

Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2009

		A	B	C	D	E	F	G
Route Group	Route	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 2 2010	Capacity Utilization (C / B)	AEQ's Carried QTR 2 2009	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 2 2010
1	1	1,254.0	934,130	728,753	78.0%	682,412	46,341	\$ 34,565,149
1	2	901.0	658,574	484,231	73.5%	467,904	16,327	22,237,718
1	30	721.0	464,902	291,034	62.6%	280,172	10,862	16,302,582
Major Routes		2,876.0	2,057,606	1,504,018	73.1%	1,430,488	73,530	73,105,449
2		857.0	619,744	393,084	63.4%	382,709	10,375	7,162,930
3	10	48.0	12,620	8,062	63.9%	8,093	(31)	2,666,783
3	11	68.0	13,558	8,382	61.8%	8,774	(392)	1,249,016
3	40	29.5	6,785	2,408	35.5%	2,576	(168)	583,047
Northern Routes		145.5	32,963	18,852	57.2%	19,443	(591)	4,498,846
4	4	735.0	146,824	97,245	66.2%	94,677	2,568	979,865
4	5	889.0	177,128	83,882	47.4%	81,737	2,145	918,308
4	6	1,271.0	178,080	82,627	46.4%	78,771	3,856	856,888
4	7	731.0	181,330	73,638	40.6%	71,836	1,802	1,419,741
4	8	1,404.0	245,140	135,635	55.3%	141,341	(5,706)	1,283,903
4	9	284.0	105,008	63,774	60.7%	61,387	2,387	2,679,196
4	12	814.0	26,048	23,076	88.6%	23,701	(625)	245,173
4	13	1,069.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	133
4	17	368.0	141,312	56,744	40.2%	57,668	(924)	1,918,378
4	18	923.0	90,454	26,379	29.2%	27,780	(1,401)	186,637
4	19	1,444.0	202,160	109,140	54.0%	107,734	1,406	784,489
4	20	1,011.0	70,592	25,686	36.4%	25,317	369	185,004
4	21	1,660.0	166,000	89,696	54.0%	84,164	5,532	639,805
4	22	1,360.0	81,600	50,781	62.2%	47,537	3,244	311,142
4	23	1,593.0	223,020	120,728	54.1%	116,505	4,223	890,939
4	24	548.0	32,880	21,061	64.1%	19,712	1,349	186,624
4	25	999.0	59,940	28,787	48.0%	26,908	1,879	259,123
4	26	1,107.0	58,760	17,084	29.1%	18,126	(1,042)	130,079
Minor Routes		18,210.0	2,186,276	1,105,963	50.6%	1,084,901	21,062	13,875,427
Total		22,088.5	4,896,589	3,021,917	61.7%	2,917,541	104,376	98,642,652

Note 1

Note 1) Revenue arises from bike traffic and freight.

Appendix 1: Operations Summary Report for the Quarter Ended September 30, 2009

Route Group	Route	H	I	J	K	% Sailings Departing Within 10 Min.		
		Passengers QTR 2 2010	Passengers QTR 2 2009	Passenger Growth (H - I)	Passenger Tariff Revenue QTR 2 2010	QTR 2 2008	QTR 2 2009	QTR 2 2010
1	1	2,035,821	1,995,775	40,046	\$ 23,554,022	85.8%	78.8%	90.9%
1	2	1,269,638	1,244,851	24,787	14,526,906	68.5%	84.1%	77.2%
1	30	549,162	545,255	3,907	6,216,871	80.7%	89.1%	86.0%
Major Routes		3,854,621	3,785,881	68,740	44,297,799	79.3%	83.0%	85.4%
2	3	870,139	849,108	21,031	4,095,140	71.4%	78.9%	70.7%
3	10	23,925	25,702	(1,777)	3,328,683	74.4%	74.6%	90.8%
3	11	18,535	19,890	(1,355)	562,933	59.9%	91.4%	86.8%
3	40	6,408	7,045	(637)	643,123	75.6%	90.0%	81.4%
Northern Routes		48,868	52,637	(3,769)	4,534,739	70.3%	86.1%	85.9%
4	4	203,576	197,652	5,924	810,339	90.8%	92.6%	92.1%
4	5	166,021	159,804	6,217	595,314	70.3%	70.0%	70.6%
4	6	161,454	156,516	4,938	540,174	62.9%	78.0%	71.2%
4	7	145,787	143,647	2,140	713,510	64.3%	68.2%	83.7%
4	8	330,717	341,493	(10,776)	925,047	63.9%	84.5%	88.9%
4	9	196,854	189,773	7,081	1,864,262	66.2%	76.9%	71.4%
4	12	48,426	47,788	638	225,067	93.2%	81.7%	73.5%
4	13	17,053	17,653	(600)	59,391	n/a	99.1%	97.9%
4	17	126,426	128,482	(2,056)	1,215,641	87.2%	91.4%	86.7%
4	18	52,811	56,640	(3,829)	137,803	94.1%	92.3%	94.5%
4	19	241,190	237,879	3,311	599,508	82.8%	77.7%	75.8%
4	20	77,466	76,437	1,029	181,212	70.9%	83.3%	83.6%
4	21	185,034	175,220	9,814	512,871	98.8%	99.5%	99.0%
4	22	111,756	104,237	7,519	267,209	96.5%	96.0%	97.2%
4	23	258,899	257,211	1,688	662,560	94.4%	94.7%	96.5%
4	24	39,131	37,480	1,651	131,612	86.4%	89.5%	86.1%
4	25	73,583	70,777	2,806	228,347	63.0%	83.1%	72.2%
4	26	34,494	39,164	(4,670)	96,252	97.5%	98.6%	99.0%
Minor Routes		2,470,678	2,437,853	32,825	9,766,119	81.3%	86.8%	86.1%
Total		7,244,306	7,125,479	118,827	62,693,797	80.6%	86.1%	85.5%

Appendix 3a - CANCELLED ROUND TRIPS BY ROUTE AND ROUTE GROUP

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

2009/10 Quarter Ended Sep. 30, 2009				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 Cancellations	% of Minimum Required Round Trips Cancelled
Route Group (RG)	Terminal 1	Terminal 2	Major Incident	Weather	Emerg. Response	Medical Emerg.	Regulatory Issue	Terminal / Dock Mech. Failure	Terminal / Dock Maint.	Vessel Maint.	Vessel Mech. Failure	Vessel Sink / Ground	Fire	Labour Dispute	Allowed Cancels	Community Event	Traffic	Other Cancels		
	Route 01	Swartz Bay	Tsawwassen												0.0		1	1.0	1.0	0.09%
	Route 02	Horseshoe Bay	Departure Bay												0.0			0.0	0.0	0.00%
	Route 30	Duke Point	Tsawwassen												0.0			0.0	0.0	0.00%
RG 1 - Major Routes				0	0	0	0	0	0	0	0	0	0	0	0.0	0	1	1.0	1.0	0.04%
	Route 03	Langdale	Horseshoe Bay												0.0			0.0	0.0	0.00%
RG 2 - Route 3				0	0	0	0	0	0	0	0	0	0	0	0.0	0	0	0.0	0.0	0.00%
	Route 10	Port Hardy	Prince Rupert												0.0			0.0	0.0	0.00%
	Route 11	Skidegate	Prince Rupert									2			2.0			0.0	2.0	2.86%
	Route 40	Port Hardy	Mid-coast												0.0			0.0	0.0	n/a
RG 3 - Northern Routes				0	0	0	0	0	0	0	2	0	0	0	2.0	0	0	0.0	2.0	1.36%
	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												0.0			0.0	0.0	0.00%
	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												0.0			0.0	0.0	0.00%
	Route 18	Texada	Powell River												0.0			0.0	0.0	0.00%
	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												0.0			0.0	0.0	0.00%
	Route 23	Campbell River	Quadra Island												0.0			0.0	0.0	0.00%
	Route 24	Quadra Island	Cortes Island												0.0			0.0	0.0	0.00%
	Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%
	Route 26	Skidegate	Alliford Bay									1			1.0			0.0	1.0	0.10%
RG 4 - Minor Routes				0	0	0	0	0	0	0	1	0	0	0	1.0	0	0	0.0	1.0	0.01%
TOTAL				0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	0.0	0.0	3.0	0.0	1.0	1.0	4.0	0.02%

% of Minimum Required Round Trips Cancelled

0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.02% 0.00% 0.00% 0.00% 0.02% 0.00% 0.01% 0.01% 0.02%

Appendix 3b - CANCELLED & EXTRA ROUND TRIPS BY ROUTE AND ROUTE GROUP

2009/10 Quarter Ended Sep. 30, 2009			
Route Group (RG)	Terminal 1	Terminal 2	
	Route 01	Swartz Bay	Tsawwassen
	Route 02	Horseshoe Bay	Departure Bay
	Route 30	Duke Point	Tsawwassen
RG 1 - Major Routes			
	Route 03	Langdale	Horseshoe Bay
RG 2 - Route 3			
	Route 10	Port Hardy	Prince Rupert
	Route 11	Skidegate	Prince Rupert
	Route 40	Port Hardy	Mid-coast
RG 3 - 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
RG 4 - Minor Routes			
TOTAL			

Performance Against Minimum (Daily) Core Service Levels			
2nd Quarter			
Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips
1,254.0	1,164.0	90.0	1.0
901.0	798.0	103.0	0.0
721.0	639.0	82.0	0.0
2,876.0	2,601.0	275.0	1.0
857.0	715.0	142.0	0.0
857.0	715.0	142.0	0.0
48.0	48.0	0.0	0.0
68.0	70.0	-2.0	2.0
29.5	29.5	0.0	0.0
145.5	147.5	-2.0	2.0
735.0	645.0	90.0	0.0
889.0	889.0	0.0	0.0
1,271.0	1,184.0	87.0	0.0
731.0	642.0	89.0	0.0
1,404.0	1,314.0	90.0	0.0
284.0	284.0	0.0	0.0
814.0	724.0	90.0	0.0
1,069.0	882.0	187.0	0.0
368.0	368.0	0.0	0.0
923.0	829.0	94.0	0.0
1,444.0	1,354.0	90.0	0.0
1,011.0	921.0	90.0	0.0
1,660.0	1,460.0	200.0	0.0
1,360.0	1,039.0	321.0	0.0
1,593.0	1,486.0	107.0	0.0
548.0	448.0	100.0	0.0
999.0	908.0	91.0	0.0
1,107.0	1,013.0	94.0	1.0
18,210.0	16,390.0	1,820.0	1.0
22,088.5	19,853.5	2,235.0	4.0

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	Variance (Actual to Estimated Schedule)
1,254.0	1,255.0	-1.0	2.0	1.0	2,265.0	13.0
901.0	889.0	12.0	2.0	14.0	1,661.0	38.0
721.0	730.0	-9.0	9.0	0.0	1,421.0	-11.0
2,876.0	2,874.0	2.0	13.0	15.0	5,347.0	40.0
857.0	806.0	51.0	0.0	51.0	1,595.0	61.0
857.0	806.0	51.0	0.0	51.0	1,595.0	61.0
48.0	48.0	0.0	0.0	0.0	83.5	-1.0
68.0	70.0	-2.0	3.0	1.0	109.0	-3.0
29.5	29.5	0.0	0.0	0.0	39.0	0.0
145.5	147.5	-2.0	3.0	1.0	231.5	-4.0
735.0	736.0	-1.0	1.0	0.0	1,496.0	45.0
889.0	889.0	0.0	0.0	0.0	1,759.0	2.0
1,271.0	1,275.0	-4.0	4.0	0.0	2,529.0	-7.0
731.0	733.0	-2.0	2.0	0.0	1,444.0	-4.0
1,404.0	1,405.0	-1.0	2.0	1.0	2,792.5	-2.0
284.0	284.0	0.0	0.0	0.0	462.0	-4.0
814.0	815.0	-1.0	1.0	0.0	1,620.0	-1.0
1,069.0	973.0	96.0	0.0	96.0	2,115.0	112.0
368.0	368.0	0.0	0.0	0.0	732.0	0.0
923.0	920.0	3.0	1.0	4.0	1,828.0	-2.0
1,444.0	1,445.0	-1.0	1.0	0.0	2,871.0	-4.0
1,011.0	1,012.0	-1.0	1.0	0.0	2,005.0	-8.0
1,660.0	1,551.0	109.0	0.0	109.0	3,220.0	135.0
1,360.0	1,130.0	230.0	0.0	230.0	2,515.0	267.0
1,593.0	1,577.0	16.0	0.0	16.0	3,161.0	24.0
548.0	539.0	9.0	0.0	9.0	1,082.0	10.0
999.0	999.0	0.0	0.0	0.0	1,989.0	2.0
1,107.0	1,104.0	3.0	3.0	6.0	2,207.0	11.0
18,210.0	17,755.0	455.0	16.0	471.0	35,827.5	576.0
22,088.5	21,582.5	506.0	32.0	538.0	43,001.0	673.0

Appendix 3c - CANCELLED ROUND TRIPS BY ROUTE AND ROUTE GROUP (by Days)

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

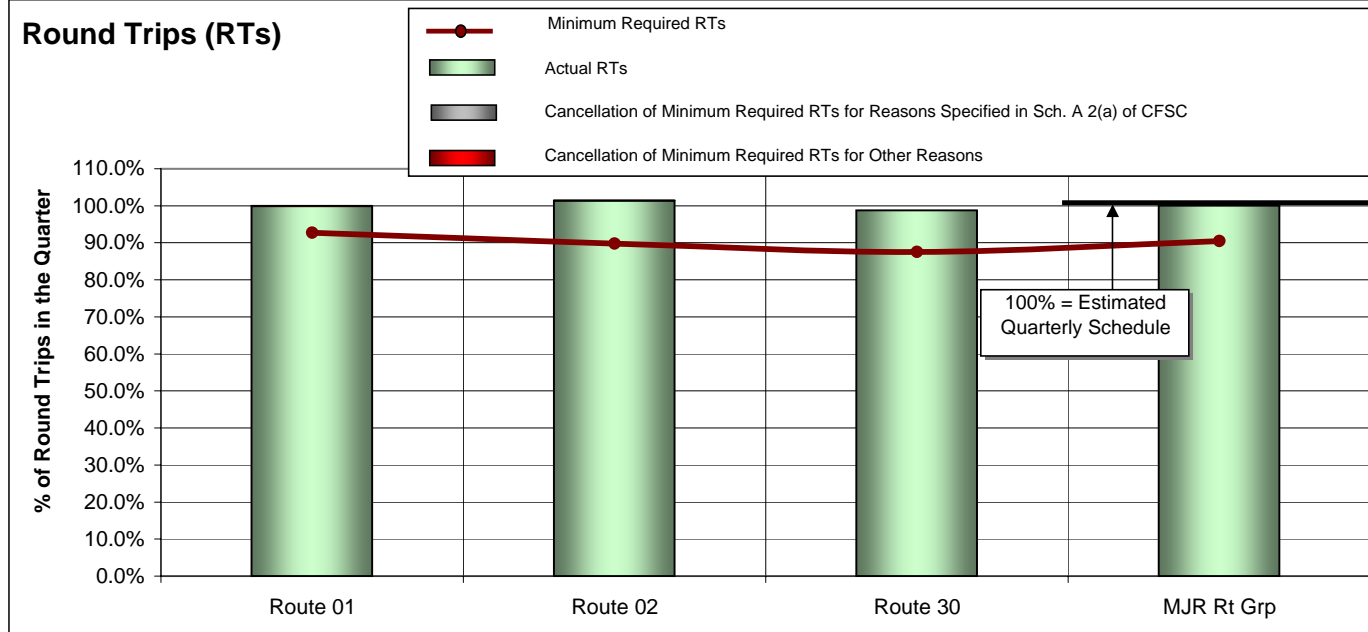
2009/10 Quarter Ended Sep. 30, 2009				Performance Against Minimum (Daily) Core Service Levels	
Route Group (RG)		Terminal 1	Terminal 2	Calendar Year 2009	Fiscal Year 2009/10
				Cumulative Days When Round Trips Missed <i>Allowed 30 Days Per Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days per Route</i>
RG 1 - Major Routes	Route 01	Swartz Bay	Tsawwassen	1.0	1.0
	Route 02	Horseshoe Bay	Departure Bay	1.0	
	Route 30	Duke Point	Tsawwassen	1.0	1.0
RG 2 - Route 3	Route 03	Langdale	Horseshoe Bay	1.0	1.0
RG 3 - Northern Routes	Route 10	Port Hardy	Prince Rupert	1.0	1.0
	Route 11	Skidegate	Prince Rupert	3.0	2.0
	Route 40	Port Hardy	Mid-coast	0.0	
RG 4 - 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	1.0	1.0
	Route 08	Horseshoe Bay	Bowen Island	0.0	
	Route 09	Tsawwassen	Long Harbour	2.0	2.0
	Route 12	Mill Bay	Brentwood Bay	0.0	
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	0.0	
	Route 18	Texada	Powell River	1.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	1.0	1.0
	Route 20	Chemainus	Thetis Island	2.0	1.0
	Route 21	Buckley Bay	Denman West	1.0	
	Route 22	Denman East	Hornby Island	1.0	
	Route 23	Campbell River	Quadra Island	1.0	
	Route 24	Quadra Island	Cortes Island	1.0	
Route 25	Port McNeill	Alert Bay	0.0		
Route 26	Skidegate	Alliford Bay	2.0	1.0	

Note:

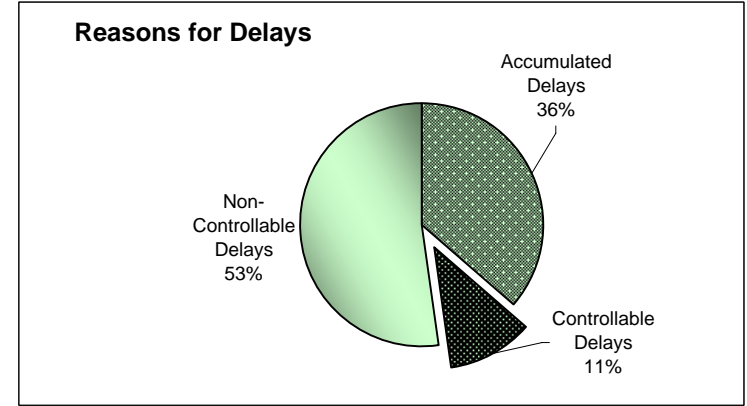
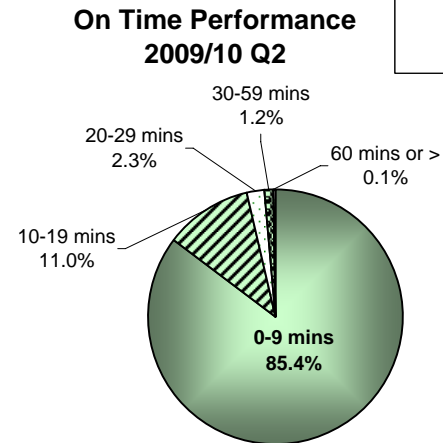
(1) The Coastal Ferry Services Contract requires reporting to Calendar Year for Cumulative Days and to Fiscal Year for Consecutive Days

APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended September 30, 2009

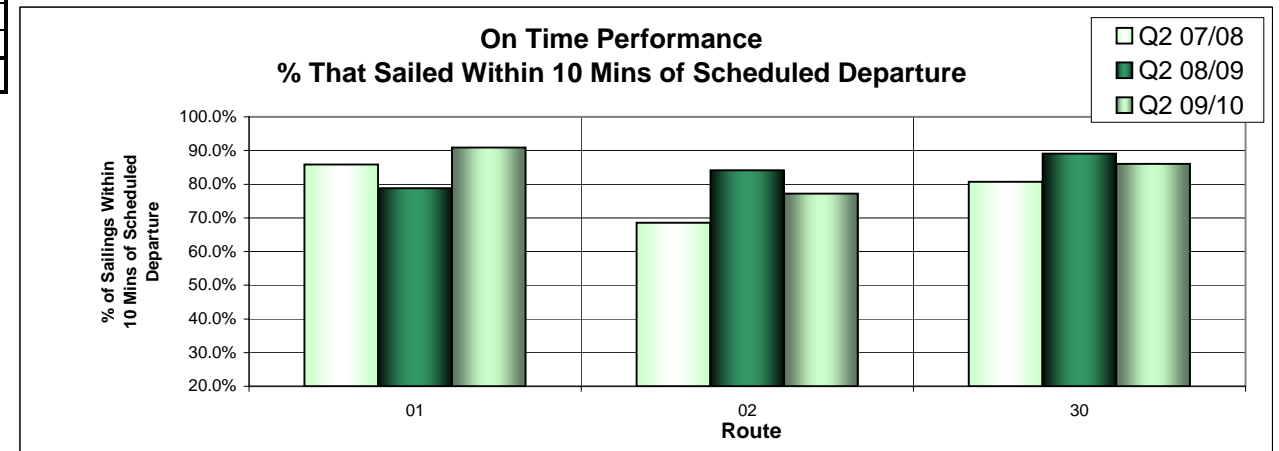
Route Group 1 - Major Routes



Routes	Major Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	1,254.0	1,164.0	90.0	53.4%
Route 02	Horseshoe Bay-Departure Bay	901.0	798.0	103.0	60.8%
Route 30	Duke Point-Tsawwassen	721.0	639.0	82.0	44.0%
MAJOR Route Group Total		2,876.0	2,601.0	275.0	53.4%

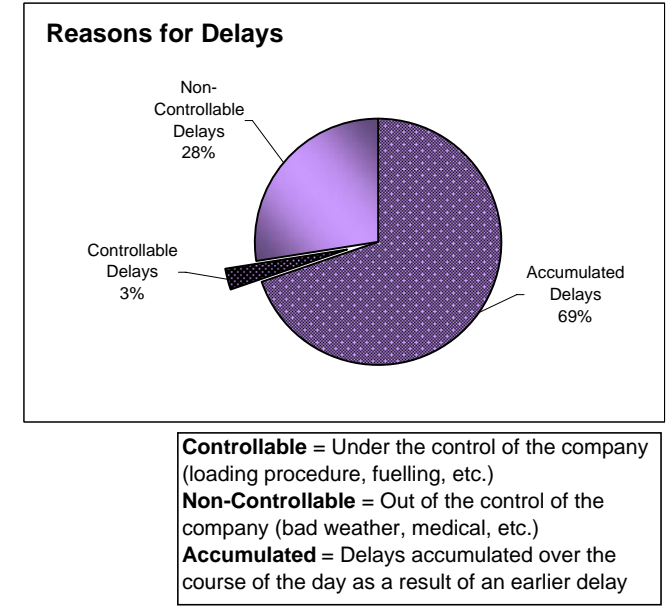
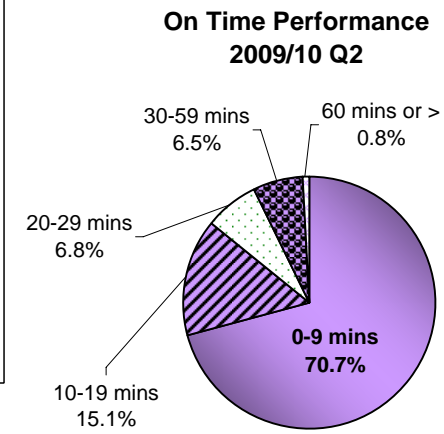
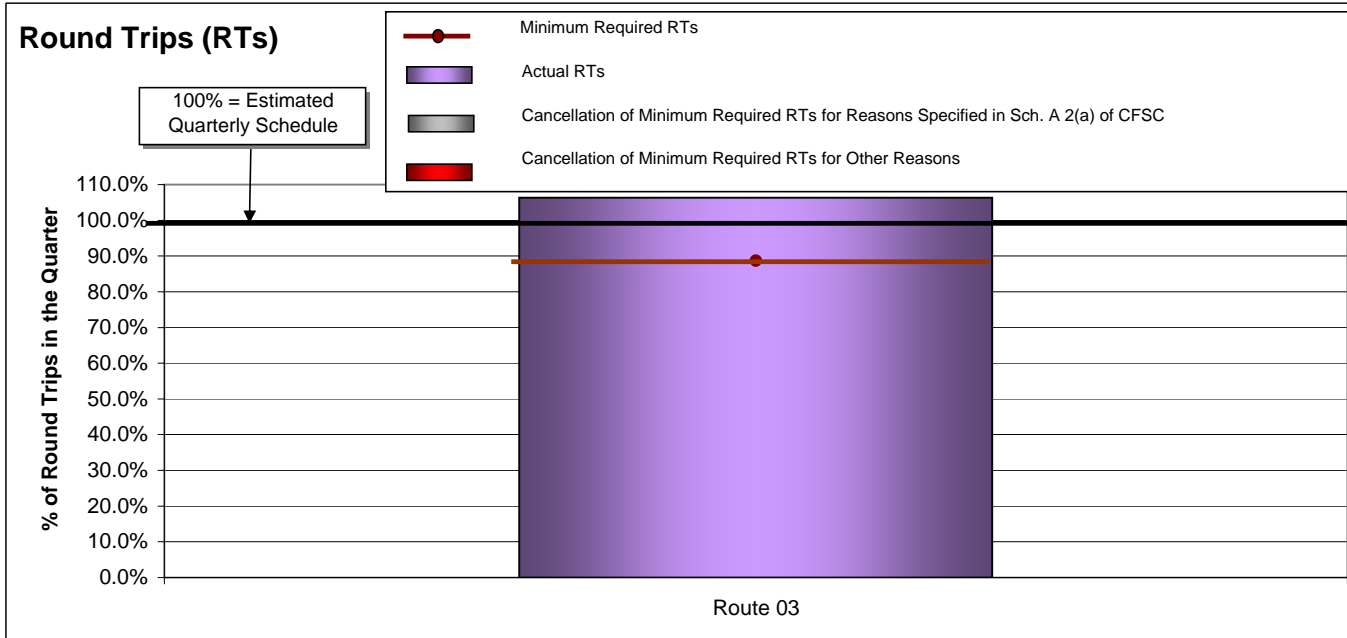


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

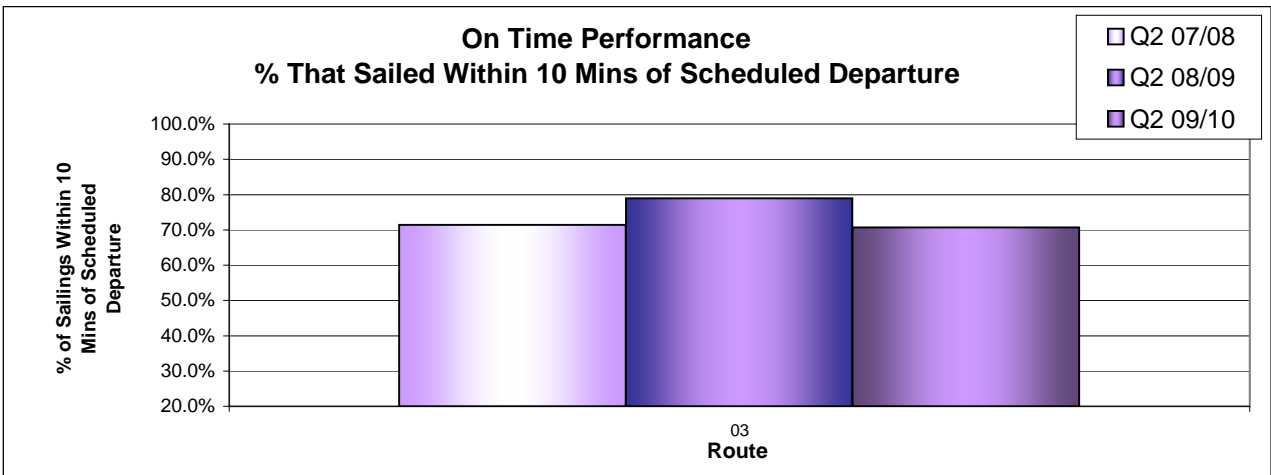


APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended September 30, 2009

Route Group 2 - Route 3

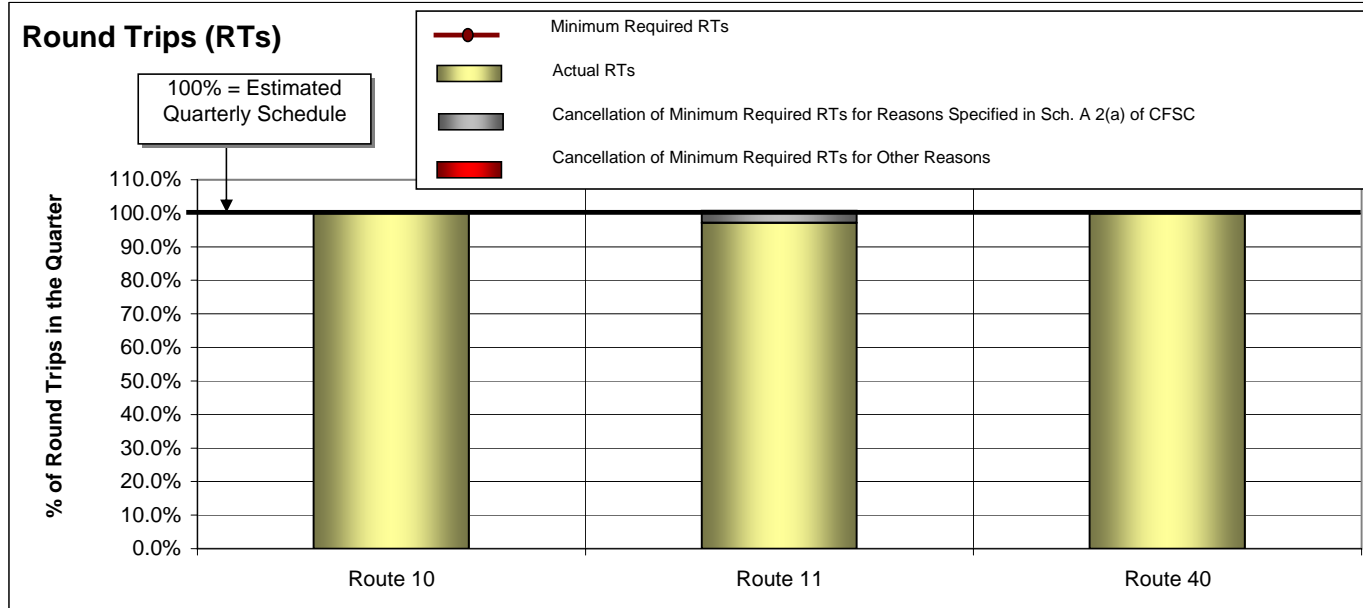


Routes	Route 3 Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 03	Horseshoe Bay-Langdale	857.0	715.0	142.0	30.9%

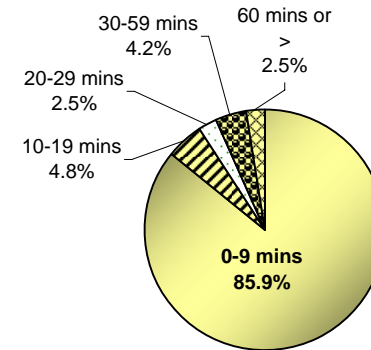


APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended September 30, 2009

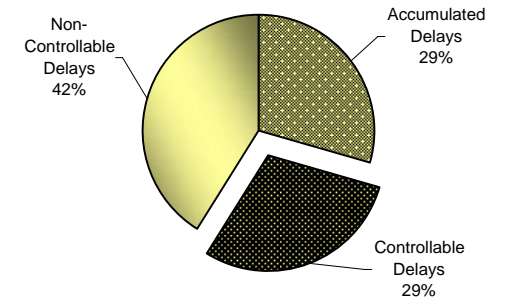
Route Group 3 - Northern Routes



**On Time Performance
2009/10 Q2**



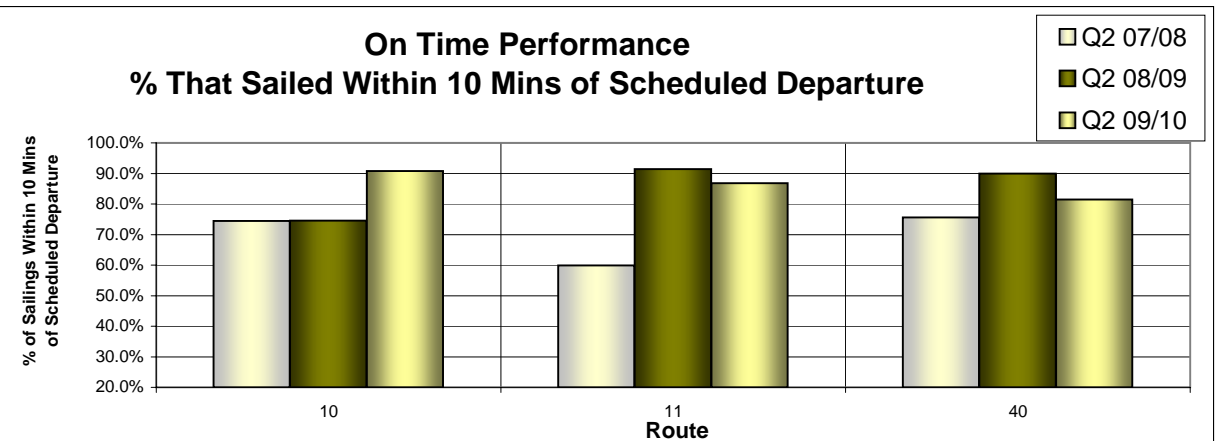
Reasons for Delays



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

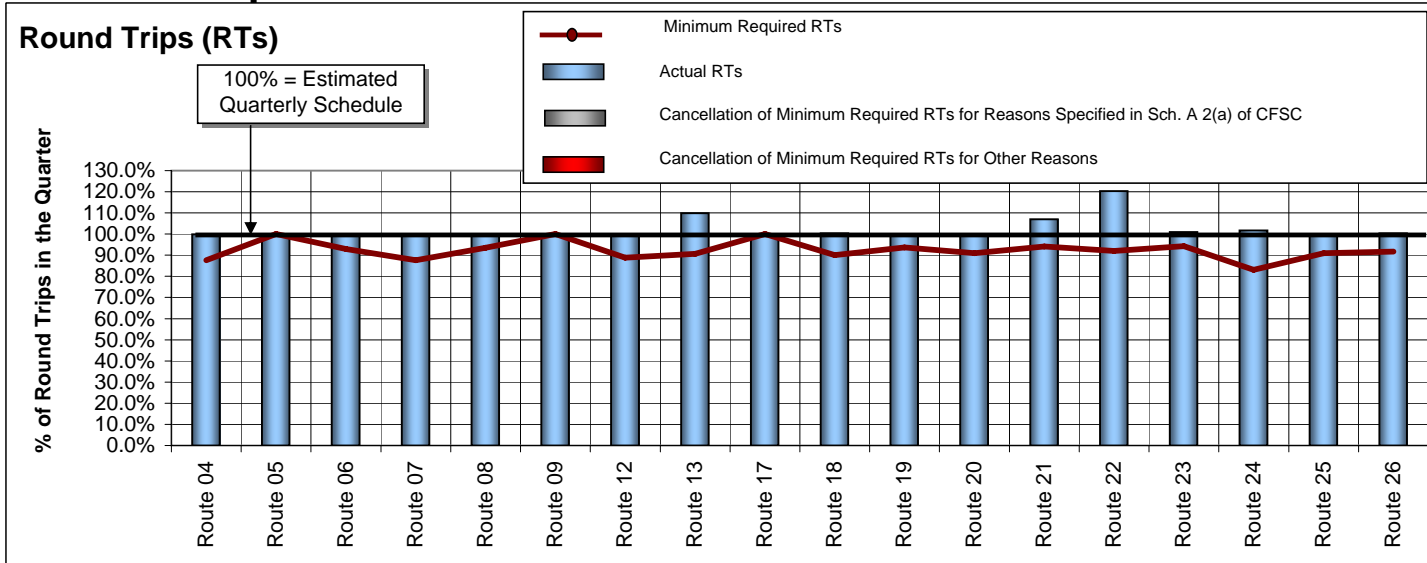
Routes	Northern Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	48.0	48.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	68.0	70.0	-2.0	1.5%
Route 40	Port Hardy - Mid Coast	29.5	29.5	0.0	0.0%
NORTHERN Route Group Total		145.5	147.5	-2.0	0.5%

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

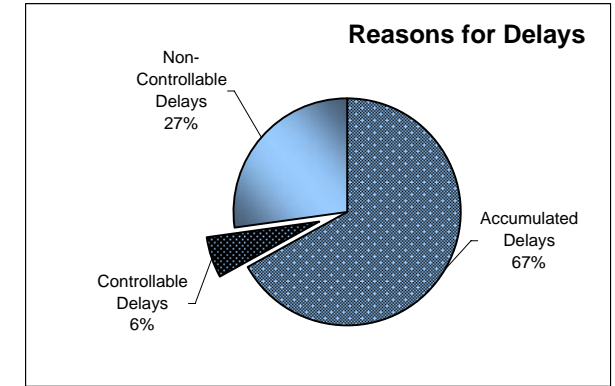
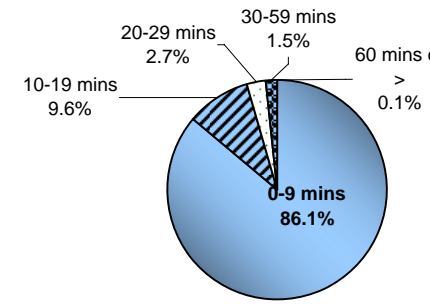


APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended September 30, 2009

Route Group 4 - Minor Routes



**On Time Performance
2009/10 Q2**



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	Minor Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	735.0	645.0	90.0	13.9%
Route 05	Swartz Bay-Southern Gulf Islands	889.0	889.0	0.0	5.9%
Route 06	Crofton-Vesuvius Bay	1,271.0	1,184.0	87.0	7.4%
Route 07	Earls Cove-Sallery Bay	731.0	642.0	89.0	2.8%
Route 08	Horseshoe Bay-Bowen Island	1,404.0	1,314.0	90.0	11.4%
Route 09 (1)	Tsawwassen-Long Harbour	284.0	284.0	0.0	7.6%
Route 12	Mill Bay-Brentwood Bay	814.0	724.0	90.0	29.8%
Route 13	Langdale - Keats - Gambier Island	1,069.0	882.0	187.0	pass only
Route 17	Little River (Comox)-Powell River	368.0	368.0	0.0	4.5%
Route 18	Westview (Powell River)-Blubber Bay (Texada)	923.0	829.0	94.0	1.0%
Route 19	Nanaimo Harbour-Descanso Bay (Gabriola)	1,444.0	1,354.0	90.0	5.7%
Route 20 (2)	Chemainus-Thetis-Kuper	1,011.0	921.0	90.0	3.3%
Route 21	Buckley Bay-Denman West	1,660.0	1,460.0	200.0	15.1%
Route 22	Gravelley Bay (Denman East)-Shingle Spit (Hornby)	1,360.0	1,039.0	321.0	29.3%
Route 23	Campbell River-Quathiaski Cove (Quadra)	1,593.0	1,486.0	107.0	16.3%
Route 24	Heriot Bay (Quadra)-Whaletown (Cortes)	548.0	448.0	100.0	15.5%
Route 25	Port McNeill-Sointula-Alert Bay	999.0	908.0	91.0	5.1%
Route 26	Skidegate-Alliford Bay	1,107.0	1,013.0	94.0	1.3%
MINOR Route Group Total		18,210.0	16,390.0	1,820.0	10.6%

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

