



# Customer Satisfaction Tracking

Wave 1 – June 2022



MALATEST



BC Ferries



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.

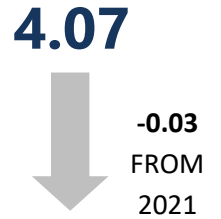
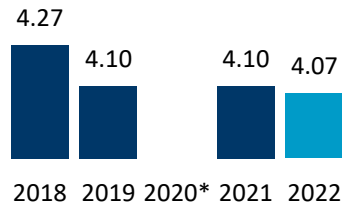
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August, and November each year. This report presents findings from June 2022.

Passengers who were surveyed in June 2022 reported an overall satisfaction score of 4.07 out of a possible 5 (-0.03 change since 2021), and 83% of passengers surveyed reported that they were satisfied with their overall experience (-1% change since 2021).

## Customer Satisfaction Survey Highlights

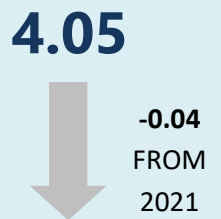
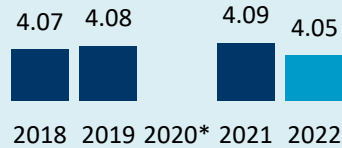
### Overall Satisfaction

Overall satisfaction scores decreased this year compared to June 2021.



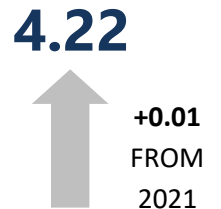
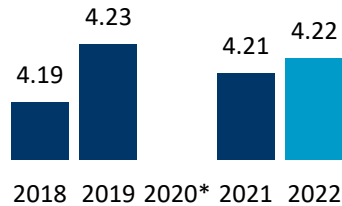
### Terminal Satisfaction

Terminal satisfaction scores decreased this year compared to June 2021. The 2021 Terminal Satisfaction score is the lowest score achieved in the past 5 years.



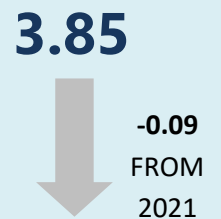
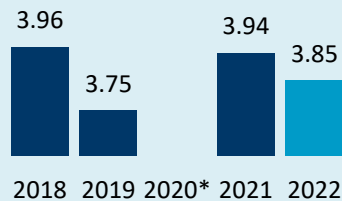
### Onboard Satisfaction

Onboard satisfaction scores increased slightly this year compared to June 2021.



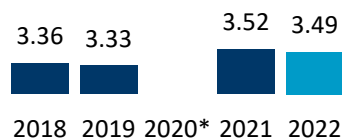
### Ferry Running On Time

Passenger assessments of whether the ferry was running on time were considerably lower this year compared to last.



### Value for Money of Fares

Value for Money of Fares scores have decreased since June 2021.



\*Due to the COVID-19 pandemic, intercept surveying was not conducted in June of 2020.

**CONTENTS**

IMPACT OF COVID-19 PANDEMIC.....2

CST SURVEY METHOD .....3

OVERALL CUSTOMER SATISFACTION .....4

TERMINAL SERVICES .....5

ONBOARD SERVICES .....7

VALUE FOR MONEY OF FARES .....9

APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – WAVE 1 HISTORICAL DATA .....A-1

APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - WAVE 1 HISTORICAL DATA ..... A-10

# Impact of the COVID-19 Pandemic

The COVID-19 pandemic continues to greatly impact daily life in British Columbia, including the BC Ferries system. To ensure public safety, BC Ferries introduced safety measures at terminals and onboard, including limiting services and amenities.

As a result of these measures, the CST intercept survey methodology was also adjusted. Changes impacting the recruitment method and CST Survey Instrument are detailed below:

## RECRUITMENT METHOD CHANGES

- **Use of Personal Protective Equipment**

To ensure staff and passenger safety, Malatest staff wore personal protective equipment (PPE), including face coverings while conducting onboard intercept surveys. Survey tools were frequently sanitized, 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 where possible.

- **Use of Postcards**

To limit contact between passengers and Malatest survey staff, postcards were quickly handed to passengers (one-way transfer). The postcard encouraged passengers to complete the CST Survey online, which passengers could access using the [ferryfeedback.ca](https://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.



# CST Survey Method

Passengers travelling on select BC Ferries routes during the month of June 2022 were eligible to participate in the 2022 Wave 1 CST Survey. Intercept surveys were conducted with passengers onboard key intercept routes from June 6<sup>th</sup> to 24<sup>th</sup>, 2022. 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 provided postcards to passengers who did not wish to engage 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 June. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 19% more surveys were completed this year than in June 2021.

**Table 1: Survey completions overall and by route (June 2022 – Wave 1)**

|                                   | June 2021    | June 2022    | Change (2021-22)   |
|-----------------------------------|--------------|--------------|--------------------|
| <b>Major Routes (1, 2, 3, 30)</b> | <b>3,084</b> | <b>3,488</b> | <b>+404 (+13%)</b> |
| Route 1                           | 934          | 1,146        | +212 (+23%)        |
| Route 2                           | 781          | 827          | +46 (+6%)          |
| Route 3                           | 544          | 895          | +351 (+65%)        |
| Route 30                          | 483          | 620          | +137 (+28%)        |
| <b>Minor Routes (4, 5/9, 19)</b>  | <b>1,148</b> | <b>1,541</b> | <b>+393 (+34%)</b> |
| Route 4                           | 232          | 310          | +78 (+34%)         |
| Routes 5/9                        | 749          | 844          | +95 (+13%)         |
| Route 19                          | 167          | 387          | +220 (+132%)       |
| <b>Total</b>                      | <b>4,232</b> | <b>5,029</b> | <b>+797 (+19%)</b> |

*Source:* June 2022 CST Survey (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 asked to rate their overall satisfaction with their recent experience travelling with BC Ferries.

**Table 2. Overall Customer Satisfaction**

|                                   | June 2018   | June 2019   | June 2020 | June 2021   | June 2022   | Change (2021-22) |
|-----------------------------------|-------------|-------------|-----------|-------------|-------------|------------------|
| <b>Major Routes (1, 2, 3, 30)</b> | -           | <b>4.12</b> | -         | <b>4.11</b> | <b>4.07</b> | -0.04            |
| Route 1                           | 4.35        | 4.17        | -         | 4.22        | 4.15        | -0.07            |
| Route 2                           | 4.33        | 4.15        | -         | 4.15        | 4.04        | -0.11 ▼          |
| Route 3                           | 4.12        | 3.86        | -         | 3.74        | 3.86        | +0.12            |
| Route 30                          | 4.24        | 4.25        | -         | 4.23        | 4.14        | -0.09            |
| <b>Minor Routes (4, 5/9, 19)</b>  | <b>4.23</b> | <b>3.99</b> | -         | <b>4.02</b> | <b>4.03</b> | +0.01            |
| Route 4                           | 4.30        | 4.04        | -         | 4.16        | 4.10        | -0.06            |
| Routes 5/9                        | 4.09        | 4.00        | -         | 4.04        | 3.97        | -0.07            |
| Route 19                          | 4.11        | 3.91        | -         | 3.81        | 4.32        | +0.51 ▲          |
| <b>Total</b>                      | <b>4.27</b> | <b>4.10</b> | -         | <b>4.10</b> | <b>4.07</b> | -0.03            |

**Source:** June 2022 CST Survey (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:** June data is unavailable for 2020; CST intercept surveys were not conducted due to the COVID-19 pandemic.

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2021.

**Note:** Weighted averages reported.

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

Overall customer satisfaction scores decreased compared to last year's score (change of -0.03 points). Analysis by route shows that passengers on Route 19 are the most satisfied with their overall experience (4.32) while passengers travelling on Route 3 are the least satisfied (3.86). Route 2 showed the most marked reduction in overall customer satisfaction score since last year (-0.11), while Route 19 showed the largest increase over the same period (+0.51).

**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 decreased from the previous year (-0.04).

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

|                         | June<br>2018 | June<br>2019 | June<br>2020 | June<br>2021 | June<br>2022 | Change<br>(2021-22) |
|-------------------------|--------------|--------------|--------------|--------------|--------------|---------------------|
| <b>BC Ferries Total</b> | <b>4.07</b>  | <b>4.08</b>  | -            | <b>4.09</b>  | <b>4.05</b>  | <b>-0.04</b>        |
| Tsawwassen              | 4.13         | 4.19         | -            | 4.23         | 4.12         | -0.11               |
| Swartz Bay              | 4.00         | 4.10         | -            | 4.21         | 4.06         | -0.15 ▼             |
| Horseshoe Bay           | 4.02         | 4.01         | -            | 3.85         | 3.95         | +0.10               |
| Departure Bay           | 4.25         | 4.04         | -            | 4.17         | 4.04         | -0.13               |
| Langdale                | 3.87         | 3.89         | -            | 3.89         | 3.84         | -0.05               |
| Duke Point              | 4.28         | 4.26         | -            | 4.16         | 4.24         | +0.08               |
| Fulford Harbour         | 4.01         | 3.89         | -            | 3.93         | 4.08         | +0.15               |
| Nanaimo Harbour         | 4.00         | 4.36         | -            | 3.87         | 3.93         | +0.06               |
| Gabriola                | -            | 3.60         | -            | 3.77         | 4.03         | +0.26 ▲             |

**Source:** June 2022 CST Survey (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:** June data is unavailable for 2020; CST intercept surveys were not conducted due to the COVID-19 pandemic.

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2021.

**Note:** Weighted averages reported.

Analysis by individual terminal shows that passengers sailing from Duke Point (4.24) were the most satisfied with their terminal experience while those departing from Langdale were the least satisfied (3.84). Gabriola terminal passengers showed the greatest increase in terminal satisfaction scores compared to last year (+0.26) while Swartz Bay showed the largest decrease in average score since last year (-0.15).

**Overall, 89% of passengers stated that they were satisfied with their terminal experience.**

Compared to June 2021 levels, over half of all terminal services experienced a decline in passenger satisfaction. “Announcements when you needed to be informed” showed the biggest increase in score (+0.04) (Table 4) while “washrooms” showed the largest decrease when compared to the previous year (-0.10). Satisfaction scores for each terminal are presented in Appendix B.

**Table 4. Overall Satisfaction Scores for Individual Terminal Services**

| TERMINAL SERVICES   | June 2021 | June 2022   | Change (2021-22) |
|---|-----------|-------------|------------------|
| Outside appearance of the terminal you left from              | 4.15      | <b>4.11</b> | -0.04            |
| Overall appearance inside the terminal you left from          | 4.14      | <b>4.11</b> | -0.03            |
| Wait time at terminal   | 3.85      | <b>3.81</b> | -0.04            |
| Efficiency of the check-in process                            | 4.32      | <b>4.32</b> | 0.00             |
| Staff customer service  | 4.38      | <b>4.39</b> | +0.01            |
| Clarity of staff directions                                   | 4.33      | <b>4.36</b> | +0.03            |
| Announcements when you needed to be informed                  | 3.97      | <b>4.01</b> | +0.04 ▲          |
| Usefulness of digital information screens                     | 3.90      | <b>3.88</b> | -0.02            |
| Quality and variety of merchandise offered at the terminal    | 3.80      | <b>3.71</b> | -0.09            |
| Quality and variety of food/beverages offered at the terminal | 3.61      | <b>3.55</b> | -0.06            |
| Washrooms   | 4.07      | <b>3.97</b> | -0.10 ▼          |
| Procedure for loading   | 4.17      | <b>4.18</b> | +0.01            |
| Professionalism of terminal staff                             | 4.34      | <b>4.34</b> | 0.00             |
| Parking options at the terminal                               | 3.79      | <b>3.73</b> | -0.06            |
| Ease of using passenger pickup/drop-off area                  | 4.23      | <b>4.21</b> | -0.02            |
| Pre-boarding passenger lounge at terminal                     | 3.86      | <b>3.80</b> | -0.06            |

*Source:* June 2022 CST Survey (R.A. Malatest & Associates)

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2021.

**Note:** Weighted averages reported.

# Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has increased slightly compared to last year (increase of 0.01).

**Table 5. Overall Satisfaction with Onboard Services**

|                                   | June 2018   | June 2019   | June 2020 | June 2021   | June 2022   | Change (2021-22) |
|-----------------------------------|-------------|-------------|-----------|-------------|-------------|------------------|
| <b>Major Routes (1, 2, 3, 30)</b> | -           | <b>4.23</b> | -         | <b>4.22</b> | <b>4.22</b> | -0.00            |
| Route 1                           | 4.26        | 4.24        | -         | 4.28        | 4.27        | -0.01            |
| Route 2                           | 4.19        | 4.24        | -         | 4.25        | 4.16        | -0.09 ▼          |
| Route 3                           | 4.12        | 4.06        | -         | 4.01        | 4.11        | +0.10            |
| Route 30                          | 4.19        | 4.35        | -         | 4.30        | 4.28        | -0.02            |
| <b>Minor Routes (4, 5/9, 19)</b>  | <b>4.14</b> | <b>4.22</b> | -         | <b>4.17</b> | <b>4.20</b> | +0.03            |
| Route 4                           | 4.08        | 4.13        | -         | 4.24        | 4.23        | -0.01            |
| Routes 5/9                        | 4.21        | 4.28        | -         | 4.17        | 4.16        | -0.01            |
| Route 19                          | 4.02        | 4.05        | -         | 4.12        | 4.42        | +0.30 ▲          |
| <b>Total</b>                      | <b>4.19</b> | <b>4.23</b> | -         | <b>4.21</b> | <b>4.22</b> | +0.01            |

**Source:** June 2022 CST Survey (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:** June data is unavailable for 2020; CST intercept surveys were not conducted due to the COVID-19 pandemic.

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2021.

**Note:** Weighted averages (passenger count) reported.

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

Analysis by route shows that passengers on Route 19 are the most satisfied with their onboard services experience (4.42) while passengers travelling on Route 3 are the least satisfied (4.11). Route 2 showed the most marked reduction in score (-0.09), while Route 19 experienced the largest increase in score (+0.30).

**Overall, 82% of passengers stated that they were satisfied with their onboard experience.**

Despite the slight increase in overall onboard satisfaction, Table 6 shows that for many onboard services, passengers were less satisfied this year when compared to last. The service areas with the greatest decrease in satisfaction levels compared to 2021 are the “pet area” (-0.13) and onboard “washrooms” (-0.12). The service area that experienced the largest increase was “Announcements when you need to be informed” (+0.09). Route specific scores for each of these questions are available in Appendix A.

**Table 6. Overall Satisfaction Scores for Individual Onboard Services**

| ONBOARD SERVICES                              | June 2021 | June 2022 | Change (2021-22) |
|---|-----------|-----------|------------------|
| Quality and variety of food/beverages offered | 3.67      | 3.68      | +0.01            |
| Value for money (food services)               | 3.31      | 3.28      | -0.03            |
| Staff customer service                        | 4.25      | 4.24      | -0.01            |
| Passages Retail Store                         | 4.04      | 4.03      | -0.01            |
| Washrooms                                     | 4.15      | 4.03      | -0.12            |
| Play area for children                        | -         | 3.46      | n/a**            |
| Pet area                                      | 3.20      | 3.07      | -0.13 ▼          |
| Workstations                                  | 3.74      | 3.73      | -0.01            |
| Outside decks                                 | 4.23      | 4.22      | -0.01            |
| Lounge seating                                | 4.16      | 4.17      | +0.01            |
| The SeaWest Lounge experience*                | -         | -         | n/a**            |
| Outside appearance of vessel overall          | 4.20      | 4.16      | -0.04            |
| Ease of access, overall                       | 4.22      | 4.22      | 0.00             |
| Ease of finding facilities/services           | 4.19      | 4.19      | 0.00             |
| Announcements when you need to be informed    | 3.99      | 4.08      | +0.09 ▲          |
| Atmosphere on the ferry overall               | 4.14      | 4.20      | +0.06            |
| Procedures for unloading                      | 4.21      | 4.24      | +0.03            |
| Professionalism of onboard staff              | 4.37      | 4.38      | +0.01            |

**Source:** June 2022 CST Survey (R.A. Malatest & Associates)

\*Customer satisfaction scores are not available as this service was not available in June 2022 due to the COVID-19 pandemic.

\*\*Services were not available in 2021 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 2021.

**Note:** Weighted averages reported.

# Value for Money of Fares

Passenger ratings of “Value for Money of Fares” have declined compared to the previous year (down -0.03 from last year).

**Table 7. Value for Money of Fares**

|                                   | June 2018   | June 2019   | June 2020 | June 2021   | June 2022   | Change (2021-22) |
|-----------------------------------|-------------|-------------|-----------|-------------|-------------|------------------|
| <b>Major Routes (1, 2, 3, 30)</b> | -           | <b>3.30</b> | -         | <b>3.48</b> | <b>3.45</b> | -0.03            |
| Route 1                           | 3.37        | 3.32        | -         | 3.48        | 3.46        | -0.02            |
| Route 2                           | 3.30        | 3.28        | -         | 3.48        | 3.34        | -0.14 ▼          |
| Route 3                           | 3.51        | 3.34        | -         | 3.44        | 3.47        | +0.03            |
| Route 30                          | 3.10        | 3.23        | -         | 3.55        | 3.59        | +0.04 ▲          |
| <b>Minor Routes (4, 5/9, 19)</b>  | <b>3.49</b> | <b>3.49</b> | -         | <b>3.73</b> | <b>3.71</b> | -0.02            |
| Route 4                           | 3.43        | 3.35        | -         | 3.68        | 3.70        | +0.02            |
| Routes 5/9                        | 3.57        | 3.51        | -         | 3.73        | 3.71        | -0.02            |
| Route 19                          | 3.24        | 3.49        | -         | 3.77        | 3.73        | -0.04            |
| <b>Total</b>                      | <b>3.36</b> | <b>3.33</b> | -         | <b>3.52</b> | <b>3.49</b> | -0.03            |

**Source:** June 2022 CST Survey (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 2021.

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

**Note:** Weighted averages reported.

Analysis by route shows that passengers on Route 19 are the most satisfied with value for money of fares (3.73) while passengers travelling on Route 2 are the least satisfied (3.34). Route 2 also experienced the largest negative change YOY (-0.14), while the largest positive change was experienced by Route 30 (+0.04).

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

## APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – WAVE 1 (JUNE) HISTORICAL DATA

| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data |             |              |              |              |             |              |              |              |              |
|---|-------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|--------------|
|   | Wave 1      | Total        | Route        |              |             |              |              |              |              |
|   |             |              | 1            | 2            | 3           | 30           | 4            | 5/9          | 19           |
| <b>Overall Experience</b>   |             |              |              |              |             |              |              |              |              |
| Trip Overall  | <b>2022</b> | 4.07         | 4.15         | 4.04         | 3.86        | 4.14         | 4.10         | 3.97         | 4.32         |
|   | 2021        | 4.10         | 4.22         | 4.15         | 3.74        | 4.23         | 4.16         | 4.04         | 3.81         |
|   | 2020        | -            | -            | -            | -           | -            | -            | -            | -            |
|   | 2019        | 4.10         | 4.17         | 4.15         | 3.86        | 4.25         | 4.04         | 4.00         | 3.91         |
|   | 2018        | 4.27         | 4.35         | 4.33         | 4.12        | 4.24         | 4.30         | 4.09         | 4.11         |
| <i>Change (2021-22 Comparison)</i>                                    |             | <i>-0.03</i> | <i>-0.07</i> | <i>-0.11</i> | <i>0.12</i> | <i>-0.09</i> | <i>-0.06</i> | <i>-0.07</i> | <i>0.51</i>  |
| <b>Terminal Overall</b>   |             |              |              |              |             |              |              |              |              |
|   | <b>2022</b> | 4.05         | 4.08         | 4.03         | 3.85        | 4.23         | 4.13         | 4.01         | 3.97         |
|   | 2021        | 4.09         | 4.26         | 4.09         | 3.74        | 4.22         | 4.03         | 4.03         | 3.82         |
|   | 2020        | -            | -            | -            | -           | -            | -            | -            | -            |
|   | 2019        | 4.08         | 4.14         | 4.05         | 3.89        | 4.26         | 4.01         | 4.04         | 3.91         |
|   | 2018        | 4.07         | 4.07         | 4.24         | 3.84        | 4.19         | 4.03         | 4.06         | 3.97         |
| <i>Change (2021-22 Comparison)</i>                                    |             | <i>-0.04</i> | <i>-0.18</i> | <i>-0.06</i> | <i>0.11</i> | <i>0.01</i>  | <i>0.10</i>  | <i>-0.02</i> | <i>0.15</i>  |
| <b>Onboard Overall</b>  |             |              |              |              |             |              |              |              |              |
|   | <b>2022</b> | 4.22         | 4.27         | 4.16         | 4.11        | 4.28         | 4.23         | 4.16         | 4.42         |
|   | 2021        | 4.21         | 4.28         | 4.25         | 4.01        | 4.30         | 4.24         | 4.17         | 4.12         |
|   | 2020        | -            | -            | -            | -           | -            | -            | -            | -            |
|   | 2019        | 4.23         | 4.24         | 4.24         | 4.06        | 4.35         | 4.13         | 4.28         | 4.05         |
|   | 2018        | 4.19         | 4.26         | 4.19         | 4.12        | 4.19         | 4.08         | 4.21         | 4.02         |
| <i>Change (2021-22 Comparison)</i>                                    |             | <i>0.01</i>  | <i>-0.01</i> | <i>-0.09</i> | <i>0.10</i> | <i>-0.02</i> | <i>-0.01</i> | <i>-0.01</i> | <i>0.30</i>  |
| <b>Value for money of fares</b>                                       |             |              |              |              |             |              |              |              |              |
|   | <b>2022</b> | 3.49         | 3.46         | 3.34         | 3.47        | 3.59         | 3.70         | 3.71         | 3.73         |
|   | 2021        | 3.52         | 3.48         | 3.48         | 3.44        | 3.55         | 3.68         | 3.73         | 3.77         |
|   | 2020        | -            | -            | -            | -           | -            | -            | -            | -            |
|   | 2019        | 3.33         | 3.32         | 3.28         | 3.34        | 3.23         | 3.35         | 3.51         | 3.49         |
|   | 2018        | 3.36         | 3.37         | 3.30         | 3.51        | 3.10         | 3.43         | 3.57         | 3.24         |
| <i>Change (2021-22 Comparison)</i>                                    |             | <i>-0.03</i> | <i>-0.02</i> | <i>-0.14</i> | <i>0.03</i> | <i>0.04</i>  | <i>0.02</i>  | <i>-0.02</i> | <i>-0.04</i> |



| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.                         |             |              |              |              |              |              |              |              |              |
|---|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|   | Wave 1      | Total        | Route        |              |              |              |              |              |              |
|   |             |              | 1            | 2            | 3            | 30           | 4            | 5/9          | 19           |
| <b>Before Arriving at Terminal</b>  |             |              |              |              |              |              |              |              |              |
| Usefulness of BC Ferries Website  | <b>2022</b> | 4.00         | 4.09         | 4.11         | 3.77         | 4.14         | 3.78         | 3.61         | 3.89         |
|   | 2021        | 3.92         | 4.05         | 4.00         | 3.61         | 4.10         | 3.75         | 3.63         | 3.91         |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|   | 2019        | 4.11         | 4.13         | 4.10         | 3.99         | 4.15         | 4.08         | 4.15         | 4.11         |
|   | 2018        | 4.08         | 4.12         | 4.18         | 3.94         | 4.14         | 4.05         | 3.85         | 3.85         |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.08</i>  | <i>0.04</i>  | <i>0.11</i>  | <i>0.16</i>  | <i>0.04</i>  | <i>0.03</i>  | <i>-0.02</i> | <i>-0.02</i> |
| Ease of using online reservations   | <b>2022</b> | 4.04         | 4.11         | 4.10         | 3.67         | 4.25         | -            | 3.81         | -            |
|   | 2021        | 3.95         | 4.06         | 4.00         | 3.58         | 4.13         | -            | 3.85         | -            |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|   | 2019        | 4.05         | 4.20         | 3.90         | 3.82         | 4.08         | -            | 4.08         | -            |
|   | 2018        | 4.00         | 4.05         | 4.11         | 3.80         | 4.09         | -            | 3.68         | -            |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.09</i>  | <i>0.05</i>  | <i>0.10</i>  | <i>0.09</i>  | <i>0.12</i>  | <i>-</i>     | <i>-0.04</i> | <i>-</i>     |
| BC Ferries phone service<br><i>(2016-18 question wording: Usefulness of BC Ferries phone service)</i> | <b>2022</b> | 3.35         | 3.36         | 3.21         | 3.09         | 3.82         | 3.54         | 3.41         | 3.03         |
|   | 2021        | 3.64         | 3.76         | 3.69         | 3.24         | 3.49         | 3.41         | 3.89         | 3.67         |
|   | 2021        | 3.64         | 3.76         | 3.69         | 3.24         | 3.49         | 3.41         | 3.89         | 3.67         |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|   | 2019        | 3.52         | 3.67         | 3.47         | 3.07         | 3.68         | 3.44         | 3.67         | 3.03         |
|   | 2018        | 3.21         | 3.23         | 3.51         | 2.97         | 3.24         | 2.88         | 2.84         | 3.50         |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.29</i> | <i>-0.40</i> | <i>-0.48</i> | <i>-0.15</i> | <i>0.33</i>  | <i>0.13</i>  | <i>-0.48</i> | <i>-0.64</i> |
| Ease of using/understanding sailing schedules<br><i>(Question added in 2019)</i>                      | <b>2022</b> | 4.14         | 4.23         | 4.27         | 4.01         | 4.28         | 4.06         | 3.59         | 4.17         |
|   | 2021        | 4.16         | 4.32         | 4.23         | 3.94         | 4.37         | 3.99         | 3.70         | 4.03         |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|   | 2019        | 4.24         | 4.33         | 4.25         | 4.06         | 4.34         | 4.08         | 4.07         | 4.36         |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.02</i> | <i>-0.09</i> | <i>0.04</i>  | <i>0.07</i>  | <i>-0.09</i> | <i>0.07</i>  | <i>-0.11</i> | <i>0.14</i>  |
| Effective communication of service updates<br><i>(Question added in 2019)</i>                         | <b>2022</b> | 3.86         | 3.94         | 3.92         | 3.63         | 4.04         | 3.70         | 3.60         | 3.75         |
|   | 2021        | 3.94         | 4.14         | 3.94         | 3.52         | 4.18         | 3.92         | 3.81         | 3.79         |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|   | 2019        | 3.91         | 4.05         | 3.89         | 3.70         | 3.95         | 3.69         | 3.80         | 3.84         |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.08</i> | <i>-0.20</i> | <i>-0.02</i> | <i>0.11</i>  | <i>-0.14</i> | <i>-0.22</i> | <i>-0.21</i> | <i>-0.04</i> |

| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.   |             |              |              |              |              |              |              |              |             |
|---|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|
|   | Wave 1      | Total        | Route        |              |              |              |              |              |             |
|   |             |              | 1            | 2            | 3            | 30           | 4            | 5/9          | 19          |
| <b>At the Terminal</b>  |             |              |              |              |              |              |              |              |             |
| Outside appearance of the terminal  | <b>2022</b> | 4.11         | 4.14         | 4.11         | 3.87         | 4.23         | 4.10         | 4.18         | 3.82        |
|   | 2021        | 4.15         | 4.25         | 4.19         | 3.90         | 4.25         | 4.16         | 4.09         | 3.76        |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -           |
|   | 2019        | 4.15         | 4.21         | 4.10         | 4.03         | 4.31         | 4.00         | 4.19         | 3.65        |
|   | 2018        | 4.05         | 4.06         | 4.16         | 3.84         | 4.22         | 3.99         | 4.15         | 3.77        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.04</i> | <i>-0.11</i> | <i>-0.08</i> | <i>-0.03</i> | <i>-0.02</i> | <i>-0.06</i> | <i>0.09</i>  | <i>0.06</i> |
| Overall appearance inside the terminal<br><i>(2016-18 question wording:<br/>Overall look &amp; décor inside the<br/>Terminal you left from (if applicable))</i> | <b>2022</b> | 4.11         | 4.13         | 4.12         | 3.88         | 4.24         | 4.16         | 4.16         | -           |
|   | 2021        | 4.14         | 4.25         | 4.19         | 3.86         | 4.23         | 4.04         | 4.05         | -           |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -           |
|   | 2019        | 4.14         | 4.17         | 4.08         | 4.05         | 4.26         | 3.93         | 4.18         | -           |
|   | 2018        | 3.86         | 3.89         | 4.01         | 3.61         | 3.94         | 3.63         | 3.92         | -           |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.03</i> | <i>-0.12</i> | <i>-0.07</i> | <i>0.02</i>  | <i>0.01</i>  | <i>0.12</i>  | <i>0.11</i>  | <i>-</i>    |
| Wait time at the terminal<br><i>(Question added in 2019)</i>  | <b>2022</b> | 3.81         | 3.87         | 3.82         | 3.49         | 4.03         | 3.76         | 3.69         | 4.05        |
|   | 2021        | 3.85         | 4.06         | 3.92         | 3.39         | 4.01         | 3.87         | 3.73         | 3.32        |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -           |
|   | 2019        | 3.82         | 4.00         | 3.82         | 3.44         | 3.97         | 3.65         | 3.62         | 3.43        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.04</i> | <i>-0.19</i> | <i>-0.10</i> | <i>0.10</i>  | <i>0.02</i>  | <i>-0.11</i> | <i>-0.04</i> | <i>0.73</i> |
| <b>Ticket Purchase</b>  |             |              |              |              |              |              |              |              |             |
| Efficiency of the check-in process<br><i>(Question added in 2019)</i>   | <b>2022</b> | 4.32         | 4.35         | 4.33         | 4.11         | 4.39         | 4.45         | 4.37         | 4.33        |
|   | 2021        | 4.32         | 4.46         | 4.30         | 4.06         | 4.40         | 4.27         | 4.35         | 4.08        |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -           |
|   | 2019        | 4.28         | 4.29         | 4.24         | 4.16         | 4.38         | 4.25         | 4.37         | 4.24        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.00</i>  | <i>-0.11</i> | <i>0.03</i>  | <i>0.05</i>  | <i>-0.01</i> | <i>0.18</i>  | <i>0.02</i>  | <i>0.25</i> |
| Staff customer service  | <b>2022</b> | 4.39         | 4.40         | 4.40         | 4.23         | 4.46         | 4.60         | 4.45         | 4.40        |
|   | 2021        | 4.38         | 4.46         | 4.38         | 4.22         | 4.47         | 4.27         | 4.39         | 4.25        |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -           |
|   | 2019        | 4.41         | 4.40         | 4.40         | 4.32         | 4.45         | 4.43         | 4.55         | 4.46        |
|   | 2018        | 4.40         | 4.41         | 4.43         | 4.28         | 4.43         | 4.33         | 4.46         | 4.43        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.01</i>  | <i>-0.06</i> | <i>0.02</i>  | <i>0.01</i>  | <i>-0.01</i> | <i>0.33</i>  | <i>0.06</i>  | <i>0.15</i> |
| Clarity of staff directions   | <b>2022</b> | 4.36         | 4.38         | 4.36         | 4.18         | 4.43         | 4.53         | 4.38         | 4.35        |
|   | 2021        | 4.33         | 4.43         | 4.34         | 4.12         | 4.40         | 4.28         | 4.32         | 4.20        |
|   | 2020        | -            | -            | -            | -            | -            | -            | -            | -           |
|   | 2019        | 4.37         | 4.35         | 4.40         | 4.30         | 4.42         | 4.48         | 4.41         | 4.45        |
|   | 2018        | 4.39         | 4.44         | 4.43         | 4.20         | 4.43         | 4.34         | 4.43         | 4.44        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.03</i>  | <i>-0.05</i> | <i>0.02</i>  | <i>0.06</i>  | <i>0.03</i>  | <i>0.25</i>  | <i>0.06</i>  | <i>0.15</i> |

| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.  |             |              |              |              |              |              |              |              |              |
|--|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|  | Wave 1      | Total        | Route        |              |              |              |              |              |              |
|  |             |              | 1            | 2            | 3            | 30           | 4            | 5/9          | 19           |
| <b>Terminal Services</b>   |             |              |              |              |              |              |              |              |              |
| Announcements when you need to be informed   | <b>2022</b> | 4.01         | 4.05         | 4.03         | 3.91         | 4.09         | 4.13         | 3.86         | 3.82         |
|  | 2021        | 3.97         | 4.06         | 3.99         | 3.73         | 4.07         | 4.01         | 3.93         | 3.85         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 4.07         | 4.14         | 4.08         | 3.88         | 4.19         | 3.96         | 3.97         | 4.09         |
|  | 2018        | 3.87         | 3.87         | 3.97         | 3.72         | 3.94         | 3.88         | 3.82         | 3.75         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.04</i>  | <i>-0.01</i> | <i>0.04</i>  | <i>0.18</i>  | <i>0.02</i>  | <i>0.12</i>  | <i>-0.07</i> | <i>-0.03</i> |
| Usefulness of digital information screens<br><i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>       | <b>2022</b> | 3.88         | 3.92         | 3.87         | 3.70         | 4.00         | 3.95         | 3.74         | -            |
|  | 2021        | 3.90         | 3.98         | 3.96         | 3.55         | 4.00         | 3.85         | 3.84         | -            |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 3.86         | 3.93         | 3.80         | 3.72         | 4.05         | 3.81         | 3.76         | -            |
|  | 2018        | 3.80         | 3.75         | 3.87         | 3.83         | 3.83         | 3.54         | -            | -            |
| <i>Change (2021-22 Comparison)</i>   |             | <i>-0.02</i> | <i>-0.06</i> | <i>-0.09</i> | <i>0.15</i>  | <i>0.00</i>  | <i>0.10</i>  | <i>-0.10</i> | <i>-</i>     |
| Quality and variety of merchandise offered at the terminal*<br><i>(2016-18 question wording: Variety / selection of merchandise)</i> | <b>2022</b> | 3.71         | 3.73         | 3.52         | -            | 3.97         | 3.37         | 3.62         | -            |
|  | 2021        | 3.80         | 3.82         | 3.81         | -            | 3.96         | 3.15         | 3.56         | -            |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 3.92         | 3.93         | 3.74         | -            | 4.11         | -            | 3.86         | -            |
|  | 2018        | 3.87         | 3.92         | 3.86         | 3.90         | 3.79         | 3.53         | 3.64         | -            |
| <i>Change (2021-22 Comparison)</i>   |             | <i>-0.09</i> | <i>-0.09</i> | <i>-0.29</i> | <i>-</i>     | <i>0.01</i>  | <i>0.22</i>  | <i>0.06</i>  | <i>-</i>     |
| Quality and variety of food/beverages offered at the terminal*<br><i>(2016-18 question wording: Food / beverages offered)</i>        | <b>2022</b> | 3.55         | 3.57         | 3.43         | -            | 3.79         | 3.26         | 3.41         | -            |
|  | 2021        | 3.61         | 3.59         | 3.68         | -            | 3.82         | 3.32         | 3.38         | -            |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 4.12         | 4.13         | 4.11         | -            | 4.21         | 3.90         | 4.00         | -            |
|  | 2018        | 3.60         | 3.69         | 3.72         | 3.36         | 3.59         | 2.88         | 3.51         | -            |
| <i>Change (2021-22 Comparison)</i>   |             | <i>-0.06</i> | <i>-0.02</i> | <i>-0.25</i> | <i>-</i>     | <i>-0.03</i> | <i>-0.06</i> | <i>0.03</i>  | <i>-</i>     |
| Washrooms<br><i>(Question added in 2019)</i>   | <b>2022</b> | 3.97         | 4.00         | 3.87         | 3.79         | 4.10         | 3.99         | 4.08         | 4.10         |
|  | 2021        | 4.07         | 4.15         | 4.06         | 3.84         | 4.22         | 4.00         | 4.10         | 3.85         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 4.02         | 4.09         | 3.91         | 3.87         | 4.16         | 3.77         | 4.16         | 3.68         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>-0.10</i> | <i>-0.15</i> | <i>-0.19</i> | <i>-0.05</i> | <i>-0.12</i> | <i>-0.01</i> | <i>-0.02</i> | <i>0.25</i>  |
| Procedure for loading  | <b>2022</b> | 4.18         | 4.24         | 4.15         | 3.98         | 4.29         | 4.25         | 4.09         | 4.12         |
|  | 2021        | 4.17         | 4.28         | 4.21         | 3.89         | 4.31         | 4.23         | 4.05         | 3.96         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 4.15         | 4.21         | 4.08         | 4.08         | 4.26         | 3.98         | 4.08         | 4.00         |
|  | 2018        | 4.07         | 4.17         | 4.11         | 3.82         | 4.07         | 4.17         | 4.05         | 3.97         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.01</i>  | <i>-0.04</i> | <i>-0.06</i> | <i>0.09</i>  | <i>-0.02</i> | <i>0.02</i>  | <i>0.04</i>  | <i>0.16</i>  |
| Professionalism of terminal staff  | <b>2022</b> | 4.34         | 4.38         | 4.34         | 4.21         | 4.38         | 4.44         | 4.32         | 4.36         |
|  | 2021        | 4.34         | 4.43         | 4.36         | 4.16         | 4.40         | 4.38         | 4.33         | 4.07         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 4.34         | 4.34         | 4.34         | 4.27         | 4.37         | 4.21         | 4.46         | 4.30         |
|  | 2018        | 4.24         | 4.29         | 4.30         | 4.07         | 4.20         | 4.21         | 4.30         | 4.25         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.00</i>  | <i>-0.05</i> | <i>-0.02</i> | <i>0.05</i>  | <i>-0.02</i> | <i>0.06</i>  | <i>-0.01</i> | <i>0.29</i>  |

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

| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.                                |                                    |              |              |              |              |              |              |             |              |
|--|------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|
|  | Wave 1                             | Total        | Route        |              |              |              |              |             |              |
|  |                                    |              | 1            | 2            | 3            | 30           | 4            | 5/9         | 19           |
| Terminal (Foot Passengers ONLY)  |                                    |              |              |              |              |              |              |             |              |
| Parking options at the terminal<br><i>(Question added in 2019)</i>   | <b>2022</b>                        | 3.73         | 4.01         | 3.36         | 3.62         | 4.04         | 3.35         | 3.90        | 2.36         |
|  | 2021                               | 3.79         | 4.13         | 3.95         | 3.63         | 3.80         | 3.10         | 3.47        | 3.08         |
|  | 2020                               | -            | -            | -            | -            | -            | -            | -           | -            |
|  | 2019                               | 3.48         | 3.65         | 3.67         | 3.11         | 3.65         | 2.59         | 3.45        | 2.54         |
|  | <i>Change (2021-22 Comparison)</i> | <i>-0.06</i> | <i>-0.12</i> | <i>-0.59</i> | <i>-0.01</i> | <i>0.24</i>  | <i>0.25</i>  | <i>0.43</i> | <i>-0.72</i> |
| Ease of using passenger drop-off/pick-up area  | <b>2022</b>                        | 4.21         | 4.26         | 4.17         | 4.19         | 4.38         | 4.04         | 4.18        | 3.48         |
|  | 2021                               | 4.23         | 4.35         | 4.41         | 4.00         | 4.20         | 4.13         | 4.22        | 3.48         |
|  | 2020                               | -            | -            | -            | -            | -            | -            | -           | -            |
|  | 2019                               | 3.96         | 3.98         | 4.13         | 3.99         | 3.98         | 3.53         | 3.83        | 2.89         |
|  | 2018                               | 3.97         | 4.16         | 3.78         | 3.97         | 4.10         | 3.76         | 4.08        | 3.17         |
| <i>Change (2021-22 Comparison)</i>   | <i>-0.02</i>                       | <i>-0.09</i> | <i>-0.24</i> | <i>0.19</i>  | <i>0.18</i>  | <i>-0.09</i> | <i>-0.04</i> | <i>0.00</i> |              |
| Pre-boarding passenger lounge at terminal<br><i>(Question added in 2019)</i>                                 | <b>2022</b>                        | 3.80         | 3.69         | 3.93         | 3.79         | 4.07         | 4.15         | 3.82        | 3.50         |
|  | 2021                               | 3.86         | 3.97         | 4.03         | 3.64         | 3.77         | 4.21         | 3.49        | 3.79         |
|  | 2020                               | -            | -            | -            | -            | -            | -            | -           | -            |
|  | 2019                               | 3.79         | 3.79         | 3.87         | 3.78         | 3.85         | 3.85         | 3.73        | 3.06         |
|  | <i>Change (2021-22 Comparison)</i> | <i>-0.06</i> | <i>-0.28</i> | <i>-0.10</i> | <i>0.15</i>  | <i>0.30</i>  | <i>-0.06</i> | <i>0.33</i> | <i>-0.29</i> |
| Onboard Experience   |                                    |              |              |              |              |              |              |             |              |
| Food Services  |                                    |              |              |              |              |              |              |             |              |
| Quality and variety of food/beverages offered<br><i>(2016-18 question wording: Food / beverages offered)</i> | <b>2022</b>                        | 3.68         | 3.67         | 3.67         | 3.72         | 3.89         | -            | 3.38        | -            |
|  | 2021                               | 3.67         | 3.62         | 3.70         | 3.73         | 3.85         | -            | 3.42        | -            |
|  | 2020                               | -            | -            | -            | -            | -            | -            | -           | -            |
|  | 2019                               | 3.79         | 3.89         | 3.77         | 3.71         | 3.90         | -            | 3.42        | -            |
|  | 2018                               | 3.73         | 3.78         | 3.76         | 3.60         | 3.73         | -            | 3.69        | -            |
| <i>Change (2021-22 Comparison)</i>   | <i>0.01</i>                        | <i>0.05</i>  | <i>-0.03</i> | <i>-0.01</i> | <i>0.04</i>  | <i>-</i>     | <i>-0.04</i> | <i>-</i>    |              |
| Value for money  | <b>2022</b>                        | 3.28         | 3.29         | 3.21         | 3.21         | 3.40         | -            | 3.32        | -            |
|  | 2021                               | 3.31         | 3.27         | 3.31         | 3.26         | 3.40         | -            | 3.38        | -            |
|  | 2020                               | -            | -            | -            | -            | -            | -            | -           | -            |
|  | 2019                               | 3.28         | 3.30         | 3.27         | 3.22         | 3.30         | -            | 3.24        | -            |
|  | 2018                               | 3.29         | 3.34         | 3.34         | 3.26         | 3.25         | -            | 3.05        | -            |
| <i>Change (2021-22 Comparison)</i>   | <i>-0.03</i>                       | <i>0.02</i>  | <i>-0.10</i> | <i>-0.05</i> | <i>0.00</i>  | <i>-</i>     | <i>-0.06</i> | <i>-</i>    |              |
| Staff customer service   | <b>2022</b>                        | 4.24         | 4.23         | 4.28         | 4.21         | 4.29         | -            | 4.20        | -            |
|  | 2021                               | 4.25         | 4.32         | 4.24         | 4.16         | 4.23         | -            | 4.21        | -            |
|  | 2020                               | -            | -            | -            | -            | -            | -            | -           | -            |
|  | 2019                               | 4.29         | 4.30         | 4.33         | 4.22         | 4.30         | -            | 4.25        | -            |
|  | 2018                               | 4.20         | 4.19         | 4.26         | 4.17         | 4.16         | -            | 4.27        | -            |
| <i>Change (2021-22 Comparison)</i>   | <i>-0.01</i>                       | <i>-0.09</i> | <i>0.04</i>  | <i>0.05</i>  | <i>0.06</i>  | <i>-</i>     | <i>-0.01</i> | <i>-</i>    |              |

| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.                           |             |              |              |              |              |              |             |              |             |
|---|-------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|-------------|
|   | Wave 1      | Total        | Route        |              |              |              |             |              |             |
|   |             |              | 1            | 2            | 3            | 30           | 4           | 5/9          | 19          |
| <b>Onboard Facilities/Services</b>  |             |              |              |              |              |              |             |              |             |
| Passages Retail Store<br><i>(Question added in 2019)</i>  | <b>2022</b> | 4.03         | 4.02         | 4.04         | 4.08         | 4.11         | -           | 3.87         | -           |
|   | 2021        | 4.04         | 4.06         | 4.05         | 4.02         | 4.12         | -           | 3.86         | -           |
|   | 2020        | -            | -            | -            | -            | -            | -           | -            | -           |
|   | 2019        | 4.06         | 4.02         | 4.10         | 4.01         | 4.24         | -           | 3.97         | -           |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.01</i> | <i>-0.04</i> | <i>-0.01</i> | <i>0.06</i>  | <i>-0.01</i> | <i>-</i>    | <i>0.01</i>  | <i>-</i>    |
| Washrooms<br><i>(Question added in 2019)</i>  | <b>2022</b> | 4.03         | 4.05         | 3.90         | 4.01         | 4.10         | 3.96        | 4.13         | 4.18        |
|   | 2021        | 4.15         | 4.18         | 4.13         | 4.05         | 4.23         | 3.90        | 4.29         | 3.73        |
|   | 2020        | -            | -            | -            | -            | -            | -           | -            | -           |
|   | 2019        | 4.06         | 4.12         | 4.00         | 3.94         | 4.16         | 3.56        | 4.19         | 3.54        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.12</i> | <i>-0.13</i> | <i>-0.23</i> | <i>-0.04</i> | <i>-0.13</i> | <i>0.06</i> | <i>-0.16</i> | <i>0.45</i> |
| Play area for children<br><i>(Question not asked in 2021 – service closed due to COVID-19 pandemic)</i> | <b>2022</b> | 3.46         | 3.54         | 3.33         | 3.47         | 3.59         | -           | 3.29         | -           |
|   | 2021        | -            | -            | -            | -            | -            | -           | -            | -           |
|   | 2020        | -            | -            | -            | -            | -            | -           | -            | -           |
|   | 2019        | 3.54         | 3.68         | 3.48         | 3.48         | 3.47         | -           | 3.28         | -           |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-</i>     | <i>-</i>     | <i>-</i>     | <i>-</i>     | <i>-</i>     | <i>-</i>    | <i>-</i>     | <i>-</i>    |
| Pet area  | <b>2022</b> | 3.07         | 2.98         | 2.92         | 3.28         | 3.36         | -           | 2.97         | -           |
|   | 2021        | 3.20         | 3.15         | 3.18         | 3.47         | 3.33         | -           | 2.83         | -           |
|   | 2020        | -            | -            | -            | -            | -            | -           | -            | -           |
|   | 2019        | 3.08         | 3.05         | 3.21         | 2.62         | 3.39         | -           | 3.25         | -           |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.13</i> | <i>-0.17</i> | <i>-0.26</i> | <i>-0.19</i> | <i>0.03</i>  | <i>-</i>    | <i>0.14</i>  | <i>-</i>    |
| Workstations  | <b>2022</b> | 3.73         | 3.67         | 3.69         | 3.82         | 3.84         | -           | 3.80         | -           |
|   | 2021        | 3.74         | 3.72         | 3.58         | 3.82         | 3.95         | -           | 3.81         | -           |
|   | 2020        | -            | -            | -            | -            | -            | -           | -            | -           |
|   | 2019        | 3.78         | 3.81         | 3.75         | 3.76         | 3.87         | -           | 3.68         | -           |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.01</i> | <i>-0.05</i> | <i>0.11</i>  | <i>0.00</i>  | <i>-0.11</i> | <i>-</i>    | <i>-0.01</i> | <i>-</i>    |
| Outside decks   | <b>2022</b> | 4.22         | 4.26         | 4.18         | 4.15         | 4.20         | 4.28        | 4.18         | 4.47        |
|   | 2021        | 4.23         | 4.31         | 4.19         | 4.09         | 4.30         | 4.13        | 4.33         | 3.86        |
|   | 2020        | -            | -            | -            | -            | -            | -           | -            | -           |
|   | 2019        | 4.25         | 4.32         | 4.28         | 4.16         | 4.20         | 3.96        | 4.23         | 3.92        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.01</i> | <i>-0.05</i> | <i>-0.01</i> | <i>0.06</i>  | <i>-0.10</i> | <i>0.15</i> | <i>-0.15</i> | <i>0.61</i> |
| Lounge Seating<br><i>(Question added in 2019)</i>   | <b>2022</b> | 4.17         | 4.18         | 4.10         | 4.21         | 4.22         | -           | 4.17         | -           |
|   | 2021        | 4.16         | 4.20         | 4.10         | 4.17         | 4.14         | -           | 4.20         | -           |
|   | 2020        | -            | -            | -            | -            | -            | -           | -            | -           |
|   | 2019        | 4.16         | 4.17         | 4.10         | 4.17         | 4.15         | -           | 4.19         | -           |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.01</i>  | <i>-0.02</i> | <i>0.00</i>  | <i>0.04</i>  | <i>0.08</i>  | <i>-</i>    | <i>-0.03</i> | <i>-</i>    |

| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.   |             |       |       |       |       |       |       |       |      |
|---|-------------|-------|-------|-------|-------|-------|-------|-------|------|
|   | Wave 1      | Total | Route |       |       |       |       |       |      |
|   |             |       | 1     | 2     | 3     | 30    | 4     | 5/9   | 19   |
| <b>Onboard Facilities/Services – Cont.</b>  |             |       |       |       |       |       |       |       |      |
| SeaWest Lounge  | <b>2022</b> | -     | -     | -     | -     | -     | -     | -     | -    |
| <i>(Question added in 2019)</i>   | 2021        | -     | -     | -     | -     | -     | -     | -     | -    |
| <i>(Service closed from 2020 through 2022, due to COVID-19 pandemic)</i>  | 2020        | -     | -     | -     | -     | -     | -     | -     | -    |
|   | 2019        | 3.94  | 4.02  | 3.91  | -     | 3.86  | -     | -     | -    |
| <i>Change (2021-22 Comparison)</i>  |             | -     | -     | -     | -     | -     | -     | -     | -    |
| Outside appearance of the vessel overall  | <b>2022</b> | 4.16  | 4.25  | 4.07  | 4.01  | 4.14  | 4.16  | 4.18  | 4.56 |
|   | 2021        | 4.20  | 4.32  | 4.12  | 4.09  | 4.22  | 4.17  | 4.23  | 4.03 |
|   | 2020        | -     | -     | -     | -     | -     | -     | -     | -    |
|   | 2019        | 4.16  | 4.21  | 4.14  | 4.08  | 4.22  | 3.99  | 4.14  | 3.91 |
|   | 2018        | 4.04  | 4.20  | 3.96  | 3.88  | 3.96  | 4.01  | 4.15  | 3.82 |
| <i>Change (2021-22 Comparison)</i>  |             | -0.04 | -0.07 | -0.05 | -0.08 | -0.08 | -0.01 | -0.05 | 0.53 |
| Ease of access, overall <i>(all passengers)</i>   | <b>2022</b> | 4.22  | 4.29  | 4.21  | 4.11  | 4.23  | 4.24  | 4.12  | 4.33 |
|   | 2021        | 4.22  | 4.31  | 4.19  | 4.12  | 4.24  | 4.20  | 4.17  | 4.07 |
|   | 2020        | -     | -     | -     | -     | -     | -     | -     | -    |
|   | 2019        | 4.19  | 4.23  | 4.19  | 4.13  | 4.27  | 4.04  | 4.15  | 3.98 |
| <i>(2020-21 Comparison)</i>   |             | 0.00  | -0.02 | 0.02  | -0.01 | -0.01 | 0.04  | -0.05 | 0.26 |
| Ease of access, overall <i>(for people with accessibility requirements)</i><br><i>(2016-18 question wording: Ease of access, overall, for people with disabilities)</i> | <b>2022</b> | 3.95  | 3.99  | 4.10  | 3.93  | 4.16  | 3.66  | 3.34  | 4.24 |
|   | 2021        | 3.99  | 3.95  | 4.04  | 4.07  | 4.17  | 3.72  | 3.73  | 3.54 |
|   | 2020        | -     | -     | -     | -     | -     | -     | -     | -    |
|   | 2019        | 3.97  | 3.92  | 4.32  | 3.58  | 4.02  | 4.18  | 3.74  | 3.78 |
|   | 2018        | 3.70  | 3.89  | 3.73  | 3.56  | 3.69  | 3.08  | 3.54  | 3.02 |
| <i>Change (2021-22 Comparison)</i>  |             | -0.04 | 0.04  | 0.06  | -0.14 | -0.01 | -0.06 | -0.39 | 0.70 |
| Ease of finding facilities / services   | <b>2022</b> | 4.19  | 4.20  | 4.21  | 4.12  | 4.21  | 4.12  | 4.19  | 4.31 |
|   | 2021        | 4.19  | 4.20  | 4.20  | 4.17  | 4.21  | 4.00  | 4.18  | 4.04 |
|   | 2020        | -     | -     | -     | -     | -     | -     | -     | -    |
|   | 2019        | 4.20  | 4.21  | 4.19  | 4.19  | 4.30  | 3.99  | 4.21  | 3.95 |
|   | 2018        | 3.93  | 3.93  | 3.98  | 3.82  | 4.03  | 3.78  | 4.07  | 3.70 |
| <i>Change (2021-22 Comparison)</i>  |             | 0.00  | 0.00  | 0.01  | -0.05 | 0.00  | 0.12  | 0.01  | 0.27 |
| Announcements when you need to be informed  | <b>2022</b> | 4.08  | 4.09  | 4.09  | 3.99  | 4.18  | 4.08  | 3.97  | 4.01 |
|   | 2021        | 3.99  | 3.98  | 4.02  | 3.86  | 4.10  | 4.05  | 4.01  | 3.91 |
|   | 2020        | -     | -     | -     | -     | -     | -     | -     | -    |
|   | 2019        | 4.09  | 4.10  | 4.14  | 3.99  | 4.21  | 3.87  | 4.03  | 3.97 |
|   | 2018        | 3.95  | 3.95  | 3.99  | 3.89  | 4.08  | 3.87  | 3.89  | 3.69 |
| <i>Change (2021-22 Comparison)</i>  |             | 0.09  | 0.11  | 0.07  | 0.13  | 0.08  | 0.03  | -0.04 | 0.10 |
| Atmosphere on the ferry overall<br><i>(2016-18 question wording: Atmosphere / environment)</i>  | <b>2022</b> | 4.20  | 4.21  | 4.17  | 4.14  | 4.25  | 4.15  | 4.18  | 4.43 |
|   | 2021        | 4.14  | 4.21  | 4.14  | 4.02  | 4.19  | 4.17  | 4.15  | 3.84 |
|   | 2020        | -     | -     | -     | -     | -     | -     | -     | -    |
|   | 2019        | 4.21  | 4.23  | 4.25  | 4.13  | 4.28  | 3.98  | 4.22  | 4.04 |
|   | 2018        | 3.96  | 4.00  | 3.96  | 3.89  | 4.04  | 3.84  | 4.05  | 3.74 |
| <i>Change (2021-22 Comparison)</i>  |             | 0.06  | 0.00  | 0.03  | 0.12  | 0.06  | -0.02 | 0.03  | 0.59 |



| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – <i>Cont.</i> |             |              |              |              |              |              |              |              |              |
|--|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|  | Wave 1      | Total        | Route        |              |              |              |              |              |              |
|  |             |              | 1            | 2            | 3            | 30           | 4            | 5/9          | 19           |
| <b>Onboard Facilities/Services – <i>Cont.</i></b>                                    |             |              |              |              |              |              |              |              |              |
| Procedures for unloading   | <b>2022</b> | 4.24         | 4.31         | 4.20         | 4.10         | 4.28         | 4.19         | 4.21         | 4.33         |
|  | 2021        | 4.21         | 4.30         | 4.21         | 4.00         | 4.30         | 4.28         | 4.21         | 3.97         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 4.19         | 4.23         | 4.20         | 4.09         | 4.34         | 4.05         | 4.09         | 4.02         |
|  | 2018        | 4.03         | 4.07         | 4.11         | 3.88         | 4.08         | 4.11         | 3.94         | 3.90         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.03</i>  | <i>0.01</i>  | <i>-0.01</i> | <i>0.10</i>  | <i>-0.02</i> | <i>-0.09</i> | <i>0.00</i>  | <i>0.36</i>  |
| Professionalism of onboard staff   | <b>2022</b> | 4.38         | 4.40         | 4.41         | 4.28         | 4.37         | 4.39         | 4.38         | 4.46         |
|  | 2021        | 4.37         | 4.43         | 4.39         | 4.24         | 4.39         | 4.40         | 4.38         | 4.19         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 4.40         | 4.38         | 4.44         | 4.41         | 4.39         | 4.29         | 4.41         | 4.29         |
|  | 2018        | 4.26         | 4.30         | 4.30         | 4.11         | 4.26         | 4.31         | 4.31         | 4.19         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.01</i>  | <i>-0.03</i> | <i>0.02</i>  | <i>0.04</i>  | <i>-0.02</i> | <i>-0.01</i> | <i>0.00</i>  | <i>0.27</i>  |
| <b>Experience with the sailing schedule</b>  |             |              |              |              |              |              |              |              |              |
| Earliest ferry early enough  | <b>2022</b> | 3.92         | 3.89         | 3.96         | 3.88         | 3.97         | 4.06         | 3.87         | 4.02         |
|  | 2021        | 3.89         | 3.87         | 3.93         | 3.85         | 4.00         | 4.02         | 3.75         | 3.95         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 3.96         | 4.02         | 4.04         | 3.81         | 3.96         | 4.10         | 3.83         | 3.95         |
|  | 2018        | 4.01         | 4.02         | 4.14         | 4.05         | 4.08         | 3.98         | 3.69         | 3.54         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.03</i>  | <i>0.02</i>  | <i>0.03</i>  | <i>0.03</i>  | <i>-0.03</i> | <i>0.04</i>  | <i>0.12</i>  | <i>0.07</i>  |
| Latest ferry late enough   | <b>2022</b> | 3.75         | 3.76         | 3.71         | 3.78         | 3.89         | 3.55         | 3.64         | 3.78         |
|  | 2021        | 3.77         | 3.76         | 3.90         | 3.62         | 3.88         | 3.60         | 3.63         | 3.81         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 3.70         | 3.67         | 3.83         | 3.65         | 3.82         | 3.08         | 3.69         | 3.62         |
|  | 2018        | 3.76         | 3.81         | 3.74         | 3.88         | 3.85         | 3.19         | 3.32         | 3.74         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>-0.02</i> | <i>0.00</i>  | <i>-0.19</i> | <i>0.16</i>  | <i>0.01</i>  | <i>-0.05</i> | <i>0.01</i>  | <i>-0.03</i> |
| Ferry sailing frequent enough  | <b>2022</b> | 3.52         | 3.82         | 3.43         | 2.93         | 3.67         | 3.49         | 3.13         | 3.92         |
|  | 2021        | 3.48         | 3.71         | 3.62         | 2.85         | 3.77         | 3.60         | 3.10         | 3.24         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 3.46         | 3.89         | 3.44         | 2.71         | 3.50         | 3.24         | 3.04         | 3.13         |
|  | 2018        | 3.33         | 3.76         | 3.37         | 2.55         | 3.53         | 3.20         | 2.91         | 3.12         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.04</i>  | <i>0.11</i>  | <i>-0.19</i> | <i>0.08</i>  | <i>-0.10</i> | <i>-0.11</i> | <i>0.03</i>  | <i>0.68</i>  |
| Ability to get onto desired sailing  | <b>2022</b> | 3.90         | 3.99         | 3.89         | 3.48         | 4.06         | 3.88         | 3.93         | 4.15         |
|  | 2021        | 4.02         | 4.19         | 4.07         | 3.60         | 4.16         | 4.07         | 4.00         | 3.31         |
|  | 2020        | -            | -            | -            | -            | -            | -            | -            | -            |
|  | 2019        | 3.60         | 3.89         | 3.57         | 2.95         | 3.65         | 3.34         | 3.60         | 2.86         |
|  | 2018        | 3.64         | 3.88         | 3.76         | 3.04         | 3.78         | 3.51         | 3.71         | 3.15         |
| <i>Change (2021-22 Comparison)</i>   |             | <i>-0.12</i> | <i>-0.20</i> | <i>-0.18</i> | <i>-0.12</i> | <i>-0.10</i> | <i>-0.19</i> | <i>-0.07</i> | <i>0.84</i>  |

| Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – <i>Cont.</i>    |             |              |              |              |             |              |              |              |             |
|---|-------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|-------------|
|   | Wave 1      | Total        | Route        |              |             |              |              |              |             |
|   |             |              | 1            | 2            | 3           | 30           | 4            | 5/9          | 19          |
| <b>Experience with the sailing schedule – <i>Cont.</i></b>                              |             |              |              |              |             |              |              |              |             |
| Ability to connect with other sailings<br>(based on those connecting)                   | <b>2022</b> | 3.35         | 3.19         | 3.44         | 3.33        | 3.83         | 3.49         | 3.24         | 3.48        |
|   | 2021        | 3.28         | 3.52         | 3.34         | 2.80        | 3.47         | 3.43         | 3.57         | 3.34        |
|   | 2020        | -            | -            | -            | -           | -            | -            | -            | -           |
|   | 2019        | 3.45         | 3.85         | 2.81         | 3.30        | 3.76         | 3.65         | 3.41         | 3.03        |
|   | 2018        | 3.17         | 3.36         | 3.11         | 3.15        | 3.44         | 3.26         | 3.16         | 2.17        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.07</i>  | <i>-0.33</i> | <i>0.10</i>  | <i>0.53</i> | <i>0.36</i>  | <i>0.06</i>  | <i>-0.33</i> | <i>0.14</i> |
| Ferry running on time<br><i>(2016-18 question wording:<br/>Ferry departing on time)</i> | <b>2022</b> | 3.85         | 3.98         | 3.81         | 3.56        | 4.02         | 4.06         | 3.50         | 3.95        |
|   | 2021        | 3.94         | 4.37         | 3.87         | 3.41        | 3.96         | 4.24         | 3.75         | 2.95        |
|   | 2020        | -            | -            | -            | -           | -            | -            | -            | -           |
|   | 2019        | 3.75         | 3.98         | 3.92         | 3.17        | 4.02         | 4.00         | 3.15         | 3.29        |
|   | 2018        | 3.96         | 4.13         | 4.02         | 3.57        | 4.10         | 4.03         | 3.85         | 3.53        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.09</i> | <i>-0.39</i> | <i>-0.06</i> | <i>0.15</i> | <i>0.06</i>  | <i>-0.18</i> | <i>-0.25</i> | <i>1.00</i> |
| <b>Safety</b>   |             |              |              |              |             |              |              |              |             |
| Safety of ferry operations  | <b>2022</b> | 4.35         | 4.40         | 4.33         | 4.29        | 4.31         | 4.38         | 4.33         | 4.45        |
|   | 2021        | 4.36         | 4.45         | 4.37         | 4.21        | 4.32         | 4.46         | 4.34         | 4.26        |
|   | 2020        | -            | -            | -            | -           | -            | -            | -            | -           |
|   | 2019        | 4.32         | 4.37         | 4.31         | 4.15        | 4.35         | 4.29         | 4.37         | 4.18        |
|   | 2018        | 4.27         | 4.32         | 4.28         | 4.17        | 4.29         | 4.29         | 4.29         | 4.21        |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.01</i> | <i>-0.05</i> | <i>-0.04</i> | <i>0.08</i> | <i>-0.01</i> | <i>-0.08</i> | <i>-0.01</i> | <i>0.19</i> |

## APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - WAVE 1 (JUNE) HISTORICAL DATA

| Average Satisfaction Ratings by Terminal - Wave 1 (June) Historical Data   |                                    |              |              |              |               |               |              |              |                 |                 |             |
|--|------------------------------------|--------------|--------------|--------------|---------------|---------------|--------------|--------------|-----------------|-----------------|-------------|
|  | Wave 1                             | Total        | Terminals    |              |               |               |              |              |                 |                 |             |
|  |                                    |              | Tsawwassen   | Swartz Bay   | Horseshoe Bay | Departure Bay | Langdale     | Duke Point   | Fulford Harbour | Nanaimo Harbour | Gabriola    |
| <b>Overall Experience</b>  |                                    |              |              |              |               |               |              |              |                 |                 |             |
| Trip Overall   | <b>2022</b>                        | 4.07         | 4.14         | 4.13         | 4.01          | 4.04          | 3.75         | 4.12         | 3.94            | 4.27            | 4.39        |
|  | 2021                               | 4.10         | 4.22         | 4.18         | 3.91          | 4.19          | 3.89         | 4.19         | 4.04            | 3.88            | 3.74        |
|  | 2020                               | -            | -            | -            | -             | -             | -            | -            | -               | -               | -           |
|  | 2019                               | 4.10         | 4.23         | 4.15         | 4.05          | 4.15          | 3.79         | 4.23         | 3.91            | 4.12            | 3.74        |
|  | 2018                               | 4.27         | 4.30         | 4.38         | 4.23          | 4.31          | 4.19         | 4.31         | 4.20            | 4.18            | -           |
| <i>Change (2021-22 Comparison)</i>   |                                    | <i>-0.03</i> | <i>-0.08</i> | <i>-0.05</i> | <i>0.10</i>   | <i>-0.15</i>  | <i>-0.14</i> | <i>-0.07</i> | <i>-0.10</i>    | <i>0.39</i>     | <i>0.65</i> |
| <b>Terminal Overall</b>  |                                    |              |              |              |               |               |              |              |                 |                 |             |
| Terminal Overall   | <b>2022</b>                        | 4.05         | 4.12         | 4.06         | 3.95          | 4.04          | 3.84         | 4.24         | 4.08            | 3.93            | 4.03        |
|  | 2021                               | 4.09         | 4.23         | 4.21         | 3.85          | 4.17          | 3.89         | 4.16         | 3.93            | 3.87            | 3.77        |
|  | 2020                               | -            | -            | -            | -             | -             | -            | -            | -               | -               | -           |
|  | 2019                               | 4.08         | 4.19         | 4.10         | 4.01          | 4.04          | 3.89         | 4.26         | 3.89            | 4.36            | 3.60        |
|  | 2018                               | 4.07         | 4.13         | 4.00         | 4.02          | 4.25          | 3.87         | 4.28         | 4.01            | 4.00            | -           |
| <i>Change (2021-22 Comparison)</i>   |                                    | <i>-0.04</i> | <i>-0.11</i> | <i>-0.15</i> | <i>0.10</i>   | <i>-0.13</i>  | <i>-0.05</i> | <i>0.08</i>  | <i>0.15</i>     | <i>0.06</i>     | <i>0.26</i> |
| <b>Value for money of fares</b>  |                                    |              |              |              |               |               |              |              |                 |                 |             |
| Value for money of fares   | <b>2022</b>                        | 3.49         | 3.57         | 3.47         | 3.43          | 3.32          | 3.41         | 3.49         | 3.60            | 3.72            | 3.75        |
|  | 2021                               | 3.52         | 3.51         | 3.56         | 3.44          | 3.53          | 3.42         | 3.57         | 3.56            | 3.94            | 3.61        |
|  | 2020                               | -            | -            | -            | -             | -             | -            | -            | -               | -               | -           |
|  | 2019                               | 3.33         | 3.39         | 3.38         | 3.32          | 3.21          | 3.39         | 3.22         | 3.15            | 3.58            | 3.40        |
|  | 2018                               | 3.36         | 3.27         | 3.38         | 3.41          | 3.36          | 3.55         | 3.34         | 3.45            | 3.29            | -           |
| <i>Change (2021-22 Comparison)</i>   |                                    | <i>-0.03</i> | <i>0.06</i>  | <i>-0.09</i> | <i>-0.01</i>  | <i>-0.21</i>  | <i>-0.01</i> | <i>-0.08</i> | <i>0.04</i>     | <i>-0.22</i>    | <i>0.14</i> |
| <b>At the Terminal</b>   |                                    |              |              |              |               |               |              |              |                 |                 |             |
| Outside appearance of the terminal   | <b>2022</b>                        | 4.11         | 4.17         | 4.15         | 4.00          | 4.13          | 3.87         | 4.23         | 4.00            | 3.78            | 3.90        |
|  | 2021                               | 4.15         | 4.23         | 4.23         | 4.03          | 4.25          | 3.93         | 4.22         | 4.09            | 3.82            | 3.70        |
|  | 2020                               | -            | -            | -            | -             | -             | -            | -            | -               | -               | -           |
|  | 2019                               | 4.15         | 4.28         | 4.12         | 4.03          | 4.18          | 4.04         | 4.33         | 3.82            | 4.05            | 3.37        |
|  | 2018                               | 4.05         | 4.15         | 3.96         | 3.93          | 4.21          | 3.95         | 4.27         | 4.01            | 3.81            | -           |
| <i>Change (2021-22 Comparison)</i>   |                                    | <i>-0.04</i> | <i>-0.06</i> | <i>-0.08</i> | <i>-0.03</i>  | <i>-0.12</i>  | <i>-0.06</i> | <i>0.01</i>  | <i>-0.09</i>    | <i>-0.04</i>    | <i>0.2</i>  |
| Overall appearance inside the terminal<br><i>(Previous question wording: Overall look &amp; décor inside the terminal you left from (if applicable))</i> | <b>2022</b>                        | 4.11         | 4.18         | 4.13         | 4.00          | 4.14          | 3.89         | 4.18         | 4.10            | -               | -           |
|  | 2021                               | 4.14         | 4.25         | 4.19         | 3.97          | 4.31          | 3.88         | 4.17         | 4.02            | -               | -           |
|  | 2020                               | -            | -            | -            | -             | -             | -            | -            | -               | -               | -           |
|  | 2019                               | 4.14         | 4.23         | 4.12         | 4.01          | 4.20          | 4.05         | 4.20         | 3.76            | -               | -           |
|  | 2018                               | 3.86         | 4.02         | 3.69         | 3.75          | 4.04          | 3.61         | 3.95         | 3.64            | -               | -           |
| <i>Change (2021-22 Comparison)</i>   |                                    | <i>-0.03</i> | <i>-0.07</i> | <i>-0.06</i> | <i>0.03</i>   | <i>-0.17</i>  | <i>0.01</i>  | <i>0.01</i>  | <i>0.08</i>     | -               | -           |
| Wait time at the terminal<br><i>(Question added in 2019)</i>   | <b>2022</b>                        | 3.81         | 3.91         | 3.83         | 3.69          | 3.84          | 3.42         | 4.06         | 3.59            | 4.01            | 4.11        |
|  | 2021                               | 3.85         | 4.03         | 3.96         | 3.60          | 4.02          | 3.52         | 3.97         | 3.88            | 3.40            | 3.25        |
|  | 2020                               | -            | -            | -            | -             | -             | -            | -            | -               | -               | -           |
|  | 2019                               | 3.82         | 4.02         | 3.91         | 3.62          | 3.93          | 3.47         | 3.99         | 3.45            | 3.97            | 3.08        |
|  | <i>Change (2021-22 Comparison)</i> |              | <i>-0.04</i> | <i>-0.12</i> | <i>-0.13</i>  | <i>0.09</i>   | <i>-0.18</i> | <i>-0.1</i>  | <i>0.09</i>     | <i>-0.29</i>    | <i>0.61</i> |

**Average Satisfaction Ratings by Terminal - Wave 1 (June) Historical Data - Cont.**

|  |             | Terminals    |              |              |               |               |              |             |                 |                 |             |
|--|-------------|--------------|--------------|--------------|---------------|---------------|--------------|-------------|-----------------|-----------------|-------------|
|  | Wave 1      | Total        | Tsawwassen   | Swartz Bay   | Horseshoe Bay | Departure Bay | Langdale     | Duke Point  | Fulford Harbour | Nanaimo Harbour | Gabriola    |
| <b>At the Terminal</b>   |             |              |              |              |               |               |              |             |                 |                 |             |
| <b>Ticket Purchase</b>   |             |              |              |              |               |               |              |             |                 |                 |             |
| Efficiency of the check in process<br><i>(Question added in 2019)</i>            | <b>2022</b> | 4.32         | 4.37         | 4.34         | 4.23          | 4.35          | 4.09         | 4.43        | 4.37            | 4.32            | 4.35        |
|  | 2021        | 4.32         | 4.43         | 4.44         | 4.13          | 4.37          | 4.16         | 4.34        | 4.22            | 4.09            | 4.06        |
|  | 2020        | -            | -            | -            | -             | -             | -            | -           | -               | -               | -           |
|  | 2019        | 4.28         | 4.32         | 4.26         | 4.22          | 4.21          | 4.07         | 4.35        | 4.18            | 4.34            | 4.18        |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.00</i>  | <i>-0.06</i> | <i>-0.10</i> | <i>0.10</i>   | <i>-0.02</i>  | <i>-0.07</i> | <i>0.09</i> | <i>0.15</i>     | <i>0.23</i>     | <i>0.29</i> |
| <b>Staff customer service</b>  |             |              |              |              |               |               |              |             |                 |                 |             |
|  | <b>2022</b> | 4.39         | 4.41         | 4.40         | 4.37          | 4.36          | 4.18         | 4.54        | 4.52            | 4.38            | 4.44        |
|  | 2021        | 4.38         | 4.48         | 4.40         | 4.26          | 4.42          | 4.32         | 4.41        | 4.24            | 4.22            | 4.28        |
|  | 2020        | -            | -            | -            | -             | -             | -            | -           | -               | -               | -           |
|  | 2019        | 4.41         | 4.45         | 4.36         | 4.35          | 4.38          | 4.26         | 4.43        | 4.48            | 4.53            | 4.42        |
|  | 2018        | 4.4          | 4.38         | 4.44         | 4.36          | 4.37          | 4.39         | 4.50        | 4.15            | 4.46            | -           |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.01</i>  | <i>-0.07</i> | <i>0.00</i>  | <i>0.11</i>   | <i>-0.06</i>  | <i>-0.14</i> | <i>0.13</i> | <i>0.28</i>     | <i>0.16</i>     | <i>0.16</i> |
| <b>Clarity of staff directions</b>   |             |              |              |              |               |               |              |             |                 |                 |             |
|  | <b>2022</b> | 4.36         | 4.42         | 4.34         | 4.30          | 4.34          | 4.15         | 4.47        | 4.47            | 4.27            | 4.48        |
|  | 2021        | 4.33         | 4.44         | 4.38         | 4.18          | 4.40          | 4.22         | 4.32        | 4.26            | 4.13            | 4.27        |
|  | 2020        | -            | -            | -            | -             | -             | -            | -           | -               | -               | -           |
|  | 2019        | 4.37         | 4.40         | 4.35         | 4.34          | 4.31          | 4.30         | 4.37        | 4.60            | 4.51            | 4.41        |
|  | 2018        | 4.39         | 4.43         | 4.43         | 4.33          | 4.36          | 4.31         | 4.51        | 4.24            | 4.41            | -           |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.03</i>  | <i>-0.02</i> | <i>-0.04</i> | <i>0.12</i>   | <i>-0.06</i>  | <i>-0.07</i> | <i>0.15</i> | <i>0.21</i>     | <i>0.14</i>     | <i>0.21</i> |
| <b>Terminal Services</b>   |             |              |              |              |               |               |              |             |                 |                 |             |
| <b>Announcements when you need to be informed</b>                                |             |              |              |              |               |               |              |             |                 |                 |             |
|  | <b>2022</b> | 4.01         | 4.10         | 3.96         | 4.01          | 4.02          | 3.85         | 4.05        | 4.12            | 3.77            | 3.89        |
|  | 2021        | 3.97         | 4.06         | 4.02         | 3.79          | 4.06          | 3.90         | 4.02        | 4.05            | 3.86            | 3.85        |
|  | 2020        | -            | -            | -            | -             | -             | -            | -           | -               | -               | -           |
|  | 2019        | 4.07         | 4.14         | 4.08         | 4.00          | 4.15          | 3.81         | 4.16        | 4.05            | 4.26            | 3.98        |
|  | 2018        | 3.87         | 3.90         | 3.82         | 3.79          | 3.97          | 3.80         | 4.09        | 3.92            | 3.63            | -           |
| <i>Change (2021-22 Comparison)</i>   |             | <i>0.04</i>  | <i>0.04</i>  | <i>-0.06</i> | <i>0.22</i>   | <i>-0.04</i>  | <i>-0.05</i> | <i>0.03</i> | <i>0.07</i>     | <i>-0.09</i>    | <i>0.04</i> |
| <b>Usefulness of digital information screens</b>                                 |             |              |              |              |               |               |              |             |                 |                 |             |
|  | <b>2022</b> | 3.88         | 3.98         | 3.86         | 3.79          | 3.91          | 3.64         | 3.95        | 3.91            | -               | -           |
|  | 2021        | 3.90         | 3.98         | 3.94         | 3.75          | 4.01          | 3.62         | 3.90        | 4.00            | -               | -           |
| <i>(2016-18 question wording: Usefulness of TV info screens (if Applicable))</i> | 2020        | -            | -            | -            | -             | -             | -            | -           | -               | -               | -           |
|  | 2019        | 3.86         | 3.97         | 3.90         | 3.71          | 3.79          | 3.95         | 3.97        | 3.75            | -               | -           |
|  | 2018        | 3.8          | 3.62         | 3.88         | 3.83          | 3.81          | 3.96         | 4.20        | 3.56            | -               | -           |
| <i>Change (2021-22 Comparison)</i>   |             | <i>-0.02</i> | <i>0.00</i>  | <i>-0.08</i> | <i>0.04</i>   | <i>-0.10</i>  | <i>0.02</i>  | <i>0.05</i> | <i>-0.09</i>    | -               | -           |
| <b>Quality and variety of merchandise offered at the terminal*</b>               |             |              |              |              |               |               |              |             |                 |                 |             |
|  | <b>2022</b> | 3.71         | 3.84         | 3.63         | -             | 3.52          | -            | -           | -               | -               | -           |
|  | 2021        | 3.80         | 3.88         | 3.66         | -             | 3.81          | -            | -           | -               | -               | -           |
| <i>(2016-18 question wording: Variety / selection of merchandise)</i>            | 2020        | -            | -            | -            | -             | -             | -            | -           | -               | -               | -           |
|  | 2019        | 3.90         | 3.97         | 3.91         | -             | 3.79          | -            | -           | -               | -               | -           |
|  | 2018        | 3.87         | 3.89         | 3.87         | -             | 3.93          | 3.94         | 3.90        | -               | -               | -           |
| <i>Change (2021-22 Comparison)</i>   |             | <i>-0.09</i> | <i>-0.04</i> | <i>-0.03</i> | -             | <i>-0.29</i>  | -            | -           | -               | -               | -           |

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

**Average Satisfaction Ratings by Terminal - Wave 1 (June) Historical Data - Cont.**

|   | Wave 1      | Total        | Terminals    |              |               |               |              |              |                 |                 |              |
|---|-------------|--------------|--------------|--------------|---------------|---------------|--------------|--------------|-----------------|-----------------|--------------|
|   |             |              | Tsawwassen   | Swartz Bay   | Horseshoe Bay | Departure Bay | Langdale     | Duke Point   | Fulford Harbour | Nanaimo Harbour | Gabriola     |
| <b>Terminal Services – Cont.</b>  |             |              |              |              |               |               |              |              |                 |                 |              |
| Quality and variety of food/beverages offered at the terminal*<br><i>(2016-18 question wording: Food / beverages offered)</i> | <b>2022</b> | 3.55         | 3.65         | 3.46         | -             | 3.43          | -            | -            | -               | -               | -            |
|   | 2021        | 3.61         | 3.68         | 3.44         | -             | 3.68          | -            | -            | -               | -               | -            |
|   | 2020        | -            | -            | -            | -             | -             | -            | -            | -               | -               | -            |
|   | 2019        | 4.12         | 4.14         | 4.08         | -             | 4.15          | -            | -            | -               | -               | -            |
|   | 2018        | 3.60         | 3.77         | 3.49         | -             | 3.88          | 3.43         | 3.69         | -               | -               | -            |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.06</i> | <i>-0.03</i> | <i>0.02</i>  | <i>-</i>      | <i>-0.25</i>  | <i>-</i>     | <i>-</i>     | <i>-</i>        | <i>-</i>        | <i>-</i>     |
| Washrooms<br><i>(Question added in 2019)</i>  | <b>2022</b> | 3.97         | 4.06         | 3.98         | 3.81          | 3.92          | 3.77         | 4.02         | 3.96            | 4.06            | 4.15         |
|   | 2021        | 4.07         | 4.22         | 4.06         | 3.90          | 4.19          | 3.81         | 4.19         | 4.02            | 3.65            | 4.04         |
|   | 2020        | -            | -            | -            | -             | -             | -            | -            | -               | -               | -            |
|   | 2019        | 4.02         | 4.16         | 4.06         | 3.93          | 3.94          | 3.79         | 4.19         | 3.76            | 3.75            | 3.61         |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.10</i> | <i>-0.16</i> | <i>-0.08</i> | <i>-0.09</i>  | <i>-0.27</i>  | <i>-0.04</i> | <i>-0.17</i> | <i>-0.06</i>    | <i>0.41</i>     | <i>0.11</i>  |
| Procedure for loading   | <b>2022</b> | 4.18         | 4.26         | 4.19         | 4.08          | 4.16          | 3.93         | 4.32         | 4.13            | 4.09            | 4.16         |
|   | 2021        | 4.17         | 4.30         | 4.18         | 4.02          | 4.25          | 4.02         | 4.25         | 4.17            | 3.88            | 4.04         |
|   | 2020        | -            | -            | -            | -             | -             | -            | -            | -               | -               | -            |
|   | 2019        | 4.15         | 4.23         | 4.18         | 4.14          | 4.10          | 4.00         | 4.26         | 3.96            | 4.10            | 3.97         |
|   | 2018        | 4.07         | 4.12         | 4.16         | 3.92          | 4.20          | 3.84         | 4.36         | 4.18            | 3.93            | -            |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.01</i>  | <i>-0.04</i> | <i>0.01</i>  | <i>0.06</i>   | <i>-0.09</i>  | <i>-0.09</i> | <i>0.07</i>  | <i>-0.04</i>    | <i>0.21</i>     | <i>0.12</i>  |
| Professionalism of terminal staff   | <b>2022</b> | 4.34         | 4.38         | 4.37         | 4.30          | 4.33          | 4.19         | 4.39         | 4.29            | 4.33            | 4.40         |
|   | 2021        | 4.34         | 4.43         | 4.40         | 4.24          | 4.39          | 4.21         | 4.33         | 4.24            | 3.93            | 4.22         |
|   | 2020        | -            | -            | -            | -             | -             | -            | -            | -               | -               | -            |
|   | 2019        | 4.34         | 4.33         | 4.40         | 4.33          | 4.25          | 4.29         | 4.37         | 4.22            | 4.46            | 4.22         |
|   | 2018        | 4.24         | 4.26         | 4.26         | 4.16          | 4.26          | 4.14         | 4.40         | 4.20            | 4.11            | -            |
| <i>Change (2021-22 Comparison)</i>  |             | <i>0.00</i>  | <i>-0.05</i> | <i>-0.03</i> | <i>0.06</i>   | <i>-0.06</i>  | <i>-0.02</i> | <i>0.06</i>  | <i>0.05</i>     | <i>0.40</i>     | <i>0.18</i>  |
| <b>Terminal (Foot Passengers ONLY)</b>  |             |              |              |              |               |               |              |              |                 |                 |              |
| Parking options at the terminal<br><i>(Question added in 2019)</i>  | <b>2022</b> | 3.73         | 3.98         | 4.05         | 3.44          | 3.42          | 3.57         | 3.74         | 3.13            | 2.39            | 2.29         |
|   | 2021        | 3.79         | 3.89         | 3.92         | 3.79          | 3.98          | 3.63         | 4.10         | 2.32            | 2.51            | 3.41         |
|   | 2020        | -            | -            | -            | -             | -             | -            | -            | -               | -               | -            |
|   | 2019        | 3.48         | 3.67         | 3.47         | 2.94          | 4.14          | 3.26         | 3.53         | 2.30            | 2.48            | 2.58         |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.06</i> | <i>0.09</i>  | <i>0.13</i>  | <i>-0.35</i>  | <i>-0.56</i>  | <i>-0.06</i> | <i>-0.36</i> | <i>0.81</i>     | <i>-0.12</i>    | <i>-1.12</i> |
| Ease of using passenger drop-off/pick-up area   | <b>2022</b> | 4.21         | 4.25         | 4.30         | 4.16          | 4.24          | 4.13         | 4.27         | 3.62            | 3.56            | 3.33         |
|   | 2021        | 4.23         | 4.31         | 4.35         | 4.37          | 4.37          | 3.79         | 4.30         | 3.63            | 2.94            | 3.86         |
|   | 2020        | -            | -            | -            | -             | -             | -            | -            | -               | -               | -            |
|   | 2019        | 3.96         | 4.07         | 3.87         | 3.89          | 4.47          | 4.07         | 3.85         | 3.02            | 3.36            | 2.59         |
|   | 2018        | 3.97         | 3.97         | 4.30         | 3.77          | 3.93          | 4.23         | 4.31         | 3.46            | 3.58            | -            |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.02</i> | <i>-0.06</i> | <i>-0.05</i> | <i>-0.21</i>  | <i>-0.13</i>  | <i>0.34</i>  | <i>-0.03</i> | <i>-0.01</i>    | <i>0.62</i>     | <i>-0.53</i> |
| Pre-boarding passenger lounge at terminal<br><i>(Question added in 2019)</i>  | <b>2022</b> | 3.80         | 3.60         | 3.92         | 3.84          | 4.06          | 3.65         | 4.21         | 3.99            | 3.45            | 3.64         |
|   | 2021        | 3.86         | 3.74         | 4.06         | 4.03          | 4.10          | 3.16         | 3.86         | 3.93            | 3.46            | 4.07         |
|   | 2020        | -            | -            | -            | -             | -             | -            | -            | -               | -               | -            |
|   | 2019        | 3.79         | 3.82         | 3.69         | 3.73          | 4.18          | 3.77         | 3.79         | 3.97            | 2.91            | 3.21         |
| <i>Change (2021-22 Comparison)</i>  |             | <i>-0.06</i> | <i>-0.14</i> | <i>-0.14</i> | <i>-0.19</i>  | <i>-0.04</i>  | <i>0.49</i>  | <i>0.35</i>  | <i>0.06</i>     | <i>-0.01</i>    | <i>-0.43</i> |

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