

## Public Response to Preliminary Fare Caps Decision March 30 – June 30, 2007

The Commissioner's preliminary fare cap decision was issued on March 30, 2007. That afternoon, email notification was distributed to media contacts, BC Ferry Advisory Committee Chairpersons and over 300 members of the general public who receive regular Commission information updates.

The notification provided a brief overview of the preliminary decision and a reminder of the review process, along with links to the Commission website for report details and FAQs. Contact information, including where to direct comments on specific topics, was provided for the Commission, BC Ferries and Minister Falcon's office.

From March 30 to June 30, the Commission received over 140 emails, letters and faxes. The review process and timeline appeared to be well-understood.

With very few exceptions, correspondents focused on rising fares with the majority identifying three public policy issue areas: the economic and social impacts of higher fares on island communities; the consideration of all ferries as part of the highway system; and the level of user-pay for coastal ferry service vs. other transportation services such as Translink.

About 10% of correspondence received during this time addressed other issues, including the terms of the current Service Contract, the naming of BC Ferries' new Northern vessel, BC Ferries' trial Southern Gulf Islands schedule and BC Ferries' Olympics promotion.

Everyone who contacted the Commission directly received a response. Those with questions/input outside the Commission's mandate were redirected to the Minister's office and/or BC Ferries. In some instances the Commission forwarded their comments to the appropriate office on their behalf.

