

British Columbia Ferry Services Inc.
Suite 500 – 1321 Blanshard Street
Victoria, BC V8W 0B7
Tel (250) 978-1502
Fax 1-866-846-0453
www.bcferrries.com

January 16, 2018

Sent via email to: []

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Our File: FOI-2018-029

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 30, 2017. Your request was as follows:

I would like to see the cost per round trip for all BC Ferries, specifically the Horseshoe Bay to Langdale trip. Then I would like to see how BC Ferries determines the charge for the ferry ride for each round trip. I am asking this because I have heard that the Horseshoe Bay to Langdale is the most expensive trip serviced by BC Ferries and I want to know why, as it appears to be one of the busiest.

The records responsive to your request are routinely available. You are able to calculate the cost per round trip for the route connecting Horseshoe Bay to Langdale (route 3), or any other BC Ferries route, using the route financial and operations reports found in BC Ferries' annual report to the British Columbia Ferries Commissioner at www.bcferrries.com:

- Use your internet browser to navigate to this website;
- Click "About BC Ferries" and then "Our Company" at the bottom of the webpage;
- Under "Documents, Plans and Reports", select "Annual Reports, British Columbia Ferries Commissioner"; and
- Select the annual report of interest to you.

You have also asked how BC Ferries determines the tariff for a round trip on route 3. The pricing on route 3 and other routes has evolved from fares set when BC Ferries was under the direct control of the government prior to 2003. The rationale behind the choices made at those times is either not recorded or not readily available in our records.

Since BC Ferries was converted to a regulated private company in 2003 and until March 2016, fare increases have been applied equally across routes within each applicable route group, in line with allowable tariff increases set by the British Columbia Ferries Commissioner. Please note the following:

- In April 2016, BC Ferries matched the 1.9% increase in fares on route 3 with a 1.9% increase in the fuel rebate, in effect offsetting the fare increase;
- In April 2017 BC Ferries froze all passenger fares, and vehicle fares on the minor routes and Route 3, but increased vehicle fares on other major routes by 1.9%;
- Also in April 2017, BC Ferries reduced reservation fees on the routes where they are offered, including route 3; and,
- Despite being designated a major route, route 3 customers benefit from Experience Card discounts which are not offered on other major routes.

We have seen, as you noted, increased traffic on route 3. We understand service is a concern and we are making investments to manage traffic on this route. There are a number of current and future capital or operational expenditures which may benefit the route, such as:

- Langdale terminal development;
- Horseshoe Bay terminal development;
- New vessels; and
- Investments in the ferry schedule to improve service.

We hope this assists with your understanding about the fares for route 3 and other initiatives that may benefit the route. 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
Senior Manager, Regulatory & FOIPP