

December 29, 2016

Sent via email to: [ ]

Our File: FOI-2017-022

[

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Dear [ ]:

**Re: Freedom of Information and Protection of Privacy Request**

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 November 21, 2016. Your request is as follows:

*"Please provide me with the raw data collected with respect to the pilot project where Hornby Island traffic receives priority loading at Denman West terminal on the 8:00 a.m. sailing to Buckley Bay, Monday through Friday, when the pilot project is completed; if not complete, then when completed. Specifically, I require:*

- 1. The number of sailings where an overload occurred.*
- 2. The number of vehicles left for each overload and in particular, the number of Hornby vehicles left behind for each overload.*
- 3. The dates of each overload.*
- 4. The number of Hornby vehicles arriving for each 8:00 a.m. sailing, identified by date, for the entirety of the project.*
- 5. The reason for Hornby Islanders travelling on this particular sailing, i.e., medical or specialist appointment, shopping or personal business, if this data was collected; if this data was not collected, the reason it was not collected and the name and contact information for the BC Ferries employee or designate who made the decision not to collect this information.*
- 6. The number of customer surveys completed with respect to this pilot project.*
- 7. A copy of the surveys, or a transcript of the collated data collected, i.e., how many for or against, in favour, not in favour, believe successful or unsuccessful, reasons and comments."*

You have asked for records once the priority loading pilot for Hornby Island is completed. We currently anticipate the pilot will continue until September 2017. As the pilot is still in progress, we will close our file for this request.

In the meantime, some of the information you are seeking is routinely available on BC Ferries' website. You can find details regarding items 1 to 3 of your request at <http://www.bcferrries.com/about/publicconsultation2/FAC/dihi/>. In addition, please note BC Ferries will not have information related to items 4 and 5. Specifically, we will not have information related to item 4 as we have not been recording the number of Hornby Island vehicles arriving for each 8:00 a.m. sailing, and for item 5 as it is not standard practice to ask customers the reason they are travelling on BC Ferries.

You can apply to the Information and Privacy Commissioner for a review of this response. The FOIPP Act allows you 30 working days 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.

Should 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