

Emergency Operations Centre Bulletin

April 19, 2021
EOCB2021-10

STRENGTHENED TRAVEL MEASURES ANNOUNCED TODAY

Today Premier John Horgan strengthened the travel measures currently in place. To support this announcement, we are making two immediate changes:

Conditions of Carriage: In order to provide BC Ferries with the legal authority to deny customers travelling for non-essential reasons if directed by a government agency to do so, BC Ferries' 12th Condition of Carriage has been amended to the following:

If directed or requested by a governmental authority to do so, the Carrier may refuse carriage to any person or vehicle for any reason including travel for non-essential purposes.

This is an important change to support the Provincial Travel Restriction Orders that are pending.

Essential Travel Only: Since November, we have advised customers to avoid non-essential travel. In order to further support and strengthen this messaging, Ticket Agents will ask customers if their travel is for essential reasons. The Province of BC defines essential travel as for work or medical reasons, and non-essential as for vacationing and/or travelling outside of your local health area.

An Operations Bulletin will be released shortly with further details on how this will be implemented. We are also issuing a Media Advisory shortly to advise the public on the changes. This additional question is being implemented to discourage non-essential travel. We are also using this opportunity to remind the public about our zero tolerance policy on abuse of our employees. Your safety is our top priority and any customer who abuses one of our employees, either verbally or physically, will be banned from travel.

We're proud of the work you continue to do to ensure the ferry system operates safely and efficiently. We know these changes may create challenging situations and will do everything we can to support you.

Please continue to stay safe and keep up the excellent work.

Best regards,



Darren Johnston
Executive Director, Fleet Operations

THIS BULLETIN SHALL REMAIN IN EFFECT UNTIL APRIL 19, 2022