

Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2009

		A	B	C	D	E	F	G	
Route Group	Route	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 3 2010	Capacity Utilization (C / B)	AEQ's Carried QTR 3 2009	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 3 2010	
1	1	838.0	629,480	478,120	76.0%	467,744	10,376	\$ 22,485,140	
1	2	712.0	517,248	295,989	57.2%	299,512	(3,523)	13,374,454	
1	30	674.0	434,920	194,728	44.8%	179,691	15,037	10,596,439	
Major Routes		2,224.0	1,581,648	968,837	61.3%	946,947	21,890	46,456,033	
2		735.0	532,140	286,049	53.8%	271,858	14,191	5,053,327	
3	10	19.0	4,990	2,000	40.1%	1,770	230	336,383	
3	11	35.0	7,070	3,557	50.3%	3,724	(167)	551,811	
3	40	0.0	0	0	0.0%	0	0	(605.0)	Note 1
Northern Routes		54.0	12,060	5,557	46.1%	5,494	63	887,589	
4	4	723.0	144,600	76,858	53.2%	73,472	3,386	720,417	
4	5	878.0	180,054	61,871	34.4%	60,700	1,171	643,756	
4	6	1,270.0	176,884	63,932	36.1%	57,276	6,656	630,075	
4	7	720.0	180,000	42,756	23.8%	39,661	3,095	860,717	
4	8	1,397.5	243,950	120,015	49.2%	114,855	5,160	1,107,211	
4	9	183.0	85,632	34,494	40.3%	32,720	1,774	1,235,602	
4	12	798.0	25,536	16,701	65.4%	15,969	732	169,786	
4	13	1,027.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	7	Note 2
4	17	358.0	137,472	41,295	30.0%	40,498	797	1,357,596	
4	18	913.0	89,474	22,898	25.6%	23,628	(730)	150,071	
4	19	1,439.0	201,460	94,146	46.7%	88,367	5,779	656,424	
4	20	1,011.0	69,904	20,454	29.3%	19,187	1,267	138,439	
4	21	1,554.0	155,400	54,275	34.9%	48,029	6,246	313,293	
4	22	1,133.0	67,980	19,866	29.2%	17,750	2,116	117,601	
4	23	1,562.0	218,680	91,113	41.7%	85,642	5,471	599,630	
4	24	527.0	31,620	13,099	41.4%	12,227	872	98,166	
4	25	997.0	59,820	22,284	37.3%	22,001	283	188,275	
4	26	1,083.0	54,350	9,853	18.1%	11,585	(1,732)	70,721	
Minor Routes		17,573.5	2,122,816	805,910	38.0%	763,567	42,343	9,057,787	
Total		20,586.5	4,248,664	2,066,353	48.6%	1,987,866	78,487	61,454,736	

Note 1) Revenue adjustments from prior period.

Note 2) Revenue arises from bike traffic and freight.

Appendix 1: Operations Summary Report for the Quarter Ended December 31, 2009

Route Group	Route	H	I	J	K
		Passengers QTR 3 2010	Passengers QTR 3 2009	Passenger Growth (H - I)	Passenger Tariff Revenue QTR 3 2010
1	1	1,188,084	1,179,314	8,770	\$ 14,171,002
1	2	734,125	730,371	3,754	8,669,246
1	30	315,925	298,993	16,932	3,679,527
Major Routes		2,238,134	2,208,678	29,456	26,519,775
2	3	564,464	539,776	24,688	2,637,097
3	10	4,390	4,203	187	335,504
3	11	5,781	5,731	50	170,193
3	40	0	0	0	32
Northern Routes		10,171	9,934	237	505,729
4	4	144,745	139,630	5,115	540,800
4	5	105,182	103,493	1,689	354,247
4	6	118,902	105,488	13,414	358,181
4	7	69,084	65,912	3,172	334,811
4	8	257,909	247,715	10,194	648,292
4	9	85,240	81,954	3,286	811,459
4	12	30,403	28,872	1,531	129,729
4	13	10,813	10,344	469	33,662
4	17	88,315	87,804	511	846,730
4	18	44,825	47,112	(2,287)	106,291
4	19	200,026	189,740	10,286	451,161
4	20	61,510	59,188	2,322	120,630
4	21	97,400	88,185	9,215	205,348
4	22	33,774	30,285	3,489	75,702
4	23	188,316	181,250	7,066	390,704
4	24	21,154	19,929	1,225	62,307
4	25	55,616	54,459	1,157	160,177
4	26	17,763	21,099	(3,336)	44,911
Minor Routes		1,630,977	1,562,459	68,518	5,675,142
Total		4,443,746	4,320,847	122,899	35,337,743

Note 1

% Sailings Departing Within 10 Min.		
QTR 3 2008	QTR 3 2009	QTR 3 2010
86.2%	75.0%	89.0%
83.9%	79.6%	83.6%
93.6%	90.5%	94.7%
87.7%	81.1%	89.0%
84.2%	81.4%	80.2%
71.4%	74.4%	75.8%
58.7%	76.9%	78.6%
n/a	n/a	n/a
67.6%	75.4%	76.6%
97.1%	97.4%	97.9%
74.7%	77.2%	81.2%
88.9%	91.9%	85.0%
87.4%	85.2%	88.3%
84.1%	92.4%	92.3%
78.5%	86.1%	83.5%
96.2%	89.3%	98.3%
n/a	99.6%	98.7%
93.1%	96.3%	94.3%
94.9%	91.5%	93.5%
87.0%	84.4%	75.7%
83.5%	89.0%	83.6%
99.4%	99.8%	99.9%
98.7%	99.7%	99.4%
98.7%	98.6%	99.1%
96.7%	95.0%	95.9%
76.3%	89.8%	81.9%
98.7%	99.6%	99.5%
89.8%	92.2%	91.1%
89.2%	90.7%	90.4%

Note 1) Revenue adjustments from prior period.

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

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

2009/10 Quarter Ended Dec. 31, 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		3						2				5.0			0.0	5.0	0.67%	
	Route 02	Horseshoe Bay	Departure Bay		1										1.0			0.0	1.0	0.15%	
	Route 30	Duke Point	Tsawwassen		3										3.0			0.0	3.0	0.51%	
RG 1 - Major Routes				0	7	0	0	0	0	0	2	0	0	0	9.0	0	0	0.0	9.0	0.45%	
	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		5										5.0			0.0	5.0	12.50%	
	Route 40	Port Hardy	Mid-coast												0.0			0.0	0.0	n/a	
RG 3 - Northern Routes				0	5	0	0	0	0	0	0	0	0	0	5.0	0	0	0.0	5.0	8.47%	
	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		0.5										0.5			0.0	0.5	0.04%	
	Route 09	Tsawwassen	Long Harbour		1										1.0			0.0	1.0	0.54%	
	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		3					3	3				9.0			0.0	9.0	2.45%	
	Route 18	Texada	Powell River		4										4.0			0.0	4.0	0.48%	
	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								2				2.0			0.0	2.0	0.19%	
	Route 23	Campbell River	Quadra Island		10										10.0			0.0	10.0	0.67%	
	Route 24	Quadra Island	Cortes Island		5										5.0			0.0	5.0	1.12%	
	Route 25	Port McNeill	Alert Bay												0.0			0.0	0.0	0.00%	
	Route 26	Skidegate	Alliford Bay		16										16.0			0.0	16.0	1.58%	
RG 4 - Minor Routes				0	39.5	0	0	0	0	3	5	0	0	0	47.5	0	0	0.0	47.5	0.29%	
TOTAL				0.0	51.5	0.0	0.0	0.0	0.0	0.0	3.0	7.0	0.0	0.0	0.0	61.5	0.0	0.0	0.0	61.5	0.32%

% of Minimum Required Round Trips Cancelled 0.00% 0.27% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.02% 0.04% 0.00% 0.00% 0.00% 0.32% 0.00% 0.00% 0.00% 0.32%

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

2009/10 Quarter Ended Dec. 31, 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			
3rd Quarter			
Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips
838.0	743.0	95.0	5.0
712.0	653.0	59.0	1.0
674.0	592.0	82.0	3.0
2,224.0	1,988.0	236.0	9.0
735.0	643.0	92.0	0.0
735.0	643.0	92.0	0.0
19.0	19.0	0.0	0.0
35.0	40.0	-5.0	5.0
0.0	0.0	0.0	0.0
54.0	59.0	-5.0	5.0
723.0	630.0	93.0	0.0
878.0	875.0	3.0	0.0
1,270.0	1,177.0	93.0	0.0
720.0	630.0	90.0	0.0
1,397.5	1,310.5	87.0	0.5
183.0	184.0	-1.0	1.0
798.0	714.0	84.0	0.0
1,027.0	950.0	77.0	0.0
358.0	367.0	-9.0	9.0
913.0	827.0	86.0	4.0
1,439.0	1,352.0	87.0	0.0
1,011.0	919.0	92.0	0.0
1,554.0	1,457.0	97.0	0.0
1,133.0	1,037.0	96.0	2.0
1,562.0	1,483.0	79.0	10.0
527.0	446.0	81.0	5.0
997.0	906.0	91.0	0.0
1,083.0	1,011.0	72.0	16.0
17,573.5	16,275.5	1,298.0	47.5
20,586.5	18,965.5	1,621.0	61.5

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	Round Trips Per Estimated Schedule	Variance (Actual to Estimated Schedule)
838.0	835.0	3.0	9.0	12.0	3,103.0	3,087.0	16.0
712.0	745.0	-33.0	43.0	10.0	2,373.0	2,368.0	5.0
674.0	684.0	-10.0	13.0	3.0	2,095.0	2,116.0	-21.0
2,224.0	2,264.0	-40.0	65.0	25.0	7,571.0	7,571.0	-0.0
735.0	735.0	0.0	1.0	1.0	2,330.0	2,269.0	61.0
735.0	735.0	0.0	1.0	1.0	2,330.0	2,269.0	61.0
19.0	19.0	0.0	0.0	0.0	102.5	103.5	-1.0
35.0	40.0	-5.0	5.0	0.0	144.0	152.0	-8.0
0.0	0.0	0.0	0.0	0.0	39.0	39.0	0.0
54.0	59.0	-5.0	5.0	0.0	285.5	294.5	-9.0
723.0	722.0	1.0	0.0	1.0	2,219.0	2,173.0	46.0
878.0	875.0	3.0	0.0	3.0	2,637.0	2,632.0	5.0
1,270.0	1,269.0	1.0	1.0	2.0	3,799.0	3,805.0	-6.0
720.0	722.0	-2.0	2.0	0.0	2,164.0	2,170.0	-6.0
1,397.5	1,402.5	-5.0	5.0	0.0	4,190.0	4,197.0	-7.0
183.0	184.0	-1.0	1.0	0.0	645.0	650.0	-5.0
798.0	806.0	-8.0	8.0	0.0	2,418.0	2,427.0	-9.0
1,027.0	1,042.0	-15.0	15.0	0.0	3,142.0	3,045.0	97.0
358.0	367.0	-9.0	9.0	0.0	1,090.0	1,099.0	-9.0
913.0	919.0	-6.0	8.0	2.0	2,741.0	2,749.0	-8.0
1,439.0	1,444.0	-5.0	5.0	0.0	4,310.0	4,319.0	-9.0
1,011.0	1,011.0	0.0	4.0	4.0	3,016.0	3,024.0	-8.0
1,554.0	1,549.0	5.0	0.0	5.0	4,774.0	4,634.0	140.0
1,133.0	1,129.0	4.0	3.0	7.0	3,648.0	3,377.0	271.0
1,562.0	1,575.0	-13.0	16.0	3.0	4,723.0	4,712.0	11.0
527.0	538.0	-11.0	11.0	0.0	1,609.0	1,610.0	-1.0
997.0	998.0	-1.0	1.0	0.0	2,986.0	2,985.0	1.0
1,083.0	1,103.0	-20.0	38.0	18.0	3,290.0	3,299.0	-9.0
17,573.5	17,655.5	-82.0	127.0	45.0	53,401.0	52,907.0	494.0
20,586.5	20,713.5	-127.0	198.0	71.0	63,587.5	63,041.5	546.0

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)

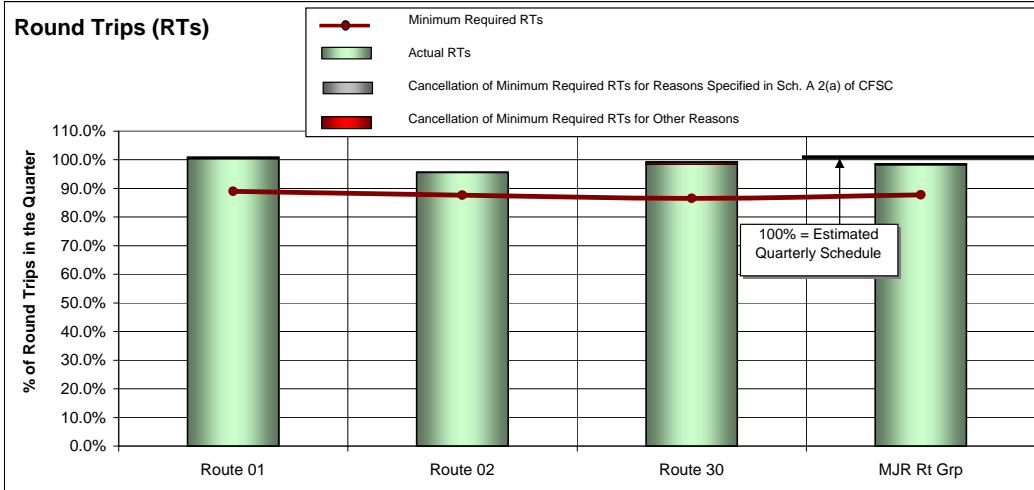
2009/10 Quarter Ended Dec. 31, 2009				Performance Against Minimum (Daily) Core Service Levels	
Route Group (RG)		Terminal 1	Terminal 2	Calendar Year 2009	Fiscal Year 2009/10
				Cumulative Days When Round Trips Missed <i>Allowed 30 Days Per Route</i>	Highest Consecutive Days when Round Trips Missed <i>Allowed 20 Days per Route</i>
RG 1 - Major Routes	Route 01	Swartz Bay	Tsawwassen	4.0	1.0
	Route 02	Horseshoe Bay	Departure Bay	2.0	1.0
	Route 30	Duke Point	Tsawwassen	4.0	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	9.0	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	2.0	1.0
	Route 06	Crofton	Vesuvius Bay	4.0	
	Route 07	Earls Cove	Saltery Bay	1.0	1.0
	Route 08	Horseshoe Bay	Bowen Island	2.0	1.0
	Route 09	Tsawwassen	Long Harbour	4.0	2.0
	Route 12	Mill Bay	Brentwood Bay	0.0	
	Route 13	Langdale	Gambier/Keats	0.0	
	Route 17	Little River	Powell River	7.0	2.0
	Route 18	Texada	Powell River	5.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	5.0	1.0
	Route 20	Chemainus	Thetis Island	6.0	1.0
	Route 21	Buckley Bay	Denman West	1.0	1.0
	Route 22	Denman East	Hornby Island	2.0	1.0
	Route 23	Campbell River	Quadra Island	6.0	2.0
	Route 24	Quadra Island	Cortes Island	4.0	1.0
Route 25	Port McNeill	Alert Bay	0.0		
Route 26	Skidegate	Alliford Bay	6.0	1.0	

Note:

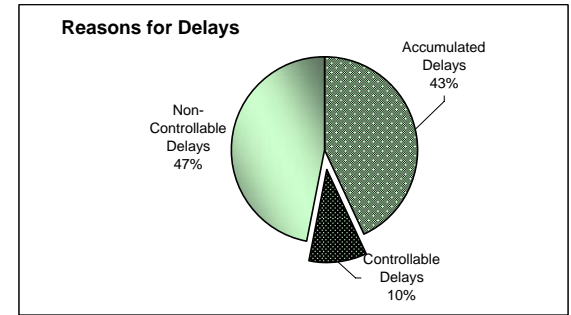
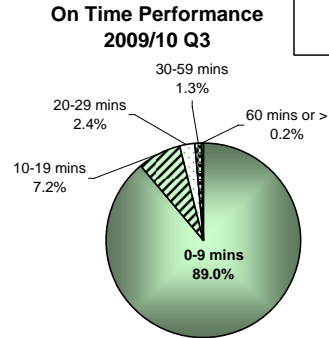
(1) The Coastal Ferry Services Contract requires reporting to Calendar Year for Cumulative Days and to Fiscal Year for Consecutive Days

APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended December 31, 2009

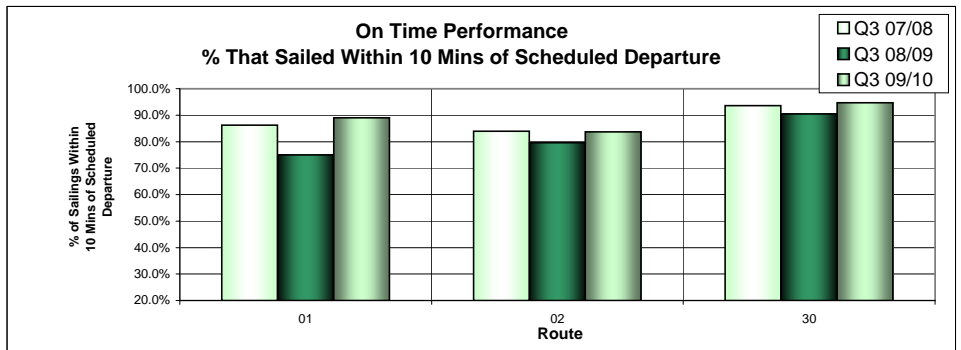
Route Group 1 - Major Routes



Routes	Major Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	838.0	743.0	95.0	47.5%
Route 02	Horseshoe Bay-Departure Bay	712.0	653.0	59.0	20.8%
Route 30	Duke Point-Tsawwassen	674.0	592.0	82.0	11.7%
MAJOR Route Group Total		2,224.0	1,988.0	236.0	28.1%

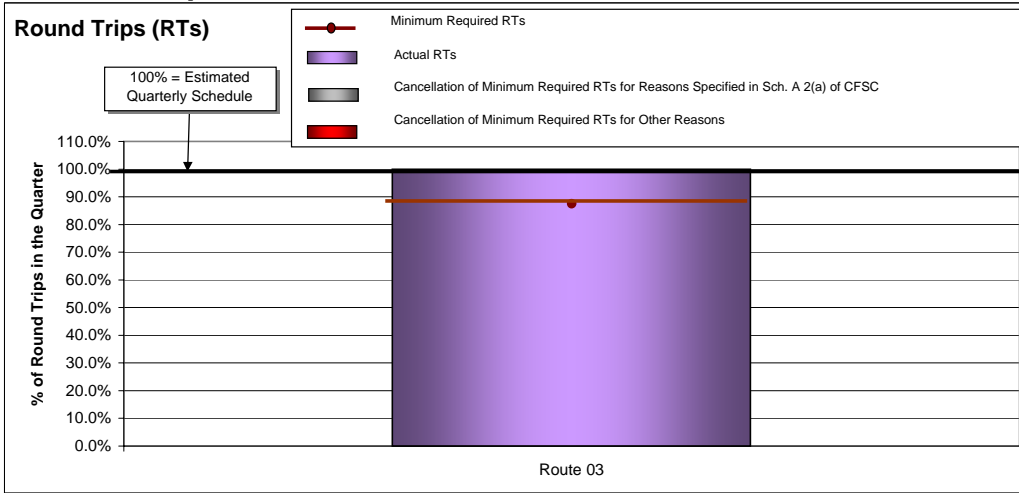


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

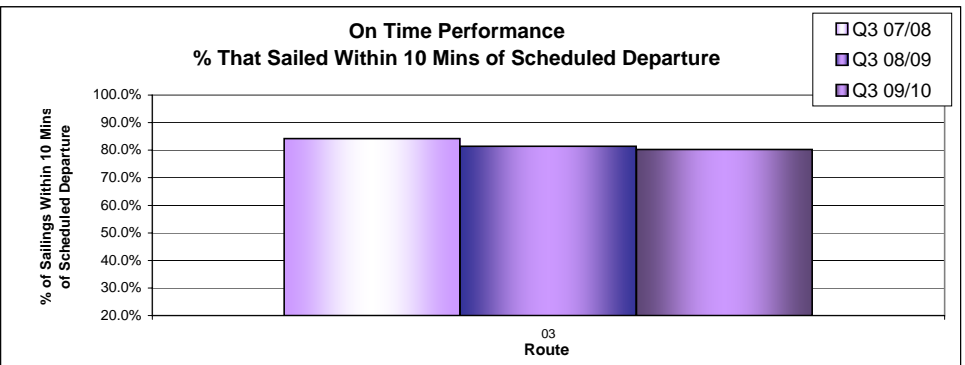
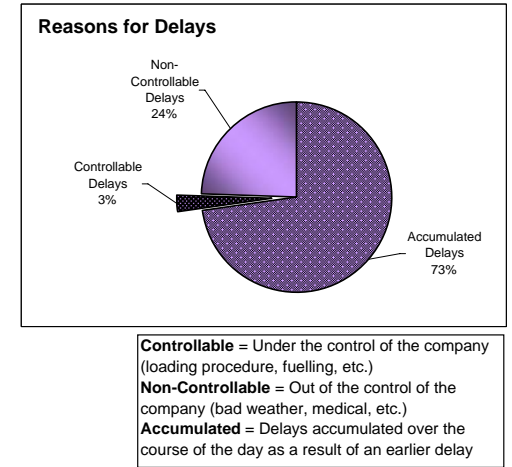
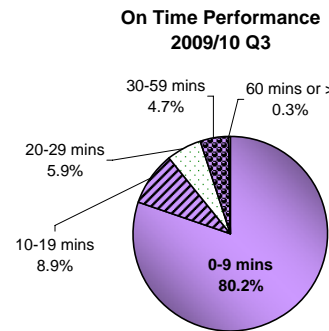


APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended December 31, 2009

Route Group 2 - Route 3

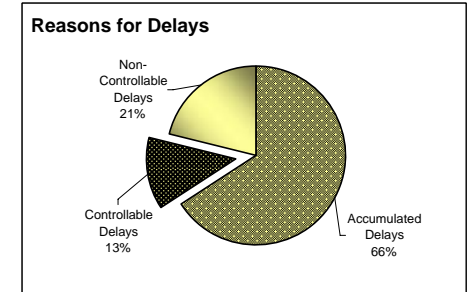
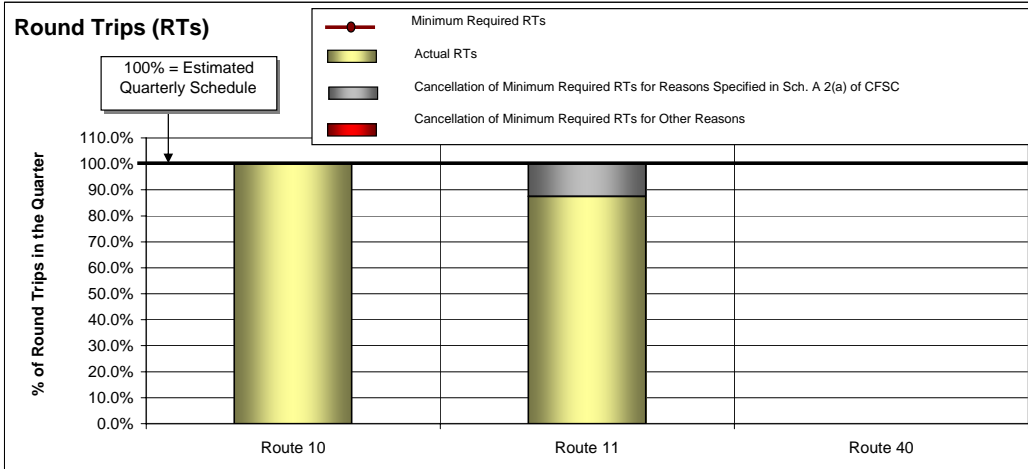


Routes	Route 3 Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 03	Horseshoe Bay-Langdale	735.0	643.0	92.0	10.6%

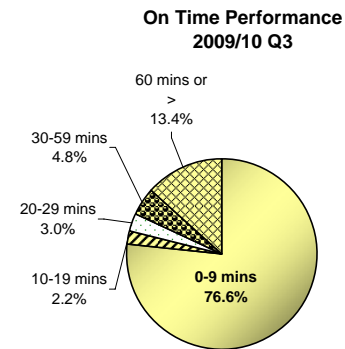


APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended December 31, 2009

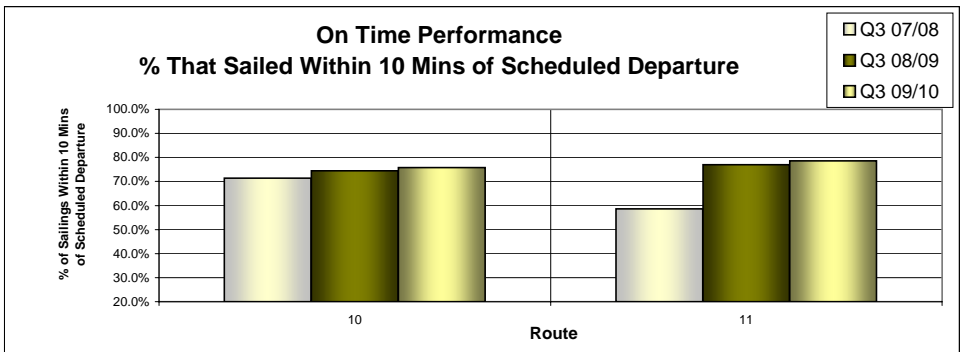
Route Group 3 - Northern Routes



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

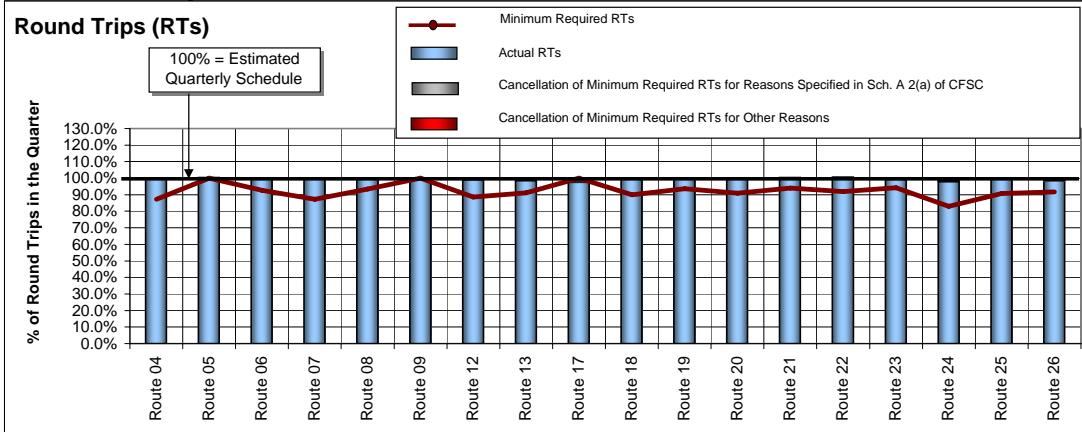


Routes	Northern Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	19.0	19.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	35.0	40.0	-5.0	2.9%
Route 40	Port Hardy - Mid Coast	<i>Summer Service Only</i>			0.0%
NORTHERN Route Group Total		54.0	59.0	-5.0	0.9%

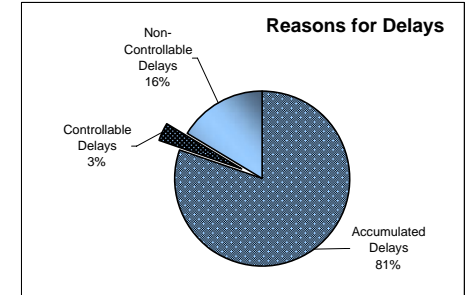
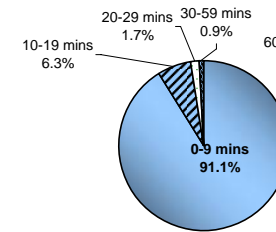


APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended December 31, 2009

Route Group 4 - Minor Routes



**On Time Performance
2009/10 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

Routes	Minor Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	723.0	630.0	93.0	4.9%
Route 05	Swartz Bay-Southern Gulf Islands	878.0	875.0	3.0	2.4%
Route 06	Crofton-Vesuvius Bay	1,270.0	1,177.0	93.0	2.2%
Route 07	Earls Cove-Salterly Bay	720.0	630.0	90.0	0.5%
Route 08	Horseshoe Bay-Bowen Island	1,397.5	1,310.5	87.0	8.7%
Route 09	Tsawwassen-Long Harbour	183.0	184.0	-1.0	1.2%
Route 12	Mill Bay-Brentwood Bay	798.0	714.0	84.0	6.0%
Route 13	Langdale - Keats - Gambier Island	1,027.0	950.0	77.0	Pass only
Route 17	Little River (Comox)-Powell River	358.0	367.0	-9.0	0.7%
Route 18	Westview (Powell River)-Blubber Bay (Texada)	913.0	827.0	86.0	0.5%
Route 19	Nanaimo Harbour-Descanso Bay (Gabriola)	1,439.0	1,352.0	87.0	5.8%
Route 20	Chemainus-Thetis-Kuper	1,011.0	919.0	92.0	0.8%
Route 21	Buckley Bay-Denman West	1,554.0	1,457.0	97.0	1.5%
Route 22	Gravelley Bay (Denman East)-Shingle Spit (Hornby)	1,133.0	1,037.0	96.0	0.5%
Route 23	Campbell River-Quathiaski Cove (Quadra)	1,562.0	1,483.0	79.0	3.7%
Route 24	Heriot Bay (Quadra)-Whaletown (Cortes)	527.0	446.0	81.0	1.8%
Route 25	Port McNeill-Sointula-Alert Bay	997.0	906.0	91.0	2.5%
Route 26	Skidegate-Alliford Bay	1,083.0	1,011.0	72.0	0.2%
MINOR Route Group Total		17,573.5	16,275.5	1,298.0	2.8%

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

