

Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2010

		A	B	C	D	E	F	G
Route Group	Route	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried QTR 4 2010	Capacity Utilization (C / B)	AEQ's Carried QTR 4 2009	AEQ Growth (C - E)	AEQ Tariff Revenue QTR 4 2010
1	1	795.0	598,455	421,638	70.5%	424,807	(3,169)	\$ 20,054,263
1	2	700.0	506,886	238,125	47.0%	267,629	(29,504)	10,716,771
1	30	662.0	426,878	175,489	41.1%	163,570	11,919	9,821,676
Major Routes		2,157.0	1,532,219	835,252	54.5%	856,006	(20,754)	40,592,710
2		735.0	522,360	245,682	47.0%	253,052	(7,370)	4,243,279
3	10	20.0	5,217	1,734	33.2%	1,758	(24)	275,801
3	11	33.0	7,130	2,725	38.2%	2,824	(99)	448,932
3	40	0.0	0	0	0.0%	0	0	0
Northern Routes		53.0	12,347	4,459	36.1%	4,582	(123)	724,733
4	4	706.0	141,200	70,252	49.8%	71,821	(1,569)	638,707
4	5	859.0	169,070	57,488	34.0%	58,922	(1,434)	587,382
4	6	1,240.0	173,600	58,287	33.6%	54,425	3,862	572,311
4	7	707.0	176,750	35,519	20.1%	35,355	164	689,372
4	8	1,373.0	239,870	109,888	45.8%	109,345	543	993,365
4	9	179.0	83,712	28,082	33.5%	29,606	(1,524)	955,087
4	12	777.0	24,864	15,596	62.7%	16,100	(504)	110,290
4	13	990.0	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	<i>Pass. Only</i>	(44) <i>Note 1</i>
4	17	355.0	136,320	37,589	27.6%	39,095	(1,506)	1,162,878
4	18	892.0	87,416	20,636	23.6%	20,617	19	129,201
4	19	1,411.0	197,540	88,020	44.6%	85,894	2,126	593,611
4	20	986.0	68,800	19,811	28.8%	19,248	563	132,606
4	21	1,519.0	151,900	49,851	32.8%	47,045	2,806	278,436
4	22	1,106.0	66,360	18,623	28.1%	17,449	1,174	94,820
4	23	1,532.0	214,480	85,724	40.0%	82,959	2,765	580,626
4	24	513.0	30,780	12,212	39.7%	11,773	439	79,021
4	25	971.0	58,260	20,511	35.2%	20,909	(398)	166,475
4	26	1,019.0	53,376	9,369	17.6%	9,954	(585)	66,455
Minor Routes		17,135.0	2,074,298	737,458	35.6%	730,517	6,941	7,830,599
Total		20,080.0	4,141,224	1,822,851	44.0%	1,844,157	(21,306)	53,391,321

Note 1) Revenue adjustments from prior period arising from bike traffic and freight.

Appendix 1: Operations Summary Report for the Quarter Ended March 31, 2010

Route Group	Route	H	I	J	K	% Sailings Departing Within 10 Min.		
		Passengers QTR 4 2010	Passengers QTR 4 2009	Passenger Growth (H - I)	Passenger Tariff Revenue QTR 4 2010	QTR 4 2008	QTR 4 2009	QTR 4 2010
1	1	1,066,352	1,013,145	53,207	\$ 12,682,267	82.8%	77.0%	90.3%
1	2	634,118	632,422	1,696	7,515,343	86.7%	85.5%	92.2%
1	30	267,453	255,918	11,535	3,126,607	94.7%	97.5%	97.8%
Major Routes		1,967,923	1,901,485	66,438	23,324,217	87.7%	86.2%	93.2%
2	3	487,334	490,242	(2,908)	2,222,142	92.3%	94.0%	96.4%
3	10	4,424	4,716	(292)	320,232	79.8%	76.0%	90.1%
3	11	4,624	4,621	3	133,092	59.4%	74.4%	80.3%
3	40	-	-	-	-	n/a	n/a	n/a
Northern Routes		9,048	9,337	(289)	453,324	74.2%	75.4%	87.3%
4	4	129,308	132,386	(3,078)	474,661	96.8%	97.7%	98.2%
4	5	96,322	97,825	(1,503)	309,983	87.0%	83.5%	81.6%
4	6	107,077	98,375	8,702	313,401	90.6%	90.1%	85.7%
4	7	56,719	58,773	(2,054)	275,109	94.5%	83.1%	96.0%
4	8	238,512	230,809	7,703	591,031	94.1%	93.9%	95.3%
4	9	70,041	70,487	(446)	634,927	90.9%	90.2%	89.0%
4	12	28,739	29,627	(888)	99,785	97.3%	96.2%	97.7%
4	13	10,395	9,313	1,082	24,973	n/a	99.3%	100.0%
4	17	81,365	81,762	(397)	777,535	94.9%	95.5%	94.9%
4	18	40,805	42,172	(1,367)	95,077	94.7%	91.6%	93.0%
4	19	185,321	180,766	4,555	404,874	91.8%	90.5%	83.8%
4	20	59,492	58,631	861	115,577	80.9%	88.5%	82.5%
4	21	87,895	84,017	3,878	175,859	98.8%	99.9%	99.8%
4	22	30,724	29,237	1,487	57,935	99.0%	99.5%	99.7%
4	23	181,092	175,954	5,138	359,653	99.4%	99.3%	98.4%
4	24	19,547	19,833	(286)	50,155	97.5%	97.5%	95.0%
4	25	51,848	51,068	780	144,045	79.3%	89.1%	91.0%
4	26	16,282	18,072	(1,790)	40,698	99.2%	99.7%	99.1%
Minor Routes		1,491,484	1,469,107	22,377	4,945,278	93.0%	93.6%	92.8%
Total		3,955,789	3,870,171	85,618	30,944,961	92.3%	92.8%	92.9%

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

PERFORMANCE AGAINST MINIMUM (DAILY) CORE SERVICE LEVELS

2009/10 Quarter Ended Mar. 31, 2010				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
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		1										1.0			0.0	1.0	0.14%
	Route 02	Horseshoe Bay	Departure Bay		2						2				4.0			0.0	4.0	0.63%
	Route 30	Duke Point	Tsawwassen		1										1.0			0.0	1.0	0.17%
RG 1 - Major Routes				0	4	0	0	0	0	0	2	0	0	0	6.0	0	0	0.0	6.0	0.31%
	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	13.16%
	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	8.62%
	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		1										1.0			0.0	1.0	0.56%
	Route 12	Mill Bay	Brentwood Bay		9										9.0			0.0	9.0	1.29%
	Route 13	Langdale	Gambier/Keats												0.0			0.0	0.0	0.00%
	Route 17	Little River	Powell River		3						1				4.0			0.0	4.0	1.11%
	Route 18	Texada	Powell River		1										1.0			0.0	1.0	0.12%
	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		9										9.0			0.0	9.0	0.62%
	Route 24	Quadra Island	Cortes Island		3										3.0			0.0	3.0	0.69%
	Route 25	Port McNeill	Alert Bay		2										2.0			0.0	2.0	0.23%
	Route 26	Skidegate	Alliford Bay		45										45.0			0.0	45.0	4.55%
RG 4 - Minor Routes				0	73	0	0	0	0	0	1	0	0	0	74.0	0	0	0.0	74.0	0.46%
TOTAL				0.0	82.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	0.0	0.0	85.0	0.0	0.0	0.0	85.0	0.46%

% of Minimum Required Round Trips Cancelled

0.00% 0.44% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.02% 0.00% 0.00% 0.00% 0.46% 0.00% 0.00% 0.00% 0.46%

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

2009/10 Quarter Ended Mar. 31, 2010			
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				
4th Quarter				
Actual Round Trips	Minimum Required Round Trips	Variance (Actual to Minimum)	Cancellations of Minimum Required Round Trips	
795.0	701.0	94.0		1.0
700.0	631.0	69.0		4.0
662.0	575.0	87.0		1.0
2,157.0	1,907.0	250.0		6.0
735.0	630.0	105.0		0.0
735.0	630.0	105.0		0.0
20.0	20.0	0.0		0.0
33.0	38.0	-5.0		5.0
0.0	0.0	0.0		0.0
53.0	58.0	-5.0		5.0
706.0	617.0	89.0		0.0
859.0	859.0	0.0		0.0
1,240.0	1,152.0	88.0		0.0
707.0	618.0	89.0		0.0
1,373.0	1,284.0	89.0		0.0
179.0	180.0	-1.0		1.0
777.0	699.0	78.0		9.0
990.0	927.0	63.0		0.0
355.0	359.0	-4.0		4.0
892.0	810.0	82.0		1.0
1,411.0	1,323.0	88.0		0.0
986.0	900.0	86.0		0.0
1,519.0	1,426.0	93.0		0.0
1,106.0	1,016.0	90.0		0.0
1,532.0	1,452.0	80.0		9.0
513.0	437.0	76.0		3.0
971.0	887.0	84.0		2.0
1,019.0	990.0	29.0		45.0
17,135.0	15,936.0	1,199.0		74.0
20,080.0	18,531.0	1,549.0		85.0

Performance Against Estimated Schedule						
4th 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
795.0	790.0	5.0	2.0	7.0	3,898.0	3,877.0
700.0	720.0	-20.0	42.0	22.0	3,073.0	3,088.0
662.0	664.0	-2.0	2.0	0.0	2,757.0	2,780.0
2,157.0	2,174.0	-17.0	46.0	29.0	9,728.0	9,745.0
735.0	719.0	16.0	1.0	17.0	3,065.0	2,988.0
735.0	719.0	16.0	1.0	17.0	3,065.0	2,988.0
20.0	20.0	0.0	0.0	0.0	122.5	123.5
33.0	38.0	-5.0	5.5	0.5	177.0	190.0
0.0	0.0	0.0	0.0	0.0	39.0	39.0
53.0	58.0	-5.0	5.5	0.5	338.5	352.5
706.0	706.0	0.0	0.0	0.0	2,925.0	2,879.0
859.0	859.0	0.0	0.0	0.0	3,496.0	3,491.0
1,240.0	1,241.0	-1.0	1.0	0.0	5,039.0	5,046.0
707.0	707.0	0.0	0.0	0.0	2,871.0	2,877.0
1,373.0	1,373.0	0.0	0.0	0.0	5,563.0	5,570.0
179.0	180.0	-1.0	1.0	0.0	824.0	830.0
777.0	788.0	-11.0	11.0	0.0	3,195.0	3,215.0
990.0	1,016.0	-26.0	26.0	0.0	4,132.0	4,061.0
355.0	359.0	-4.0	4.0	0.0	1,445.0	1,458.0
892.0	899.0	-7.0	8.0	1.0	3,633.0	3,648.0
1,411.0	1,412.0	-1.0	1.0	0.0	5,721.0	5,731.0
986.0	989.0	-3.0	3.0	0.0	4,002.0	4,013.0
1,519.0	1,515.0	4.0	0.0	4.0	6,293.0	6,149.0
1,106.0	1,105.0	1.0	1.0	2.0	4,754.0	4,482.0
1,532.0	1,541.0	-9.0	13.0	4.0	6,255.0	6,253.0
513.0	526.0	-13.0	13.0	0.0	2,122.0	2,136.0
971.0	976.0	-5.0	5.0	0.0	3,957.0	3,961.0
1,019.0	1,079.0	-60.0	61.0	1.0	4,309.0	4,378.0
17,135.0	17,271.0	-136.0	148.0	12.0	70,536.0	70,178.0
20,080.0	20,222.0	-142.0	200.5	58.5	83,667.5	83,263.5

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)

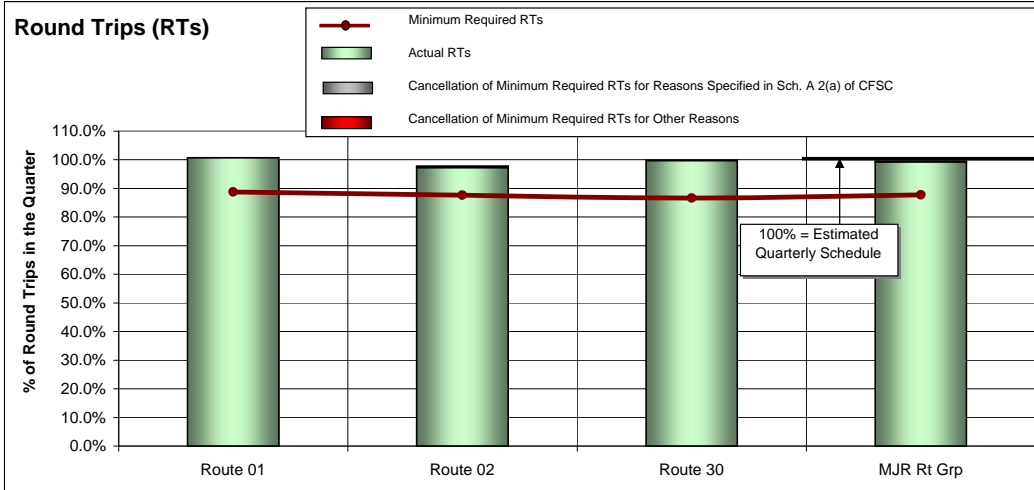
2009/10 Quarter Ended Mar. 31, 2010				Performance Against Minimum (Daily) Core Service Levels	
Route Group (RG)		Terminal 1	Terminal 2	Calendar Year 2010	Fiscal Year 2009/10
				Cumulative Days When Round Trips Missed <i>Allowed 30 Days Per Route</i>	Highest Consecutive Days when Round Trips Missed <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	2.0	1.0
	Route 30	Duke Point	Tsawwassen	1.0	1.0
RG 2 - Route 3	Route 03	Langdale	Horseshoe Bay	0.0	1.0
RG 3 - Northern Routes	Route 10	Port Hardy	Prince Rupert	0.0	1.0
	Route 11	Skidegate	Prince Rupert	6.0	2.0
	Route 40	Port Hardy	Mid-coast	0.0	0.0
RG 4 - Minor Routes	Route 04	Fulford Harbour	Swartz Bay	0.0	0.0
	Route 05	Swartz Bay	Four SGIs	0.0	1.0
	Route 06	Crofton	Vesuvius Bay	0.0	0.0
	Route 07	Earls Cove	Saltery Bay	0.0	1.0
	Route 08	Horseshoe Bay	Bowen Island	0.0	1.0
	Route 09	Tsawwassen	Long Harbour	1.0	2.0
	Route 12	Mill Bay	Brentwood Bay	2.0	1.0
	Route 13	Langdale	Gambier/Keats	0.0	0.0
	Route 17	Little River	Powell River	4.0	2.0
	Route 18	Texada	Powell River	1.0	1.0
	Route 19	Nanaimo Harbour	Gabriola Island	0.0	1.0
	Route 20	Chemainus	Thetis Island	0.0	1.0
	Route 21	Buckley Bay	Denman West	0.0	0.0
	Route 22	Denman East	Hornby Island	0.0	1.0
	Route 23	Campbell River	Quadra Island	3.0	2.0
	Route 24	Quadra Island	Cortes Island	2.0	1.0
Route 25	Port McNeill	Alert Bay	2.0	1.0	
Route 26	Skidegate	Alliford Bay	14.0	2.0	

Note:

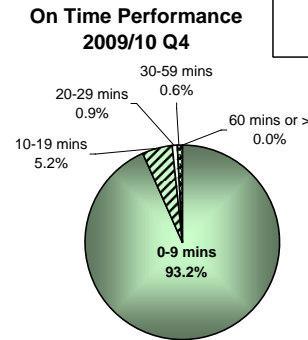
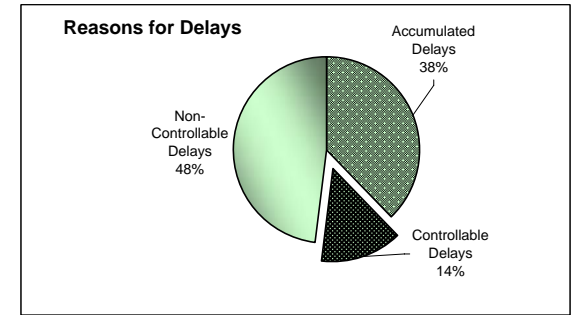
(1) The Coastal Ferry Services Contract requires reporting to Calendar Year for Cumulative Days and to Fiscal Year for Consecutive Days

APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended March 31, 2010

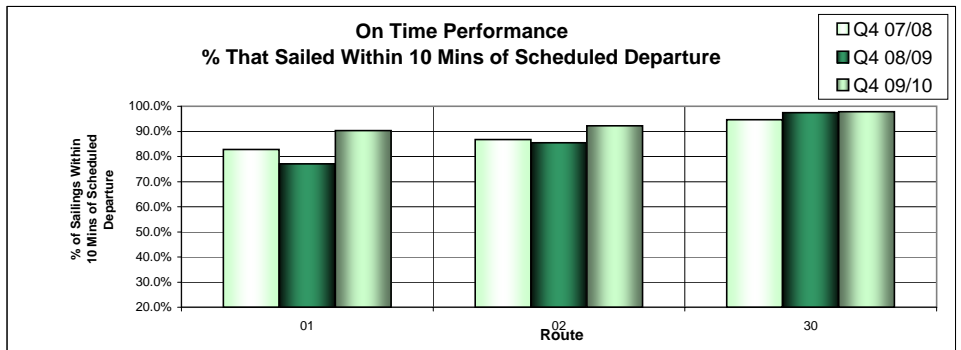
Route Group 1 - Major Routes



Routes	Major Route Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	795.0	701.0	94.0	35.5%
Route 02	Horseshoe Bay-Departure Bay	700.0	631.0	69.0	8.0%
Route 30	Duke Point-Tsawwassen	662.0	575.0	87.0	7.0%
MAJOR Route Group Total		2,157.0	1,907.0	250.0	17.8%

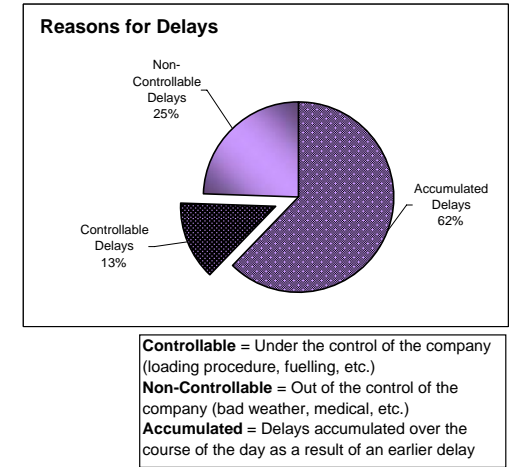
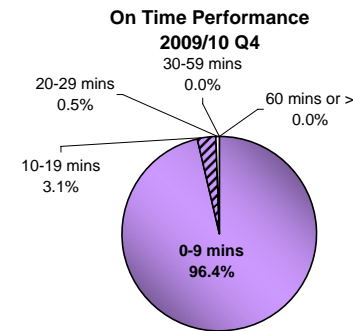
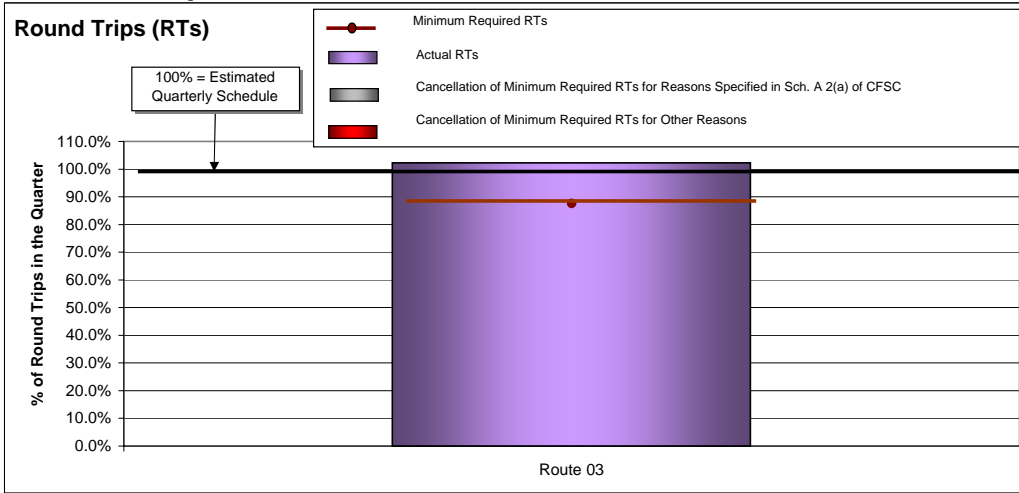


Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

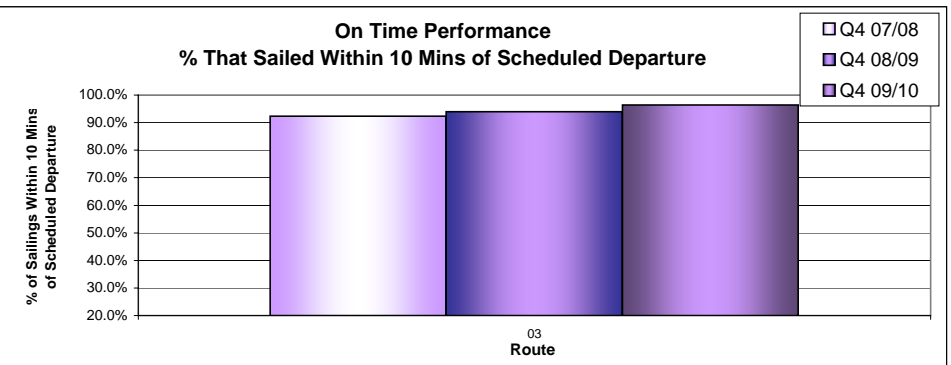


APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended March 31, 2010

Route Group 2 - Route 3

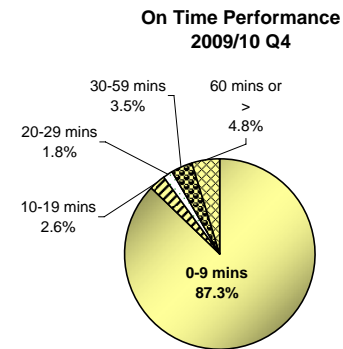
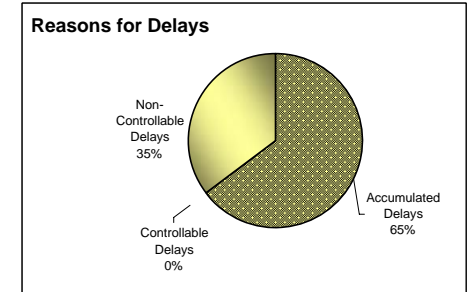
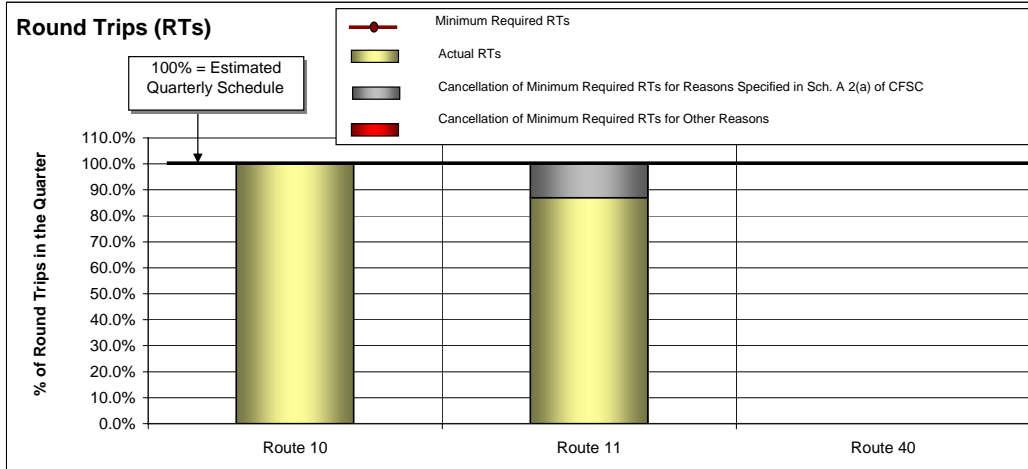


Routes	Route 3 Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 03	Horseshoe Bay-Langdale	735.0	630.0	105.0	5.1%



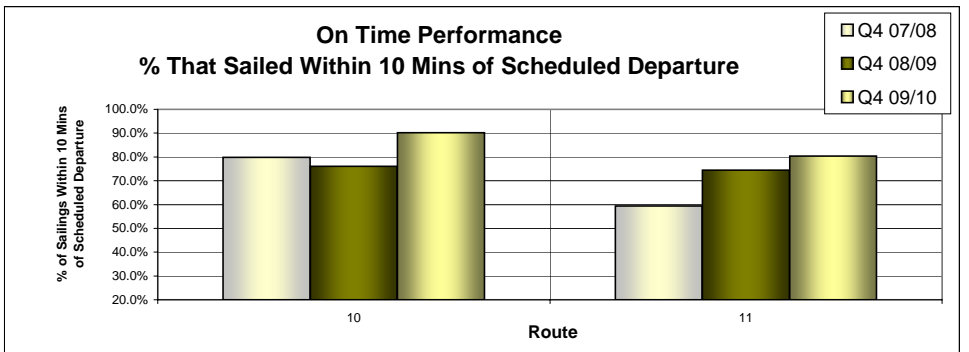
APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended March 31, 2010

Route Group 3 - Northern Routes



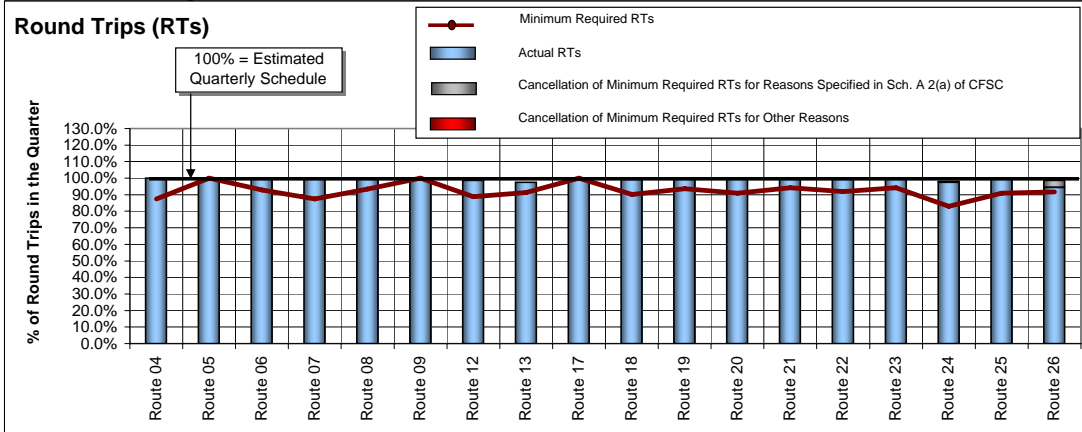
Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical, etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Routes	Northern Routes Description	Actual RTs	Minimum Required RTs	Variance (Actual to Minimum)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	20.0	20.0	0.0	0.0%
Route 11	Skidegate-Prince Rupert	33.0	38.0	-5.0	0.0%
Route 40	Port Hardy - Mid Coast				
<i>Summer Service Only</i>					
NORTHERN Route Group Total		53.0	58.0	-5.0	0.0%

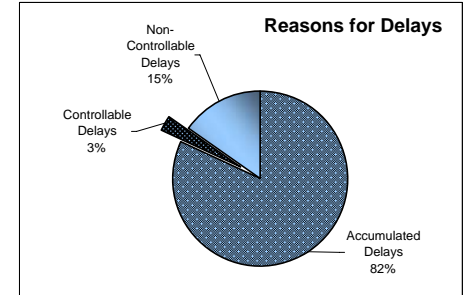
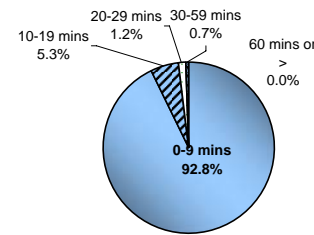


APPENDIX 4: Round Trip Service Delivery and On Time Performance 2009/10 Quarter Ended March 31, 2010

Route Group 4 - Minor Routes



On Time Performance 2009/10 Q4



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	706.0	617.0	89.0	2.0%
Route 05	Swartz Bay-Southern Gulf Islands	859.0	859.0	0.0	1.2%
Route 06	Crofton-Vesuvius Bay	1,240.0	1,152.0	88.0	1.1%
Route 07	Earls Cove-Saltery Bay	707.0	618.0	89.0	0.5%
Route 08	Horseshoe Bay-Bowen Island	1,373.0	1,284.0	89.0	4.3%
Route 09	Tsawwassen-Long Harbour	179.0	180.0	-1.0	0.1%
Route 12	Mill Bay-Brentwood Bay	777.0	699.0	78.0	4.8%
Route 13	Langdale - Keats - Gambier Island	990.0	927.0	63.0	Pass only
Route 17	Little River (Comox)-Powell River	355.0	359.0	-4.0	0.4%
Route 18	Westview (Powell River)-Blubber Bay (Texada)	892.0	810.0	82.0	0.2%
Route 19	Nanaimo Harbour-Descanso Bay (Gabriola)	1,411.0	1,323.0	88.0	4.1%
Route 20	Chemainus-Thetis-Kuper	986.0	900.0	86.0	1.0%
Route 21	Buckley Bay-Denman West	1,519.0	1,426.0	93.0	0.8%
Route 22	Gravelley Bay (Denman East)-Shingle Spit (Hornby)	1,106.0	1,016.0	90.0	0.4%
Route 23	Campbell River-Quathiaski Cove (Quadra)	1,532.0	1,452.0	80.0	3.9%
Route 24	Heriot Bay (Quadra)-Whaletown (Cortes)	513.0	437.0	76.0	3.8%
Route 25	Port McNeill-Sointula-Alert Bay	971.0	887.0	84.0	1.0%
Route 26	Skidegate-Allford Bay	1,019.0	990.0	29.0	0.4%
MINOR Route Group Total		17,135.0	15,936.0	1,199.0	1.9%

