



British Columbia Ferry Services Inc.
Suite 500 – 1321 Blanshard Street
Victoria, BC V8W 0B7
Tel (250) 978-1502
Fax 1-866-846-0453
www.bcferries.com

June 18, 2019

Sent via email to: []

Our File: FOI-2020-006

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Dear []:

Re: Request under the *Freedom of Information and Protection of Privacy Act*

British Columbia Ferry Services Inc. (BC Ferries) received your request for access to records under the *Freedom of Information and Protection of Privacy Act* (the FOIPP Act) on May 6, 2019. Your request was as follows:

Would I be able to receive a report on the sailing delays on the sailings from Langdale to Horseshoe Bay from December 1, 2013 to October 31, 2017 (dates and numbers of sailing delays on that date)? I am not an unhappy customer; this information is for my personal use only. I have never experienced more than a two sailing delay. However, someone has suggested, to me that have had three and four sailing delays. I would like to put this to rest, with your help. Thank you.

BC Ferries does not track the number of *sailing waits* by individual sailing, but the number of vehicles that were left behind within the terminal compound, and a *visual estimate* of number of vehicles outside the terminal. An “overloaded sailing” is a sailing for which one or more vehicles without a reservation waiting to travel could not be accommodated.

With this in mind, attached please find the record BC Ferries produced in response to your request, listing the sailings with overloads from Langdale to Horseshoe Bay. The column for Scheduled Departure Times (“Sched Dept T’s”) gives the scheduled date and time of the overloaded sailings, and the figures in the column labelled “Estimated Total Overloaded Vehicles” includes all types of vehicles that were overloaded on the sailings.

We note that during normal operations on this route, a sailing wait only applies to people without reservations, when a vessel has reached capacity. Customers who make reservations and arrive on time will travel on their chosen sailing. Reserved traffic moves smoothly. If a sailing wait occurs, it applies to non-reserved traffic, which will be placed on the next available ferry.

For your information, the vehicle capacities of the *Queen of Surrey*, the *Queen of Coquitlam*, the *Queen of Cowichan* and the *Island Sky* are 308, 316, 312 and 112 automobile equivalents (AEQ) respectively. An AEQ is used to determine vessel capacity based on a standard vehicle measure (6.1 x 2.6 meters), and is roughly equal to a full size family vehicle.

We have not charged a fee for these records.

You can apply to the Information and Privacy Commissioner for a review of this response. You have 30 working days from receipt of this letter to request a review by writing to:

Office of the Information and Privacy
Commissioner for British Columbia
PO Box 9038, Stn. Prov. Govt.
Victoria, BC V8W 9A4
Facsimile: (250) 387-1696

If you request a review, please provide the Commissioner's office with a copy of this letter, a copy of your original request, and the reasons or grounds upon which you are requesting the review.

If you have any questions, please write or call our office at (250) 978-1502.

Sincerely,

Original signed by

Josée Magas, Information & Privacy Analyst
FOIPP Office