

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

January 24, 2018

Sent via email to: []

Our File: FOI-2018-004

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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 June 2, 2017. Your request was as follows:

I am seeking information from 2016 calendar (or 2016/17 fiscal, whatever is easier), on ferry capacity and reservations.

For each of the following routes:

- *Horseshoe Bay-Departure Bay*
- *Horseshoe Bay-Langdale*
- *Tsawwassen-Swartz Bay*
- *Tsawwassen-Duke Point*
- *Tsawwassen-Southern Gulf Islands*

I would like to know, for every sailing:

1. *How full the sailing was (per cent);*
2. *If there was a sailing wait and if so for how many sailings;*
3. *What percentage of the sailing was reserved;*
4. *How much revenue on that sailing came from reservations; and*

If the revenue figure is not available on a per-sailing basis, then an overall figure on these routes for the year will suffice.

I would like these records in a machine-readable format (.csv, .xls or .xlsx) not a PDF.

By email dated July 7, 2017, you further requested:

5. *The sailings with overloads and separately, the sailings which were delayed or cancelled with accompanying reasons such as a mechanical failure or weather.*

By email dated August 9, 2017, you also requested:

6. *For each sailing - reservations made [in addition to reservations redeemed].*

Based on these requests, we provided you an original fee estimate for \$181.95 on June 26, 2017, and revised fee estimates for \$230.47 on July 13, 2017 to include item 5 and for \$351.77 on August 29, 2017 to include item 6.

Thank you for your fee deposit of \$115.00 received by BC Ferries on August 30, 2017 and your payment of \$406.59, received on January 3, 2018. We do not appear have received your deposit for item 6 of request.

Please find enclosed records responsive for items 1 to 5 of your request.

Item 1 - How full the sailing was (per cent):

The enclosed spreadsheet includes a column called "Capacity Utilization".

As explained in our letter of June 26, 2017, each vessel's capacity is determined using our standard Automobile Equivalent (AEQ) measurement, which is based on a standard vehicle measure of 6.1 x 2.6 metres, roughly equal to a full size family vehicle. To determine capacity used by each sailing, the sailing's vehicle counts are converted into the AEQ measurement, and then divided by the vessel's full AEQ capacity.

Vessel capacity utilization percentage is based on AEQ measurements that reflect the average deck space consumed by vehicle types. This means, in actuality, that deck space consumed on a sailing may vary from the AEQ conversion rate based on the actual size of the vehicles and how they are loaded. Therefore, the capacity utilization percentages are an estimate of how full the sailings were and may show in the spreadsheet as exceeding full vessel capacity.

Item 2 - If there was a sailing wait and if so for how many sailings:

The enclosed spreadsheet includes a column called "Estimate of Overloaded Vehicles".

As explained in our letter of June 26, 2017, 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. Based on this, we have produced the estimated "overload count" by sailing.

Item 3 - What percentage of the sailing was reserved:

As explained in our letters of June 26 and August 29, 2017, there are differences between reservations *made* and reservations *redeemed*. We have provided the data showing the percentage of private vehicles by sailing with a redeemed reservation.

As we have conveyed previously, BC Ferries does not track the number of private vehicle reservations on the Tsawwassen – Southern Gulf Islands route (route 9) because it is 100% reservable when travel is purchased in advance and the reservation is included in the fare.

The enclosed spreadsheet includes for each sailing "% of Private Vehicles Carried with a Redeemed Reservation". This generally shows the percentage of private vehicles carried with a redeemed reservation for that particular sailing. However, please note the following:

- Reserved vehicles that arrive outside the check-in time permitted by the reservation (i.e., the vehicle arrives early, before the reservation 'check-in' time or late, after the reservation 'cut-off' time), will either be marked as redeemed against the original sailing or as unredeemed. In either case, they will be put in the standby (i.e., non-reserved) queue and will travel on the next sailing that can accommodate them.
- Reserved vehicles that arrive on time for a sailing which has been delayed or cancelled and then travel on a subsequent sailing will also be recorded as redeemed against the *original* sailing.

In some cases, subsequent to checking in and their reservation being redeemed, a customer may choose to leave the terminal, for example when there are delays due to weather or a mechanical issue. When this occurs, the redeemed reservation would not be cancelled. You can find information regarding reservations on the BC Ferries website at: https://www.bcferrries.com/res/visc_faq.html

Certain circumstances produce unusual results with the data. For example, you will see that on October 14, 2016, the scheduled 9PM sailing from Tsawwassen to Swartz Bay indicates that 1250% private vehicles had redeemed reservations. The reason for this is as follows:

- Sailings were being delayed on the day due to weather, and the scheduled 7PM sailing's actual departure time was 9:29PM.
 - As a result, the private vehicles with reservations on the scheduled 9PM sailing instead traveled on the behind-schedule 7PM sailing which had room for them. In effect, the reservations were marked as redeemed against the original 9PM sailing, but travelled on the earlier scheduled 7PM sailing.
- As more reservations were redeemed against the 9PM sailing than private vehicles that were actually carried on it, the mathematical result was greater than 100%.

Item 4 - How much revenue on that sailing came from reservations:

Further to our letter of June 26, 2017, we have created a record showing private vehicle reservations revenue by route for calendar 2016. This record includes reservation and reservation change fee revenue, and is net of any refunds that might have been issued. (For the reasons discussed above, note that the Tsawwassen – Southern Gulf Islands route shows only the revenue from reservations that had a cancellation fee or reservation change fee.)

Item 5 - The sailings with overloads and separately, the sailings which were delayed or cancelled with accompanying reasons such as a mechanical failure or weather.

Please see item 2 above for the sailings with overloads.

With regard to sailings which were delayed or cancelled, the attached spreadsheet provides "Delay Reason" and "Cancel Reason" for given sailings.

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