0.0			0.0	0.0	0.00%
	Route 40	Port Hardy	Mid-coast												0.0			0.0	0.0	0.00%
Northern Routes				0	1	0	0	0	0	0	0	0	0	0	1.0	0	0	0.0	1.0	0.67%
	Route 04	Fulford Harbour	Swartz Bay												0.0			0.0	0.0	0.00%
	Route 05	Swartz Bay	Four SGIs					1							1.0			0.0	1.0	0.11%
	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									0.5			0.5			0.0	0.5	0.04%
	Route 09	Tsawwassen	Long Harbour		1										1.0			0.0	1.0	0.36%
	Route 12	Mill Bay	Brentwood Bay												0.0			0.0	0.0	0.00%
	Route 13*	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
	Route 17	Little River	Powell River		4							1			5.0			0.0	5.0	1.36%
	Route 18	Texada	Powell River												0.0			0.0	0.0	0.00%
	Route 19	Nanaimo Harbour	Gabriola Island									1			1.0			0.0	1.0	0.07%
	Route 20	Chemainus	Thetis Island									1			1.0			0.0	1.0	0.10%
	Route 21	Buckley Bay	Denman West												0.0			0.0	0.0	0.00%
	Route 22	Denman East	Hornby Island		1										1.0			0.0	1.0	0.10%
	Route 23	Campbell River	Quadra Island		2										2.0			0.0	2.0	0.13%
	Route 24	Quadra Island	Cortes Island		3										3.0			0.0	3.0	0.67%
	Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%
	Route 26	Skidegate	Alliford Bay		3						2				5.0			0.0	5.0	0.49%
Minor Routes				0	14	0	0	1	0	0	2	3.5	0	0	20.5	0	0	0.0	20.5	0.12%
TOTAL				0.0	17.0	0.0	0.0	1.0	0.0	0.0	2.0	6.5	0.0	0.0	26.5	0.0	0.0	0.0	26.5	0.13%

% of Minimum Required Round Trips Cancelled0.00%0.09%0.00%0.00%0.01%0.00%0.00%0.00%0.13%0.00%0.00%0.00%0.03%0.00%0.00%0.13%0.00%0.00%0.00%0.13%

*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 2013/14 Quarter Ended September 30, 2013			
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 40	Port Hardy	Mid-coast
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 (Daily) Core Service Levels						
2nd Quarter				Fiscal YTD		
Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips	Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)
1,211.0	1,028.0	183.0	2.0	2,153.0	1,695.0	458.0
884.0	773.0	111.0	1.0	1,643.0	1,421.0	222.0
848.0	707.0	141.0	1.0	1,589.0	1,350.0	239.0
718.0	628.0	90.0	1.0	1,398.0	1,217.0	181.0
3,661.0	3,136.0	525.0	5.0	6,783.0	5,683.0	1,100.0
48.0	49.0	-1.0	1.0	83.0	84.0	-1.0
69.0	69.0	0.0	0.0	111.0	112.0	-1.0
30.5	30.5	0.0	0.0	39.0	39.0	0.0
147.5	148.5	-1.0	1.0	233.0	235.0	-2.0
736.0	644.0	92.0	0.0	1,454.0	1,269.0	185.0
886.0	887.0	-1.0	1.0	1,758.0	1,759.0	-1.0
1,270.0	1,183.0	87.0	0.0	2,530.0	2,353.0	177.0
733.0	640.0	93.0	0.0	1,449.0	1,265.0	184.0
1,403.5	1,313.0	90.5	0.5	2,794.0	2,612.5	181.5
275.0	276.0	-1.0	1.0	465.0	466.0	-1.0
815.0	723.0	92.0	0.0	1,621.0	1,438.0	183.0
1,076.0	980.0	96.0	0.0	2,106.0	2,006.0	100.0
364.0	368.0	-4.0	5.0	724.0	732.0	-8.0
924.0	828.0	96.0	0.0	1,831.0	1,647.0	184.0
1,444.0	1,354.0	90.0	1.0	2,874.0	2,693.0	181.0
1,101.0	1,012.0	89.0	1.0	2,192.0	2,013.0	179.0
1,647.0	1,459.0	188.0	0.0	3,209.0	2,902.0	307.0
1,271.0	1,038.0	233.0	1.0	2,408.0	2,065.0	343.0
1,581.0	1,485.0	96.0	2.0	3,147.0	2,954.0	193.0
546.0	447.0	99.0	3.0	1,082.0	889.0	193.0
1,000.0	907.0	93.0	0.0	2,057.0	1,804.0	253.0
1,121.0	1,012.0	109.0	5.0	2,240.0	2,013.0	227.0
18,193.5	16,556.0	1,637.5	20.5	35,941.0	32,880.5	3,060.5
22,002.0	19,840.5	2,161.5	26.5	42,957.0	38,798.5	4,158.5

Notes: 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).

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

Fiscal 2013/14 Quarter Ended September 30, 2013			
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 40	Port Hardy	Mid-coast
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 Estimated Schedule							
2nd 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	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)
1,211.0	1,235.0	-24.0	26.0	2.0	2,153.0	2,181.0	-28.0
884.0	895.0	-11.0	14.0	3.0	1,643.0	1,653.0	-10.0
848.0	854.0	-6.0	11.0	5.0	1,589.0	1,601.0	-12.0
718.0	720.0	-2.0	2.0	0.0	1,398.0	1,400.0	-2.0
3,661.0	3,704.0	-43.0	53.0	10.0	6,783.0	6,835.0	-52.0
48.0	49.0	-1.0	1.0	0.0	83.0	84.0	-1.0
69.0	69.0	0.0	0.0	0.0	111.0	112.0	-1.0
30.5	30.5	0.0	0.0	0.0	39.0	39.0	0.0
147.5	148.5	-1.0	1.0	0.0	233.0	235.0	-2.0
736.0	736.0	0.0	0.0	0.0	1,454.0	1,452.0	2.0
886.0	887.0	-1.0	1.0	0.0	1,758.0	1,759.0	-1.0
1,270.0	1,275.0	-5.0	5.0	0.0	2,530.0	2,536.0	-6.0
733.0	732.0	1.0	0.0	1.0	1,449.0	1,448.0	1.0
1,403.5	1,405.0	-1.5	1.5	0.0	2,794.0	2,795.5	-1.5
275.0	276.0	-1.0	1.0	0.0	465.0	466.0	-1.0
815.0	815.0	0.0	0.0	0.0	1,621.0	1,621.0	0.0
1,076.0	980.0	96.0	13.0	109.0	2,106.0	2,006.0	100.0
364.0	368.0	-4.0	5.0	1.0	724.0	732.0	-8.0
924.0	920.0	4.0	1.0	5.0	1,831.0	1,830.0	1.0
1,444.0	1,446.0	-2.0	3.0	1.0	2,874.0	2,876.0	-2.0
1,101.0	1,104.0	-3.0	3.0	0.0	2,192.0	2,196.0	-4.0
1,647.0	1,551.0	96.0	0.0	96.0	3,209.0	3,085.0	124.0
1,271.0	1,130.0	141.0	3.0	144.0	2,408.0	2,248.0	160.0
1,581.0	1,577.0	4.0	4.0	8.0	3,147.0	3,137.0	10.0
546.0	539.0	7.0	6.0	13.0	1,082.0	1,072.0	10.0
1,000.0	999.0	1.0	0.0	1.0	2,057.0	1,987.0	70.0
1,121.0	1,130.0	-9.0	11.0	2.0	2,240.0	2,248.0	-8.0
18,193.5	17,870.0	323.5	57.5	381.0	35,941.0	35,494.5	446.5
22,002.0	21,722.5	279.5	111.5	391.0	42,957.0	42,564.5	392.5

Notes: 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).

Appendix 3c - CANCELLED ROUND TRIPS BY ROUTES (by Days)

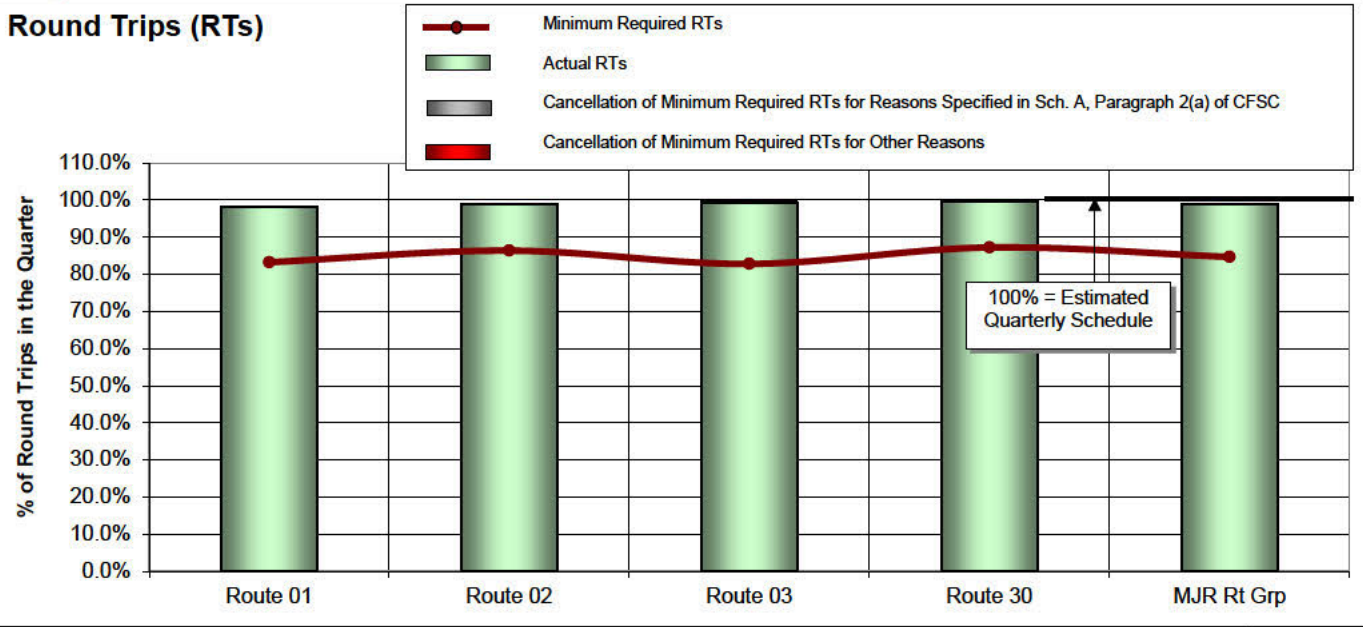
(For Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, Paragraph 2(a) of the Coastal Ferry Services Contract)

Fiscal 2013/14 Quarter Ended September 30, 2013				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	1.0	1.0
	Route 03	Langdale	Horseshoe Bay	1.0	1.0
	Route 30	Duke Point	Tsawwassen	1.0	1.0
Northern Routes	Route 10	Port Hardy	Prince Rupert	2.0	2.0
	Route 11	Skidegate	Prince Rupert	2.0	2.0
	Route 40	Port Hardy	Mid-coast	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	1.0	1.0
	Route 09	Tsawwassen	Long Harbour	1.0	1.0
	Route 12*	Mill Bay	Brentwood Bay	0.0	
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	5.0	2.0
	Route 18	Texada	Powell River	1.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	1.0	1.0
	Route 20	Chemainus	Thetis Island	1.0	1.0
	Route 21	Buckley Bay	Denman West	0.0	
	Route 22	Denman East	Hornby Island	2.0	1.0
	Route 23	Campbell River	Quadra Island	1.0	1.0
	Route 24	Quadra Island	Cortes Island	2.0	2.0
	Route 25	Port McNeill	Alert Bay	0.0	
	Route 26*	Skidegate	Alliford Bay	3.0	1.0

* Schedule A, paragraph 2(c) of the Coastal Ferry Services Contract includes an allowance for a temporary service disruption on Routes 12 and 26 of up to 65 consecutive days once every four years for the purposes of carrying out quadrennial surveys and refits. Any such service disruptions are therefore not reflected in the table above.

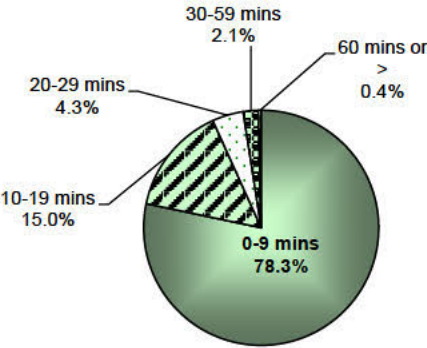
APPENDIX 4: Round Trip Service Delivery and On Time Performance
Fiscal 2013/14
Quarter Ended September 30, 2013

Major Routes

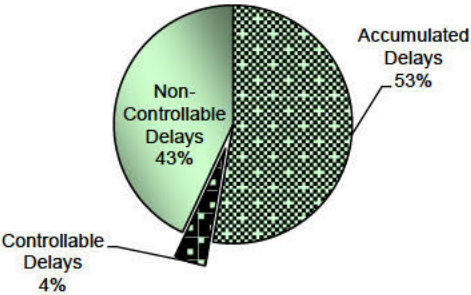


Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,211.0	1,028.0	183.0	40.5%
Route 02	Horseshoe Bay-Nanaimo	884.0	773.0	111.0	53.3%
Route 03	Langdale-Horseshoe Bay	848.0	707.0	141.0	27.9%
Route 30	Nanaimo-Tsawwassen	718.0	628.0	90.0	31.9%
MAJOR Routes Total		3,661.0	3,136.0	525.0	39.0%

On Time Performance
2013/14 Q2

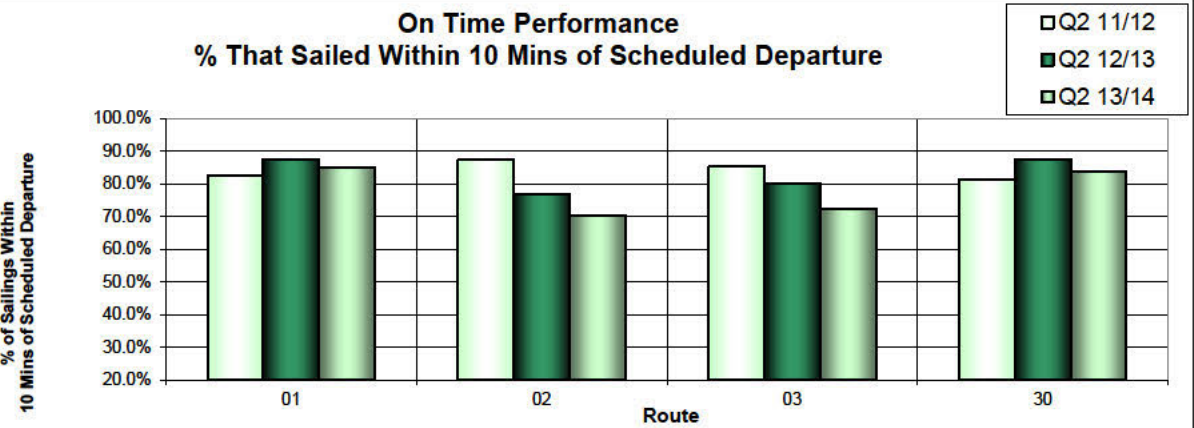


Reasons for Delays



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

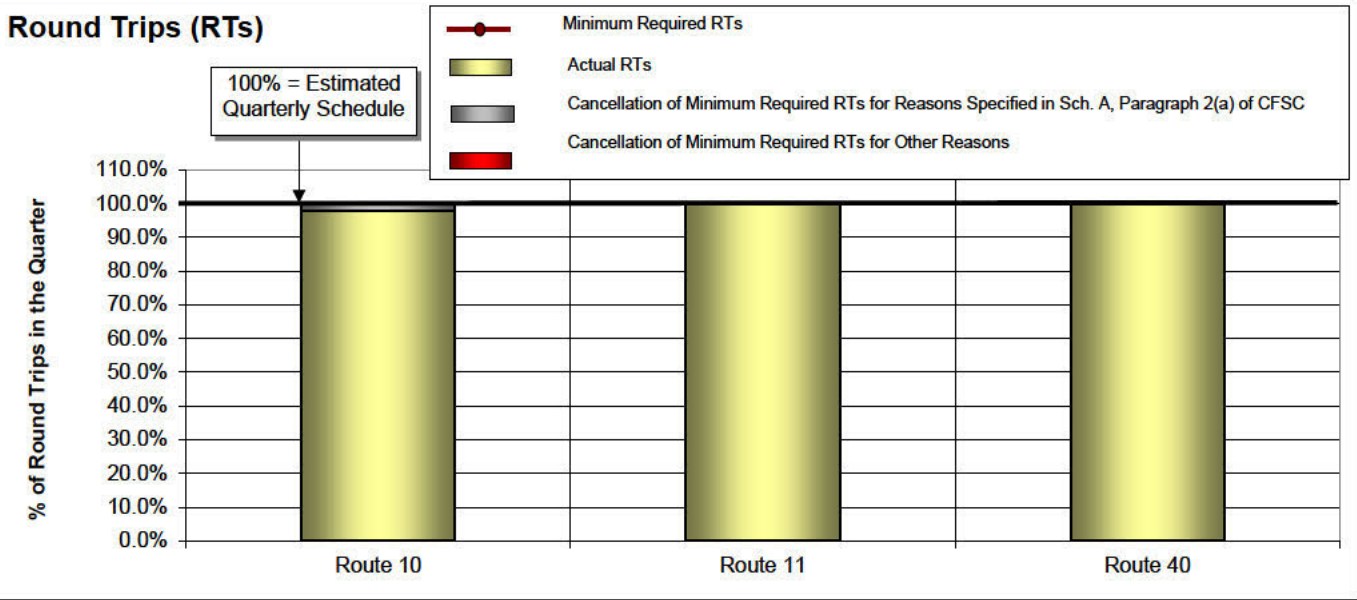
On Time Performance
% That Sailed Within 10 Mins of Scheduled Departure



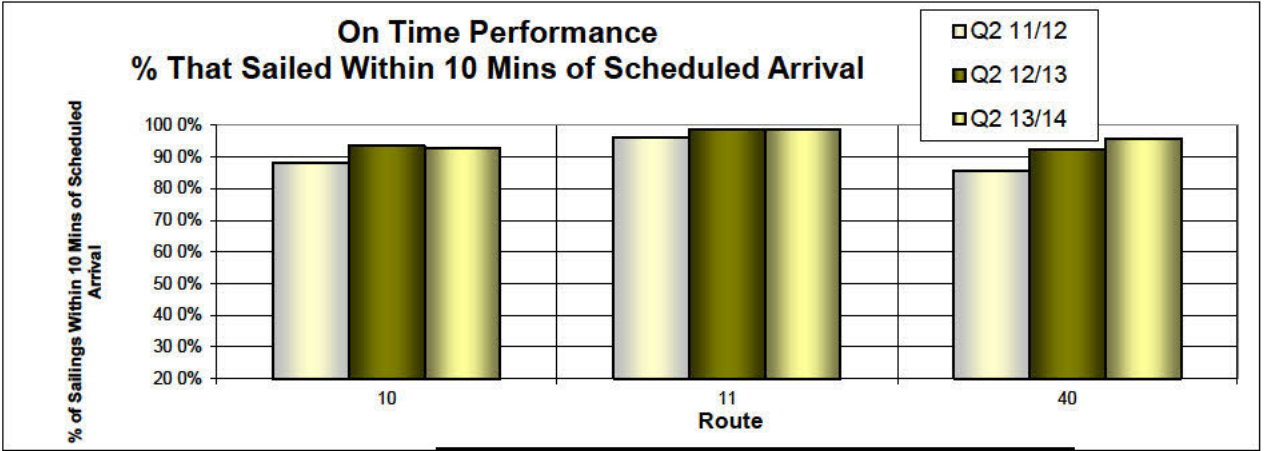
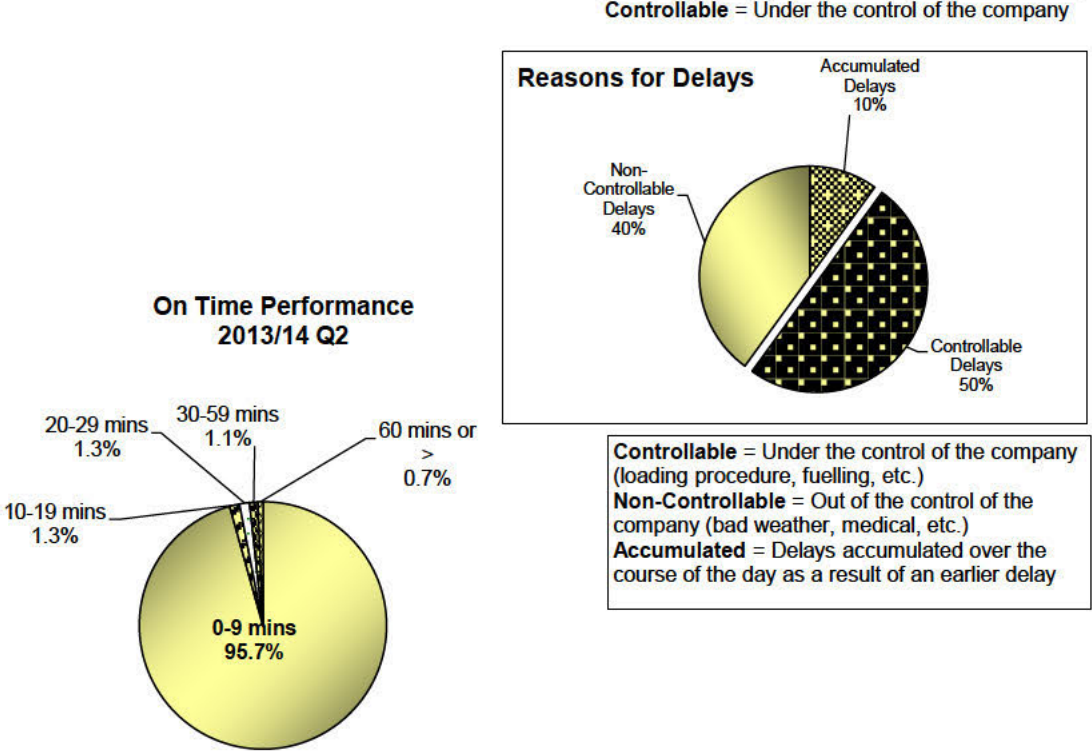
Controllable = Under the control of the company

APPENDIX 4: Round Trip Service Delivery and On Time Performance
Fiscal 2013/14
Quarter Ended September 30, 2013

Northern Routes



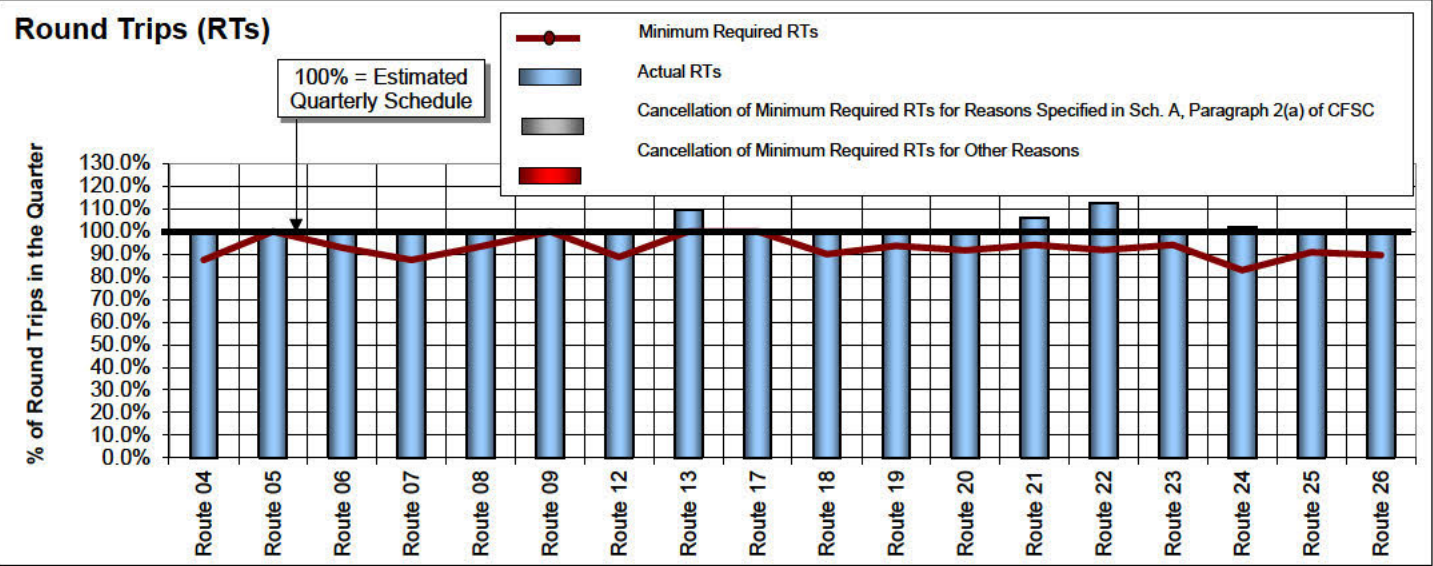
Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	48.0	49.0	-1.0	0.0%
Route 11	Skidegate-Prince Rupert	69.0	69.0	0.0	0.0%
Route 40	Port Hardy-Mid-coast	30.5	30.5	0.0	0.0%
NORTHERN Routes Total		147.5	148.5	-1.0	0.0%



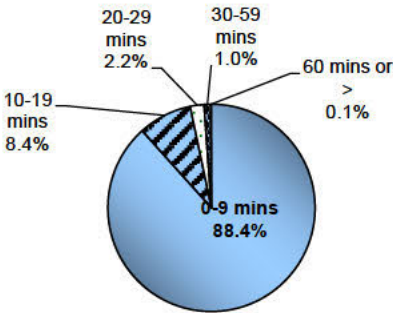
Controllable = Under the control of the company

APPENDIX 4: Round Trip Service Delivery and On Time Performance
Fiscal 2013/14
Quarter Ended September 30, 2013

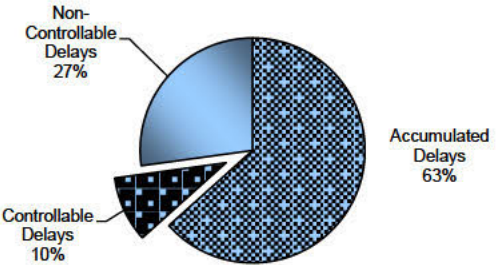
Minor Routes



On Time Performance
2013/14 Q2



Reasons for Delays

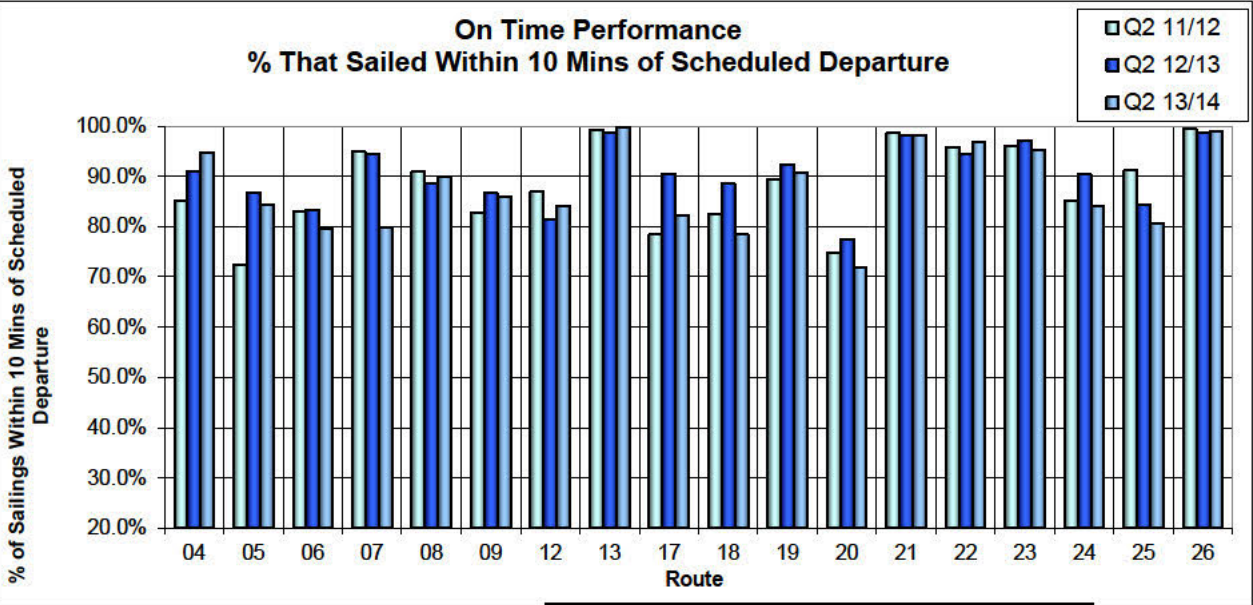


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	736.0	644.0	92.0	8.4%
Route 05	Swartz Bay-Gulf Islands	886.0	887.0	-1.0	5.5%
Route 06	Crofton-Vesuvius Bay	1,270.0	1,183.0	87.0	4.6%
Route 07	Earls Cove-Salter Bay	733.0	640.0	93.0	2.3%
Route 08	Horseshoe Bay-Bowen Island	1,403.5	1,313.0	90.5	12.5%
Route 09	Tsawwassen-Southern Gulf Islands	275.0	276.0	-1.0	4.3%
Route 12	Mill Bay-Brentwood Bay	815.0	723.0	92.0	10.9%
Route 13*	Langdale-Keats/Gambier	1,076.0	980.0	96.0	Pass only
Route 17	Little River-Powell River	364.0	368.0	-4.0	0.3%
Route 18	Powell River-Texada	924.0	828.0	96.0	0.7%
Route 19	Nanaimo Harbour-Gabriola Island	1,444.0	1,354.0	90.0	7.9%
Route 20	Chemainus-Thetis/Penelakut	1,101.0	1,012.0	89.0	1.7%
Route 21	Buckley Bay-Denman West	1,647.0	1,459.0	188.0	13.4%
Route 22	Gravelly Bay-Hornby Island	1,271.0	1,038.0	233.0	25.1%
Route 23	Campbell River-Quadra Island	1,581.0	1,485.0	96.0	14.5%
Route 24	Quadra Island-Cortes Island	546.0	447.0	99.0	33.3%
Route 25	Port McNeill-Sointula/Alert Bay	1,000.0	907.0	93.0	4.5%
Route 26	Skidegate-Alliford Bay	1,121.0	1,012.0	109.0	1.3%
MINOR Routes Total		18,193.5	16,556.0	1,637.5	9.0%

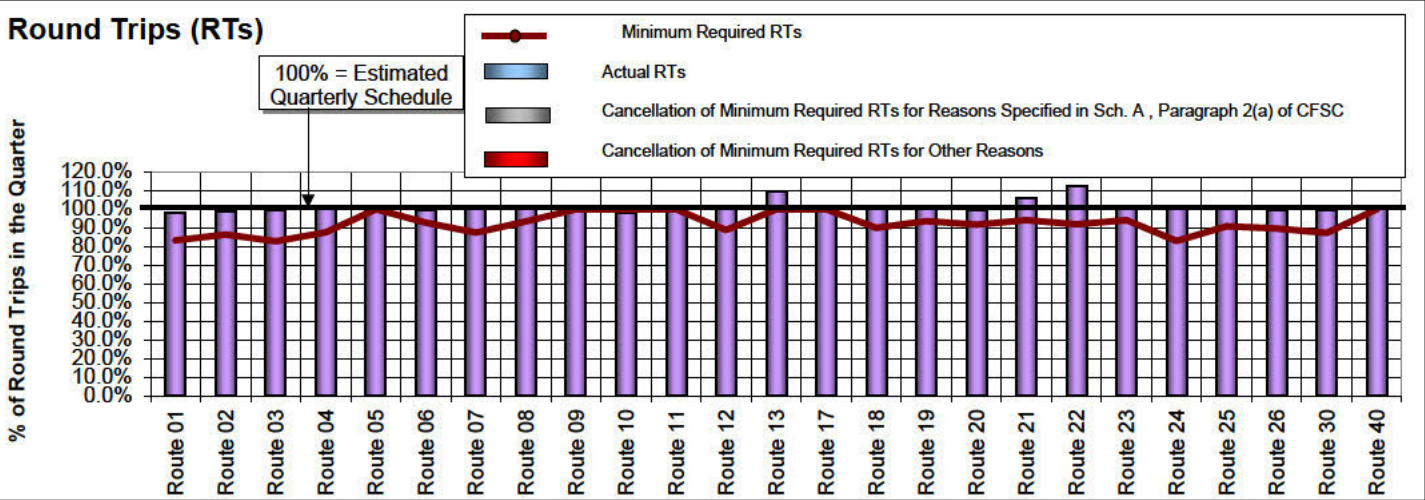
*Note: Route 13 core service levels include some round trips that are deliverable only 'on demand.'

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



APPENDIX 4: Round Trip Service Delivery and On Time Performance
Fiscal 2013/14
Quarter Ended September 30, 2013

All Routes



Routes	Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,211.0	1,028.0	183.0	40.5%
Route 02	Horseshoe Bay-Nanaimo	884.0	773.0	111.0	53.3%
Route 03	Langdale-Horseshoe Bay	848.0	707.0	141.0	27.9%
Route 04	Swartz Bay-Fulford Harbour	736.0	644.0	92.0	8.4%
Route 05	Swartz Bay-Gulf Islands	886.0	887.0	-1.0	5.5%
Route 06	Crofton-Vesuvius Bay	1,270.0	1,183.0	87.0	4.6%
Route 07	Earls Cove-Salter Bay	733.0	640.0	93.0	2.3%
Route 08	Horseshoe Bay-Bowen Island	1,403.5	1,313.0	90.5	12.5%
Route 09	Tsawwassen-Southern Gulf Islands	275.0	276.0	-1.0	4.3%
Route 10	Port Hardy-Prince Rupert	48.0	49.0	-1.0	0.0%
Route 11	Skidegate-Prince Rupert	69.0	69.0	0.0	0.0%
Route 12	Mill Bay-Brentwood Bay	815.0	723.0	92.0	10.9%
Route 13	Langdale-Keats/Gambier	1,076.0	980.0	96.0	Pass only
Route 17	Little River-Powell River	364.0	368.0	-4.0	0.3%
Route 18	Powell River-Texada	924.0	828.0	96.0	0.7%
Route 19	Nanaimo Harbour-Gabriola Island	1,444.0	1,354.0	90.0	7.9%
Route 20	Chemainus-Thetis/Penelakut	1,101.0	1,012.0	89.0	1.7%
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Route 24	Quadra Island-Cortes Island	546.0	447.0	99.0	33.3%
Route 25	Port McNeill-Sointula/Alert Bay	1,000.0	907.0	93.0	4.5%
Route 26	Skidegate-Alliford Bay	1,121.0	1,012.0	109.0	1.3%
Route 30	Nanaimo-Tsawwassen	718.0	628.0	90.0	31.9%
Route 40	Port Hardy-Mid-coast	30.5	30.5	0.0	0.0%
All Routes Total		22,002.0	19,840.5	2,161.5	13.7%

