



Customer Satisfaction Tracking

All Waves - 2022



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.

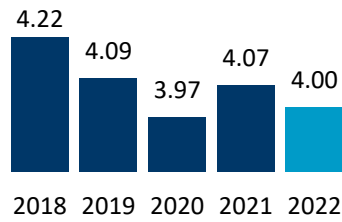
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year. This report presents findings from 2022.

Passengers who were surveyed reported an overall satisfaction score of 4.00 (-0.07 compared to 2021), and 81% of passengers surveyed reported that they were satisfied with their overall experience (-2% compared to 2021).

Customer Satisfaction Survey Highlights

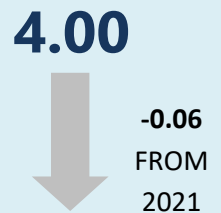
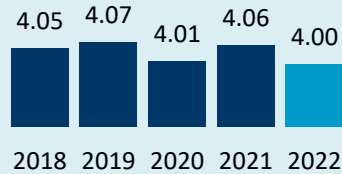
Overall Satisfaction

Overall satisfaction scores decreased this year compared to 2021.



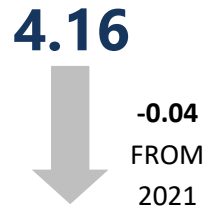
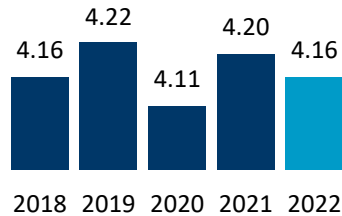
Terminal Satisfaction

Terminal satisfaction scores decreased this year compared to 2021.



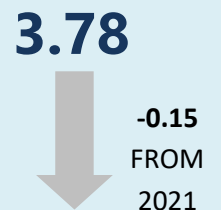
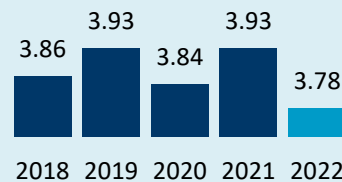
Onboard Satisfaction

Onboard satisfaction scores decreased this year compared to 2021.



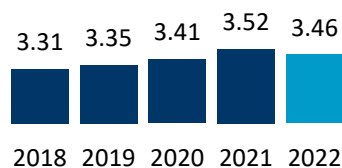
Ferry Running On Time

Passenger assessments of whether the ferry was running on time were considerably lower this year compared to last. The 2022 score is the lowest score achieved in the past 5 years.



Value for Money of Fares

Value for Money of Fares scores decreased this year compared to 2021.



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Impact of the COVID-19 Pandemic

The 2022 CST intercept survey methodology was modified to ensure that it aligned with the public safety measures that BC Ferries introduced in response to the COVID-19 pandemic. These changes included adjustments to the recruitment method, and the CST Survey Instrument.

RECRUITMENT METHOD CHANGES

- **Use of Personal Protective Equipment**

To ensure staff and passenger safety, Malatest staff wore personal protective equipment (PPE), including face coverings 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 (Appendix E) encouraged passengers to complete the CST Survey online, which passengers could access using the ferryfeedback.ca portal.

SURVEY INSTRUMENT CHANGES

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

- Removal of satisfaction questions pertaining to services that were not being offered by BC Ferries as a result of COVID-19, such as questions about the SeaWest Lounge.

CST Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 2022), Wave 2 (August 2022) and Wave 3 (November 2022) data collection periods, were eligible to complete a 2022 CST Survey. Passengers who agreed to participate were able to rate their satisfaction with various aspects of their sailing experience, provide feedback on their perception of BC Ferries as a company, as well as make suggestions for possible improvements. To ensure that the research was as representative of passengers as possible, three surveying modes were used.

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

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

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

As shown in the table below, 11% more surveys were completed this year than in 2021.

Table 1: Survey Completions Overall and by Route (2022 – All Waves)

	All Waves 2021	All Waves 2022	Change (2021-22)
Major Routes (1, 2, 3, 30)	10,213	11,502	1,289 (+13%)
Route 1	3,196	3,870	674 (+21%)
Route 2	2,787	2,656	-131 (-5%)
Route 3	2,572	2,739	167 (+6%)
Route 30	1,658	2,237	579 (+35%)
Minor Routes (4, 5/9, 19)	4,122	4,400	278 (+7%)
Route 4	834	1,021	187 (+22%)
Routes 5/9	2,529	2,358	-171 (-7%)
Route 19	759	1,021	262 (+35%)
Total	14,335	15,902	1,567 (+11%)

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	2018	2019	2020	2021	2022	Change (2021-22)
Major Routes (1, 2, 3, 30)	-	4.11	3.96	4.08	3.99	-0.09
Route 1	4.32	4.16	4.07	4.15	4.09	-0.06
Route 2	4.13	4.08	3.94	4.09	3.94	-0.15
Route 3	4.18	4.02	3.70	3.93	3.69	-0.24 ▼
Route 30	4.21	4.12	4.08	4.06	4.09	+0.03
Minor Routes (4, 5/9, 19)	4.22	3.99	4.03	4.00	4.03	+0.03
Route 4	4.28	4.08	4.18	4.15	4.11	-0.04
Routes 5/9	4.24	3.97	4.09	4.06	3.95	-0.11
Route 19	4.03	3.99	3.76	3.62	4.25	+0.63 ▲
Total	4.22	4.09	3.97	4.07	4.00	-0.07

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

QUESTION: How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries? (1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 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 -0.07 points). Analysis by route shows the passengers on Route 19 are the most satisfied with their overall experiences (4.25) while passengers travelling on Route 3 are the least satisfied (3.69). Route 3 also showed the most marked reduction in overall customer satisfaction score since last year (-0.24), while Route 19 showed the largest increase over the same period (+0.63).

81% 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 (-0.06).

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

	2018	2019	2020	2021	2022	Change (2021-22)
BC Ferries Total	4.05	4.07	4.01	4.06	4.00	-0.06
Tsawwassen	4.15	4.13	4.13	4.11	4.07	-0.04
Swartz Bay	4.10	4.07	4.10	4.13	4.06	-0.07
Horseshoe Bay	3.94	4.00	3.88	4.00	3.85	-0.15
Departure Bay	4.12	4.09	3.96	4.08	3.98	-0.10
Langdale	3.87	3.95	3.75	3.87	3.68	-0.19 ▼
Duke Point	4.15	4.17	4.09	4.10	4.12	+0.02
Fulford Harbour	3.97	4.02	4.13	4.03	4.14	+0.11
Nanaimo Harbour	4.02	4.12	3.81	3.68	4.03	+0.35
Gabriola	3.64	3.71	3.54	3.50	4.12	+0.62 ▲

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

Note: Weighted averages reported.

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

Analysis by individual terminal shows that passengers at just over half of the terminals are less satisfied this year with their overall terminal experience compared to 2021. Langdale terminal passengers showed the greatest negative change compared to last year (-0.19) while Gabriola passengers showed the greatest positive change over the same period (+0.62). Passengers sailing from Fulford Harbour reported the highest levels of satisfaction (4.14) with their terminal experience while those departing from Langdale appear to be the least satisfied (3.68).

Overall, 80% of passengers stated that they were satisfied with their terminal experience.

For specific aspects of service within terminals, overall, passenger satisfaction has decreased across nearly all measures, compared to 2021. “Washrooms” showed the biggest drop in score when compared to the 2021 average (-0.11) (Table 4). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2021	2022	Change (2021-22)
Outside appearance of the terminal you left from	4.15	4.08	-0.07
Overall appearance inside the terminal you left from	4.13	4.07	-0.06
Wait time at terminal	3.82	3.74	-0.08
Efficiency of the check-in process	4.32	4.27	-0.05
Staff customer service	4.39	4.34	-0.05
Clarity of staff directions	4.36	4.32	-0.04
Announcements when you needed to be informed	4.01	3.98	-0.03
Usefulness of digital information screens	3.89	3.81	-0.08
Quality and variety of merchandise offered at the terminal	3.74	3.69	-0.05
Quality and variety of food/beverages offered at the terminal	3.57	3.55	-0.02
Washrooms	4.01	3.90	-0.11 ▼
Procedure for loading	4.17	4.12	-0.05
Professionalism of terminal staff	4.36	4.31	-0.05
Parking options at the terminal	3.67	3.67	0.00
Ease of using passenger pickup/drop-off area	4.20	4.13	-0.07
Pre-boarding passenger lounge at terminal	3.80	3.76	-0.04

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

Note: Arrows indicate the largest negative change in satisfaction scores since 2021.

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has dropped from last year (decrease of -0.04).

Table 5. Overall Satisfaction with Onboard Services

	2018	2019	2020	2021	2022	Change (2021-22)
Major Routes (1, 2, 3, 30)	4.16	4.22	4.10	4.20	4.15	-0.05
Route 1	4.22	4.24	4.17	4.24	4.22	-0.02
Route 2	4.13	4.22	4.03	4.18	4.10	-0.08
Route 3	4.11	4.16	3.99	4.14	3.99	-0.15 ▼
Route 30	4.14	4.25	4.17	4.19	4.22	+0.03
Minor Routes (4, 5/9, 19)	4.12	4.18	4.17	4.17	4.19	+0.02
Route 4	4.14	4.18	4.31	4.25	4.23	-0.02
Routes 5/9	4.17	4.20	4.20	4.19	4.14	-0.05
Route 19	4.01	4.12	3.98	4.01	4.36	+0.35 ▲
Total	4.16	4.22	4.11	4.20	4.16	-0.04

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

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

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 19 are the most satisfied with their onboard services experience (4.36) and showed the most marked increase in score compared to 2021 (+0.35). Passengers travelling on Route 3 are the least satisfied (3.99) and showed the most marked decrease in score since 2021 (-0.15).

Overall, 87% of passengers stated that they were satisfied with their onboard experience.

Table 6 shows that for the majority of onboard services, passengers are less satisfied this year compared to last. The service areas that experienced the largest increase since 2021 was the “pet area” (+0.06). The service area with the greatest decrease in satisfaction levels compared to 2021 were the “washrooms” (-0.12). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2021	2022	Change (2021-22)
Quality and variety of food/beverages offered	3.69	3.67	-0.02
Value for money (food services)	3.29	3.21	-0.08
Staff customer service	4.27	4.20	-0.07
Passages Retail Store	4.05	4.01	-0.04
Washrooms	4.08	3.96	-0.12 ▼
Play area for children	3.48	3.43	-0.05
Pet area	3.00	3.06	+0.06 ▲
Workstations	3.73	3.71	-0.02
Outside decks	4.24	4.23	-0.01
Lounge seating	4.17	4.14	-0.03
The SeaWest Lounge experience*	-	-	n/a**
Outside appearance of vessel overall	4.18	4.15	-0.03
Ease of access, overall	4.22	4.19	-0.03
Ease of finding facilities/services	4.17	4.17	0.00
Announcements when you need to be informed	4.04	4.04	0.00
Atmosphere on the ferry overall	4.15	4.15	0.00
Procedures for unloading	4.21	4.19	-0.02
Professionalism of onboard staff	4.39	4.36	-0.03

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

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

Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” has declined since 2021 (decrease of -0.06). This is the first decline for this rating since 2018.

Table 7. Value for Money of Fares

	2018	2019	2020	2021	2022	Change (2021-22)
Major Routes (1, 2, 3, 30)	3.28	3.31	3.36	3.50	3.43	-0.07
Route 1	3.32	3.30	3.36	3.49	3.47	-0.02
Route 2	3.17	3.26	3.29	3.49	3.36	-0.13
Route 3	3.45	3.45	3.51	3.55	3.40	-0.15 ▼
Route 30	3.09	3.23	3.28	3.46	3.44	-0.02
Minor Routes (4, 5/9, 19)	3.50	3.58	3.68	3.70	3.69	-0.01
Route 4	3.50	3.51	3.71	3.72	3.73	+0.01
Routes 5/9	3.55	3.61	3.74	3.73	3.67	-0.06
Route 19	3.40	3.50	3.47	3.56	3.76	+0.20 ▲
Total	3.31	3.35	3.41	3.52	3.46	-0.06

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

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

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 19 are the most satisfied with value for money of fares (3.76) while passengers travelling on Route 2 are the least satisfied (3.36). The largest positive change was experienced by Route 19 (+0.20), while Route 3 passengers experienced the largest drop in satisfaction with value for money of fares compared to 2021 (-0.15).

Overall, 57% of passengers stated that they were satisfied with value for money of fares.

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

Average Satisfaction Ratings by Route - All Waves Historical Data									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	2022	4.00	4.09	3.94	3.69	4.09	4.11	3.95	4.25
	2021	4.07	4.15	4.09	3.93	4.06	4.15	4.06	3.62
	2020	3.97	4.07	3.94	3.70	4.08	4.18	4.09	3.76
	2019	4.09	4.16	4.08	4.02	4.12	4.08	3.97	3.99
	2018	4.22	4.32	4.13	4.18	4.21	4.28	4.24	4.03
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.06</i>	<i>-0.15</i>	<i>-0.24</i>	<i>0.03</i>	<i>-0.04</i>	<i>-0.11</i>	<i>0.63</i>
Terminal Overall									
Terminal Overall	2022	4.00	4.06	3.96	3.71	4.13	4.11	4.00	4.07
	2021	4.06	4.14	4.07	3.89	4.07	4.10	4.06	3.60
	2020	4.01	4.12	3.96	3.75	4.09	4.18	4.15	3.68
	2019	4.07	4.11	4.03	3.98	4.15	4.06	4.05	3.92
	2018	4.05	4.13	4.04	3.89	4.13	4.03	4.12	3.85
<i>(2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.08</i>	<i>-0.11</i>	<i>-0.18</i>	<i>0.06</i>	<i>0.01</i>	<i>-0.06</i>	<i>0.47</i>
Onboard Overall									
Onboard Overall	2022	4.16	4.22	4.10	3.99	4.22	4.23	4.14	4.36
	2021	4.20	4.24	4.18	4.14	4.19	4.25	4.19	4.01
	2020	4.11	4.17	4.03	3.99	4.17	4.31	4.20	3.98
	2019	4.22	4.24	4.22	4.16	4.25	4.18	4.20	4.12
	2018	4.16	4.22	4.13	4.11	4.14	4.14	4.17	4.01
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.02</i>	<i>-0.08</i>	<i>-0.15</i>	<i>0.03</i>	<i>-0.02</i>	<i>-0.05</i>	<i>0.35</i>
Value for money of fares									
Value for money of fares	2022	3.46	3.47	3.36	3.40	3.44	3.73	3.67	3.76
	2021	3.52	3.49	3.49	3.55	3.46	3.72	3.73	3.56
	2020	3.41	3.36	3.29	3.51	3.28	3.71	3.74	3.47
	2019	3.35	3.30	3.26	3.45	3.23	3.51	3.61	3.50
	2018	3.31	3.32	3.17	3.45	3.09	3.50	3.55	3.40
<i>(2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.02</i>	<i>-0.13</i>	<i>-0.15</i>	<i>-0.02</i>	<i>0.01</i>	<i>-0.06</i>	<i>0.20</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2022	3.94	4.05	4.01	3.62	4.08	3.82	3.64	3.88
	2021	3.96	4.10	4.01	3.73	4.00	3.90	3.70	3.76
	2020	3.96	4.01	3.93	3.83	4.09	4.07	3.89	3.76
	2019	4.13	4.13	4.11	4.11	4.20	4.12	4.14	4.05
	2018	4.09	4.11	4.13	4.05	4.10	4.11	3.98	4.05
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.05</i>	<i>0.00</i>	<i>-0.11</i>	<i>0.08</i>	<i>-0.08</i>	<i>-0.06</i>	<i>0.12</i>
Ease of using online reservations	2022	3.99	4.10	3.99	3.57	4.15	-	3.86	-
	2021	3.99	4.09	4.03	3.69	4.03	-	3.85	-
	2020	3.88	4.02	3.86	3.59	4.01	-	3.70	-
	2019	4.01	4.09	3.93	3.93	4.07	-	3.92	-
	2018	3.95	4.00	3.99	3.85	3.96	-	3.83	-
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.04</i>	<i>-0.12</i>	<i>0.12</i>	<i>-</i>	<i>0.01</i>	<i>-</i>
BC Ferries phone service <i>(2016-18 question wording: Usefulness of BC Ferries phone service)</i>	2022	3.31	3.42	3.25	2.89	3.47	3.43	3.40	3.25
	2021	3.38	3.45	3.45	3.10	3.28	3.28	3.53	3.23
	2020	3.32	3.42	3.27	3.02	3.48	3.45	3.40	3.31
	2019	3.59	3.63	3.53	3.39	3.67	3.54	3.80	3.39
	2018	3.36	3.63	3.40	2.87	3.19	3.43	3.30	3.51
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.03</i>	<i>-0.20</i>	<i>-0.21</i>	<i>0.19</i>	<i>0.15</i>	<i>-0.13</i>	<i>0.02</i>
Ease of using/understanding sailing schedules <i>(Question added in 2019)</i>	2022	4.12	4.22	4.21	3.89	4.29	4.03	3.62	4.14
	2021	4.19	4.33	4.27	4.06	4.29	4.03	3.70	3.97
	2020	4.20	4.32	4.23	4.06	4.28	4.22	3.91	4.16
	2019	4.27	4.31	4.30	4.18	4.39	4.16	4.07	4.35
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.11</i>	<i>-0.06</i>	<i>-0.17</i>	<i>0.00</i>	<i>0.00</i>	<i>-0.08</i>	<i>0.17</i>
Effective communication of service updates <i>(Question added in 2019)</i>	2022	3.77	3.90	3.81	3.35	3.94	3.74	3.54	3.60
	2021	3.93	4.08	3.97	3.67	3.95	3.90	3.78	3.48
	2020	3.94	4.05	3.95	3.74	4.03	4.14	3.81	3.70
	2019	3.95	4.01	3.97	3.83	4.07	3.79	3.80	3.86
<i>(2020-21 Comparison)</i>		<i>-0.16</i>	<i>-0.18</i>	<i>-0.16</i>	<i>-0.32</i>	<i>-0.01</i>	<i>-0.16</i>	<i>-0.24</i>	<i>0.12</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	2022	4.08	4.12	4.07	3.80	4.22	4.05	4.15	3.97
	2021	4.15	4.21	4.18	3.97	4.25	4.14	4.12	3.72
	2020	4.15	4.22	4.15	3.93	4.24	4.20	4.22	3.84
	2019	4.17	4.24	4.18	4.00	4.27	3.96	4.15	3.79
	2018	4.04	4.11	4.10	3.85	4.11	3.95	4.08	3.80
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.09</i>	<i>-0.11</i>	<i>-0.17</i>	<i>-0.03</i>	<i>-0.09</i>	<i>0.03</i>	<i>0.25</i>
Overall appearance inside the terminal	2022	4.07	4.10	4.05	3.78	4.21	4.07	4.14	-
<i>(2016-18 question wording:</i>	2021	4.13	4.16	4.16	3.95	4.22	4.10	4.11	-
<i>Overall look & décor inside the</i>	2020	4.12	4.18	4.10	3.92	4.22	4.14	4.15	-
<i>Terminal you left from (if applicable))</i>	2019	4.17	4.24	4.18	3.98	4.23	3.95	4.12	-
	2018	3.87	3.90	3.95	3.66	3.91	3.78	3.94	-
<i>(2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.06</i>	<i>-0.11</i>	<i>-0.17</i>	<i>-0.01</i>	<i>-0.03</i>	<i>0.03</i>	<i>-</i>
Wait time at the terminal	2022	3.74	3.86	3.70	3.35	3.89	3.79	3.63	3.95
<i>(Question added in 2019)</i>	2021	3.82	3.96	3.84	3.59	3.83	3.82	3.75	3.03
	2020	3.73	3.90	3.75	3.33	3.87	3.94	3.80	3.03
	2019	3.81	3.98	3.78	3.63	3.88	3.68	3.58	3.49
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.10</i>	<i>-0.14</i>	<i>-0.24</i>	<i>0.06</i>	<i>-0.03</i>	<i>-0.12</i>	<i>0.92</i>
Ticket Purchase									
Efficiency of the check-in process	2022	4.27	4.30	4.28	4.05	4.31	4.33	4.36	4.34
<i>(Question added in 2019)</i>	2021	4.32	4.39	4.32	4.14	4.34	4.34	4.37	4.14
	2020	4.22	4.30	4.21	4.03	4.27	4.38	4.30	3.98
	2019	4.32	4.32	4.31	4.27	4.34	4.33	4.35	4.30
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.09</i>	<i>-0.04</i>	<i>-0.09</i>	<i>-0.03</i>	<i>-0.01</i>	<i>-0.01</i>	<i>0.20</i>
Staff customer service	2022	4.34	4.36	4.35	4.16	4.39	4.42	4.42	4.44
	2021	4.39	4.43	4.38	4.26	4.40	4.38	4.43	4.37
	2020	4.31	4.32	4.29	4.18	4.35	4.44	4.40	4.34
	2019	4.41	4.41	4.39	4.34	4.44	4.42	4.50	4.42
	2018	4.43	4.44	4.45	4.35	4.40	4.43	4.49	4.41
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.07</i>	<i>-0.03</i>	<i>-0.10</i>	<i>-0.01</i>	<i>0.04</i>	<i>-0.01</i>	<i>0.07</i>
Clarity of staff directions	2022	4.32	4.36	4.31	4.13	4.39	4.42	4.35	4.43
	2021	4.36	4.42	4.37	4.21	4.36	4.37	4.35	4.30
	2020	4.30	4.35	4.26	4.16	4.35	4.37	4.33	4.33
	2019	4.39	4.40	4.40	4.33	4.41	4.35	4.40	4.41
	2018	4.41	4.45	4.45	4.34	4.35	4.34	4.44	4.36
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.06</i>	<i>-0.06</i>	<i>-0.08</i>	<i>0.03</i>	<i>0.05</i>	<i>0.00</i>	<i>0.13</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	2022	3.98	4.03	4.02	3.77	4.03	4.10	3.87	3.94
	2021	4.01	4.07	4.03	3.88	3.98	4.05	3.93	3.87
	2020	3.96	3.98	3.96	3.83	4.08	4.14	3.93	3.82
	2019	4.08	4.11	4.11	4.04	4.15	3.93	3.98	4.06
	2018	3.86	3.89	3.92	3.71	3.96	3.82	3.83	3.64
<i>(2020-21 Comparison)</i>		<i>-0.03</i>	<i>-0.04</i>	<i>-0.01</i>	<i>-0.11</i>	<i>0.05</i>	<i>0.05</i>	<i>-0.06</i>	<i>0.07</i>
Usefulness of digital information screens	2022	3.81	3.88	3.82	3.53	3.92	3.95	3.68	-
	2021	3.89	3.95	3.96	3.69	3.87	3.95	3.81	-
<i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2020	3.88	3.95	3.84	3.67	4.03	4.06	3.85	-
	2019	3.92	3.96	3.93	3.84	4.02	3.72	3.75	-
	2018	3.75	3.75	3.73	3.70	3.85	3.72	-	-
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.07</i>	<i>-0.14</i>	<i>-0.16</i>	<i>0.05</i>	<i>0.00</i>	<i>-0.13</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal*	2022	3.69	3.71	3.60	-	3.84	3.39	3.62	-
	2021	3.74	3.75	3.71	-	3.89	3.40	3.53	-
<i>(2016-18 question wording: Variety / selection of merchandise)</i>	2020	3.67	3.74	3.54	-	3.78	3.37	3.47	-
	2019	3.71	3.78	3.88	-	3.78	3.19	3.53	-
	2018	3.87	3.94	3.89	-	3.87	3.11	3.55	-
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.04</i>	<i>-0.11</i>	<i>-</i>	<i>-0.05</i>	<i>-0.01</i>	<i>0.09</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal*	2022	3.55	3.56	3.45	-	3.71	3.24	3.42	-
	2021	3.57	3.59	3.51	-	3.77	3.28	3.35	-
<i>(2016-18 question wording: Food / beverages offered)</i>	2020	3.52	3.63	3.30	-	3.61	3.31	3.26	-
	2019	3.58	3.69	3.77	-	3.66	2.96	3.35	-
	2018	3.58	3.64	3.69	-	3.61	2.92	3.54	-
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.03</i>	<i>-0.06</i>	<i>-</i>	<i>-0.06</i>	<i>-0.04</i>	<i>0.07</i>	<i>-</i>
Washrooms <i>(Question added in 2019)</i>	2022	3.90	3.93	3.83	3.62	4.03	3.97	4.05	4.05
	2021	4.01	4.05	3.97	3.88	4.13	4.00	4.07	3.76
	2020	4.01	4.10	3.97	3.73	4.17	4.05	4.13	3.70
	2019	4.01	4.06	3.98	3.88	4.11	3.89	4.10	3.71
<i>(2020-21 Comparison)</i>		<i>-0.11</i>	<i>-0.12</i>	<i>-0.14</i>	<i>-0.26</i>	<i>-0.10</i>	<i>-0.03</i>	<i>-0.02</i>	<i>0.29</i>
Procedure for loading	2022	4.12	4.19	4.09	3.88	4.23	4.19	4.05	4.22
	2021	4.17	4.25	4.18	4.03	4.21	4.22	4.08	3.89
	2020	4.12	4.23	4.07	3.86	4.25	4.22	4.14	4.05
	2019	4.15	4.22	4.13	4.06	4.23	4.08	4.05	4.11
	2018	4.08	4.16	4.08	3.88	4.16	4.11	4.09	3.92
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.06</i>	<i>-0.09</i>	<i>-0.15</i>	<i>0.02</i>	<i>-0.03</i>	<i>-0.03</i>	<i>0.33</i>
Professionalism of terminal staff	2022	4.31	4.35	4.29	4.14	4.35	4.41	4.31	4.43
	2021	4.36	4.42	4.34	4.23	4.38	4.39	4.36	4.31
	2020	4.28	4.34	4.20	4.16	4.33	4.43	4.29	4.32
	2019	4.36	4.37	4.39	4.26	4.38	4.31	4.41	4.43
	2018	4.25	4.29	4.27	4.12	4.24	4.25	4.31	4.20
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.07</i>	<i>-0.05</i>	<i>-0.09</i>	<i>-0.03</i>	<i>0.02</i>	<i>-0.05</i>	<i>0.12</i>

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

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal <i>(Question added in 2019)</i>	2022	3.67	3.82	3.51	3.63	3.95	3.44	3.78	2.64
	2021	3.67	3.82	3.77	3.66	3.61	3.38	3.70	2.57
	2020	3.70	3.94	3.72	3.59	4.01	3.77	3.97	2.31
	2019	3.43	3.55	3.47	3.19	3.53	2.84	3.54	2.69
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>0.00</i>	<i>-0.26</i>	<i>-0.03</i>	<i>0.34</i>	<i>0.06</i>	<i>0.08</i>	<i>0.07</i>
Ease of using passenger drop-off/pick-up area	2022	4.13	4.24	4.08	4.07	4.25	3.87	4.09	3.48
	2021	4.20	4.28	4.28	4.11	4.24	4.05	4.29	3.25
	2020	4.10	4.33	4.12	3.94	4.18	4.13	4.33	2.94
	2019	3.95	3.98	3.98	3.97	4.00	3.66	3.94	3.10
	2018	3.98	4.17	3.89	3.92	4.01	3.84	4.11	3.01
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.04</i>	<i>-0.20</i>	<i>-0.04</i>	<i>0.01</i>	<i>-0.18</i>	<i>-0.20</i>	<i>0.23</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2022	3.76	3.76	3.76	3.74	3.82	3.92	3.75	3.64
	2021	3.80	3.78	3.87	3.83	3.79	4.02	3.80	3.47
	2020	3.86	3.83	3.87	3.90	3.77	3.96	4.25	3.13
	2019	3.79	3.77	3.89	3.79	3.79	3.90	3.75	3.36
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.02</i>	<i>-0.11</i>	<i>-0.09</i>	<i>0.03</i>	<i>-0.10</i>	<i>-0.05</i>	<i>0.17</i>
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2022	3.67	3.68	3.67	3.67	3.79	-	3.41	-
	2021	3.69	3.68	3.71	3.74	3.82	-	3.44	-
<i>(2016-18 question wording: Food / beverages offered)</i>	2020	3.60	3.70	3.54	3.61	3.62	-	3.43	-
	2019	3.75	3.80	3.77	3.74	3.86	-	3.39	-
	2018	3.66	3.67	3.72	3.57	3.72	-	3.47	-
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>0.00</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.03</i>	-	<i>-0.03</i>	-
Value for money	2022	3.21	3.25	3.15	3.14	3.25	-	3.23	-
	2021	3.29	3.30	3.24	3.31	3.31	-	3.33	-
	2020	3.23	3.29	3.14	3.26	3.16	-	3.36	-
	2019	3.23	3.25	3.24	3.20	3.20	-	3.23	-
	2018	3.21	3.28	3.19	3.15	3.17	-	3.14	-
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.05</i>	<i>-0.09</i>	<i>-0.17</i>	<i>-0.06</i>	-	<i>-0.10</i>	-
Staff customer service	2022	4.20	4.19	4.21	4.13	4.27	-	4.19	-
	2021	4.27	4.30	4.25	4.20	4.28	-	4.24	-
	2020	4.14	4.15	4.12	4.13	4.18	-	4.13	-
	2019	4.30	4.30	4.32	4.29	4.32	-	4.26	-
	2018	4.21	4.20	4.23	4.18	4.21	-	4.23	-
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.11</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.01</i>	-	<i>-0.05</i>	-

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services									
Passages Retail Store <i>(Question added in 2019)</i>	2022	4.01	4.03	4.00	4.01	4.05	-	3.85	-
	2021	4.05	4.08	4.05	4.05	4.05	-	3.86	-
	2020	3.88	3.98	3.84	3.78	3.98	-	3.66	-
	2019	4.03	4.03	4.05	4.02	4.10	-	3.85	-
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.05</i>	<i>-0.05</i>	<i>-0.04</i>	<i>0.00</i>	-	<i>-0.01</i>	-
Washrooms <i>(Question added in 2019)</i>	2022	3.96	3.99	3.82	3.88	4.05	3.94	4.11	4.15
	2021	4.08	4.09	4.05	4.07	4.10	4.01	4.19	3.62
	2020	4.07	4.17	4.00	3.97	4.16	3.95	4.16	3.65
	2019	4.05	4.06	4.04	4.00	4.10	3.76	4.14	3.59
<i>(2020-21 Comparison)</i>		<i>-0.12</i>	<i>-0.10</i>	<i>-0.23</i>	<i>-0.19</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.08</i>	<i>0.53</i>
Play area for children <i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>	2022	3.43	3.54	3.27	3.36	3.52	-	3.25	-
	2021	3.48	3.64	3.39	3.51	3.38	-	3.18	-
	2020	-	-	-	-	-	-	-	-
	2019	3.56	3.73	3.47	3.54	3.39	-	3.27	-
	2018	3.27	3.69	3.19	2.77	3.19	-	3.09	-
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.10</i>	<i>-0.12</i>	<i>-0.15</i>	<i>0.14</i>	-	<i>0.07</i>	-
Pet area	2022	3.06	3.05	2.99	3.13	3.17	-	2.99	-
	2021	3.00	3.09	2.82	3.21	2.97	-	2.87	-
	2020	3.21	3.07	3.15	3.45	3.19	-	3.29	-
	2019	3.16	3.14	3.14	3.24	3.14	-	3.16	-
	2018	2.50	2.58	2.51	2.21	2.20	-	3.29	-
<i>(2020-21 Comparison)</i>		<i>0.06</i>	<i>-0.04</i>	<i>0.17</i>	<i>-0.08</i>	<i>0.20</i>	-	<i>0.12</i>	-
Workstations	2022	3.71	3.71	3.62	3.67	3.82	-	3.78	-
	2021	3.73	3.73	3.62	3.79	3.84	-	3.80	-
	2020	3.70	3.76	3.54	3.73	3.79	-	3.75	-
	2019	3.83	3.87	3.78	3.79	3.76	-	3.87	-
	2018	3.70	3.76	3.60	3.57	3.82	-	3.94	-
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>0.00</i>	<i>-0.12</i>	<i>-0.02</i>	-	<i>-0.02</i>	-
Outside decks	2022	4.23	4.27	4.20	4.11	4.21	4.17	4.21	4.47
	2021	4.24	4.29	4.22	4.21	4.24	4.11	4.30	3.83
	2020	4.18	4.31	4.08	4.12	4.22	4.21	4.20	3.74
	2019	4.22	4.30	4.23	4.16	4.20	3.89	4.21	3.89
	2018	4.07	4.18	4.04	3.97	4.04	3.93	4.11	3.80
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.02</i>	<i>-0.02</i>	<i>-0.10</i>	<i>-0.03</i>	<i>0.06</i>	<i>-0.09</i>	<i>0.64</i>
Lounge Seating <i>(Question added in 2019)</i>	2022	4.14	4.17	4.05	4.13	4.17	-	4.18	-
	2021	4.17	4.18	4.12	4.22	4.15	-	4.22	-
	2020	4.05	4.15	3.86	4.09	4.09	-	4.13	-
	2019	4.12	4.13	4.06	4.19	4.08	-	4.13	-
<i>(2020-21 Comparison)</i>		<i>-0.03</i>	<i>-0.01</i>	<i>-0.07</i>	<i>-0.09</i>	<i>0.02</i>	-	<i>-0.04</i>	-

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
SeaWest Lounge <i>(Question added in 2019)</i> <i>(Question not asked since 2019 – service closed due to the pandemic)</i>	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	3.74	3.83	3.68	-	3.40	-	-	-
<i>(2020-21 Comparison)</i>		-	-	-	-	-	-	-	-
Outside appearance of the vessel overall	2022	4.15	4.24	4.02	3.95	4.18	4.09	4.20	4.50
	2021	4.18	4.26	4.15	4.10	4.16	4.08	4.23	3.83
	2020	4.18	4.30	4.10	4.04	4.18	4.22	4.22	3.97
	2019	4.16	4.25	4.11	4.06	4.17	3.97	4.14	3.91
	2018	4.05	4.19	3.95	3.92	4.02	3.99	4.17	3.84
<i>(2020-21 Comparison)</i>		-0.03	-0.02	-0.13	-0.15	0.02	0.01	-0.03	0.67
Ease of access, overall <i>(all passengers)</i>	2022	4.19	4.25	4.15	4.03	4.23	4.17	4.14	4.32
	2021	4.22	4.28	4.20	4.16	4.23	4.19	4.17	3.88
	2020	4.17	4.29	4.11	4.02	4.22	4.25	4.19	3.98
	2019	4.19	4.25	4.19	4.11	4.24	4.09	4.10	4.00
<i>(2020-21 Comparison)</i>		-0.03	-0.03	-0.05	-0.13	0.00	-0.02	-0.03	0.44
Ease of access, overall <i>(for people with accessibility requirements)</i> <i>(2016-18 question wording: Ease of access, overall, for people with disabilities)</i>	2022	3.96	4.09	3.97	3.74	4.03	4.05	3.76	3.92
	2021	3.95	3.99	3.98	3.87	4.06	3.93	3.80	3.72
	2020	3.85	3.89	3.77	3.68	4.25	3.91	3.60	3.77
	2019	3.93	3.99	4.10	3.70	4.16	4.18	3.62	3.74
	2018	3.75	3.93	3.77	3.63	3.88	3.39	3.65	2.97
<i>(2020-21 Comparison)</i>		0.01	0.10	-0.01	-0.13	-0.03	0.12	-0.04	0.20
Ease of finding facilities / services	2022	4.17	4.18	4.14	4.06	4.21	4.09	4.20	4.34
	2021	4.17	4.18	4.17	4.17	4.19	4.10	4.20	3.98
	2020	4.16	4.23	4.11	4.08	4.18	4.12	4.24	3.97
	2019	4.19	4.20	4.19	4.19	4.25	4.07	4.18	4.04
	2018	3.94	3.96	3.93	3.88	3.99	3.79	4.04	3.75
<i>(2020-21 Comparison)</i>		0.00	0.00	-0.03	-0.11	0.02	-0.01	0.00	0.36
Announcements when you need to be informed	2022	4.04	4.06	4.06	3.89	4.13	4.04	3.99	4.06
	2021	4.04	4.06	4.06	3.97	4.07	4.01	4.01	3.87
	2020	3.96	3.97	3.96	3.86	4.07	4.07	3.94	3.85
	2019	4.09	4.10	4.11	4.08	4.18	4.00	4.01	3.97
	2018	3.96	3.96	4.01	3.87	4.08	3.84	3.96	3.71
<i>(2020-21 Comparison)</i>		0.00	0.00	0.00	-0.08	0.06	0.03	-0.02	0.19
Atmosphere on the ferry overall <i>(2016-18 question wording: Atmosphere / environment)</i>	2022	4.15	4.18	4.10	4.05	4.21	4.15	4.18	4.39
	2021	4.15	4.16	4.14	4.12	4.18	4.12	4.21	3.90
	2020	4.04	4.08	3.96	3.98	4.07	4.16	4.17	3.97
	2019	4.21	4.24	4.21	4.17	4.24	4.05	4.20	4.04
	2018	3.98	4.01	3.96	3.91	4.06	3.90	4.08	3.74
<i>(2020-21 Comparison)</i>		0.00	0.02	-0.04	-0.07	0.03	0.03	-0.03	0.49

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Procedures for unloading	2022	4.19	4.26	4.13	4.00	4.25	4.20	4.18	4.30
	2021	4.21	4.27	4.19	4.10	4.23	4.21	4.22	3.96
	2020	4.17	4.28	4.14	3.94	4.24	4.27	4.18	3.95
	2019	4.18	4.23	4.17	4.08	4.25	4.08	4.14	4.08
	2018	4.03	4.10	4.02	3.90	4.08	4.06	4.04	3.92
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.06</i>	<i>-0.10</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.04</i>	<i>0.34</i>
Professionalism of onboard staff	2022	4.36	4.39	4.35	4.23	4.37	4.39	4.36	4.48
	2021	4.39	4.45	4.37	4.31	4.39	4.37	4.40	4.34
	2020	4.30	4.36	4.25	4.18	4.33	4.39	4.37	4.31
	2019	4.40	4.41	4.42	4.37	4.39	4.31	4.39	4.35
	2018	4.27	4.31	4.27	4.16	4.27	4.27	4.31	4.25
<i>(2020-21 Comparison)</i>		<i>-0.03</i>	<i>-0.06</i>	<i>-0.02</i>	<i>-0.08</i>	<i>-0.02</i>	<i>0.02</i>	<i>-0.04</i>	<i>0.14</i>
Experience with the sailing schedule									
Earliest ferry early enough	2022	3.91	3.90	3.93	3.85	3.99	4.04	3.85	4.05
	2021	3.92	3.94	3.92	3.92	3.94	3.98	3.83	3.92
	2020	3.89	3.89	3.89	3.85	3.96	3.94	3.86	3.97
	2019	3.94	3.99	3.95	3.90	3.98	4.06	3.79	3.96
	2018	4.02	4.03	4.04	4.07	4.09	4.00	3.89	3.65
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.04</i>	<i>0.01</i>	<i>-0.07</i>	<i>0.05</i>	<i>0.06</i>	<i>0.02</i>	<i>0.13</i>
Latest ferry late enough	2022	3.75	3.74	3.77	3.73	3.87	3.53	3.65	3.85
	2021	3.80	3.82	3.84	3.76	3.86	3.61	3.71	3.74
	2020	3.77	3.77	3.79	3.77	3.89	3.52	3.67	3.76
	2019	3.75	3.76	3.83	3.69	3.88	3.38	3.61	3.72
	2018	3.76	3.82	3.69	3.80	3.94	3.24	3.65	3.74
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.08</i>	<i>-0.07</i>	<i>-0.03</i>	<i>0.01</i>	<i>-0.08</i>	<i>-0.06</i>	<i>0.11</i>
Ferry sailing frequent enough	2022	3.47	3.76	3.39	2.87	3.56	3.55	3.10	3.93
	2021	3.52	3.79	3.52	3.08	3.61	3.62	3.15	3.17
	2020	3.36	3.74	3.26	2.71	3.52	3.70	3.15	3.23
	2019	3.41	3.78	3.34	2.86	3.43	3.41	2.99	3.24
	2018	3.36	3.80	3.27	2.77	3.33	3.29	3.08	3.12
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.03</i>	<i>-0.13</i>	<i>-0.21</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.05</i>	<i>0.76</i>
Ability to get onto desired sailing	2022	3.80	3.93	3.72	3.30	3.91	3.98	3.92	4.06
	2021	3.91	4.04	3.91	3.67	3.89	3.99	4.00	3.16
	2020	3.81	4.03	3.76	3.34	3.87	4.06	4.04	3.33
	2019	3.76	3.92	3.68	3.49	3.78	3.64	3.86	3.38
	2018	3.55	3.77	3.46	3.23	3.54	3.65	3.80	3.18
<i>(2020-21 Comparison)</i>		<i>-0.11</i>	<i>-0.11</i>	<i>-0.19</i>	<i>-0.37</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.08</i>	<i>0.90</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule – Cont.									
Ability to connect with other sailings <i>(based on those connecting)</i>	2022	3.32	3.28	3.30	3.22	3.63	3.59	3.25	3.62
	2021	3.40	3.62	3.32	3.14	3.42	3.58	3.61	2.95
	2020	3.36	3.44	3.25	3.17	3.51	3.46	3.51	3.32
	2019	3.37	3.82	2.86	3.21	3.80	3.14	3.44	3.04
	2018	3.30	3.15	3.04	3.69	3.78	3.52	3.29	2.62
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.34</i>	<i>-0.02</i>	<i>0.08</i>	<i>0.21</i>	<i>0.01</i>	<i>-0.36</i>	<i>0.67</i>
Ferry running on time <i>(2016-18 question wording: Ferry departing on time)</i>	2022	3.78	3.99	3.73	3.33	3.89	4.04	3.45	3.91
	2021	3.93	4.18	3.95	3.67	3.82	3.91	3.75	2.62
	2020	3.84	3.94	3.97	3.54	3.97	4.23	3.71	2.88
	2019	3.93	4.12	4.08	3.66	4.08	3.95	3.33	3.38
	2018	3.86	4.17	3.59	3.55	4.04	4.02	3.82	3.33
<i>(2020-21 Comparison)</i>		<i>-0.15</i>	<i>-0.19</i>	<i>-0.22</i>	<i>-0.34</i>	<i>0.07</i>	<i>0.13</i>	<i>-0.30</i>	<i>1.29</i>
Safety									
Safety of ferry operations	2022	4.33	4.37	4.32	4.19	4.33	4.38	4.32	4.44
	2021	4.37	4.42	4.38	4.29	4.32	4.38	4.37	4.26
	2020	4.28	4.32	4.23	4.17	4.32	4.33	4.36	4.35
	2019	4.35	4.40	4.34	4.28	4.36	4.32	4.35	4.27
	2018	4.28	4.34	4.25	4.20	4.24	4.25	4.30	4.25
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.05</i>	<i>-0.06</i>	<i>-0.10</i>	<i>0.01</i>	<i>0.00</i>	<i>-0.05</i>	<i>0.18</i>

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

Average Satisfaction Ratings by Terminal - All Waves Historical Data											
	All Waves	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2022	4.00	4.08	4.08	3.87	3.93	3.62	4.09	4.10	4.20	4.32
	2021	4.07	4.14	4.12	4.05	4.06	3.90	4.05	4.11	3.64	3.61
	2020	3.97	4.06	4.10	3.83	3.91	3.79	4.07	4.08	3.84	3.67
	2019	4.09	4.16	4.10	4.07	4.10	3.94	4.16	4.13	4.08	3.88
	2018	4.22	4.23	4.38	4.14	4.12	4.22	4.29	4.22	4.06	3.98
<i>Change (2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.06</i>	<i>-0.04</i>	<i>-0.18</i>	<i>-0.13</i>	<i>-0.28</i>	<i>0.04</i>	<i>-0.01</i>	<i>0.56</i>	<i>0.71</i>
Terminal Overall	2022	4.00	4.07	4.06	3.85	3.98	3.68	4.12	4.14	4.03	4.12
	2021	4.06	4.11	4.13	4.00	4.08	3.87	4.10	4.03	3.68	3.50
	2020	4.01	4.13	4.10	3.88	3.96	3.75	4.09	4.13	3.81	3.54
	2019	4.07	4.13	4.07	4.00	4.09	3.95	4.17	4.02	4.12	3.71
	2018	4.05	4.15	4.10	3.94	4.12	3.87	4.15	3.97	4.02	3.64
<i>Change (2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.15</i>	<i>-0.10</i>	<i>-0.19</i>	<i>0.02</i>	<i>0.11</i>	<i>0.35</i>	<i>0.62</i>
Value for money of fares	2022	3.46	3.47	3.52	3.38	3.38	3.36	3.43	3.73	3.74	3.78
	2021	3.52	3.52	3.52	3.56	3.45	3.50	3.44	3.66	3.62	3.49
	2020	3.41	3.35	3.51	3.41	3.18	3.57	3.24	3.55	3.39	3.55
	2019	3.35	3.32	3.36	3.35	3.26	3.42	3.27	3.52	3.45	3.54
	2018	3.31	3.23	3.38	3.31	3.13	3.47	3.07	3.55	3.41	3.38
<i>Change (2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.05</i>	<i>0.00</i>	<i>-0.18</i>	<i>-0.07</i>	<i>-0.14</i>	<i>-0.01</i>	<i>0.07</i>	<i>0.12</i>	<i>0.29</i>
At the Terminal											
Outside appearance of the terminal	2022	4.08	4.16	4.11	3.94	4.10	3.77	4.21	4.07	3.97	3.96
	2021	4.15	4.22	4.17	4.07	4.22	3.95	4.24	4.11	3.81	3.61
	2020	4.15	4.25	4.20	4.09	4.15	3.89	4.19	4.09	3.91	3.75
	2019	4.17	4.27	4.18	4.10	4.23	3.94	4.29	3.91	3.94	3.62
	2018	4.04	4.14	4.06	3.95	4.19	3.82	4.12	3.94	3.95	3.61
<i>Change (2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.06</i>	<i>-0.06</i>	<i>-0.13</i>	<i>-0.12</i>	<i>-0.18</i>	<i>-0.03</i>	<i>-0.04</i>	<i>0.16</i>	<i>0.35</i>
Overall appearance inside the terminal <i>(Previous question wording: Overall look & décor inside the terminal you left from (if applicable))</i>	2022	4.07	4.15	4.09	3.93	4.09	3.74	4.18	4.07	-	-
	2021	4.13	4.18	4.13	4.04	4.22	3.95	4.22	4.09	-	-
	2020	4.12	4.23	4.13	4.06	4.06	3.91	4.15	4.07	-	-
	2019	4.17	4.26	4.16	4.09	4.26	3.92	4.22	3.89	-	-
	2018	3.87	3.95	3.83	3.80	4.04	3.58	3.86	3.78	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.03</i>	<i>-0.04</i>	<i>-0.11</i>	<i>-0.13</i>	<i>-0.21</i>	<i>-0.04</i>	<i>-0.02</i>	-	-
Wait time at the terminal <i>(Question added in 2019)</i>	2022	3.74	3.84	3.84	3.57	3.71	3.30	3.91	3.75	3.87	4.06
	2021	3.82	3.89	3.95	3.75	3.86	3.51	3.84	3.79	3.05	3.00
	2020	3.73	3.88	3.87	3.62	3.72	3.30	3.89	3.88	3.25	2.79
	2019	3.81	3.94	3.89	3.70	3.86	3.61	3.95	3.59	3.71	3.25
<i>Change (2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.05</i>	<i>-0.11</i>	<i>-0.18</i>	<i>-0.15</i>	<i>-0.21</i>	<i>0.07</i>	<i>-0.04</i>	<i>0.82</i>	<i>1.06</i>

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

		Terminals									
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Efficiency of the check in process <i>(Question added in 2019)</i>	2022	4.27	4.32	4.29	4.17	4.30	4.02	4.34	4.34	4.32	4.37
	2021	4.32	4.39	4.37	4.24	4.33	4.13	4.36	4.23	4.18	4.08
	2020	4.22	4.32	4.26	4.12	4.23	4.07	4.25	4.31	4.05	3.87
	2019	4.32	4.33	4.31	4.32	4.33	4.19	4.39	4.35	4.36	4.24
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.07</i>	<i>-0.08</i>	<i>-0.07</i>	<i>-0.03</i>	<i>-0.11</i>	<i>-0.02</i>	<i>0.11</i>	<i>0.14</i>	<i>0.29</i>
Staff customer service											
	2022	4.34	4.37	4.35	4.25	4.37	4.17	4.41	4.40	4.44	4.44
	2021	4.39	4.43	4.41	4.34	4.36	4.25	4.41	4.31	4.42	4.30
	2020	4.31	4.34	4.33	4.26	4.28	4.18	4.34	4.46	4.32	4.35
	2019	4.41	4.46	4.37	4.37	4.43	4.26	4.44	4.51	4.46	4.39
	2018	4.43	4.44	4.43	4.36	4.49	4.41	4.42	4.35	4.43	4.39
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.06</i>	<i>-0.06</i>	<i>-0.09</i>	<i>0.01</i>	<i>-0.08</i>	<i>0.00</i>	<i>0.09</i>	<i>0.02</i>	<i>0.14</i>
Clarity of staff directions											
	2022	4.32	4.38	4.33	4.22	4.32	4.13	4.41	4.40	4.41	4.46
	2021	4.36	4.39	4.40	4.32	4.35	4.20	4.39	4.34	4.34	4.25
	2020	4.30	4.35	4.32	4.21	4.29	4.18	4.38	4.38	4.37	4.29
	2019	4.39	4.44	4.35	4.36	4.40	4.30	4.41	4.51	4.41	4.42
	2018	4.41	4.45	4.41	4.37	4.46	4.41	4.34	4.34	4.36	4.37
<i>Change (2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.01</i>	<i>-0.07</i>	<i>-0.10</i>	<i>-0.03</i>	<i>-0.07</i>	<i>0.02</i>	<i>0.06</i>	<i>0.07</i>	<i>0.21</i>
Terminal Services											
Announcements when you need to be informed	2022	3.98	4.03	3.98	3.95	4.00	3.73	4.03	4.09	3.90	3.98
	2021	4.01	4.00	4.06	4.01	4.00	3.85	4.05	4.07	3.88	3.85
	2020	3.96	4.02	3.91	3.95	3.85	3.87	4.16	4.16	3.83	3.82
	2019	4.08	4.13	4.04	4.07	4.20	3.97	4.16	3.92	4.15	3.97
	2018	3.86	3.92	3.83	3.79	3.96	3.75	4.08	3.87	3.60	3.67
<i>Change (2020-21 Comparison)</i>		<i>-0.03</i>	<i>0.03</i>	<i>-0.08</i>	<i>-0.06</i>	<i>0.00</i>	<i>-0.12</i>	<i>-0.02</i>	<i>0.02</i>	<i>0.02</i>	<i>0.13</i>
Usefulness of digital information screens <i>(2016-18 question wording: Usefulness of TV info screens (if Applicable))</i>	2022	3.81	3.90	3.83	3.72	3.82	3.47	3.91	3.94	-	-
	2021	3.89	3.87	3.97	3.86	3.95	3.69	3.87	3.98	-	-
	2020	3.88	3.96	3.93	3.85	3.71	3.66	4.05	4.06	-	-
	2019	3.92	4.01	3.85	3.88	3.98	3.87	4.01	3.78	-	-
	2018	3.75	3.63	3.88	3.68	3.78	3.75	4.01	3.78	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.08</i>	<i>0.03</i>	<i>-0.14</i>	<i>-0.14</i>	<i>-0.13</i>	<i>-0.22</i>	<i>0.04</i>	<i>-0.04</i>	-	-
Quality and variety of merchandise offered at the terminal* <i>(2016-18 question wording: Variety / selection of merchandise)</i>	2022	3.69	3.77	3.64	-	3.60	-	-	-	-	-
	2021	3.74	3.81	3.66	-	3.71	-	-	-	-	-
	2020	3.67	3.79	3.57	-	3.54	-	-	-	-	-
	2019	3.77	3.86	3.60	-	3.91	-	-	-	-	-
	2018	3.87	3.96	3.84	-	3.94	-	-	-	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.04</i>	<i>-0.02</i>	-	<i>-0.11</i>	-	-	-	-	-

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

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

		Terminals									
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – Cont.											
Quality and variety of food/beverages offered at the terminal* <i>(2016-18 question wording: Food / beverages offered)</i>	2022	3.55	3.64	3.47	-	3.45	-	-	-	-	-
	2021	3.57	3.68	3.46	-	3.51	-	-	-	-	-
	2020	3.52	3.67	3.42	-	3.30	-	-	-	-	-
	2019	3.66	3.80	3.43	-	3.78	-	-	-	-	-
	2018	3.58	3.76	3.45	-	3.78	-	-	-	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.04</i>	<i>0.01</i>	-	<i>-0.06</i>	-	-	-	-	-
Washrooms <i>(Question added in 2019)</i>	2022	3.90	3.98	3.93	3.72	3.87	3.60	4.01	3.99	4.04	4.06
	2021	4.01	4.09	4.01	3.90	4.03	3.87	4.14	3.99	3.79	3.73
	2020	4.01	4.18	4.03	3.84	4.00	3.77	4.14	4.03	3.60	3.79
	2019	4.01	4.09	4.04	3.94	4.04	3.82	4.14	3.96	3.80	3.61
	<i>Change (2020-21 Comparison)</i>		<i>-0.11</i>	<i>-0.11</i>	<i>-0.08</i>	<i>-0.18</i>	<i>-0.16</i>	<i>-0.27</i>	<i>-0.13</i>	<i>0.00</i>	<i>0.25</i>
Procedure for loading	2022	4.12	4.20	4.15	4.00	4.11	3.86	4.23	4.19	4.18	4.26
	2021	4.17	4.23	4.22	4.14	4.16	3.98	4.21	4.24	3.91	3.87
	2020	4.12	4.22	4.21	4.00	4.04	3.87	4.27	4.27	4.14	3.95
	2019	4.15	4.20	4.19	4.13	4.15	3.99	4.27	4.08	4.19	4.03
	2018	4.08	4.12	4.17	3.95	4.12	3.92	4.29	4.14	3.96	3.86
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.14</i>	<i>-0.05</i>	<i>-0.12</i>	<i>0.02</i>	<i>-0.05</i>	<i>0.27</i>	<i>0.39</i>
Professionalism of terminal staff	2022	4.31	4.35	4.34	4.21	4.32	4.15	4.35	4.38	4.40	4.46
	2021	4.36	4.40	4.41	4.32	4.32	4.22	4.39	4.40	4.36	4.25
	2020	4.28	4.34	4.33	4.17	4.24	4.15	4.35	4.43	4.37	4.27
	2019	4.36	4.36	4.38	4.35	4.39	4.23	4.39	4.35	4.50	4.37
	2018	4.25	4.25	4.29	4.17	4.29	4.17	4.36	4.27	4.17	4.24
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.11</i>	<i>0.00</i>	<i>-0.07</i>	<i>-0.04</i>	<i>-0.02</i>	<i>0.04</i>	<i>0.21</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal <i>(Question added in 2019)</i>	2022	3.67	3.78	3.87	3.50	3.54	3.72	3.87	3.34	2.83	2.44
	2021	3.67	3.75	3.78	3.71	3.74	3.75	3.59	2.61	2.57	2.56
	2020	3.70	3.84	3.96	3.69	3.65	3.60	4.04	3.92	2.27	2.35
	2019	3.43	3.50	3.54	3.16	3.67	3.30	3.57	2.64	2.89	2.53
	<i>Change (2020-21 Comparison)</i>		<i>0.00</i>	<i>0.03</i>	<i>0.09</i>	<i>-0.21</i>	<i>-0.20</i>	<i>-0.03</i>	<i>0.28</i>	<i>0.73</i>	<i>0.26</i>
Ease of using passenger drop-off/pick-up area	2022	4.13	4.23	4.21	4.06	4.13	4.03	4.21	3.75	3.44	3.54
	2021	4.20	4.27	4.28	4.24	4.27	4.07	4.25	3.47	3.05	3.43
	2020	4.10	4.40	4.19	4.06	4.12	3.93	4.21	4.21	3.00	2.88
	2019	3.95	4.04	3.91	3.91	4.12	3.95	4.01	3.32	3.37	2.85
	2018	3.98	4.00	4.28	3.75	4.07	4.12	4.01	3.57	3.02	2.99
<i>Change (2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.18</i>	<i>-0.14</i>	<i>-0.04</i>	<i>-0.04</i>	<i>0.28</i>	<i>0.39</i>	<i>0.11</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2022	3.76	3.73	3.83	3.68	3.89	3.69	3.81	3.86	3.68	3.59
	2021	3.80	3.68	3.95	3.88	3.90	3.65	3.73	3.74	3.47	3.48
	2020	3.86	3.83	3.99	3.91	3.98	3.74	3.71	3.87	3.21	3.06
	2019	3.79	3.75	3.79	3.79	4.08	3.72	3.83	3.96	3.63	3.07
	<i>Change (2020-21 Comparison)</i>		<i>-0.04</i>	<i>0.05</i>	<i>-0.12</i>	<i>-0.20</i>	<i>-0.01</i>	<i>0.04</i>	<i>0.08</i>	<i>0.12</i>	<i>0.21</i>

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