



Customer Satisfaction Tracking

2019 – All Waves





This report was prepared by R.A. Malatest & Associates Ltd. for BC Ferries'
Customer Satisfaction Tracking Research.

BACKGROUND AND INTRODUCTION

Since 2003, BC Ferries has been conducting Customer Satisfaction Tracking (CST) research on select routes, in accordance with the Coastal Ferry Services Contract between BC Ferries and the Province of British Columbia. Since its inception, this research has followed a consistent methodology for data collection, analysis and reporting.

In July 2017, a review of BC Ferries' CST research was conducted. As a result of this review, the British Columbia Ferries Commissioner ordered BC Ferries to undertake a number of actions with regard to the CST, including sampling from routes not currently surveyed and more timely and frequent access to results.

BC Ferries engaged a consultant in the summer of 2018 to conduct an internal review of the CST methodology, tools, and feedback mechanisms, as well as to advise on the design of a future research program. Based on the consultant's review and input, BC Ferries has committed to transitioning in phases towards a more comprehensive approach of obtaining customer input on all routes by using a mix of data collection methodologies.

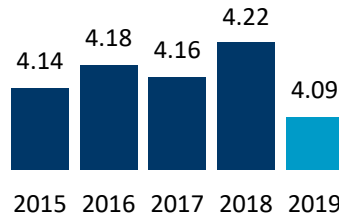
To achieve this goal, BC Ferries contracted R.A. Malatest & Associates Ltd. (Malatest), an independent research firm, to assist in developing and implementing a more comprehensive CST data collection methodology.

This report presents the findings for 2019, the first year of data collection to be administered using the new methodology. Passengers who were surveyed reported an overall satisfaction score of 4.09 (out of a possible 5), and 85% of those passengers reported that they were satisfied with their overall experience.

Customer Satisfaction Survey Highlights

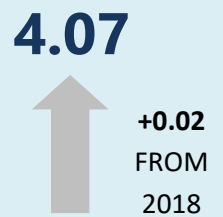
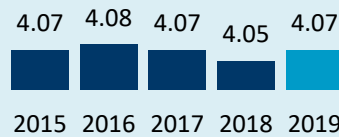
Overall Satisfaction

The 2019 overall satisfaction score is lower than in previous years. Since key driver scores have all improved since 2018, the lower overall satisfaction score is most likely due to recent changes to the survey instrument. In light of the survey redesign (to meet Industry Best Practices), 2019 should act as the new baseline for future comparisons.



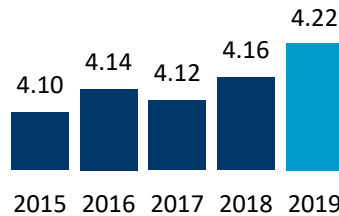
Terminal Satisfaction

Terminal satisfaction scores have held relatively steady year-over-year since 2015. This suggests that either BC Ferries has encountered a ceiling effect, or improvements are needed to key drivers to see higher scores in the future.



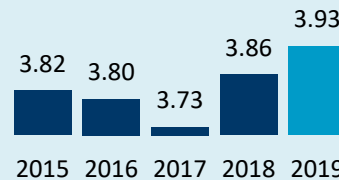
Onboard Satisfaction

Onboard satisfaction scores continue to improve. The 2019 score is the highest score achieved in the past 5 years.



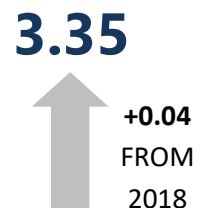
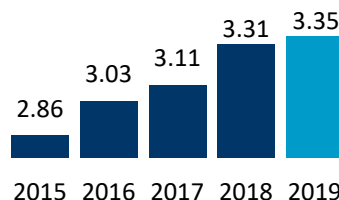
Ferry Running On Time

Passenger assessments of whether the ferry was running on time continue to improve. The 2019 score is the highest score achieved in the past 5 years.



Value for Money of Fares

Value for Money of Fares scores continue to steadily increase year-over-year. The 2019 score is the highest score achieved in the past 5 years.



CONTENTS

CST INTERCEPT SURVEY METHOD..... 2

OVERALL CUSTOMER SATISFACTION 3

TERMINAL SERVICES 4

ONBOARD SERVICES 6

VALUE FOR MONEY OF FARES 8

APPENDIX A - Average Satisfaction Ratings by Route – All Waves Historical Data 9

APPENDIX B – Average Satisfaction Ratings by Terminal – All Waves Historical Data18

CST Intercept Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 15-28), Wave 2 (August 6-19), and Wave 3 (November 1-13, 2019) data collection periods, were eligible to complete a 2019 CST Survey. Passengers who agreed to participate in the survey were able to rate their satisfaction with various aspects of their sailing experience, provide feedback on their perception of BC Ferries as a company, as well as make suggestions for possible improvements.

Surveyors moved throughout the vessel and interviewed passengers in various areas of the ship (e.g. cafés/restaurants, lounge areas, outer decks, pet area, parking areas), by administering a demographic screener survey on an iPad. Passengers then had the option to complete the remainder of the survey online (via a secure email link) or on paper, which was provided along with a postage-paid return envelope.

As shown in the table below, 63% more surveys were completed this year than in 2018.

Table 1: Survey completions overall and by route (2019 – All Waves)

	All Waves 2018	All Waves 2019	Change (2018-19)
Major Routes (1, 2, 3, 30)	2,455	4,251	+ 1,796 (73%)
Route 1	685	1,212	+ 527 (77%)
Route 2	683	1,269	+ 586 (86%)
Route 3	597	772	+ 175 (29%)
Route 30	490	998	+ 508 (104%)
Minor Routes (4, 5/9, 19)	1,396	2,038	+ 642 (46%)
Route 4	357	480	+ 123 (34%)
Routes 5/9	730	994	+ 264 (36%)
Route 19	309	564	+ 255 (83%)
Total	3,851	6,289	+ 2,438 (63%)

Source: 2019 CST Survey – All Waves (R.A. Malatest & Associates)

Sometimes, the surveying process ends up over or under-sampling certain types of passengers. To correct for any imbalances, the results in this report have been weighted according to:

- Route
- Day type (weekend vs. weekday)
- Day part (morning, afternoon and evening), and
- Passenger type (walk-on vs. vehicle).

Overall Customer Satisfaction

Customers were also asked to rate their overall satisfaction with their recent experience travelling with BC Ferries.

Table 2. Overall Customer Satisfaction

	2015	2016	2017	2018	2019	Change (2018-19)
Major Routes (1, 2, 3, 30)	-	-	-	-	4.11	-
Route 1	4.27	4.29	4.26	4.32	4.16	- 0.16
Route 2	4.12	4.16	4.21	4.13	4.08	- 0.05
Route 3	3.88	3.96	3.92	4.18	4.02	- 0.16
Route 30	4.19	4.19	4.14	4.21	4.12	- 0.09
Minor Routes (4, 5/9, 19)	4.10	4.20	4.12	4.22	3.99	- 0.23
Route 4	4.13	4.20	4.24	4.28	4.08	- 0.20
Routes 5/9	4.15	4.24	4.14	4.24	3.97	- 0.27 ↓
Route 19	3.98	4.14	3.99	4.03	3.99	- 0.04
Total	4.14	4.18	4.16	4.22	4.09	- 0.13

QUESTION: How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2018.

Note: Weighted averages (passenger count) reported.

Note: 2018 Minor Routes aggregate also includes responses from routes 8, 12, 17, 18, and 23.

Source: 2019 CST Survey – All Waves (R.A. Malatest & Associates)

Overall customer satisfaction scores have dropped when compared to last year's score (change of -0.13 points). Analysis by route shows that overall satisfaction has decreased across all routes. Overall, passengers travelling on Route 5/9 are the least satisfied (3.97) and show the most marked reduction in score (-0.27).

85% of passengers stated that they were satisfied with their overall experience.

Terminal Services Customer Satisfaction

The customer satisfaction score for overall experience at the terminal before boarding continues to show little change year-over-year (increase of +0.02 from last year).

Table 3. Customer Satisfaction with the Overall Experience at the Terminal before Boarding

	2015	2016	2017	2018	2019	Change (2018-19)
BC Ferries Total	4.07	4.08	4.07	4.05	4.07	+0.02
Tsawwassen	4.17	4.14	4.16	4.15	4.13	- 0.02
Swartz Bay	4.10	4.11	4.14	4.10	4.07	- 0.03 ↓
Horseshoe Bay	3.97	4.00	3.98	3.94	4.00	+0.06
Departure Bay	4.13	4.17	4.07	4.12	4.09	- 0.03 ↓
Langdale	3.89	3.91	3.90	3.87	3.95	+0.08
Duke Point	4.09	4.07	3.99	4.15	4.17	+0.02
Fulford Harbour	3.95	3.85	4.03	3.97	4.02	+0.05
Nanaimo Harbour	4.06	4.08	4.03	4.02	4.12	+0.10 ↑
Gabriola	3.85	3.82	3.91	3.64	3.71	+0.07

QUESTION: How satisfied or dissatisfied were you with your overall experience at the terminal before boarding? (1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2018.

Note: Weighted averages (passenger count) reported.

Source: 2019 CST Survey – All Waves (R.A. Malatest & Associates)

Analysis by individual terminal shows that passengers sailing from Duke Point (4.17) are the most satisfied with their terminal experience while those departing from Gabriola are the least satisfied (3.71). Even so, Gabriola did demonstrate positive change compared to last year (+0.07). The greatest increase in score overall was reported by passengers sailing out of Nanaimo Harbour (+0.10).

Overall, 83% of passengers stated that they were satisfied with their terminal experience.

For specific aspects of service within terminals, overall, passenger satisfaction has increased across the majority of measures. “Overall appearance inside the terminal you left from” showed the largest increase when compared to the 2018 average (+0.30). “Quality and variety of merchandise offered at the terminal” showed the biggest drop in score (-0.14) (Table 4). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2018	2019	Change (2018-19)
Outside appearance of the terminal you left from	4.04	4.17	+0.13
Overall appearance inside the terminal you left from	3.87	4.17	+0.30 ↑
Wait time at terminal	-	3.81	-
Efficiency of the check-in process	-	4.32	-
Staff customer service	4.43	4.41	- 0.02
Clarity of staff directions	4.41	4.39	- 0.02
Announcements when you needed to be informed	3.86	4.08	+0.22
Usefulness of digital information screens	3.75	3.92	+0.17
Quality and variety of merchandise offered at the terminal	3.87	3.73	- 0.14 ↓
Quality and variety of food/beverages offered at the terminal	3.58	3.62	+0.04
Washrooms	-	4.01	-
Procedure for loading	4.08	4.15	+0.07
Professionalism of terminal staff	4.25	4.36	+0.11
Parking options at the terminal	-	3.43	-
Ease of using passenger pickup/drop-off area	3.98	3.95	- 0.03
Pre-boarding passenger lounge at terminal	-	3.79	-

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2018.

Note: Weighted averages (passenger count) reported.

Note: Due to survey instrument changes, historical comparisons cannot be made, as denoted by the (-) symbol.

Source: 2019 CST Survey – All Waves (R.A. Malatest & Associates)

Onboard Services Customer Satisfaction

Passenger ratings of onboard services increased +0.06 points since last year. Scores continue to increase, and this year's score is the highest on record for the 2015-2019 period. Passengers sailing on major routes routinely report higher onboard satisfaction scores than passengers on minor routes.

Table 5. Overall Satisfaction with Onboard Services

	2015	2016	2017	2018	2019	Change (2018-19)
Major Routes (1, 2, 3, 30)	4.11	4.15	4.13	4.16	4.22	+0.06
Route 1	4.17	4.21	4.19	4.22	4.24	+0.02
Route 2	4.06	4.15	4.12	4.13	4.22	+0.09
Route 3	4.02	4.01	4.00	4.11	4.16	+0.05
Route 30	4.12	4.17	4.15	4.14	4.25	+0.11 ↑
Minor Routes (4, 5/9, 19)	4.07	4.10	4.06	4.12	4.18	+0.06
Route 4	4.01	4.02	4.06	4.14	4.18	+0.04
Routes 5/9	4.17	4.16	4.06	4.17	4.20	+0.03
Route 19	3.96	4.07	4.07	4.01	4.12	+0.11 ↑
Total	4.10	4.14	4.12	4.16	4.22	+0.06

QUESTION: How satisfied or dissatisfied were you with your overall experience onboard the ferry?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2018.

Note: Weighted averages (passenger count) reported.

Source: 2019 CST Survey – All Waves (R.A. Malatest & Associates)

Analysis by route shows that passengers on Routes 1 and 30 are the most satisfied with their onboard services experience (4.24 and 4.25 respectively). Regardless, all routes show higher onboard satisfaction scores this year compared to last, with Routes 19 and 30 experiencing the largest improvement in scores (+0.11) since last year.

Overall, 90% of passengers stated that they were satisfied with their onboard experience.

Table 6 shows that passengers are more satisfied this year compared to last for each onboard service measure. Passenger satisfaction with the “Pet area” showed the largest increase compared to 2018 (+0.66). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2018	2019	Change (2018-19)
Quality and variety of food/beverages offered	3.66	3.75	+0.09
Value for money (food services)	3.21	3.23	+0.02
Staff customer service	4.21	4.30	+0.09
Passages Retail Store	-	4.03	-
Washrooms	-	4.05	-
Play area for children	3.27	3.56	+0.29
Pet area	2.50	3.16	+0.66 ↑
Workstations	3.70	3.83	+0.13
Outside decks	4.07	4.22	+0.15
Lounge seating	-	4.12	-
The SeaWest Lounge experience	-	3.74	-
Outside appearance of vessel overall	4.05	4.16	+0.11
Ease of access, overall	-	4.19	-
Ease of finding facilities/services	3.94	4.19	+0.25
Announcements when you need to be informed	3.96	4.09	+0.13
Atmosphere on the ferry overall	3.98	4.21	+0.23
Procedures for unloading	4.03	4.18	+0.15
Professionalism of onboard staff	4.27	4.40	+0.13

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2018.

Note: Weighted averages (passenger count) reported.

Note: Due to survey instrument changes, historical comparisons cannot be made, as denoted by the (-) symbol.

Source: 2019 CST Survey – All Waves (R.A. Malatest & Associates)

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” continue to show a steady increase in satisfaction score year-over-year since 2015 (increase of +0.04 from last year). For the past two years, passengers on minor routes have shown much higher value satisfaction scores than passengers sailing on major routes.

Table 7. Value for Money of Fares

	2015	2016	2017	2018	2019	Change (2018-19)
Major Routes (1, 2, 3, 30)	2.87	3.02	3.11	3.28	3.31	+0.03
Route 1	3.05	3.12	3.22	3.32	3.30	- 0.02 ↓
Route 2	2.72	2.94	3.09	3.17	3.26	+0.09
Route 3	2.69	3.00	2.98	3.45	3.45	0.00
Route 30	2.79	2.87	3.01	3.09	3.23	+0.14 ↑
Minor Routes (4, 5/9, 19)	2.84	3.10	3.08	3.50	3.58	+0.08
Route 4	2.84	3.02	3.09	3.50	3.51	+0.01
Routes 5/9	2.96	3.16	3.11	3.55	3.61	+0.06
Route 19	2.66	3.07	3.04	3.40	3.50	+0.10
Total	2.86	3.03	3.11	3.31	3.35	+0.04

QUESTION: How satisfied or dissatisfied were you, overall, with value for money of fares?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2018.

Note: Weighted averages (passenger count) reported.

Source: 2019 CST Survey – All Waves (R.A. Malatest & Associates)

By route, passengers on Routes 5/9 are the most satisfied with Value for Money of Fares (3.61) while passengers travelling on Route 30 are the least satisfied (3.23). Even though Route 30 does show the lowest value for money of fare average, it did experience the most substantial positive change since last year (+0.14).

APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – ALL WAVES HISTORICAL DATA

Average Satisfaction Ratings by Route – All Waves Historical Data									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	2019	4.09	4.16	4.08	4.02	4.12	4.08	3.97	3.99
	2018	4.22	4.32	4.13	4.18	4.21	4.28	4.24	4.03
	2017	4.16	4.26	4.21	3.92	4.14	4.24	4.14	3.99
	2016	4.18	4.29	4.16	3.96	4.19	4.20	4.24	4.14
	2015	4.14	4.27	4.12	3.88	4.19	4.13	4.15	3.98
<i>2018-19 Comparison</i>		<i>-0.13</i>	<i>-0.16</i>	<i>-0.05</i>	<i>-0.16</i>	<i>-0.09</i>	<i>-0.20</i>	<i>-0.27</i>	<i>-0.04</i>
Terminal Overall									
	2019	4.07	4.11	4.03	3.98	4.15	4.06	4.05	3.92
	2018	4.05	4.13	4.04	3.89	4.13	4.03	4.12	3.85
	2017	4.07	4.15	4.08	3.86	4.10	4.08	4.09	3.97
	2016	4.08	4.12	4.10	3.94	4.13	3.95	4.16	3.95
	2015	4.07	4.14	4.07	3.90	4.11	4.05	4.12	3.96
<i>2018-19 Comparison</i>		<i>0.02</i>	<i>-0.02</i>	<i>-0.01</i>	<i>0.09</i>	<i>0.02</i>	<i>0.03</i>	<i>-0.07</i>	<i>0.07</i>
Onboard Overall									
	2019	4.22	4.24	4.22	4.16	4.25	4.18	4.20	4.12
	2018	4.16	4.22	4.13	4.11	4.14	4.14	4.17	4.01
	2017	4.12	4.19	4.12	4.00	4.15	4.06	4.06	4.07
	2016	4.14	4.21	4.15	4.01	4.17	4.02	4.16	4.07
	2015	4.10	4.17	4.06	4.02	4.12	4.01	4.17	3.96
<i>2018-19 Comparison</i>		<i>0.06</i>	<i>0.02</i>	<i>0.09</i>	<i>0.05</i>	<i>0.11</i>	<i>0.04</i>	<i>0.03</i>	<i>0.11</i>
Value for money of fares									
	2019	3.35	3.30	3.26	3.45	3.23	3.51	3.61	3.50
	2018	3.31	3.32	3.17	3.45	3.09	3.50	3.55	3.40
	2017	3.11	3.22	3.09	2.98	3.01	3.09	3.11	3.04
	2016	3.03	3.12	2.94	3.00	2.87	3.02	3.16	3.07
	2015	2.86	3.05	2.72	2.69	2.79	2.84	2.96	2.66
<i>(2018-19 Comparison)</i>		<i>0.04</i>	<i>-0.02</i>	<i>0.09</i>	<i>0.00</i>	<i>0.14</i>	<i>0.01</i>	<i>0.06</i>	<i>0.10</i>

Average Satisfaction Ratings by Route – All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2019	4.13	4.13	4.11	4.11	4.20	4.12	4.14	4.05
	2018	4.09	4.11	4.13	4.05	4.10	4.11	3.98	4.05
	2017	4.10	4.13	4.12	4.04	4.13	4.09	4.02	4.02
	2016	4.13	4.13	4.14	4.09	4.16	4.20	4.09	4.06
	2015	4.09	4.14	4.20	3.89	4.12	4.05	3.99	3.92
<i>(2018-19 Comparison)</i>		<i>0.04</i>	<i>0.02</i>	<i>-0.02</i>	<i>0.06</i>	<i>0.10</i>	<i>0.01</i>	<i>0.16</i>	<i>0.00</i>
Ease of using online reservations	2019	4.01	4.09	3.93	3.93	4.07	-	3.92	-
	2018	3.95	4.00	3.99	3.85	3.96	-	3.83	-
	2017	4.00	4.09	3.96	3.89	4.00	3.85	4.00	3.81
	2016	3.93	4.04	3.83	3.78	4.03	3.91	4.05	3.69
	2015	3.97	4.07	4.10	3.69	3.98	3.52	3.90	3.71
<i>(2018-19 Comparison)</i>		<i>0.06</i>	<i>0.09</i>	<i>-0.06</i>	<i>0.08</i>	<i>0.11</i>	<i>-</i>	<i>0.09</i>	<i>-</i>
BC Ferries phone service <i>(Previous question wording: Usefulness of BC Ferries phone service)</i>	2019	3.59	3.63	3.53	3.39	3.67	3.54	3.80	3.39
	2018	3.36	3.63	3.40	2.87	3.19	3.43	3.30	3.51
	2017	3.61	3.73	3.67	3.32	3.62	3.47	3.75	3.28
	2016	3.61	3.85	3.47	3.29	3.67	3.63	3.95	3.25
	2015	3.60	3.89	3.55	3.09	3.46	3.56	3.89	3.19
<i>2018-19 Comparison</i>		<i>0.23</i>	<i>0.00</i>	<i>0.13</i>	<i>0.52</i>	<i>0.48</i>	<i>0.11</i>	<i>0.50</i>	<i>-0.12</i>
Ease of using/understanding sailing schedules <i>(New question for 2019)</i>	2019	4.27	4.31	4.30	4.18	4.39	4.16	4.07	4.35
Effective communication of service updates <i>(New question for 2019)</i>	2019	3.95	4.01	3.97	3.83	4.07	3.79	3.80	3.86

Average Satisfaction Ratings by Route – All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	2019	4.17	4.24	4.18	4.00	4.27	3.96	4.15	3.79
	2018	4.04	4.11	4.10	3.85	4.11	3.95	4.08	3.80
	2017	4.06	4.12	4.13	3.83	4.12	4.07	4.05	3.96
	2016	4.05	4.08	4.08	3.92	4.11	3.93	4.07	3.96
	2015	4.04	4.10	4.05	3.87	4.10	3.94	4.09	3.87
<i>(2018-19 Comparison)</i>		<i>0.13</i>	<i>0.13</i>	<i>0.08</i>	<i>0.15</i>	<i>0.16</i>	<i>0.01</i>	<i>0.07</i>	<i>-0.01</i>
Overall appearance inside the terminal	2019	4.17	4.24	4.18	3.98	4.23	3.95	4.12	-
<i>(Previous question wording:</i>	2018	3.87	3.90	3.95	3.66	3.91	3.78	3.94	-
<i>Overall look & décor inside the</i>	2017	3.87	3.95	3.89	3.61	3.91	3.82	3.85	-
<i>Terminal you left from (if applicable))</i>	2016	3.88	3.94	3.88	3.72	3.95	3.74	3.83	-
	2015	3.87	3.90	3.92	3.71	3.89	3.69	3.95	-
<i>(2018-19 Comparison)</i>		<i>0.30</i>	<i>0.34</i>	<i>0.23</i>	<i>0.32</i>	<i>0.32</i>	<i>0.17</i>	<i>0.18</i>	<i>-</i>
Wait time at the terminal	2019	3.81	3.98	3.78	3.63	3.88	3.68	3.58	3.49
<i>(New question for 2019)</i>									
Ticket Purchase									
Efficiency of the check-in process	2019	4.32	4.32	4.31	4.27	4.34	4.33	4.35	4.30
<i>(New question for 2019)</i>									
Staff customer service	2019	4.41	4.41	4.39	4.34	4.44	4.42	4.50	4.42
	2018	4.43	4.44	4.45	4.35	4.40	4.43	4.49	4.41
	2017	4.41	4.47	4.42	4.22	4.39	4.42	4.45	4.54
	2016	4.40	4.44	4.47	4.26	4.34	4.37	4.44	4.53
	2015	4.40	4.44	4.42	4.21	4.45	4.36	4.45	4.49
<i>(2018-19 Comparison)</i>		<i>-0.02</i>	<i>-0.03</i>	<i>-0.06</i>	<i>-0.01</i>	<i>0.04</i>	<i>-0.01</i>	<i>0.01</i>	<i>0.01</i>
Clarity of staff directions	2019	4.39	4.40	4.40	4.33	4.41	4.35	4.40	4.41
	2018	4.41	4.45	4.45	4.34	4.35	4.34	4.44	4.36
	2017	4.38	4.43	4.41	4.22	4.38	4.33	4.35	4.49
	2016	4.37	4.43	4.43	4.21	4.34	4.31	4.35	4.45
	2015	4.36	4.40	4.38	4.19	4.40	4.29	4.33	4.46
<i>(2018-19 Comparison)</i>		<i>-0.02</i>	<i>-0.05</i>	<i>-0.05</i>	<i>-0.01</i>	<i>0.06</i>	<i>0.01</i>	<i>-0.04</i>	<i>0.05</i>

Average Satisfaction Ratings by Route – All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	2019	4.08	4.11	4.11	4.04	4.15	3.93	3.98	4.06
	2018	3.86	3.89	3.92	3.71	3.96	3.82	3.83	3.64
	2017	3.84	3.87	3.85	3.73	3.89	3.72	3.80	3.85
	2016	3.90	3.95	3.94	3.78	3.98	3.90	3.84	3.58
	2015	3.79	3.84	3.77	3.72	3.87	3.76	3.75	3.50
<i>(2018-19 Comparison)</i>		<i>0.22</i>	<i>0.22</i>	<i>0.19</i>	<i>0.33</i>	<i>0.19</i>	<i>0.11</i>	<i>0.15</i>	<i>0.42</i>
Usefulness of digital information screens	2019	3.92	3.96	3.93	3.84	4.02	3.72	3.75	-
	2018	3.75	3.75	3.73	3.70	3.85	3.72	-	-
	2017	3.75	3.74	3.81	3.69	3.73	3.65	-	-
	2016	3.81	3.88	3.84	3.64	3.83	3.56	-	-
	2015	3.71	3.74	3.67	3.64	3.79	3.53	-	-
<i>(2018-19 Comparison)</i>		<i>0.17</i>	<i>0.21</i>	<i>0.20</i>	<i>0.14</i>	<i>0.17</i>	<i>0.00</i>	<i>-</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal	2019	3.71	3.78	3.88	3.51	3.78	3.19	3.53	-
	2018	3.87	3.94	3.89	3.83	3.87	3.11	3.55	-
	2017	3.87	3.90	3.91	3.89	3.85	3.49	3.46	-
	2016	3.89	3.90	3.93	3.89	3.96	3.50	3.59	-
	2015	3.88	3.89	3.90	4.00	3.85	3.24	3.72	-
<i>(2018-19 Comparison)</i>		<i>-0.16</i>	<i>-0.16</i>	<i>-0.01</i>	<i>-0.32</i>	<i>-0.09</i>	<i>0.08</i>	<i>-0.02</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal	2019	3.58	3.69	3.77	3.43	3.66	2.96	3.35	-
	2018	3.58	3.64	3.69	3.35	3.61	2.92	3.54	-
	2017	3.63	3.68	3.72	3.37	3.64	3.37	3.57	-
	2016	3.68	3.76	3.67	3.55	3.78	3.26	3.46	-
	2015	3.60	3.66	3.58	3.50	3.70	3.11	3.57	-
<i>(2018-19 Comparison)</i>		<i>0.00</i>	<i>0.05</i>	<i>0.08</i>	<i>0.08</i>	<i>0.05</i>	<i>0.04</i>	<i>-0.19</i>	<i>-</i>
Washrooms <i>(New question for 2019)</i>	2019	4.01	4.06	3.98	3.88	4.11	3.89	4.10	3.71
Procedure for loading	2019	4.15	4.22	4.13	4.06	4.23	4.08	4.05	4.11
	2018	4.08	4.16	4.08	3.88	4.16	4.11	4.09	3.92
	2017	4.06	4.17	4.10	3.80	4.09	4.07	3.95	4.04
	2016	4.10	4.16	4.11	3.96	4.18	4.06	4.02	4.08
	2015	4.06	4.17	4.01	3.90	4.10	3.99	3.98	4.01
<i>(2018-19 Comparison)</i>		<i>0.07</i>	<i>0.06</i>	<i>0.05</i>	<i>0.18</i>	<i>0.07</i>	<i>-0.03</i>	<i>-0.04</i>	<i>0.19</i>
Professionalism of terminal staff	2019	4.36	4.37	4.39	4.26	4.38	4.31	4.41	4.43
	2018	4.25	4.29	4.27	4.12	4.24	4.25	4.31	4.20
	2017	4.24	4.29	4.22	4.09	4.22	4.30	4.29	4.40
	2016	4.22	4.25	4.23	4.12	4.23	4.18	4.26	4.38
	2015	4.21	4.28	4.18	4.07	4.21	4.18	4.20	4.30
<i>(2018-19 Comparison)</i>		<i>0.11</i>	<i>0.08</i>	<i>0.12</i>	<i>0.14</i>	<i>0.14</i>	<i>0.06</i>	<i>0.10</i>	<i>0.23</i>

Average Satisfaction Ratings by Route – All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal <i>(New question for 2019)</i>	2019	3.43	3.55	3.47	3.19	3.53	2.84	3.54	2.69
Ease of using passenger drop-off/pick-up area	2019	3.95	3.98	3.98	3.97	4.00	3.66	3.94	3.10
	2018	3.98	4.17	3.89	3.92	4.01	3.84	4.11	3.01
	2017	3.94	4.08	3.96	3.80	4.04	3.68	3.75	3.15
	2016	4.01	4.19	3.94	3.98	4.28	3.45	3.67	3.31
	2015	3.95	4.01	3.87	4.04	4.07	3.68	4.10	3.58
<i>(2018-19 Comparison)</i>		<i>-0.03</i>	<i>-0.19</i>	<i>0.09</i>	<i>0.05</i>	<i>-0.01</i>	<i>-0.18</i>	<i>-0.17</i>	<i>0.09</i>
Pre-boarding passenger lounge at terminal <i>(New question for 2019)</i>	2019	3.79	3.77	3.89	3.79	3.79	3.90	3.75	3.36
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered <i>(Previous question wording: Food / beverages offered)</i>	2019	3.75	3.80	3.77	3.74	3.86	-	3.39	-
	2018	3.66	3.67	3.72	3.57	3.72	-	3.47	-
	2017	3.63	3.65	3.70	3.45	3.70	-	3.45	-
	2016	3.69	3.72	3.65	3.70	3.77	-	3.49	-
	2015	3.65	3.67	3.64	3.69	3.69	-	3.38	-
<i>(2018-19 Comparison)</i>		<i>0.09</i>	<i>0.13</i>	<i>0.05</i>	<i>0.17</i>	<i>0.14</i>	-	<i>-0.08</i>	-
Value for money	2019	3.23	3.25	3.24	3.20	3.20	3.22	3.23	-
	2018	3.21	3.28	3.19	3.15	3.17	2.62	3.14	-
	2017	3.19	3.23	3.22	3.03	3.21	2.86	3.25	-
	2016	3.19	3.18	3.19	3.17	3.26	2.70	3.18	-
	2015	3.16	3.25	3.12	3.04	3.14	2.70	3.26	-
<i>(2018-19 Comparison)</i>		<i>0.02</i>	<i>-0.03</i>	<i>0.05</i>	<i>0.05</i>	<i>0.03</i>	<i>0.60</i>	<i>0.09</i>	-
Staff customer service	2019	4.30	4.30	4.32	4.29	4.32	-	4.26	-
	2018	4.21	4.20	4.23	4.18	4.21	-	4.23	-
	2017	4.20	4.19	4.24	4.07	4.26	-	4.24	-
	2016	4.18	4.16	4.20	4.15	4.23	-	4.13	-
	2015	4.14	4.19	4.09	4.08	4.15	-	4.20	-
<i>(2018-19 Comparison)</i>		<i>0.09</i>	<i>0.10</i>	<i>0.09</i>	<i>0.11</i>	<i>0.11</i>	-	<i>0.03</i>	-
Onboard Facilities/Services									
Passages Retail Store <i>(New question for 2019)</i>	2019	4.03	4.03	4.05	4.02	4.10	-	3.85	-
Washrooms <i>(New question for 2019)</i>	2019	4.05	4.06	4.04	4.00	4.10	3.76	4.14	3.59

Average Satisfaction Ratings by Route – All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Play area for children	2019	3.56	3.73	3.47	3.54	3.39	-	3.27	-
	2018	3.27	3.69	3.19	2.77	3.19	-	3.09	-
	2017	3.55	3.69	3.66	3.42	3.47	-	2.92	-
	2016	3.40	3.55	3.51	3.14	3.33	-	2.92	-
	2015	3.51	3.79	3.32	3.44	3.47	-	3.07	-
<i>(2018-19 Comparison)</i>		<i>0.29</i>	<i>0.04</i>	<i>0.28</i>	<i>0.77</i>	<i>0.20</i>	-	<i>0.18</i>	-
Pet area	2019	3.16	3.14	3.14	3.24	3.14	-	3.16	-
	2018	2.50	2.58	2.51	2.21	2.20	-	3.29	-
	2017	2.77	3.49	2.39	2.79	3.07	-	2.11	-
	2016	2.56	2.62	2.69	2.64	2.14	-	1.24	-
	2015	2.32	2.12	2.17	2.72	2.88	-	1.91	-
<i>(2018-19 Comparison)</i>		<i>0.66</i>	<i>0.56</i>	<i>0.63</i>	<i>1.03</i>	<i>0.94</i>	-	<i>-0.13</i>	-
Workstations	2019	3.83	3.87	3.78	3.79	3.76	-	3.87	-
	2018	3.70	3.76	3.60	3.57	3.82	-	3.94	-
	2017	3.71	3.81	3.57	3.74	3.59	-	3.83	-
	2016	3.65	3.72	3.61	3.57	3.69	-	3.61	-
	2015	3.63	3.70	3.45	3.66	3.68	-	3.62	-
<i>(2018-19 Comparison)</i>		<i>0.13</i>	<i>0.11</i>	<i>0.18</i>	<i>0.22</i>	<i>-0.06</i>	-	<i>-0.07</i>	-
Outside decks	2019	4.22	4.30	4.23	4.16	4.20	3.89	4.21	3.89
	2018	4.07	4.18	4.04	3.97	4.04	3.93	4.11	3.80
	2017	4.01	4.04	3.99	3.94	4.10	3.96	3.98	3.95
	2016	4.04	4.13	4.02	3.95	4.10	3.83	4.01	3.89
	2015	4.01	4.10	3.97	3.91	4.02	3.94	3.98	3.80
<i>(2018-19 Comparison)</i>		<i>0.15</i>	<i>0.12</i>	<i>0.19</i>	<i>0.19</i>	<i>0.16</i>	<i>-0.04</i>	<i>0.10</i>	<i>0.09</i>
Lounge Seating <i>(New question for 2019)</i>	2019	4.12	4.13	4.06	4.19	4.08	-	4.13	-
SeaWest Lounge <i>(New question for 2019)</i>	2019	3.74	3.83	3.68	-	3.40	-	-	-
Outside appearance of the vessel overall	2019	4.16	4.25	4.11	4.06	4.17	3.97	4.14	3.91
	2018	4.05	4.19	3.95	3.92	4.02	3.99	4.17	3.84
	2017	4.00	4.11	3.93	3.86	4.06	4.00	3.97	3.90
	2016	4.00	4.12	3.97	3.85	4.05	3.89	3.94	3.91
	2015	3.95	4.07	3.88	3.82	3.96	3.93	3.88	3.86
<i>(2018-19 Comparison)</i>		<i>0.11</i>	<i>0.06</i>	<i>0.16</i>	<i>0.14</i>	<i>0.15</i>	<i>-0.02</i>	<i>-0.03</i>	<i>0.07</i>

Average Satisfaction Ratings by Route – All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Ease of access, overall <i>(for people with accessibility requirements)</i> † <i>for all passengers</i> <i>(Previous question wording: Ease of access, overall, for people with disabilities)</i>	2019	3.93	3.99	4.10	3.70	4.16	4.18	3.62	3.74
	2019[†]	4.19	4.25	4.19	4.11	4.24	4.09	4.10	4.00
	2018	3.75	3.93	3.77	3.63	3.88	3.39	3.65	2.97
	2017	3.66	3.88	3.69	3.57	3.93	3.45	3.22	2.75
	2016	3.72	3.89	3.67	3.60	3.83	3.38	3.61	3.41
	2015	3.67	3.80	3.65	3.46	3.93	3.39	3.70	3.19
<i>(2018-19 Comparison)</i>		<i>0.18</i>	<i>0.06</i>	<i>0.33</i>	<i>0.07</i>	<i>0.28</i>	<i>0.79</i>	<i>-0.03</i>	<i>0.77</i>
Ease of finding facilities / services	2019	4.19	4.20	4.19	4.19	4.25	4.07	4.18	4.04
	2018	3.94	3.96	3.93	3.88	3.99	3.79	4.04	3.75
	2017	3.96	3.98	3.98	3.89	4.06	3.86	3.99	3.76
	2016	3.95	3.95	3.95	3.94	4.03	3.74	3.91	3.90
	2015	3.92	3.94	3.94	3.89	3.92	3.71	4.02	3.68
<i>(2018-19 Comparison)</i>		<i>0.25</i>	<i>0.24</i>	<i>0.26</i>	<i>0.31</i>	<i>0.26</i>	<i>0.28</i>	<i>0.14</i>	<i>0.29</i>
Announcements when you need to be informed	2019	4.09	4.10	4.11	4.08	4.18	4.00	4.01	3.97
	2018	3.96	3.96	4.01	3.87	4.08	3.84	3.96	3.71
	2017	3.90	3.88	3.95	3.82	4.05	3.80	3.85	3.82
	2016	3.96	3.98	3.98	3.90	4.09	3.81	3.95	3.57
	2015	3.88	3.87	3.86	3.85	4.04	3.77	3.97	3.51
<i>(2018-19 Comparison)</i>		<i>0.13</i>	<i>0.14</i>	<i>0.10</i>	<i>0.21</i>	<i>0.10</i>	<i>0.16</i>	<i>0.05</i>	<i>0.26</i>
Atmosphere on the ferry overall <i>(Previous question wording: Atmosphere / environment)</i>	2019	4.21	4.24	4.21	4.17	4.24	4.05	4.20	4.04
	2018	3.98	4.01	3.96	3.91	4.06	3.90	4.08	3.74
	2017	3.97	4.02	3.95	3.85	4.08	3.82	3.99	3.90
	2016	4.00	4.03	3.99	3.92	4.14	3.77	4.00	3.87
	2015	3.94	3.95	3.93	3.92	4.03	3.74	4.04	3.73
<i>(2018-19 Comparison)</i>		<i>0.23</i>	<i>0.23</i>	<i>0.25</i>	<i>0.26</i>	<i>0.18</i>	<i>0.15</i>	<i>0.12</i>	<i>0.30</i>
Procedures for unloading	2019	4.18	4.23	4.17	4.08	4.25	4.08	4.14	4.08
	2018	4.03	4.10	4.02	3.90	4.08	4.06	4.04	3.92
	2017	4.01	4.08	4.03	3.83	4.07	4.00	4.01	3.98
	2016	4.04	4.10	4.02	3.92	4.13	3.99	4.06	3.96
	2015	3.98	4.07	3.93	3.85	4.04	3.94	3.99	3.86
<i>(2018-19 Comparison)</i>		<i>0.15</i>	<i>0.13</i>	<i>0.15</i>	<i>0.18</i>	<i>0.17</i>	<i>0.02</i>	<i>0.10</i>	<i>0.16</i>
Professionalism of onboard staff	2019	4.40	4.41	4.42	4.37	4.39	4.31	4.39	4.35
	2018	4.27	4.31	4.27	4.16	4.27	4.27	4.31	4.25
	2017	4.26	4.30	4.26	4.14	4.29	4.27	4.29	4.32
	2016	4.24	4.27	4.27	4.14	4.26	4.22	4.26	4.27
	2015	4.22	4.28	4.20	4.13	4.20	4.21	4.22	4.26
<i>(2018-19 Comparison)</i>		<i>0.13</i>	<i>0.10</i>	<i>0.15</i>	<i>0.21</i>	<i>0.12</i>	<i>0.04</i>	<i>0.08</i>	<i>0.10</i>

Average Satisfaction Ratings by Route – All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule									
Earliest ferry early enough	2019	3.94	3.99	3.95	3.90	3.98	4.06	3.79	3.96
	2018	4.02	4.03	4.04	4.07	4.09	4.00	3.89	3.65
	2017	3.98	4.01	4.06	3.87	4.12	4.01	3.83	3.68
	2016	3.94	4.01	4.01	3.87	3.92	3.91	3.81	3.57
	2015	3.97	4.01	4.02	3.99	4.02	3.95	3.89	3.55
<i>(2018-19 Comparison)</i>		<i>-0.08</i>	<i>-0.04</i>	<i>-0.09</i>	<i>-0.17</i>	<i>-0.11</i>	<i>0.06</i>	<i>-0.10</i>	<i>0.31</i>
Latest ferry late enough	2019	3.75	3.76	3.83	3.69	3.88	3.38	3.61	3.72
	2018	3.76	3.82	3.69	3.80	3.94	3.24	3.65	3.74
	2017	3.54	3.67	3.58	3.10	3.83	3.24	3.55	3.69
	2016	3.51	3.74	3.56	3.00	3.64	3.28	3.54	3.55
	2015	3.52	3.79	3.36	3.07	3.74	3.14	3.59	3.49
<i>(2018-19 Comparison)</i>		<i>-0.01</i>	<i>-0.06</i>	<i>0.14</i>	<i>-0.11</i>	<i>-0.06</i>	<i>0.14</i>	<i>-0.04</i>	<i>-0.02</i>
Ferry sailing frequent enough	2019	3.41	3.78	3.34	2.86	3.43	3.41	2.99	3.24
	2018	3.36	3.80	3.27	2.77	3.33	3.29	3.08	3.12
	2017	3.36	3.80	3.41	2.54	3.33	3.43	2.95	3.28
	2016	3.40	3.76	3.39	2.87	3.40	3.42	3.00	3.30
	2015	3.49	3.86	3.42	2.96	3.49	3.41	3.16	3.24
<i>(2018-19 Comparison)</i>		<i>0.05</i>	<i>-0.02</i>	<i>0.07</i>	<i>0.09</i>	<i>0.10</i>	<i>0.12</i>	<i>-0.09</i>	<i>0.12</i>
Ability to get onto desired sailing	2019	3.76	3.92	3.68	3.49	3.78	3.64	3.86	3.38
	2018	3.55	3.77	3.46	3.23	3.54	3.65	3.80	3.18
	2017	3.62	3.84	3.60	3.19	3.66	3.69	3.72	3.34
	2016	3.70	3.91	3.63	3.37	3.63	3.77	3.91	3.42
	2015	3.78	4.02	3.67	3.37	3.77	3.83	3.91	3.44
<i>(2018-19 Comparison)</i>		<i>0.21</i>	<i>0.15</i>	<i>0.22</i>	<i>0.26</i>	<i>0.24</i>	<i>-0.01</i>	<i>0.06</i>	<i>0.20</i>
Ability to connect with other sailings (based on those connecting)	2019	3.37	3.82	2.86	3.21	3.80	3.14	3.44	3.04
	2018	3.30	3.15	3.04	3.69	3.78	3.52	3.29	2.62
	2017	3.12	3.75	2.76	3.04	3.63	3.23	3.46	2.55
	2016	3.15	3.47	3.14	2.87	2.97	3.53	3.81	2.70
	2015	3.10	3.40	3.02	2.56	3.95	3.54	3.52	2.92
<i>(2018-19 Comparison)</i>		<i>0.07</i>	<i>0.67</i>	<i>-0.18</i>	<i>-0.48</i>	<i>0.02</i>	<i>-0.38</i>	<i>0.15</i>	<i>0.42</i>
Ferry running on time <i>(Previous question wording: Ferry departing on time)</i>	2019	3.93	4.12	4.08	3.66	4.08	3.95	3.33	3.38
	2018	3.86	4.17	3.59	3.55	4.04	4.02	3.82	3.33
	2017	3.73	4.01	3.81	3.04	3.82	4.07	3.60	3.43
	2016	3.80	4.06	3.85	3.10	3.94	3.93	3.83	3.75
	2015	3.82	4.07	3.81	3.14	4.07	3.89	3.64	3.78
<i>(2018-19 Comparison)</i>		<i>0.07</i>	<i>-0.05</i>	<i>0.49</i>	<i>0.11</i>	<i>0.04</i>	<i>-0.07</i>	<i>-0.49</i>	<i>0.05</i>

Average Satisfaction Ratings by Route – All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Safety									
Safety of ferry operations	2019	4.35	4.40	4.34	4.28	4.36	4.32	4.35	4.27
	2018	4.28	4.34	4.25	4.20	4.24	4.25	4.30	4.25
	2017	4.25	4.26	4.28	4.16	4.26	4.26	4.29	4.26
	2016	4.25	4.30	4.23	4.13	4.29	4.17	4.26	4.26
	2015	4.21	4.29	4.17	4.10	4.20	4.18	4.18	4.12
<i>(2018-19 Comparison)</i>		<i>0.07</i>	<i>0.06</i>	<i>0.09</i>	<i>0.08</i>	<i>0.12</i>	<i>0.07</i>	<i>0.05</i>	<i>0.02</i>

APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL – ALL WAVES HISTORICAL DATA

Average Satisfaction Ratings by Terminal – All Waves Historical Data											
	All Waves	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2019	4.09	4.16	4.10	4.07	4.10	3.94	4.16	4.13	4.08	3.88
	2018	4.22	4.23	4.38	4.14	4.12	4.22	4.29	4.22	4.06	3.98
	2017	4.16	4.24	4.26	4.10	4.15	3.97	4.09	4.26	4.06	3.92
	2016	4.18	4.26	4.29	4.04	4.17	4.03	4.20	4.15	4.18	4.11
	2015	4.14	4.22	4.29	4.00	4.14	3.92	4.16	4.16	4.05	3.89
<i>Change (2018-19 Comparison)</i>		<i>-0.13</i>	<i>-0.07</i>	<i>-0.28</i>	<i>-0.07</i>	<i>-0.02</i>	<i>-0.28</i>	<i>-0.13</i>	<i>-0.09</i>	<i>0.02</i>	<i>-0.10</i>
Terminal Overall											
	2019	4.07	4.13	4.07	4.00	4.09	3.95	4.17	4.02	4.12	3.71
	2018	4.05	4.15	4.10	3.94	4.12	3.87	4.15	3.97	4.02	3.64
	2017	4.07	4.16	4.14	3.98	4.07	3.90	3.99	4.03	4.03	3.91
	2016	4.08	4.14	4.11	4.00	4.17	3.91	4.07	3.85	4.08	3.82
	2015	4.07	4.17	4.10	3.97	4.13	3.89	4.09	3.95	4.06	3.85
<i>Change (2018-19 Comparison)</i>		<i>0.02</i>	<i>-0.02</i>	<i>-0.03</i>	<i>0.06</i>	<i>-0.03</i>	<i>0.08</i>	<i>0.02</i>	<i>0.05</i>	<i>0.10</i>	<i>0.07</i>
Value for money of fares											
	2019	3.35	3.32	3.36	3.35	3.26	3.42	3.27	3.52	3.45	3.54
	2018	3.31	3.23	3.38	3.31	3.13	3.47	3.07	3.55	3.41	3.38
	2017	3.11	3.18	3.20	3.06	3.02	3.04	2.99	3.07	3.06	3.02
	2016	3.03	3.03	3.14	2.90	3.00	3.09	2.84	3.08	3.13	3.02
	2015	2.86	2.96	3.06	2.67	2.77	2.72	2.76	2.80	2.69	2.62
<i>Change (2018-19 Comparison)</i>		<i>0.04</i>	<i>0.09</i>	<i>-0.02</i>	<i>0.04</i>	<i>0.13</i>	<i>-0.05</i>	<i>0.20</i>	<i>-0.03</i>	<i>0.04</i>	<i>0.16</i>
At the Terminal											
Outside appearance of the terminal	2019	4.17	4.27	4.18	4.10	4.23	3.94	4.29	3.91	3.94	3.62
	2018	4.04	4.14	4.06	3.95	4.19	3.82	4.12	3.94	3.95	3.61
	2017	4.06	4.14	4.10	3.92	4.25	3.89	4.10	4.05	4.00	3.92
	2016	4.05	4.08	4.08	3.98	4.16	3.85	4.09	3.88	4.10	3.83
	2015	4.04	4.13	4.07	3.94	4.19	3.79	4.07	3.80	3.97	3.74
<i>Change (2018-19 Comparison)</i>		<i>0.13</i>	<i>0.13</i>	<i>0.12</i>	<i>0.15</i>	<i>0.04</i>	<i>0.12</i>	<i>0.17</i>	<i>-0.03</i>	<i>-0.01</i>	<i>-0.01</i>
Overall appearance inside the terminal <i>(Previous question wording: Overall look & décor inside the terminal you left from (if applicable))</i>	2019	4.17	4.26	4.16	4.09	4.26	3.92	4.22	3.89	-	-
	2018	3.87	3.95	3.83	3.80	4.04	3.58	3.86	3.78	-	-
	2017	3.87	3.97	3.92	3.71	3.99	3.58	3.85	3.87	-	-
	2016	3.88	3.91	3.98	3.74	4.03	3.66	3.97	3.65	-	-
	2015	3.87	3.90	3.88	3.80	4.02	3.62	3.89	3.62	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.30</i>	<i>0.31</i>	<i>0.33</i>	<i>0.29</i>	<i>0.22</i>	<i>0.34</i>	<i>0.36</i>	<i>0.11</i>	-	-
Wait time at the terminal <i>(New question for 2019)</i>	2019	3.81	3.94	3.89	3.70	3.86	3.61	3.95	3.59	3.71	3.25

Average Satisfaction Ratings by Terminal – All Waves Historical Data - Cont.

		Terminals									
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Efficiency of the check in process <i>(New question for 2019)</i>	2019	4.32	4.33	4.31	4.32	4.33	4.19	4.39	4.35	4.36	4.24
Staff customer service	2019	4.41	4.46	4.37	4.37	4.43	4.26	4.44	4.51	4.46	4.39
	2018	4.43	4.44	4.43	4.36	4.49	4.41	4.42	4.35	4.43	4.39
	2017	4.41	4.46	4.46	4.35	4.39	4.24	4.36	4.37	4.54	4.54
	2016	4.40	4.42	4.43	4.34	4.53	4.25	4.28	4.34	4.58	4.46
	2015	4.40	4.46	4.42	4.35	4.43	4.17	4.45	4.28	4.55	4.40
<i>Change (2018-19 Comparison)</i>		<i>-0.02</i>	<i>0.02</i>	<i>-0.06</i>	<i>0.01</i>	<i>-0.06</i>	<i>-0.15</i>	<i>0.02</i>	<i>0.16</i>	<i>0.03</i>	<i>0.00</i>
Clarity of staff directions	2019	4.39	4.44	4.35	4.36	4.40	4.30	4.41	4.51	4.41	4.42
	2018	4.41	4.45	4.41	4.37	4.46	4.41	4.34	4.34	4.36	4.37
	2017	4.38	4.42	4.42	4.33	4.39	4.24	4.34	4.29	4.46	4.52
	2016	4.37	4.42	4.40	4.31	4.48	4.18	4.31	4.23	4.53	4.34
	2015	4.36	4.41	4.37	4.31	4.39	4.15	4.46	4.13	4.53	4.34
<i>Change (2018-19 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.06</i>	<i>-0.01</i>	<i>-0.06</i>	<i>-0.11</i>	<i>0.07</i>	<i>0.17</i>	<i>0.05</i>	<i>0.05</i>
Terminal Services											
Announcements when you need to be informed	2019	4.08	4.13	4.04	4.07	4.20	3.97	4.16	3.92	4.15	3.97
	2018	3.86	3.92	3.83	3.79	3.96	3.75	4.08	3.87	3.60	3.67
	2017	3.84	3.90	3.81	3.73	3.94	3.76	3.96	3.71	3.85	3.84
	2016	3.90	3.91	3.98	3.75	4.07	3.87	4.11	3.85	3.63	3.53
	2015	3.79	3.80	3.86	3.75	3.78	3.72	3.98	3.82	3.54	3.45
<i>Change (2018-19 Comparison)</i>		<i>0.22</i>	<i>0.21</i>	<i>0.21</i>	<i>0.28</i>	<i>0.24</i>	<i>0.22</i>	<i>0.08</i>	<i>0.05</i>	<i>0.55</i>	<i>0.30</i>
Usefulness of digital information screens <i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2019	3.92	4.01	3.85	3.88	3.98	3.87	4.01	3.78	-	-
	2018	3.75	3.63	3.88	3.68	3.78	3.75	4.01	3.78	-	-
	2017	3.75	3.66	3.81	3.75	3.80	3.72	3.75	3.70	-	-
	2016	3.81	3.84	3.85	3.75	3.89	3.55	3.89	3.58	-	-
	2015	3.71	3.78	3.69	3.64	3.75	3.52	3.81	3.30	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.17</i>	<i>0.38</i>	<i>-0.03</i>	<i>0.20</i>	<i>0.20</i>	<i>0.12</i>	<i>0.00</i>	<i>0.00</i>	-	-
Quality/variety of merchandise offered at the terminal <i>(Previous question wording: Variety/selection of Merchandise)</i>	2019	3.73	3.86	3.60	-	3.91	3.50	3.76	-	-	-
	2018	3.87	3.96	3.84	3.86	3.94	3.75	3.84	3.54	-	-
	2017	3.87	3.95	3.85	3.86	3.90	4.01	3.68	3.60	-	-
	2016	3.89	3.92	3.88	3.93	3.92	3.86	3.91	3.60	-	-
	2015	3.88	3.88	3.85	3.96	3.91	3.96	3.80	3.18	-	-
<i>Change (2018-19 Comparison)</i>		<i>-0.16</i>	<i>-0.10</i>	<i>-0.24</i>	<i>-0.26</i>	<i>-0.03</i>	<i>-0.25</i>	<i>-0.08</i>	<i>-0.02</i>	-	-

Average Satisfaction Ratings by Terminal – All Waves Historical Data - Cont.

		Terminals									
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – Cont.											
Quality and variety of food/beverages offered at terminal <i>(Previous question wording: Food / beverages offered)</i>	2019	3.62	3.80	3.43	-	3.78	3.41	3.59	-	-	-
	2018	3.58	3.76	3.45	3.47	3.78	3.37	3.43	3.10	-	-
	2017	3.63	3.84	3.53	3.63	3.70	3.27	3.40	3.49	-	-
	2016	3.68	3.87	3.65	3.55	3.76	3.53	3.56	3.20	-	-
	2015	3.60	3.73	3.58	3.47	3.62	3.60	3.57	3.10	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.00</i>	<i>0.04</i>	<i>-0.02</i>	<i>-0.03</i>	<i>0.00</i>	<i>0.04</i>	<i>0.16</i>	<i>-0.11</i>	-	-
Washrooms <i>(New question for 2019)</i>	2019	4.01	4.09	4.04	3.94	4.04	3.82	4.14	3.96	3.80	3.61
Procedure for loading	2019	4.15	4.20	4.19	4.13	4.15	3.99	4.27	4.08	4.19	4.03
	2018	4.08	4.12	4.17	3.95	4.12	3.92	4.29	4.14	3.96	3.86
	2017	4.06	4.15	4.15	3.96	4.10	3.79	4.11	4.09	4.12	3.96
	2016	4.10	4.16	4.15	3.98	4.18	4.01	4.22	3.99	4.11	4.03
	2015	4.06	4.17	4.12	3.91	4.07	3.96	4.15	3.97	4.10	3.90
<i>Change (2018-19 Comparison)</i>		<i>0.07</i>	<i>0.08</i>	<i>0.02</i>	<i>0.18</i>	<i>0.03</i>	<i>0.07</i>	<i>-0.02</i>	<i>-0.06</i>	<i>0.23</i>	<i>0.17</i>
Professionalism of terminal staff	2019	4.36	4.36	4.38	4.35	4.39	4.23	4.39	4.35	4.50	4.37
	2018	4.25	4.25	4.29	4.17	4.29	4.17	4.36	4.27	4.17	4.24
	2017	4.24	4.29	4.28	4.18	4.18	4.11	4.17	4.33	4.37	4.42
	2016	4.22	4.24	4.25	4.14	4.26	4.17	4.26	4.15	4.43	4.33
	2015	4.21	4.26	4.26	4.11	4.21	4.09	4.24	4.16	4.42	4.15
<i>Change (2018-19 Comparison)</i>		<i>0.11</i>	<i>0.11</i>	<i>0.09</i>	<i>0.18</i>	<i>0.10</i>	<i>0.06</i>	<i>0.03</i>	<i>0.08</i>	<i>0.33</i>	<i>0.13</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal <i>(New question for 2019)</i>	2019	3.43	3.50	3.54	3.16	3.67	3.30	3.57	2.64	2.89	2.53
Ease of using passenger drop-off/pick-up area	2019	3.95	4.04	3.91	3.91	4.12	3.95	4.01	3.32	3.37	2.85
	2018	3.98	4.00	4.28	3.75	4.07	4.12	4.01	3.57	3.02	2.99
	2017	3.94	4.11	4.00	3.83	4.03	3.82	4.13	3.38	3.23	3.07
	2016	4.01	4.18	4.20	3.88	4.07	3.98	4.34	3.47	3.37	3.27
	2015	3.95	4.02	4.00	3.89	3.91	4.15	4.13	3.22	3.52	3.62
<i>Change (2018-19 Comparison)</i>		<i>-0.03</i>	<i>0.04</i>	<i>-0.37</i>	<i>0.16</i>	<i>0.05</i>	<i>-0.17</i>	<i>0.00</i>	<i>-0.25</i>	<i>0.35</i>	<i>-0.14</i>
Pre-boarding passenger lounge at terminal <i>(New question for 2019)</i>	2019	3.79	3.75	3.79	3.79	4.08	3.72	3.83	3.96	3.63	3.07