



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

February 25, 2020

[ ]  
[ ]  
[ ]

Our File: FOI-2020-029

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 information under the *Freedom of Information and Protection of Privacy Act* (the FOIPP Act) on January 8, 2020. We understand your request to be for:

*The total number of BC Ferries scheduled sailings and the total number of sailing cancellations due to adverse weather conditions per annum from 2003 through 2019.*

Enclosed please find a copy of the record we have created to respond to your request. Please note that this record provides only the cancellations of overall scheduled sailings for weather-related reasons and not cancellations that occurred for other reasons (e.g., mechanical, safety, medical, etc.).

Customer safety is BC Ferries' highest priority and occasionally it is necessary to cancel sailings for weather-related or other reasons. We understand that when service disruptions occur, customers expect us to communicate with them so they can make alternative arrangements. Details of schedule changes, sailing cancellations or other service interruptions to a route can easily be accessed through Service Notices on the "Check Before You Travel" tab on our website, at [https://www.bcferries.com/current\\_conditions/service\\_notices.html](https://www.bcferries.com/current_conditions/service_notices.html). In the event of a weather warning or significant service cancellations, BC Ferries will also issue a Travel Advisory to local radio and television media. Travel Advisory and Service Notices are also broadcasted using @BCFerries on Twitter.

In addition, customers can also choose to subscribe to receive email notifications of service interruptions for any route they select. Customers can also obtain service notice information by calling our toll free number 1-888-223-3779 (1-888-BC FERRY) for recorded information or to speak to a Customer Service Representative.

Customers with reservations on any sailing that's cancelled or changed are also contacted by the Customer Care team with the details of the impacts to their sailing.

Thank you for your deposit of \$22.75 for this request, received on February 4, 2020.  
The final charge for this request is \$22.75. We have calculated this amount as follows:

Locating and retrieving the records	Less than 3 free hours provided in the FOIPP Act	No charge
Manually produce a report	0.5 hour @ \$30.00/hour	\$15.00
Preparing record for disclosure	0.25 hour @ \$30.00/hour	\$7.50
Copies	1 page @ \$0.25/page	<u>\$0.25</u>
	Total	\$22.75
	Less Deposit	<u>\$22.75</u>
	Amount Owing	<u>\$0</u>

As this charge is the same as your deposit, the account for this request is settled.

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*

Carol Stoker  
Manager, Information & Privacy  
FOIPP Office