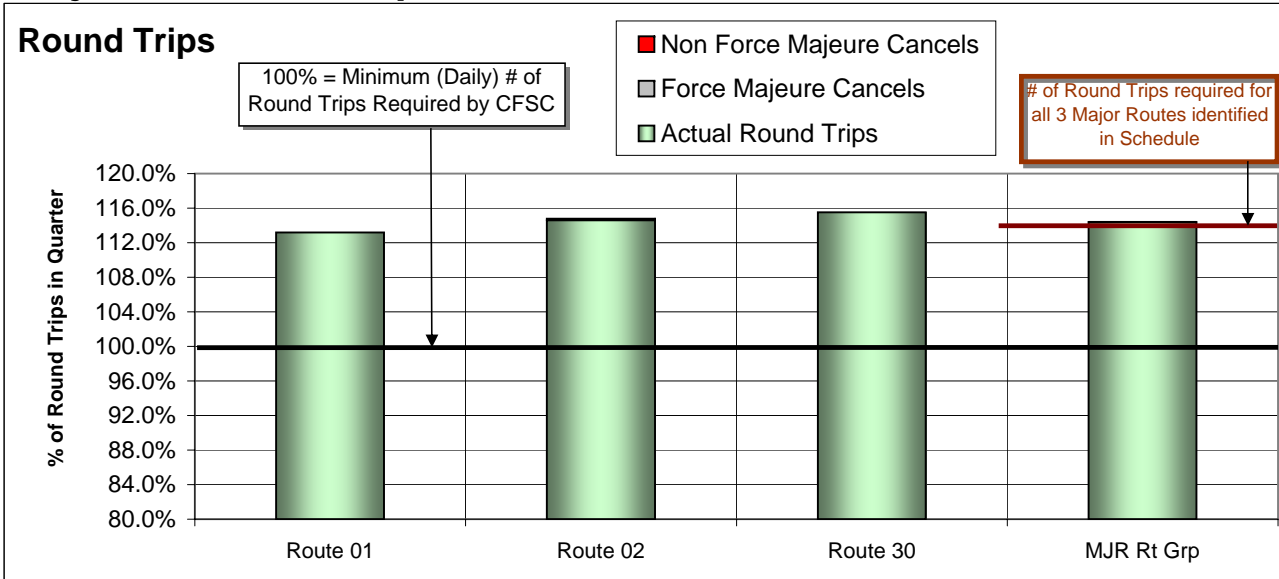
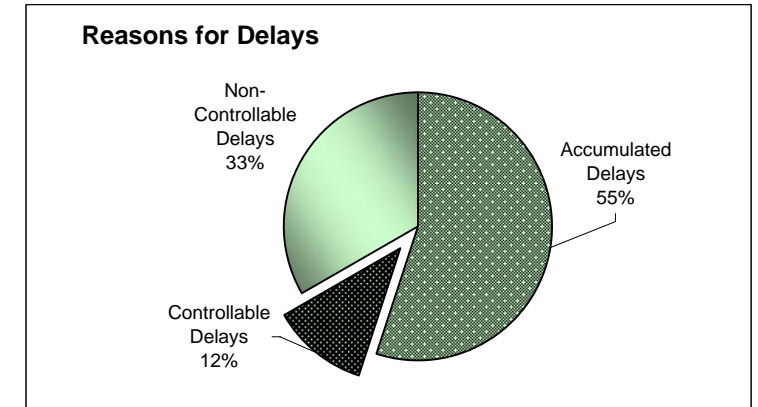


# APPENDIX 4: Round Trip Service Delivery and On Time Performance 2008/09 Quarter Ended March 31, 2009

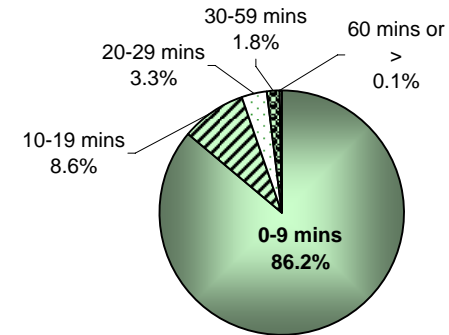
## Major Routes Group



Routes	Major Route Description	# of Round Trips Required under CFSC	# of Actual RT	Net Extra RT (Short RT)	% Sailings Overloaded
Route 01	Swartz Bay-Tsawwassen	675.0	764.0	89.0	45.9%
Route 02	Horseshoe Bay-Departure Bay	630.0	722.0	92.0	11.8%
Route 30	Duke Point-Tsawwassen	574.0	663.0	89.0	6.3%
<b>MAJOR Route Group Total</b>		<b>1,879.0</b>	<b>2,149.0</b>	<b>270.0</b>	<b>22.2%</b>

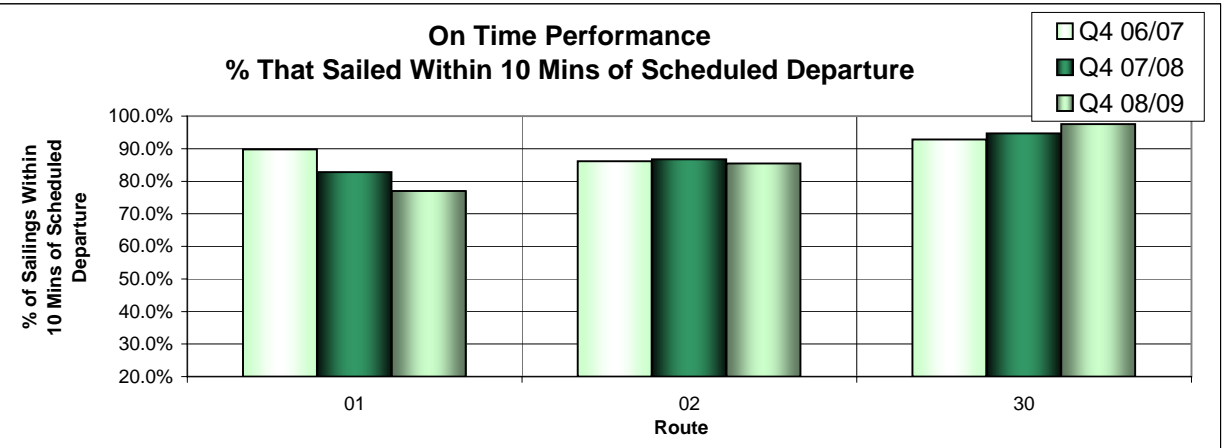


## On Time Performance 2008/09



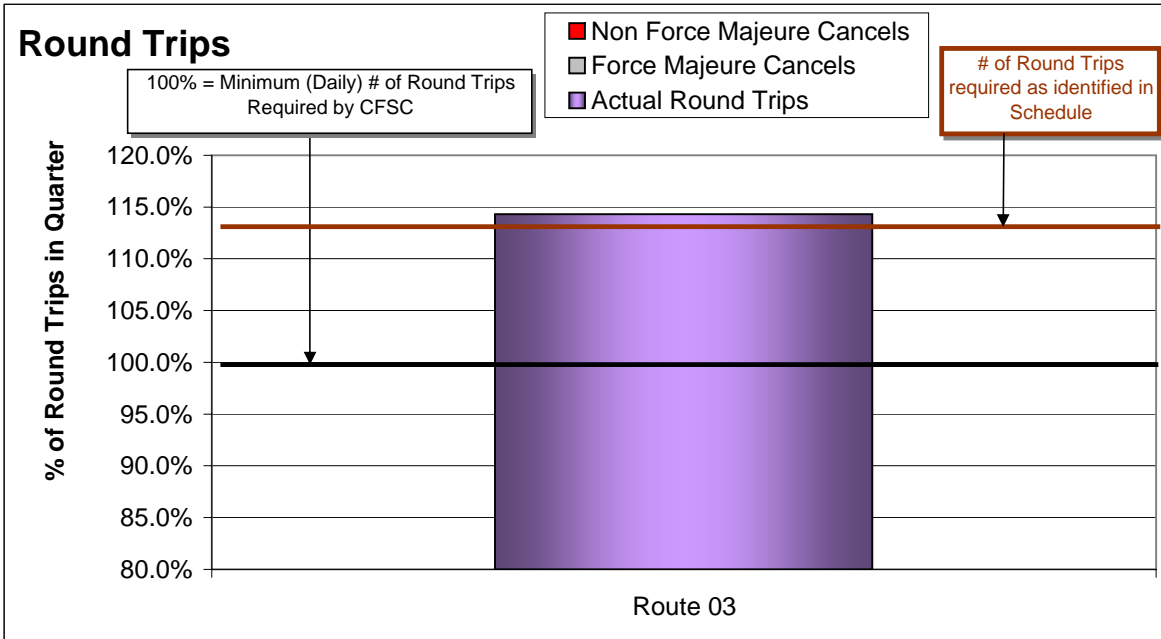
**Controllable** = Under the control of the company (loading procedure, crewing level, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

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

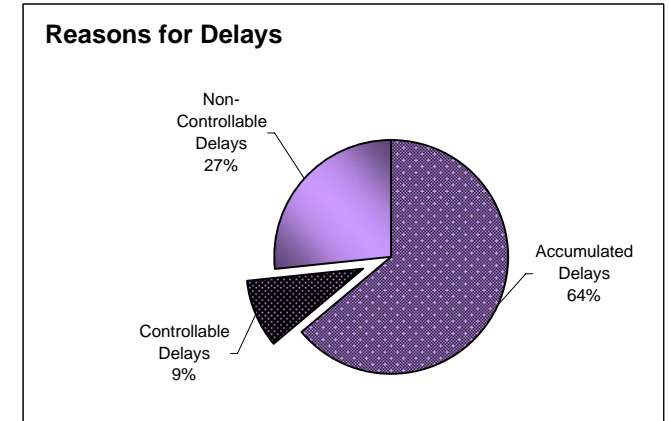
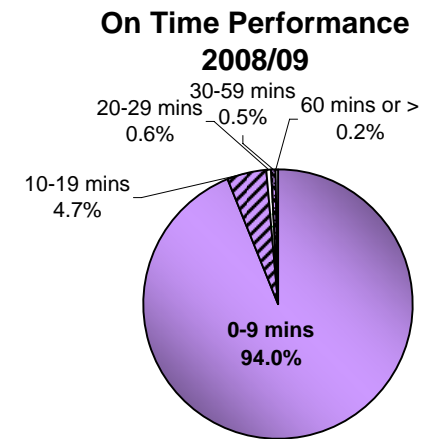


# APPENDIX 4: Round Trip Service Delivery and On Time Performance 2008/09 Quarter Ended March 31, 2009

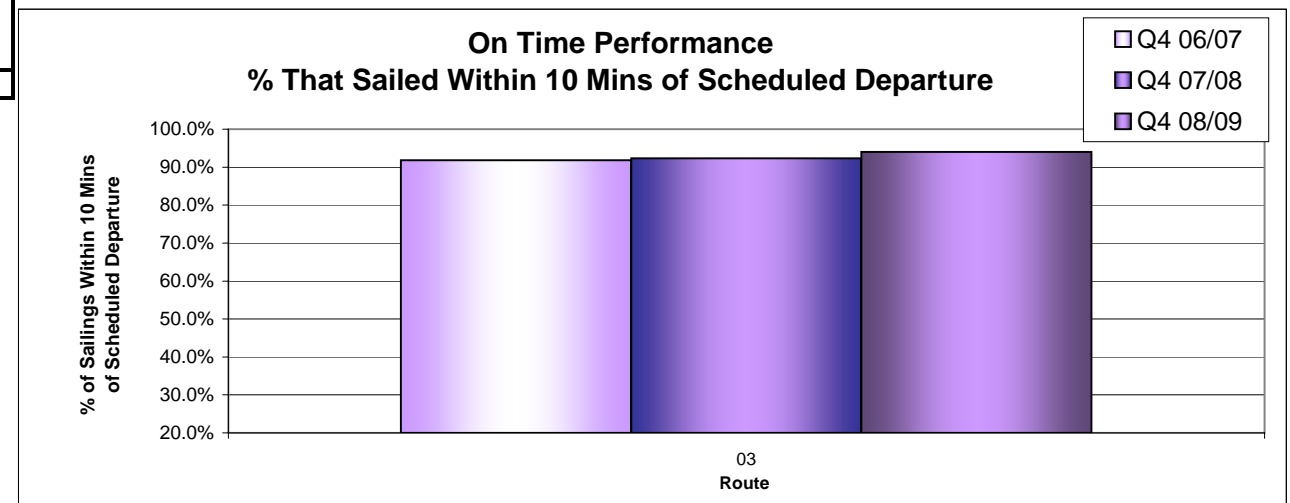
## Route 03 Group



Routes	Route 3 Description	# of Round Trips Required under CFSC	# of Actual RT	Net Extra RT (Short RT)	% Sailings Overloaded
Route 03	Horseshoe Bay-Langdale	629.0	719.0	90.0	4.7%

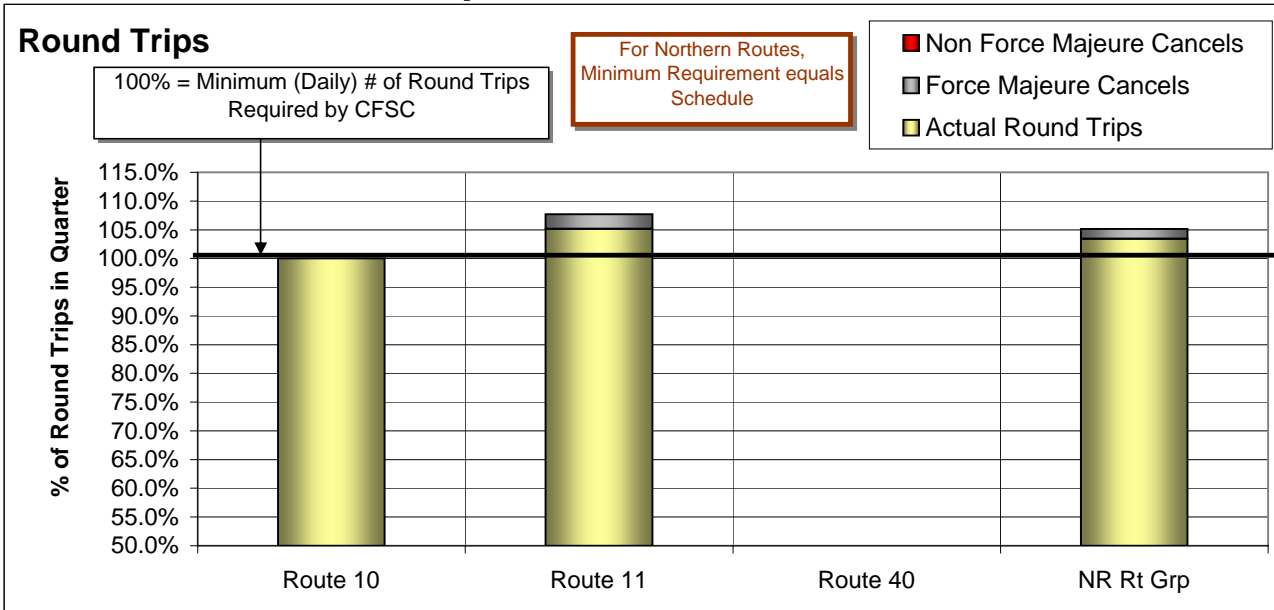


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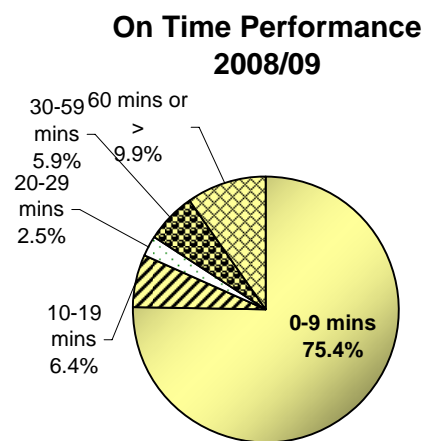
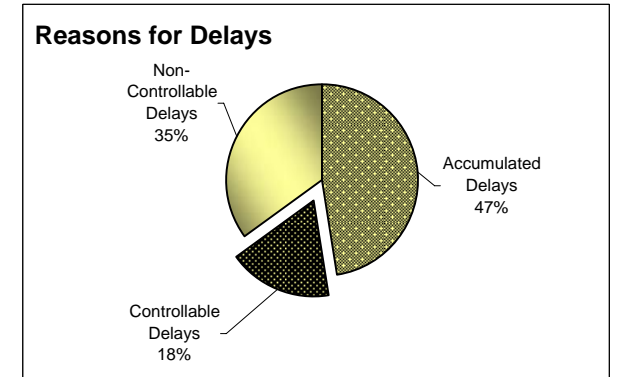


# APPENDIX 4: Round Trip Service Delivery and On Time Performance 2008/09 Quarter Ended March 31, 2009

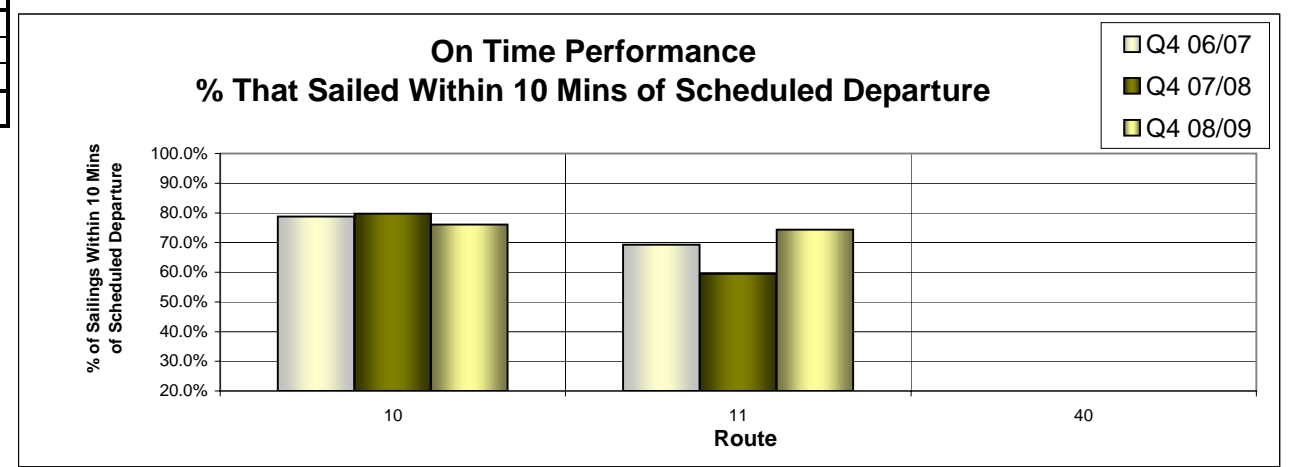
## Northern Routes Group



Routes	Northern Routes Description	# of Round Trips Required under CFSC	# of Actual RT	Net Extra RT (Short RT)	% Sailings Overloaded
Route 10	Port Hardy-Prince Rupert	19.5	19.5	0.0	0.0%
Route 11	Skidegate-Prince Rupert	39.0	41.0	2.0	1.2%
Route 40	Port Hardy - Mid Coast	<i>(summer service only)</i>			
<b>NORTHERN Route Group Total</b>		<b>58.5</b>	<b>60.5</b>	<b>2.0</b>	<b>50.0%</b>

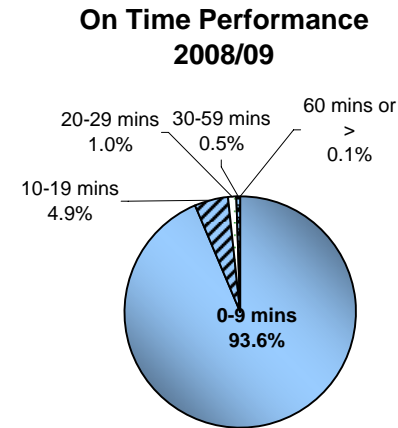
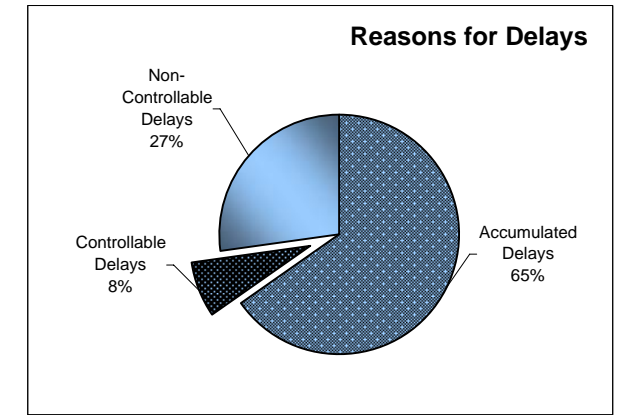
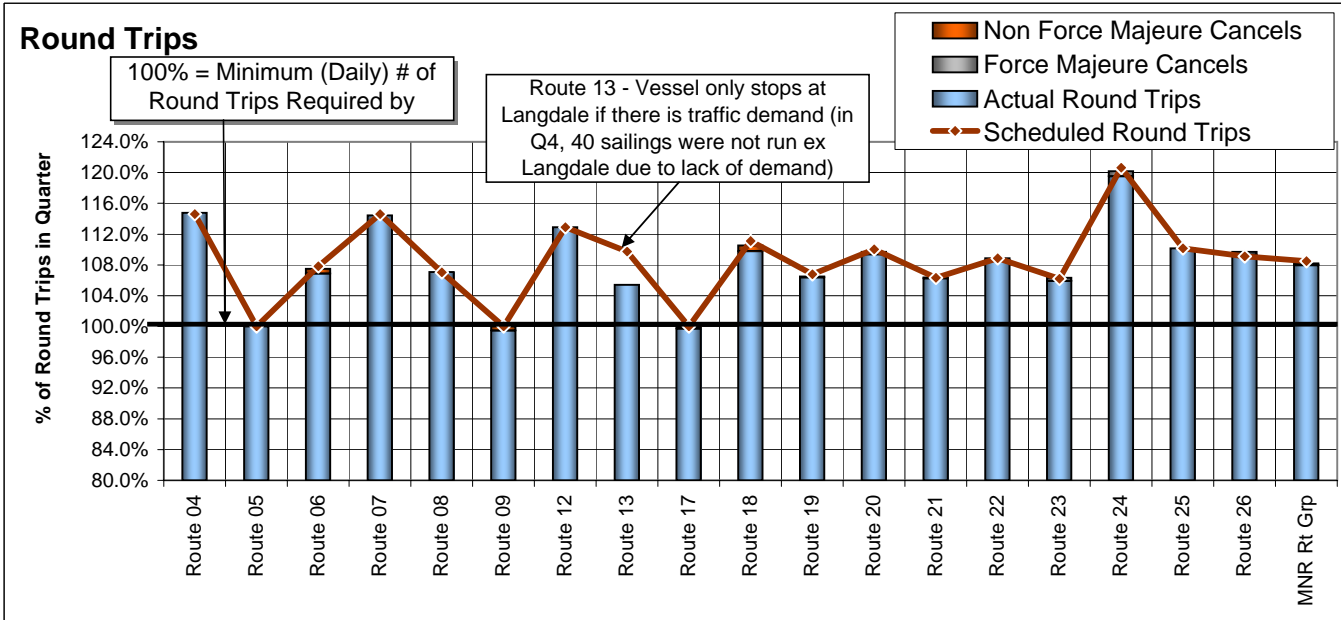


**Controllable** = Under the control of the company (loading procedure, crewing level, etc.)  
**Non-Controllable** = Out of the control of the company (bad weather, medical, etc.)  
**Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay



# APPENDIX 4: Round Trip Service Delivery and On Time Performance 2008/09 Quarter Ended March 31, 2009

## Minor Routes Group



**Controllable** = Under the control of the company (loading procedure, crewing level, 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	# of Round Trips Required under CFSC	# of Actual RT	Net Extra RT (Short RT)	% Sailings Overloaded
Route 04	Swartz Bay-Fulford Harbour	616.0	707.0	91.0	3.1%
Route 05	Swartz Bay-Southern Gulf Islands	859.0	859.0	0.0	2.0%
Route 06	Crofton-Vesuvius Bay	1,151.0	1,230.0	79.0	0.7%
Route 07	Earls Cove-Salter Bay	617.0	706.0	89.0	0.4%
Route 08	Horseshoe Bay-Bowen Island	1,283.0	1,374.0	91.0	8.7%
Route 09	Tsawwassen-Long Harbour	180.0	179.0	-1.0	0.3%
Route 12	Mill Bay-Brentwood Bay	698.0	788.0	90.0	5.4%
Route 13	Langdale - Keats - Gambier Island	926.0	976.0	50.0	n/a
Route 17	Little River (Comox)-Powell River	359.0	358.0	-1.0	0.1%
Route 18	Westview (Powell River)-Blubber Bay (Texada)	809.0	888.0	79.0	0.2%
Route 19	Nanaimo Harbour-Descanso Bay (Gabriola)	1,323.0	1,407.0	84.0	3.3%
Route 20	Chemainus-Thetis-Kuper	898.0	982.0	84.0	1.1%
Route 21	Buckley Bay-Denman West	1,425.0	1,514.0	89.0	0.6%
Route 22	Gravelley Bay (Denman East)-Shingle Spit (Hornby)	1,015.0	1,103.0	88.0	0.2%
Route 23	Campbell River-Quathiaski Cove (Quadra)	1,451.0	1,537.0	86.0	2.2%
Route 24	Heriot Bay (Quadra)-Whaletown (Cortes)	436.0	521.0	85.0	1.6%
Route 25	Port McNeill-Sointula-Alert Bay	886.0	976.0	90.0	2.4%
*Route 26	Skidegate-Alliford Bay	989.0	1,081.0	92.0	0.6%
<b>MINOR Route Group Total</b>		<b>15,921.0</b>	<b>17,186.0</b>	<b>1,265.0</b>	<b>2.1%</b>

