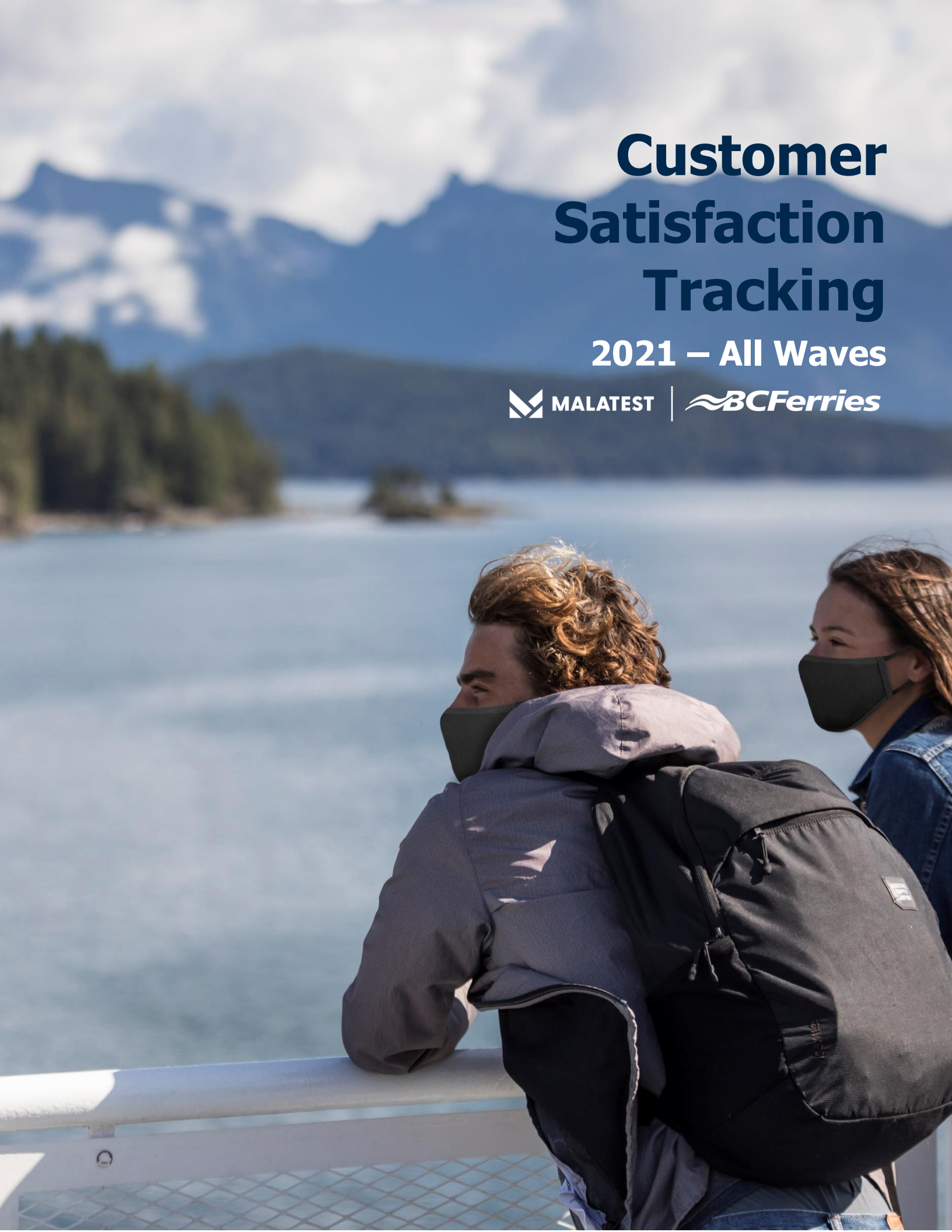


Customer Satisfaction Tracking

2021 – 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. In 2019, BC Ferries in conjunction with R.A. Malatest & Associates Ltd. (Malatest), an independent research firm, developed and implemented a new, more comprehensive CST data collection methodology.

As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year. This report presents findings from 2021.

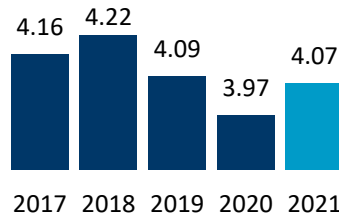
Passengers who were surveyed reported an overall satisfaction score of 4.07 (+0.10 compared to 2020), and 83% of passengers surveyed reported that they were satisfied with their overall experience (+2% compared to 2020).

Impact of the COVID-19 pandemic on CST Research: In response to the COVID-19 pandemic, BC Ferries introduced measures at terminals and onboard to ensure public safety; including limiting some services and amenities. It is reasonable to assume that these service and amenity limitations may have impacted the 2021 CST scores.

Customer Satisfaction Survey Highlights

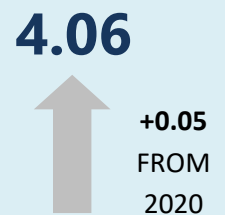
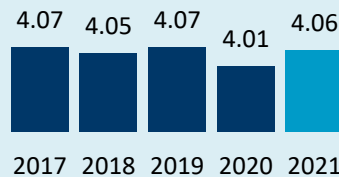
Overall Satisfaction

Overall satisfaction scores increased this year compared to 2020. Customer satisfaction has rebounded almost to the pre-pandemic level observed in 2019.



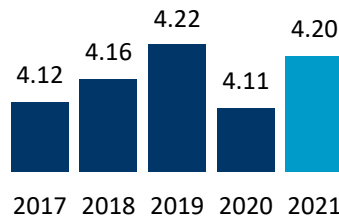
Terminal Satisfaction

Terminal satisfaction scores increased this year compared to 2020. Terminal satisfaction has also returned to the pre-pandemic level observed in 2019.



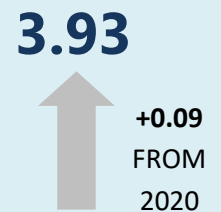
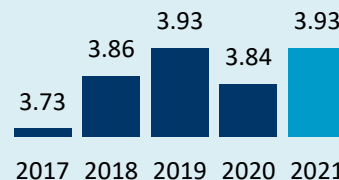
Onboard Satisfaction

Onboard satisfaction scores increased this year compared to 2020. Onboard satisfaction is close to the pre-pandemic level observed in 2019.



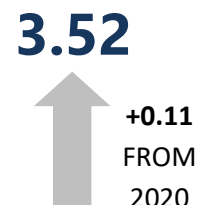
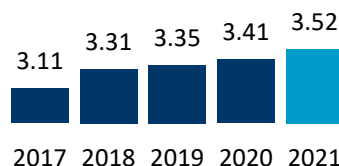
Ferry Running On Time

Passenger assessments of whether the ferry was running on time were higher this year compared to last. The 2021 score has returned to the pre-pandemic level observed in 2019.



Value for Money of Fares

Value for Money of Fares scores have steadily increased YOY since 2017. The 2021 score is the highest score achieved in the past 5 years.



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Impact of the COVID-19 Pandemic

The 2021 CST intercept survey methodology was modified to ensure that it aligned with the public safety measures that BC Ferries introduced in response to the COVID-19 pandemic. These changes included adjustments to the recruitment method, and the CST Survey Instrument.

RECRUITMENT METHOD CHANGES

- **Use of Personal Protective Equipment**

To ensure staff and passenger safety, Malatest staff wore personal protective equipment (PPE), including face coverings and gloves while conducting onboard intercept surveys. Survey tools were sanitized after every use and efforts were made to limit any back-and-forth exchange of materials (e.g., respondents were given pens they could keep after completing the survey). Surveyors maintained a distance of 2 meters from passengers and crew and were instructed to avoid surveying areas of the ship that were crowded as much as possible.

- **Use of Postcards**

To limit contact between passengers and Malatest survey staff, postcards were placed on the windshields of empty vehicles or quickly handed to passengers (one-way transfer). The postcard (Appendix E) encouraged passengers to complete the CST Survey online, which passengers could access using the ferryfeedback.ca portal.

SURVEY INSTRUMENT CHANGES

The CST survey instrument was also revised to reflect service changes as a result of the COVID-19 pandemic. These changes included:

- Removal of satisfaction questions pertaining to services that were not being offered by BC Ferries as a result of COVID-19, such as questions about the SeaWest Lounge.
- A new question was added to gauge passengers' satisfaction with BC Ferries' response to the COVID-19 pandemic.

COVID-19 Question: *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?*

CST Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 2021), Wave 2 (August 2021) and Wave 3 (November 2021) data collection periods, were eligible to complete a 2021 CST Survey. Passengers who agreed to participate 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. To ensure that the research was as representative of passengers as possible, three surveying modes were used.

INTERCEPT SURVEYS Surveyors moved throughout the vessel and engaged passengers in various areas (e.g., upper vehicle decks, lounge areas, outer decks). Surveyors administered a demographic screener survey and then offered passengers the option of completing the remainder of the survey online (via a secure email link) or on paper, which was provided along with a postage-paid return envelope.

POSTCARDS Surveyors also placed invitation postcards on windshields of empty cars on the upper vehicle decks. On occasion, postcards were also provided to passengers who did not wish to engage with surveyors long enough to complete the demographic screener.

RECRUITMENT OF RESERVATION HOLDERS A survey invitation was emailed to a random selection of passengers who fulfilled a reservation on one of the intercept routes during each Wave. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 176% more surveys were completed this year than in 2020. This increase is not unexpected given that 2020 data collection efforts were heavily impacted due to the pandemic.

Table 1: Survey Completions Overall and by Route (2021 – All Waves)

	All Waves 2020	All Waves 2021	Change (2020-21)
Major Routes (1, 2, 3, 30)	3,728	10,213	+6,485 (+174%)
Route 1	1,273	3,196	+1,923 (+151%)
Route 2	1,109	2,787	+1,678 (+151%)
Route 3	613	2,572	+1,959 (+320%)
Route 30	733	1,658	+925 (+126%)
Minor Routes (4, 5/9, 19)	1,471	4,122	+2,651 (+180%)
Route 4	469	834	+365 (+78%)
Routes 5/9	768	2,529	+1,761 (+229%)
Route 19	234	759	+525 (+224%)
Total	5,199	14,335	+9,136 (+176%)

Source: 2021 CST Survey – All Waves (R.A. Malatest & Associates)

To correct for any imbalances in the data collection process, the results in this report have been weighted according to:

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

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

	2017	2018	2019	2020	2021	Change (2020-21)
Major Routes (1, 2, 3, 30)	-	-	4.11	3.96	4.08	+0.12
Route 1	4.26	4.32	4.16	4.07	4.15	+0.08
Route 2	4.21	4.13	4.08	3.94	4.09	+0.15
Route 3	3.92	4.18	4.02	3.70	3.93	+0.23 ▲
Route 30	4.14	4.21	4.12	4.08	4.06	-0.02
Minor Routes (4, 5/9, 19)	4.12	4.22	3.99	4.03	4.00	-0.03
Route 4	4.24	4.28	4.08	4.18	4.15	-0.03
Routes 5/9	4.14	4.24	3.97	4.09	4.06	-0.03
Route 19	3.99	4.03	3.99	3.76	3.62	-0.14 ▼
Total	4.16	4.22	4.09	3.97	4.07	+0.10

Source: 2021 CST Survey – All Waves (R.A. Malatest & Associates)

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 2020.

Note: Weighted averages reported.

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

Overall customer satisfaction scores increased compared to last year's score (change of +0.10 points). Analysis by route shows the passengers on Route 4 and Route 1 are the most satisfied with their overall experiences (4.15) while passengers travelling on Route 19 are the least satisfied (3.62). Route 19 also showed the most marked reduction in overall customer satisfaction score since last year (-0.14), while Route 3 showed the largest increase over the same period (+0.23).

83% 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 increased from the previous year (+0.05), returning to approximately the pre-pandemic levels seen prior to 2020.

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

	2017	2018	2019	2020	2021	Change (2020-21)
BC Ferries Total	4.07	4.05	4.07	4.01	4.06	+0.05
Tsawwassen	4.16	4.15	4.13	4.13	4.11	-0.02
Swartz Bay	4.14	4.10	4.07	4.10	4.13	+0.03
Horseshoe Bay	3.98	3.94	4.00	3.88	4.00	+0.12 ▲
Departure Bay	4.07	4.12	4.09	3.96	4.08	+0.12 ▲
Langdale	3.90	3.87	3.95	3.75	3.87	+0.12 ▲
Duke Point	3.99	4.15	4.17	4.09	4.10	+0.01
Fulford Harbour	4.03	3.97	4.02	4.13	4.03	-0.10
Nanaimo Harbour	-	4.02	4.12	3.81	3.68	-0.13 ▼
Gabriola	-	3.64	3.71	3.54	3.50	-0.04

Source: 2021 CST Survey – All Waves (R.A. Malatest & Associates)

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 2020.

Note: Weighted averages reported.

Note: Historical data unavailable, as denoted by the (-) symbol.

Analysis by individual terminal shows that passengers at over half of the terminals are more satisfied this year with their overall terminal experience compared to 2020. Nanaimo Harbour terminal passengers showed the greatest negative change compared to last year (-0.13). Passengers sailing from Swartz Bay reported the highest levels of satisfaction (4.13) with their terminal experience while those departing from Gabriola appear to be the least satisfied (3.50).

Overall, 82% 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, compared to 2020. “Pre-boarding passenger lounge at terminal” showed the biggest drop in score when compared to the 2020 average (-0.06) while “Efficiency of the check-in process” and “Ease of using passenger pickup/drop-off area” both showed the largest increase (+0.10) (Table 4). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2020	2021	Change (2020-21)
Outside appearance of the terminal you left from	4.15	4.15	0.00
Overall appearance inside the terminal you left from	4.12	4.13	+0.01
Wait time at terminal	3.73	3.82	+0.09
Efficiency of the check-in process	4.22	4.32	+0.10 ▲
Staff customer service	4.31	4.39	+0.08
Clarity of staff directions	4.30	4.36	+0.06
Announcements when you needed to be informed	3.96	4.01	+0.05
Usefulness of digital information screens	3.88	3.89	+0.01
Quality and variety of merchandise offered at the terminal	3.67	3.74	+0.07
Quality and variety of food/beverages offered at the terminal	3.52	3.57	+0.05
Washrooms	4.01	4.01	0.00
Procedure for loading	4.12	4.17	+0.05
Professionalism of terminal staff	4.28	4.36	+0.08
Parking options at the terminal	3.70	3.67	-0.03
Ease of using passenger pickup/drop-off area	4.10	4.20	+0.10 ▲
Pre-boarding passenger lounge at terminal	3.86	3.80	-0.06 ▼

Source: 2021 CST Survey – All Waves (R.A. Malatest & Associates)

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2020.

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has climbed from last year (increase of +0.09). Even though onboard services are still being impacted by COVID-19 restrictions, this year's score is similar to the score achieved in 2019, pre-pandemic.

Table 5. Overall Satisfaction with Onboard Services

	2017	2018	2019	2020	2021	Change (2020-21)
Major Routes (1, 2, 3, 30)	4.13	4.16	4.22	4.10	4.20	+0.10
Route 1	4.19	4.22	4.24	4.17	4.24	+0.07
Route 2	4.12	4.13	4.22	4.03	4.18	+0.15 ▲
Route 3	4.00	4.11	4.16	3.99	4.14	+0.15 ▲
Route 30	4.15	4.14	4.25	4.17	4.19	+0.02
Minor Routes (4, 5/9, 19)	4.06	4.12	4.18	4.17	4.17	0.00
Route 4	4.06	4.14	4.18	4.31	4.25	-0.06 ▼
Routes 5/9	4.06	4.17	4.20	4.20	4.19	-0.01
Route 19	4.07	4.01	4.12	3.98	4.01	+0.03
Total	4.12	4.16	4.22	4.11	4.20	+0.09

Source: 2021 CST Survey – All Waves (R.A. Malatest & Associates)

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 2020.

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 4 are the most satisfied with their onboard services experience (4.25) but also showed the most marked decrease in score compared to 2020 (-0.06). Passengers travelling on Route 19 are the least satisfied (4.01).

Overall, 88% of passengers stated that they were satisfied with their onboard experience.

Table 6 shows that for the majority of onboard services, passengers are more satisfied this year compared to last. The service areas that experienced the largest increases include the “Passages Retail Store” (+0.17), “Staff customer service” (+0.13), and the “Lounge seating” (+0.12). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2020	2021	Change (2020-21)
Quality and variety of food/beverages offered	3.60	3.69	+0.09
Value for money (food services)	3.23	3.29	+0.06
Staff customer service	4.14	4.27	+0.13
Passages Retail Store	3.88	4.05	+0.17 ▲
Washrooms	4.07	4.08	+0.01
Play area for children	-	3.48	n/a**
Pet area	3.21	3.00	-0.21 ▼
Workstations	3.70	3.73	+0.03
Outside decks	4.18	4.24	+0.06
Lounge seating	4.05	4.17	+0.12
The SeaWest Lounge experience*	-	-	n/a**
Outside appearance of vessel overall	4.18	4.18	0.00
Ease of access, overall	4.17	4.22	+0.05
Ease of finding facilities/services	4.16	4.17	+0.01
Announcements when you need to be informed	3.96	4.04	+0.08
Atmosphere on the ferry overall	4.04	4.15	+0.11
Procedures for unloading	4.17	4.21	+0.04
Professionalism of onboard staff	4.30	4.39	+0.09

Source: 2021 CST Survey – All Waves (R.A. Malatest & Associates)

*Customer satisfaction scores are not available as the service was not available in 2021 due to the COVID-19 pandemic.

**Services were not available in 2020 due to the COVID-19 pandemic, therefore YOY comparisons are not available.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2020.

Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” continue to show a steady improvement in scores YOY since 2017 (increase of +0.11 from last year).

Table 7. Value for Money of Fares

	2017	2018	2019	2020	2021	Change (2020-21)
Major Routes (1, 2, 3, 30)	3.11	3.28	3.31	3.36	3.50	+0.14
Route 1	3.22	3.32	3.30	3.36	3.49	+0.13
Route 2	3.09	3.17	3.26	3.29	3.49	+0.20 ▲
Route 3	2.98	3.45	3.45	3.51	3.55	+0.04
Route 30	3.01	3.09	3.23	3.28	3.46	+0.18
Minor Routes (4, 5/9, 19)	3.08	3.50	3.58	3.68	3.70	+0.02
Route 4	3.09	3.50	3.51	3.71	3.72	+0.01
Routes 5/9	3.11	3.55	3.61	3.74	3.73	-0.01 ▼
Route 19	3.04	3.40	3.50	3.47	3.56	+0.09
Total	3.11	3.31	3.35	3.41	3.52	+0.11

Source: 2021 CST Survey – All Waves (R.A. Malatest & Associates)

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 2020.

Note: Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with value for money of fares (3.73) while passengers travelling on Route 30 are the least satisfied (3.46). Even though Route 30 had the lowest average, it did experience a positive gain since last year (+0.18). The largest positive change, however, was experienced by Route 2 (+0.20). Routes 5/9 was the only route to experience a drop in satisfaction with value for money of fares compared to 2020 (-0.01).

Overall, 58% of passengers stated that they were satisfied with value for money of fares.

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	2021	4.07	4.15	4.09	3.93	4.06	4.15	4.06	3.62
	2020	3.97	4.07	3.94	3.70	4.08	4.18	4.09	3.76
	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
<i>(2020-21 Comparison)</i>		<i>0.10</i>	<i>0.08</i>	<i>0.15</i>	<i>0.23</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.03</i>	<i>-0.14</i>
Terminal Overall									
	2021	4.06	4.14	4.07	3.89	4.07	4.10	4.06	3.60
	2020	4.01	4.12	3.96	3.75	4.09	4.18	4.15	3.68
	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
<i>(2020-21 Comparison)</i>		<i>0.05</i>	<i>0.02</i>	<i>0.11</i>	<i>0.14</i>	<i>-0.02</i>	<i>-0.08</i>	<i>-0.09</i>	<i>-0.08</i>
Onboard Overall									
	2021	4.20	4.24	4.18	4.14	4.19	4.25	4.19	4.01
	2020	4.11	4.17	4.03	3.99	4.17	4.31	4.20	3.98
	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
<i>(2020-21 Comparison)</i>		<i>0.09</i>	<i>0.07</i>	<i>0.15</i>	<i>0.15</i>	<i>0.02</i>	<i>-0.06</i>	<i>-0.01</i>	<i>0.03</i>
Value for money of fares									
	2021	3.52	3.49	3.49	3.55	3.46	3.72	3.73	3.56
	2020	3.41	3.36	3.29	3.51	3.28	3.71	3.74	3.47
	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
<i>(2020-21 Comparison)</i>		<i>0.11</i>	<i>0.13</i>	<i>0.20</i>	<i>0.04</i>	<i>0.18</i>	<i>0.01</i>	<i>-0.01</i>	<i>0.09</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	2021	3.96	4.10	4.01	3.73	4.00	3.90	3.70	3.76
	2020	3.96	4.01	3.93	3.83	4.09	4.07	3.89	3.76
	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
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>0.09</i>	<i>0.08</i>	<i>-0.10</i>	<i>-0.09</i>	<i>-0.17</i>	<i>-0.19</i>	<i>0.00</i>
Ease of using online reservations	2021	3.99	4.09	4.03	3.69	4.03	-	3.85	-
	2020	3.88	4.02	3.86	3.59	4.01	-	3.70	-
	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	-	4.00	-
<i>(2020-21 Comparison)</i>		<i>0.11</i>	<i>0.07</i>	<i>0.17</i>	<i>0.10</i>	<i>0.02</i>	-	<i>0.15</i>	-
BC Ferries phone service <i>(2016-18 question wording: Usefulness of BC Ferries phone service)</i>	2021	3.38	3.45	3.45	3.10	3.28	3.28	3.53	3.23
	2020	3.32	3.42	3.27	3.02	3.48	3.45	3.40	3.31
	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
<i>(2020-21 Comparison)</i>		<i>0.06</i>	<i>0.03</i>	<i>0.18</i>	<i>0.08</i>	<i>-0.20</i>	<i>-0.17</i>	<i>0.13</i>	<i>-0.08</i>
Ease of using/understanding sailing schedules <i>(Question added in 2019)</i>	2021	4.19	4.33	4.27	4.06	4.29	4.03	3.70	3.97
	2020	4.20	4.32	4.23	4.06	4.28	4.22	3.91	4.16
	2019	4.27	4.31	4.30	4.18	4.39	4.16	4.07	4.35
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>0.01</i>	<i>0.04</i>	<i>0.00</i>	<i>0.01</i>	<i>-0.19</i>	<i>-0.21</i>	<i>-0.19</i>
Effective communication of service updates <i>(Question added in 2019)</i>	2021	3.93	4.08	3.97	3.67	3.95	3.90	3.78	3.48
	2020	3.94	4.05	3.95	3.74	4.03	4.14	3.81	3.70
	2019	3.95	4.01	3.97	3.83	4.07	3.79	3.80	3.86
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>0.03</i>	<i>0.02</i>	<i>-0.07</i>	<i>-0.08</i>	<i>-0.24</i>	<i>-0.03</i>	<i>-0.22</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	2021	4.15	4.21	4.18	3.97	4.25	4.14	4.12	3.72
	2020	4.15	4.22	4.15	3.93	4.24	4.20	4.22	3.84
	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
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.01</i>	<i>0.03</i>	<i>0.04</i>	<i>0.01</i>	<i>-0.06</i>	<i>-0.10</i>	<i>-0.12</i>
Overall appearance inside the terminal	2021	4.13	4.16	4.16	3.95	4.22	4.10	4.11	-
<i>(2016-18 question wording:</i>	2020	4.12	4.18	4.10	3.92	4.22	4.14	4.15	-
<i>Overall look & décor inside the</i>	2019	4.17	4.24	4.18	3.98	4.23	3.95	4.12	-
<i>Terminal you left from (if applicable))</i>	2018	3.87	3.90	3.95	3.66	3.91	3.78	3.94	-
	2017	3.87	3.95	3.89	3.61	3.91	3.82	3.85	-
<i>(2020-21 Comparison)</i>		<i>0.01</i>	<i>-0.02</i>	<i>0.06</i>	<i>0.03</i>	<i>0.00</i>	<i>-0.04</i>	<i>-0.04</i>	<i>-</i>
Wait time at the terminal	2021	3.82	3.96	3.84	3.59	3.83	3.82	3.75	3.03
<i>(Question added in 2019)</i>	2020	3.73	3.90	3.75	3.33	3.87	3.94	3.80	3.03
	2019	3.81	3.98	3.78	3.63	3.88	3.68	3.58	3.49
<i>(2020-21 Comparison)</i>		<i>0.09</i>	<i>0.06</i>	<i>0.09</i>	<i>0.26</i>	<i>-0.04</i>	<i>-0.12</i>	<i>-0.05</i>	<i>0.00</i>
Ticket Purchase									
Efficiency of the check-in process	2021	4.32	4.39	4.32	4.14	4.34	4.34	4.37	4.14
<i>(Question added in 2019)</i>	2020	4.22	4.30	4.21	4.03	4.27	4.38	4.30	3.98
	2019	4.32	4.32	4.31	4.27	4.34	4.33	4.35	4.30
<i>(2020-21 Comparison)</i>		<i>0.10</i>	<i>0.09</i>	<i>0.11</i>	<i>0.11</i>	<i>0.07</i>	<i>-0.04</i>	<i>0.07</i>	<i>0.16</i>
Staff customer service	2021	4.39	4.43	4.38	4.26	4.40	4.38	4.43	4.37
	2020	4.31	4.32	4.29	4.18	4.35	4.44	4.40	4.34
	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
<i>(2020-21 Comparison)</i>		<i>0.08</i>	<i>0.11</i>	<i>0.09</i>	<i>0.08</i>	<i>0.05</i>	<i>-0.06</i>	<i>0.03</i>	<i>0.03</i>
Clarity of staff directions	2021	4.36	4.42	4.37	4.21	4.36	4.37	4.35	4.30
	2020	4.30	4.35	4.26	4.16	4.35	4.37	4.33	4.33
	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
<i>(2020-21 Comparison)</i>		<i>0.06</i>	<i>0.07</i>	<i>0.11</i>	<i>0.05</i>	<i>0.01</i>	<i>0.00</i>	<i>0.02</i>	<i>-0.03</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	2021	4.01	4.07	4.03	3.88	3.98	4.05	3.93	3.87
	2020	3.96	3.98	3.96	3.83	4.08	4.14	3.93	3.82
	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
<i>(2020-21 Comparison)</i>		<i>0.05</i>	<i>0.09</i>	<i>0.07</i>	<i>0.05</i>	<i>-0.10</i>	<i>-0.09</i>	<i>0.00</i>	<i>0.05</i>
Usefulness of digital information screens	2021	3.89	3.95	3.96	3.69	3.87	3.95	3.81	-
	2020	3.88	3.95	3.84	3.67	4.03	4.06	3.85	-
	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	-	-
<i>(2020-21 Comparison)</i>		<i>0.01</i>	<i>0.00</i>	<i>0.12</i>	<i>0.02</i>	<i>-0.16</i>	<i>-0.11</i>	<i>-0.04</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal*	2021	3.74	3.75	3.71	-	3.89	3.40	3.53	-
	2020	3.67	3.74	3.54	-	3.78	3.37	3.47	-
	2019	3.71	3.78	3.88	-	3.78	3.19	3.53	-
	2018	3.87	3.94	3.89	-	3.87	3.11	3.55	-
	2017	3.87	3.90	3.91	-	3.85	3.49	3.46	-
<i>(2020-21 Comparison)</i>		<i>0.07</i>	<i>0.01</i>	<i>0.17</i>	<i>-</i>	<i>0.11</i>	<i>0.03</i>	<i>0.06</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal*	2021	3.57	3.59	3.51	-	3.77	3.28	3.35	-
	2020	3.52	3.63	3.30	-	3.61	3.31	3.26	-
	2019	3.58	3.69	3.77	-	3.66	2.96	3.35	-
	2018	3.58	3.64	3.69	-	3.61	2.92	3.54	-
	2017	3.63	3.68	3.72	-	3.64	3.37	3.57	-
<i>(2020-21 Comparison)</i>		<i>0.05</i>	<i>-0.04</i>	<i>0.21</i>	<i>-</i>	<i>0.16</i>	<i>-0.03</i>	<i>0.09</i>	<i>-</i>
Washrooms	2021	4.01	4.05	3.97	3.88	4.13	4.00	4.07	3.76
	2020	4.01	4.10	3.97	3.73	4.17	4.05	4.13	3.70
	2019	4.01	4.06	3.98	3.88	4.11	3.89	4.10	3.71
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.05</i>	<i>0.00</i>	<i>0.15</i>	<i>-0.04</i>	<i>-0.05</i>	<i>-0.06</i>	<i>0.06</i>
Procedure for loading	2021	4.17	4.25	4.18	4.03	4.21	4.22	4.08	3.89
	2020	4.12	4.23	4.07	3.86	4.25	4.22	4.14	4.05
	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
<i>(2020-21 Comparison)</i>		<i>0.05</i>	<i>0.02</i>	<i>0.11</i>	<i>0.17</i>	<i>-0.04</i>	<i>0.00</i>	<i>-0.06</i>	<i>-0.16</i>
Professionalism of terminal staff	2021	4.36	4.42	4.34	4.23	4.38	4.39	4.36	4.31
	2020	4.28	4.34	4.20	4.16	4.33	4.43	4.29	4.32
	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
<i>(2020-21 Comparison)</i>		<i>0.08</i>	<i>0.08</i>	<i>0.14</i>	<i>0.07</i>	<i>0.05</i>	<i>-0.04</i>	<i>0.07</i>	<i>-0.01</i>

*2019 total score has been updated. Total scores for 2019 and onward reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal <i>(Question added in 2019)</i>	2021	3.67	3.82	3.77	3.66	3.61	3.38	3.70	2.57
	2020	3.70	3.94	3.72	3.59	4.01	3.77	3.97	2.31
	2019	3.43	3.55	3.47	3.19	3.53	2.84	3.54	2.69
<i>(2020-21 Comparison)</i>		-0.03	-0.12	0.05	0.07	-0.40	-0.39	-0.27	0.26
Ease of using passenger drop-off/pick-up area	2021	4.20	4.28	4.28	4.11	4.24	4.05	4.29	3.25
	2020	4.10	4.33	4.12	3.94	4.18	4.13	4.33	2.94
	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
<i>(2020-21 Comparison)</i>		0.10	-0.05	0.16	0.17	0.06	-0.08	-0.04	0.31
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2021	3.80	3.78	3.87	3.83	3.79	4.02	3.80	3.47
	2020	3.86	3.83	3.87	3.90	3.77	3.96	4.25	3.13
	2019	3.79	3.77	3.89	3.79	3.79	3.90	3.75	3.36
<i>(2020-21 Comparison)</i>		-0.06	-0.05	0.00	-0.07	0.02	0.06	-0.45	0.34
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2021	3.69	3.68	3.71	3.74	3.82	-	3.44	-
	2020	3.60	3.70	3.54	3.61	3.62	-	3.43	-
<i>(2016-18 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	-
<i>(2020-21 Comparison)</i>		0.09	-0.02	0.17	0.13	0.20	-	0.01	-
Value for money	2021	3.29	3.30	3.24	3.31	3.31	-	3.33	-
	2020	3.23	3.29	3.14	3.26	3.16	-	3.36	-
	2019	3.23	3.25	3.24	3.20	3.20	-	3.23	-
	2018	3.21	3.28	3.19	3.15	3.17	-	3.14	-
	2017	3.19	3.23	3.22	3.03	3.21	-	3.25	-
<i>(2020-21 Comparison)</i>		0.06	0.01	0.10	0.05	0.15	-	-0.03	-
Staff customer service	2021	4.27	4.30	4.25	4.20	4.28	-	4.24	-
	2020	4.14	4.15	4.12	4.13	4.18	-	4.13	-
	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	-
<i>(2020-21 Comparison)</i>		0.13	0.15	0.13	0.07	0.10	-	0.11	-

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.										
	All Waves	Total	Route							
			1	2	3	30	4	5/9	19	
Onboard Facilities/Services										
Passages Retail Store <i>(Question added in 2019)</i>	2021	4.05	4.08	4.05	4.05	4.05	4.05	-	3.86	-
	2020	3.88	3.98	3.84	3.78	3.98		-	3.66	-
	2019	4.03	4.03	4.05	4.02	4.10		-	3.85	-
<i>(2020-21 Comparison)</i>		<i>0.17</i>	<i>0.10</i>	<i>0.21</i>	<i>0.27</i>	<i>0.07</i>		-	<i>0.20</i>	-
Washrooms <i>(Question added in 2019)</i>	2021	4.08	4.09	4.05	4.07	4.10	4.01	4.19	3.62	
	2020	4.07	4.17	4.00	3.97	4.16	3.95	4.16	3.65	
	2019	4.05	4.06	4.04	4.00	4.10	3.76	4.14	3.59	
<i>(2020-21 Comparison)</i>		<i>0.01</i>	<i>-0.08</i>	<i>0.05</i>	<i>0.10</i>	<i>-0.06</i>	<i>0.06</i>	<i>0.03</i>	<i>-0.03</i>	
Play area for children <i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>	2021	3.48	3.64	3.39	3.51	3.38	-	3.18	-	
	2020	-	-	-	-	-	-	-	-	
	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	-	
<i>(2020-21 Comparison)</i>		<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	
Pet area	2021	3.00	3.09	2.82	3.21	2.97	-	2.87	-	
	2020	3.21	3.07	3.15	3.45	3.19	-	3.29	-	
	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	-	
<i>(2020-21 Comparison)</i>		<i>-0.21</i>	<i>0.02</i>	<i>-0.33</i>	<i>-0.24</i>	<i>-0.22</i>	<i>-</i>	<i>-0.42</i>	<i>-</i>	
Workstations	2021	3.73	3.73	3.62	3.79	3.84	-	3.80	-	
	2020	3.70	3.76	3.54	3.73	3.79	-	3.75	-	
	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	-	
<i>(2020-21 Comparison)</i>		<i>0.03</i>	<i>-0.03</i>	<i>0.08</i>	<i>0.06</i>	<i>0.05</i>	<i>-</i>	<i>0.05</i>	<i>-</i>	
Outside decks	2021	4.24	4.29	4.22	4.21	4.24	4.11	4.30	3.83	
	2020	4.18	4.31	4.08	4.12	4.22	4.21	4.20	3.74	
	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	
<i>(2020-21 Comparison)</i>		<i>0.06</i>	<i>-0.02</i>	<i>0.14</i>	<i>0.09</i>	<i>0.02</i>	<i>-0.10</i>	<i>0.10</i>	<i>0.09</i>	
Lounge Seating <i>(Question added in 2019)</i>	2021	4.17	4.18	4.12	4.22	4.15	-	4.22	-	
	2020	4.05	4.15	3.86	4.09	4.09	-	4.13	-	
	2019	4.12	4.13	4.06	4.19	4.08	-	4.13	-	
<i>(2020-21 Comparison)</i>		<i>0.12</i>	<i>0.03</i>	<i>0.26</i>	<i>0.13</i>	<i>0.06</i>	<i>-</i>	<i>0.09</i>	<i>-</i>	

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
SeaWest Lounge <i>(Question added in 2019)</i>	2021	-	-	-	-	-	-	-	-
<i>(Question not asked in 2020 or 2021 – service closed due to the pandemic)</i>	2020	-	-	-	-	-	-	-	-
	2019	3.74	3.83	3.68	-	3.40	-	-	-
<i>(2020-21 Comparison)</i>		-	-	-	-	-	-	-	-
Outside appearance of the vessel overall	2021	4.18	4.26	4.15	4.10	4.16	4.08	4.23	3.83
	2020	4.18	4.30	4.10	4.04	4.18	4.22	4.22	3.97
	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
<i>(2020-21 Comparison)</i>		0.00	-0.04	0.05	0.06	-0.02	-0.14	0.01	-0.14
Ease of access, overall <i>(all passengers)</i>	2021	4.22	4.28	4.20	4.16	4.23	4.19	4.17	3.88
	2020	4.17	4.29	4.11	4.02	4.22	4.25	4.19	3.98
	2019	4.19	4.25	4.19	4.11	4.24	4.09	4.10	4.00
<i>(2020-21 Comparison)</i>		0.05	-0.01	0.09	0.14	0.01	-0.06	-0.02	-0.10
Ease of access, overall <i>(for people with accessibility requirements)</i>	2021	3.95	3.99	3.98	3.87	4.06	3.93	3.80	3.72
	2020	3.85	3.89	3.77	3.68	4.25	3.91	3.60	3.77
<i>(2016-18 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
	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
<i>(2020-21 Comparison)</i>		0.10	0.10	0.21	0.19	-0.19	0.02	0.20	-0.05
Ease of finding facilities / services	2021	4.17	4.18	4.17	4.17	4.19	4.10	4.20	3.98
	2020	4.16	4.23	4.11	4.08	4.18	4.12	4.24	3.97
	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
<i>(2020-21 Comparison)</i>		0.01	-0.05	0.06	0.09	0.01	-0.02	-0.04	0.01
Announcements when you need to be informed	2021	4.04	4.06	4.06	3.97	4.07	4.01	4.01	3.87
	2020	3.96	3.97	3.96	3.86	4.07	4.07	3.94	3.85
	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
<i>(2020-21 Comparison)</i>		0.08	0.09	0.10	0.11	0.00	-0.06	0.07	0.02
Atmosphere on the ferry overall <i>(2016-18 question wording: Atmosphere / environment)</i>	2021	4.15	4.16	4.14	4.12	4.18	4.12	4.21	3.90
	2020	4.04	4.08	3.96	3.98	4.07	4.16	4.17	3.97
	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
<i>(2020-21 Comparison)</i>		0.11	0.08	0.18	0.14	0.11	-0.04	0.04	-0.07

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Procedures for unloading	2021	4.21	4.27	4.19	4.10	4.23	4.21	4.22	3.96
	2020	4.17	4.28	4.14	3.94	4.24	4.27	4.18	3.95
	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
<i>(2020-21 Comparison)</i>		<i>0.04</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.16</i>	<i>-0.01</i>	<i>-0.06</i>	<i>0.04</i>	<i>0.01</i>
Professionalism of onboard staff	2021	4.39	4.45	4.37	4.31	4.39	4.37	4.40	4.34
	2020	4.30	4.36	4.25	4.18	4.33	4.39	4.37	4.31
	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
<i>(2020-21 Comparison)</i>		<i>0.09</i>	<i>0.09</i>	<i>0.12</i>	<i>0.13</i>	<i>0.06</i>	<i>-0.02</i>	<i>0.03</i>	<i>0.03</i>
Experience with the sailing schedule									
Earliest ferry early enough	2021	3.92	3.94	3.92	3.92	3.94	3.98	3.83	3.92
	2020	3.89	3.89	3.89	3.85	3.96	3.94	3.86	3.97
	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
<i>(2020-21 Comparison)</i>		<i>0.03</i>	<i>0.05</i>	<i>0.03</i>	<i>0.07</i>	<i>-0.02</i>	<i>0.04</i>	<i>-0.03</i>	<i>-0.05</i>
Latest ferry late enough	2021	3.80	3.82	3.84	3.76	3.86	3.61	3.71	3.74
	2020	3.77	3.77	3.79	3.77	3.89	3.52	3.67	3.76
	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
<i>(2020-21 Comparison)</i>		<i>0.03</i>	<i>0.05</i>	<i>0.05</i>	<i>-0.01</i>	<i>-0.03</i>	<i>0.09</i>	<i>0.04</i>	<i>-0.02</i>
Ferry sailing frequent enough	2021	3.52	3.79	3.52	3.08	3.61	3.62	3.15	3.17
	2020	3.36	3.74	3.26	2.71	3.52	3.70	3.15	3.23
	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
<i>(2020-21 Comparison)</i>		<i>0.16</i>	<i>0.05</i>	<i>0.26</i>	<i>0.37</i>	<i>0.09</i>	<i>-0.08</i>	<i>0.00</i>	<i>-0.06</i>
Ability to get onto desired sailing	2021	3.91	4.04	3.91	3.67	3.89	3.99	4.00	3.16
	2020	3.81	4.03	3.76	3.34	3.87	4.06	4.04	3.33
	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
<i>(2020-21 Comparison)</i>		<i>0.10</i>	<i>0.01</i>	<i>0.15</i>	<i>0.33</i>	<i>0.02</i>	<i>-0.07</i>	<i>-0.04</i>	<i>-0.17</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule – Cont.									
Ability to connect with other sailings <i>(based on those connecting)</i>	2021	3.40	3.62	3.32	3.14	3.42	3.58	3.61	2.95
	2020	3.36	3.44	3.25	3.17	3.51	3.46	3.51	3.32
	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
<i>(2020-21 Comparison)</i>		<i>0.04</i>	<i>0.18</i>	<i>0.07</i>	<i>-0.03</i>	<i>-0.09</i>	<i>0.12</i>	<i>0.10</i>	<i>-0.37</i>
Ferry running on time <i>(2016-18 question wording: Ferry departing on time)</i>	2021	3.93	4.18	3.95	3.67	3.82	3.91	3.75	2.62
	2020	3.84	3.94	3.97	3.54	3.97	4.23	3.71	2.88
	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
<i>(2020-21 Comparison)</i>		<i>0.09</i>	<i>0.24</i>	<i>-0.02</i>	<i>0.13</i>	<i>-0.15</i>	<i>-0.32</i>	<i>0.04</i>	<i>-0.26</i>
Safety									
Safety of ferry operations	2021	4.37	4.42	4.38	4.29	4.32	4.38	4.37	4.26
	2020	4.28	4.32	4.23	4.17	4.32	4.33	4.36	4.35
	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
<i>(2020-21 Comparison)</i>		<i>0.09</i>	<i>0.10</i>	<i>0.15</i>	<i>0.12</i>	<i>0.00</i>	<i>0.05</i>	<i>0.01</i>	<i>-0.09</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	2021	4.07	4.14	4.12	4.05	4.06	3.90	4.05	4.11	3.64	3.61
	2020	3.97	4.06	4.10	3.83	3.91	3.79	4.07	4.08	3.84	3.67
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.10</i>	<i>0.08</i>	<i>0.02</i>	<i>0.22</i>	<i>0.15</i>	<i>0.11</i>	<i>-0.02</i>	<i>0.03</i>	<i>-0.20</i>	<i>-0.06</i>
Terminal Overall											
Terminal Overall	2021	4.06	4.11	4.13	4.00	4.08	3.87	4.10	4.03	3.68	3.50
	2020	4.01	4.13	4.10	3.88	3.96	3.75	4.09	4.13	3.81	3.54
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.05</i>	<i>-0.02</i>	<i>0.03</i>	<i>0.12</i>	<i>0.12</i>	<i>0.12</i>	<i>0.01</i>	<i>-0.10</i>	<i>-0.13</i>	<i>-0.04</i>
Value for money of fares											
Value for money of fares	2021	3.52	3.52	3.52	3.56	3.45	3.50	3.44	3.66	3.62	3.49
	2020	3.41	3.35	3.51	3.41	3.18	3.57	3.24	3.55	3.39	3.55
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.11</i>	<i>0.17</i>	<i>0.01</i>	<i>0.15</i>	<i>0.27</i>	<i>-0.07</i>	<i>0.20</i>	<i>0.11</i>	<i>0.23</i>	<i>-0.06</i>
At the Terminal											
Outside appearance of the terminal	2021	4.15	4.22	4.17	4.07	4.22	3.95	4.24	4.11	3.81	3.61
	2020	4.15	4.25	4.20	4.09	4.15	3.89	4.19	4.09	3.91	3.75
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.03</i>	<i>-0.03</i>	<i>-0.02</i>	<i>0.07</i>	<i>0.06</i>	<i>0.05</i>	<i>0.02</i>	<i>-0.10</i>	<i>-0.14</i>
Overall appearance inside the terminal <i>(Previous question wording: Overall look & décor inside the terminal you left from (if applicable))</i>	2021	4.13	4.18	4.13	4.04	4.22	3.95	4.22	4.09	-	-
	2020	4.12	4.23	4.13	4.06	4.06	3.91	4.15	4.07	-	-
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.01</i>	<i>-0.05</i>	<i>0.00</i>	<i>-0.02</i>	<i>0.16</i>	<i>0.04</i>	<i>0.07</i>	<i>0.02</i>	-	-
Wait time at the terminal <i>(Question added in 2019)</i>	2021	3.82	3.89	3.95	3.75	3.86	3.51	3.84	3.79	3.05	3.00
	2020	3.73	3.88	3.87	3.62	3.72	3.30	3.89	3.88	3.25	2.79
	2019	3.81	3.94	3.89	3.70	3.86	3.61	3.95	3.59	3.71	3.25
<i>Change (2020-21 Comparison)</i>		<i>0.09</i>	<i>0.01</i>	<i>0.08</i>	<i>0.13</i>	<i>0.14</i>	<i>0.21</i>	<i>-0.05</i>	<i>-0.09</i>	<i>-0.20</i>	<i>0.21</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
At the Terminal											
Ticket Purchase											
Efficiency of the check in process <i>(Question added in 2019)</i>	2021	4.32	4.39	4.37	4.24	4.33	4.13	4.36	4.23	4.18	4.08
	2020	4.22	4.32	4.26	4.12	4.23	4.07	4.25	4.31	4.05	3.87
	2019	4.32	4.33	4.31	4.32	4.33	4.19	4.39	4.35	4.36	4.24
<i>Change (2020-21 Comparison)</i>		<i>0.10</i>	<i>0.07</i>	<i>0.11</i>	<i>0.12</i>	<i>0.10</i>	<i>0.06</i>	<i>0.11</i>	<i>-0.08</i>	<i>0.13</i>	<i>0.21</i>
Staff customer service											
	2021	4.39	4.43	4.41	4.34	4.36	4.25	4.41	4.31	4.42	4.30
	2020	4.31	4.34	4.33	4.26	4.28	4.18	4.34	4.46	4.32	4.35
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.08</i>	<i>0.09</i>	<i>0.08</i>	<i>0.08</i>	<i>0.08</i>	<i>0.07</i>	<i>0.07</i>	<i>-0.15</i>	<i>0.10</i>	<i>-0.05</i>
Clarity of staff directions											
	2021	4.36	4.39	4.40	4.32	4.35	4.20	4.39	4.34	4.34	4.25
	2020	4.30	4.35	4.32	4.21	4.29	4.18	4.38	4.38	4.37	4.29
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.06</i>	<i>0.04</i>	<i>0.08</i>	<i>0.11</i>	<i>0.06</i>	<i>0.02</i>	<i>0.01</i>	<i>-0.04</i>	<i>-0.03</i>	<i>-0.04</i>
Terminal Services											
Announcements when you need to be informed	2021	4.01	4.00	4.06	4.01	4.00	3.85	4.05	4.07	3.88	3.85
	2020	3.96	4.02	3.91	3.95	3.85	3.87	4.16	4.16	3.83	3.82
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.05</i>	<i>-0.02</i>	<i>0.15</i>	<i>0.06</i>	<i>0.15</i>	<i>-0.02</i>	<i>-0.11</i>	<i>-0.09</i>	<i>0.05</i>	<i>0.03</i>
Usefulness of digital information screens <i>(2016-18 question wording: Usefulness of TV info screens (if Applicable))</i>	2021	3.89	3.87	3.97	3.86	3.95	3.69	3.87	3.98	-	-
	2020	3.88	3.96	3.93	3.85	3.71	3.66	4.05	4.06	-	-
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.01</i>	<i>-0.09</i>	<i>0.04</i>	<i>0.01</i>	<i>0.24</i>	<i>0.03</i>	<i>-0.18</i>	<i>-0.08</i>	-	-
Quality and variety of merchandise offered at the terminal* <i>(2016-18 question wording: Variety / selection of merchandise)</i>	2021	3.74	3.81	3.66	-	3.71	-	-	-	-	-
	2020	3.67	3.79	3.57	-	3.54	-	-	-	-	-
	2019	3.77	3.86	3.60	-	3.91	-	-	-	-	-
	2018	3.87	3.96	3.84	-	3.94	-	-	-	-	-
	2017	3.87	3.95	3.85	-	3.90	-	-	-	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.07</i>	<i>0.02</i>	<i>0.09</i>	-	<i>0.17</i>	-	-	-	-	-

*2019 total score has been updated. Total scores for 2019 and onward reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

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 the terminal* <i>(2016-18 question wording: Food / beverages offered)</i>	2021	3.57	3.68	3.46	-	3.51	-	-	-	-	-
	2020	3.52	3.67	3.42	-	3.30	-	-	-	-	-
	2019	3.66	3.80	3.43	-	3.78	-	-	-	-	-
	2018	3.58	3.76	3.45	-	3.78	-	-	-	-	-
	2017	3.63	3.84	3.53	-	3.70	-	-	-	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.05</i>	<i>0.01</i>	<i>0.04</i>	-	<i>0.21</i>	-	-	-	-	-

Washrooms <i>(Question added in 2019)</i>	2021	4.01	4.09	4.01	3.90	4.03	3.87	4.14	3.99	3.79	3.73
	2020	4.01	4.18	4.03	3.84	4.00	3.77	4.14	4.03	3.60	3.79
	2019	4.01	4.09	4.04	3.94	4.04	3.82	4.14	3.96	3.80	3.61
<i>Change (2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.09</i>	<i>-0.02</i>	<i>0.06</i>	<i>0.03</i>	<i>0.10</i>	<i>0.00</i>	<i>-0.04</i>	<i>0.19</i>	<i>-0.06</i>

Procedure for loading	2021	4.17	4.23	4.22	4.14	4.16	3.98	4.21	4.24	3.91	3.87
	2020	4.12	4.22	4.21	4.00	4.04	3.87	4.27	4.27	4.14	3.95
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.05</i>	<i>0.01</i>	<i>0.01</i>	<i>0.14</i>	<i>0.12</i>	<i>0.11</i>	<i>-0.06</i>	<i>-0.03</i>	<i>-0.23</i>	<i>-0.08</i>

Professionalism of terminal staff	2021	4.36	4.40	4.41	4.32	4.32	4.22	4.39	4.40	4.36	4.25
	2020	4.28	4.34	4.33	4.17	4.24	4.15	4.35	4.43	4.37	4.27
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.08</i>	<i>0.06</i>	<i>0.08</i>	<i>0.15</i>	<i>0.08</i>	<i>0.07</i>	<i>0.04</i>	<i>-0.03</i>	<i>-0.01</i>	<i>-0.02</i>

Terminal (Foot Passengers ONLY)											
Parking options at the terminal <i>(Question added in 2019)</i>	2021	3.67	3.75	3.78	3.71	3.74	3.75	3.59	2.61	2.57	2.56
	2020	3.70	3.84	3.96	3.69	3.65	3.60	4.04	3.92	2.27	2.35
	2019	3.43	3.50	3.54	3.16	3.67	3.30	3.57	2.64	2.89	2.53
<i>Change (2020-21 Comparison)</i>		<i>-0.03</i>	<i>-0.09</i>	<i>-0.18</i>	<i>0.02</i>	<i>0.09</i>	<i>0.15</i>	<i>-0.45</i>	<i>-1.31</i>	<i>0.30</i>	<i>0.21</i>

Ease of using passenger drop-off/pick-up area	2021	4.20	4.27	4.28	4.24	4.27	4.07	4.25	3.47	3.05	3.43
	2020	4.10	4.40	4.19	4.06	4.12	3.93	4.21	4.21	3.00	2.88
	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	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.10</i>	<i>-0.13</i>	<i>0.09</i>	<i>0.18</i>	<i>0.15</i>	<i>0.14</i>	<i>0.04</i>	<i>-0.74</i>	<i>0.05</i>	<i>0.55</i>

Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2021	3.80	3.68	3.95	3.88	3.90	3.65	3.73	3.74	3.47	3.48
	2020	3.86	3.83	3.99	3.91	3.98	3.74	3.71	3.87	3.21	3.06
	2019	3.79	3.75	3.79	3.79	4.08	3.72	3.83	3.96	3.63	3.07
<i>Change (2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.15</i>	<i>-0.04</i>	<i>-0.03</i>	<i>-0.08</i>	<i>-0.09</i>	<i>0.02</i>	<i>-0.13</i>	<i>0.26</i>	<i>0.42</i>

*2019 total score has been updated. Total scores for 2019 and onward reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.