

Q10. How much do you agree with the following statement?

"BC Ferries operates in an environmentally conscious manner."

Strongly Disagree 1 2 3 4 5 Strongly Agree 99

Q11. Based on your experiences with BC Ferries in the past year, how likely are you to...

Very unlikely ← → Very likely

0 1 2 3 4 5 6 7 8 9 10

Recommend BC Ferries to a friend or colleague

Q13. Not including the cost of the fare for your ferry trip, what is the approximate amount you personally spent for yourself, and for any other members of your party, at the following facilities today?

Please include all purchases you paid for, before taxes. Do not include any purchases that someone else paid for you. Please indicate in Canadian dollars (CDN) rounded to the nearest dollar.

Before boarding, at the terminal: \$ _____

Onboard the vessel: \$ _____

Total for this trip: \$ _____

Q14. Do you have any suggestions on how to improve the services and facilities offered by BC Ferries? If yes, please explain. Please be specific.

Transportation To and From the Terminal

Foot Passengers ONLY (i.e., walk-ons, bus passengers, cyclists): How did you get to and from the terminal? Please select only one in each column.

Q15. Travel TO departure terminal

- 1 Dropped off by friend or relative
- 2 Drove private vehicle to terminal and parked at / near terminal
- 3 Drove car share vehicle to terminal and parked at / near terminal
- 4 Bicycle
- 5 BC Transit bus / TransLink bus / local city bus
- 6 Non-chartered bus (e.g., BC Ferries Connector operated by Wilsons)
- 7 Walked
- 8 Taxi
- 9 Hitchhiked
- 10 Chartered bus / school bus
- 11 Other

Q16. Travel FROM arrival terminal

- 1 Picked up by friend or relative
- 2 Used private vehicle that I parked at or near the terminal
- 3 Drove car share vehicle and parked at / near terminal
- 4 Bicycle
- 5 BC Transit bus / TransLink bus / local city bus
- 6 Non-chartered bus (e.g., BC Ferries Connector operated by Wilsons)
- 7 Walked
- 8 Taxi
- 9 Hitchhiked
- 10 Chartered bus / school bus
- 11 Other

Q17. Vehicle drivers / vehicle passengers ONLY: What kind of vehicle did you travel in for the sailing on which you received this questionnaire? Please select only one.

- 1 Standard Vehicle (under 7 ft. high and under 20 ft. in length)
- 2 Oversize Vehicle (over 7 ft. high and over 20 ft. in length)
- 3 Van / Recreational Vehicle
- 4 Commercial vehicle (over 5,500 kg in weight)
- 5 Motorcycle
- 6 Semi-trailer
- 7 Bus

Demographics

Q18. Do you, or does someone you are travelling with, have accessibility requirements (e.g., a physical condition that affects your mobility or requires the use of an aid such as a wheelchair, cane, or walker)?

- 1 Yes 2 No 99 Prefer not to disclose

Q19. Which of the following best describes your current occupational status? Please select only one.

- 1 Employed full-time
- 2 Employed part-time
- 3 Self-employed
- 4 Not currently employed
- 5 Retired
- 6 Homemaker
- 7 Student
- 99 Prefer not to disclose

Q20. Which of the following categories best describes the total combined annual income for your household, before taxes?

- 1 Under \$20,000 5 \$80,000 to \$99,999
- 2 \$20,000 to \$39,999 6 \$100,000 to \$119,999
- 3 \$40,000 to \$59,999 7 \$120,000 or over
- 4 \$60,000 to \$79,999 99 Prefer not to disclose

The BC Ferries Research Panel

BC Ferries conducts a variety of different online surveys from time to time.

Would it be okay for BC Ferries, or their appointed research firm, to contact you for a future survey? If so, please fill in your contact information below and join our research panel.

As a panel member, you will contribute to decision-making processes that will help shape BC Ferries products and services.

You will also be eligible for prize draws when you complete online surveys!

All responses and data from this survey are strictly confidential and are separated from the contact information before being reported.

Phone number: _____ - _____

AREA CODE PHONE NUMBER

Email: _____

First name: _____

Postal Code: _____

Your privacy is important to us. Contact information you provide will only be used to invite you to participate in future research, and for no other purpose.

Thank you for your participation in this research!

Dear Ferry Customer,

Please accept our thanks for agreeing to complete the enclosed survey.

The COVID-19 pandemic has had a significant impact on all of our lives; it has had a big impact on the ferry system too. To keep you safe and moving, we have introduced new safety measures at terminals and on board to reduce the risk of spreading infectious disease. These measures include limiting the services and amenities that we provide to customers during normal circumstances. Despite the challenges we face, and the changes we've made to the service we provide, your feedback remains very important to us and we are delighted that you are participating in this important study. Your ratings and comments will let us know what we are doing well and what areas need attention and improvement.

Your answers will be held in strict confidence and will be combined with those of other passengers. In order for overall results to be truly representative, we need responses from everyone who agrees to participate, so please be sure to complete all parts of the survey. R.A. Malatest & Associates Ltd., a professional BC research firm, has been commissioned to receive your responses and prepare the results.

Please return your completed survey to a Malatest staff member on board the vessel, or mail it to Malatest using the enclosed pre-paid return envelope in the next one or two days. If you have any questions about the survey, please do not hesitate to contact Malatest & Associates (1-855-412-1930) or BC Ferries' Customer Service (1-888-223-3779).

Your opinions are important to us, and essential to improving service on BC Ferries.

Thank you for your interest in this important research.

Sincerely,

Janet Carson

Vice President, Marketing & Customer Experience
British Columbia Ferry Services Inc.

Trip Details

Thinking only of the LAST sailing you took...

Which route was your last sailing?

- 1 Tsawwassen <-> Swartz Bay
- 2 Horseshoe Bay <-> Nanaimo
- 3 Horseshoe Bay <-> Langdale
- 4 Swartz Bay <-> Fulford Harbour
- 5 Swartz Bay <-> Southern Gulf Islands
- 9 Tsawwassen <-> Southern Gulf Islands
- 19 Nanaimo Harbour <-> Gabriola Island
- 30 Tsawwassen <-> Duke Point

Which direction was the sailing?

From _____ To _____

On which day was that sailing? (MM/DD/YYYY) ____/____/____

What was the departure time? (HH:MM) ____:____ am pm

S1. What was the main purpose of your last ferry trip, business or personal? Please provide one response. If you were going home, what activity were you returning from?

Business

- 1 Business trip or on company business
- 2 Commuting to or from work
- 3 Hauling freight or operating a commercial vehicle
- 4 Attending school, college or course

Personal

- 5 Required personal travel (e.g., doctor's appt, moving, funeral, etc.)
- 6 Shopping
- 7 Visiting friends / relatives
- 8 Vacation / getaway / recreation
- 9 Attending special event / entertainment
- 10 Other (specify) _____

S2. Including your last trip, how many return trips (i.e., two-way trips) have you taken with BC Ferries in the past 12 months?

Take time to think back over the past year, especially if you travel often. Calculate your best estimate of how many trips you have taken with BC Ferries.

Two-way trips in past 12 months

S4. What city or community did you leave from when you headed to the ferry terminal?

S5. When you got off the ferry, which city or community were you headed to?

S6. In which city or community do you live?

S7. Were you a vehicle passenger or a foot passenger? If you boarded the ferry as a bus passenger or on bicycle, please consider yourself a foot passenger.

- 1 Vehicle passenger (including driver)
 2 Foot passenger (including bus passengers and cyclists)

IF VEHICLE PASSENGER:

S13. Did you book your sailing in advance (i.e., make a reservation)?

- 1 Yes
 2 No -----> **If "No", why did you not make a booking?**
 3 I tried to make a booking but none were available
 4 I travelled on a non-bookable route
 5 I did not want to make a booking

IF FOOT PASSENGER: S7a. Were you on a bicycle?

- 1 Yes 2 No

S8. Were you travelling with a pet?

- 1 Yes 2 No

S9. Were you travelling as part of an organized tour group?

- 1 Yes -> **About how many people are in the tour group?** **Skip to S11**
 2 No

S10. How many people were you travelling with?

- I was travelling by myself
 people were traveling with me

And how many of the people travelling with you were:

- 18 years, or older
 5-17 years of age
 Younger than 5 years of age

S11. What is your year of birth? ←

S12. With which gender do you most identify?

- 1 Male 2 Female 3 Unspecified

S14. Were you able to get on the ferry sailing that you arrived for?

- 1 Yes 2 No

S16. Did you connect with another BC Ferries vessel?

- 1 Yes 2 No

Satisfaction with BC Ferries Services

Q1. Please rate how satisfied or dissatisfied you were with each of the following.

If you did not use this service, please check "Not Used / Not Applicable" on the right.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
a Usefulness of BC Ferries website	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
b Ease of using on-line reservations	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
c BC Ferries phone service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
d Ease of using / understanding sailing schedules	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
e Effective communication of service updates	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q2. Please rate how satisfied or dissatisfied you were with each of the following at the terminal before your trip. If you did not use this service, please check "Not Used / Not Applicable" on the right.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
At the terminal: All Passengers						
a Outside appearance of the terminal you left from	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
b Overall appearance inside the terminal you left from (if applicable)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
c Wait time at terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Ticket Purchase						
d Efficiency of the check in process	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
e Staff customer service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
f Clarity of staff directions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Terminal Services						
g Announcements when you needed to be informed	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
h Usefulness of digital information screens	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
i Quality and variety of merchandise offered at the terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
j Quality and variety of food/beverages offered at the terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
k Washrooms	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
l Procedure for loading	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
m Professionalism of terminal staff	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
At the terminal: Foot Passengers (Foot Passengers ONLY, vehicle drivers / passengers skip to Q3)						
n Parking options at the terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
o Ease of using passenger pickup / drop off area	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
p Pre-boarding lounge at terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q3. How satisfied or dissatisfied were you with your overall experience at the terminal before boarding?

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q4. Please rate how satisfied or dissatisfied you were with each of the following on board the ferry. If you did not use this service, please check "Not Used / Not Applicable" on the right.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Food Services						
a Quality and variety of food / beverages offered	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
b Value for money	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
c Staff customer service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Onboard Facilities / Services						
d Passages Store	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
e Washrooms	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
g Pet area	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
h Workstations	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
i Outside decks	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
j Lounge seating	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
l Outside appearance of vessel overall	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
m Ease of access, overall	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
n Ease of finding facilities / services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
o Announcements when you need to be informed	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
p Atmosphere on the ferry overall	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
q Procedures for unloading	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
r Professionalism of onboard staff	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q5. How satisfied or dissatisfied were you with your overall experience on board the ferry?

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q6. How satisfied or dissatisfied were you with each of the following? If you did not use this service, please check "Not Used / Not Applicable" on the right.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Experience with the sailing schedule						
d Ability to get onto desired sailing	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
f Ferry running on time	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Safety						
g Safety of ferry operations	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Overall value						
h Value for money of fares	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q6b. Thinking about this ferry route only, how satisfied or dissatisfied are you with each of the following?

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Experience with the sailing schedule						
a Earliest ferry early enough	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
b Latest ferry late enough	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
c Ferry sailings frequent enough	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
e Ability to connect with other sailings	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q7. How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries?

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q7B. How satisfied or dissatisfied were you, overall, with BC Ferries' response to COVID-19 and the safety measures that have been implemented to help prevent the spread of infectious disease?

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q8. How much do you agree with the following statement?

"BC Ferries staff went the extra mile to make sure I got what I needed."

Strongly Disagree				Strongly Agree	N/A
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q9. Did BC Ferries staff approach you during your trip (e.g., to greet you or offer assistance?)

- 1 Yes 2 No