



PERFORMANCE REVIEW POLICY

The *Coastal Ferry Amendment Act* of 2012 added the following provision to legislation:

Section 46.1 The commissioner may conduct a review of one or more aspects of a ferry operator's operations, including, without limitation, ancillary services, at such time or times as the commissioner considers reasonable, and section 46 applies to such a review.

Accordingly, the BC Ferries Commissioner ("Commissioner") has established this policy to guide work on performance reviews of BC Ferry Services Inc ("BC Ferries").

The purpose of performance reviews is to hold the operator accountable, and by doing so to raise public confidence that the company is operating efficiently, making prudent use of its resources, and operating in such a way as to keep ferry fares as low as reasonably possible. The body of knowledge that builds up over time will support the price cap setting process, which occurs every fourth year. The intention is to have an open, transparent process, based on a long-term review plan, and annual plans which will be defined at the beginning of each year. Both long-term and annual review plans will be developed through consultation with BC Ferries, the Ministry of Transportation and Infrastructure, Ferry Advisory Committees and the general public. The final selection of projects will reside with the Commissioner. The intent is to conduct two to three performance reviews each year, subject to budget availability and capacity of the Commission and BC Ferries.

Reviews and report development may be conducted internally by the Commissioner or contracted out to external service providers deemed to have necessary expertise and capacity to perform the work. In all cases, project charters will be developed in advance and posted to the British Columbia Ferry Commission website.

A draft of the final reports will be provided to BC Ferries in advance of publication to allow for the development of a response to the findings. The Commissioner will publish the completed performance review report together with a final response from BC Ferries (if one is provided) on the British Columbia Ferry Commission website.

Topics deemed to be out of scope for review by the Commission include safety (overseen by a federal agency) and environmental protection (overseen by both federal and provincial agencies).