

British Columbia Ferry Services Inc.  
Suite 500 – 1321 Blanshard Street  
Victoria, BC V8W 0B7  
Tel (250) 381-1401  
Fax 1-866-846-0453  
www.bcferries.com

August 14, 2012

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Our File: FOI-2012-024

Dear < >:

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

I am responding to your request of July 19, 2012 under the *Freedom of Information and Protection of Privacy Act* (FOIPP Act) for access to the following records:

*We are requesting the tracking document for marine incidents and operational occurrences from the Operations and Security Centre for the period commencing June 2009 to date.*

As the BC Coastal Transportation Society will be aware, safety is British Columbia Ferry Services Inc.'s (BC Ferries) highest priority. BC Ferries' SailSafe program, a joint initiative with the BC Ferry & Marine Workers' Union launched in 2007/08, has facilitated a change in the corporate culture which has been vital to the success of many of the Company's new safety initiatives and has contributed significantly to BC Ferries' overall productivity and effectiveness. This positive change in the Company's safety culture was acknowledged by former B.C. Auditor General George Morfitt in his follow up report to the operational safety audit of BC Ferries that he conducted five years ago. In his report, which was released January 19, 2012, Mr. Morfitt states there has been, since his previous 2007 report, "a significant improvement in the safety culture and practices within the company."

As part of BC Ferries' safety program, the Operations and Security Centre provides enhanced situational awareness and assessment for operations, increased security monitoring and a coordinated response during any incident. In carrying out these functions, the Operations and Security Centre uses the incident management system (iSail) to record, track, search and review individual reportable incidents. The Operations and Security Centre does not have an operational requirement for, nor does iSail have the functionality to create, an overall "tracking document for marine incidents and operational occurrences."

As a result, BC Ferries does not have a record responsive to your request.

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*

Jason Eamer-Goult  
Manager, Regulatory & FOIPP  
FOIPP Office