

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

December 27, 2019

Sent via email to: [ ]

Our File: FOI-2020-021

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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 October 28, 2019. Your request was as follows:

*This is a request under the FOIPP Act for access to information and records concerning the Denman Island Cable Ferry, the Baynes Sound Connector. For clarification, this request is specifically about the service availability of the BSC, not about the service provided on Route 21 including replacement/stand-by vessels.*

*Going back to February 2016, when the BSC started regular service, please provide information about:*

- 1. Date, time and reason for cancellations of scheduled sailings; or*
- 2. Departure delays by more than 30 minutes.*

*This should include the sailings missed due to scheduled repairs or maintenance and sailings missed, but performed by a replacement vessel. This request refers to missed scheduled sailing times. Please list those, even if the BSC made up the required number of scheduled daily sailings later in the day through shuttling.*

- 3. Please provide dates and times when sailings were disrupted by debris or logs picked up by the cables, or conflict with other vessels.*
- 4. Please also provide information, again dates and times, when the BSC was not available for possible night time emergency sailings due to repairs and maintenance, again include scheduled and acute events.*

Thank you for your final fee payment of \$7.90, received by BC Ferries on December 24, 2019. The account for this request is settled.

Enclosed please find copies of the records responsive to your request.

Some of the records contain information excepted from disclosure under the FOIPP Act. This information was severed so the remaining information could be disclosed. We have withheld employee names under section 22, as disclosure of this personal information would be an unreasonable invasion of third parties' privacy.

We have noted on the records disclosed to you which section of the FOIPP Act was relied on to sever the information. An excerpt of the relevant sections is attached.

With regard to item 4, please note that BC Ferries has no obligation under the Coastal Ferry Services Contract to be available to provide service for possible nighttime emergency call-outs. However, BC Ferries understands the importance of after hours emergency services to the island community and will respond to after hour emergency calls based on crew and vessel availability. Furthermore, when a vessel will not be available, BC Ferries will notify the BC Ambulance Service so that they can arrange to have alternative arrangements to ensure ambulance service.

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