
British Columbia Ferry Services Inc.

Annual Report
to the
British Columbia Ferries Commissioner

Year Ended March 31, 2023



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Introduction

In accordance with section 66 of the *Coastal Ferry Act* (the "Act"), British Columbia Ferry Services Inc. ("BC Ferries" or the "Company") is pleased to submit its annual report for the year ended March 31, 2023 (the "fiscal year" or "fiscal 2023"),¹ to the British Columbia Ferries Commissioner (the "Commissioner").

In fiscal 2023, BC Ferries delivered coastal ferry services on 25 designated ferry routes (the "Designated Routes") pursuant to the Coastal Ferry Services Contract (the "Contract") between BC Ferries and the Province of British Columbia (the "Province"), as represented by the Ministry of Transportation and Infrastructure.² The Designated Routes are regulated under the Act.³ In accordance with the Contract, BC Ferries also manages ferry transportation services on other unregulated routes through contracts with alternative service providers.

This report is a compilation of information on the services BC Ferries has provided on the Designated Routes during the fiscal year. It responds to the specific information requirements conveyed to BC Ferries by the Commissioner and as identified in the Act, and is structured in two parts:

- Part 1 – Services on Designated Routes: Describes the services provided on designated routes during the fiscal year, including information on traffic levels, operating and performance statistics on the Designate routes and financial statistics;⁴ and
- Part 2 – Customer Feedback: Includes a copy of the 2022 Customer Satisfaction Tracking report, completed by an independent professional consulting organization commissioned by the Company to conduct and document a comprehensive Customer Satisfaction survey.

¹ Fiscal years at BC Ferries are from April 1 to March 31.

² As amended, including for performance term five (April 1, 2020 – March 31, 2024).

³ In this report, the "Major Routes" refer to the three regulated routes connecting Metro Vancouver with mid and southern Vancouver Island and one regulated route connecting Horseshoe Bay and Langdale; the "Northern Routes" refer to the three regulated routes operating on the British Columbia coast north of Port Hardy on Vancouver Island; and the "Minor Routes" refer to the 18 regulated routes primarily serving the northern and southern Gulf Islands and the northern Sunshine Coast (also known as the "Inter-Island Routes"). One of the Minor Routes is operated under contract by an alternative service provider.

⁴ Unless otherwise stated, the reports included in this Annual Report were prepared by the Company and are unaudited.

Part 1

Services on Designated Routes



Part 1: Services on Designated Routes

Overview

This part contains financial statistics as well as information on traffic levels and operating and performance statistics for fiscal 2023 for each of the Designated Routes.

The following three reports are included:

1.1 Operations Report

The Operations Report provides the following information for the Designated Routes, presented in numeric format for each route:

i. Round Trips

This report shows the total number of round trips BC Ferries delivered on each of the Designated Routes. Service levels in the Contract have been adjusted by the Contribution Agreement of November 11, 2020 between BC Ferries and the Province (the "Contribution Agreement") as a result of impacts to traffic from the COVID-19 pandemic.⁵ This agreement identified a number of Minor and Northern route sailings, typically delivered at the discretion of BC Ferries, to be delivered by the Company for the remainder of the performance term.

On a system-wide basis, BC Ferries delivered a total of 86,835.0 round trips during fiscal 2023, which exceeded by 7,855.5 the annual number of round trips required to be delivered under the Contract. BC Ferries met all core service levels during the fiscal year, in terms of the delivery of the minimum required round trips under the Contract and taking into account the Contribution Agreement.

ii. Vessel Capacity

For each Designated Route, the vessel capacity BC Ferries provided in the fiscal year is presented along with the calculation of capacity utilization. Capacity is calculated on the basis of automobile equivalents ("AEQs"). An AEQ represents the amount of vessel capacity occupied by a particular vehicle type, expressed as the number of under height vehicles it displaces (e.g. a bus which displaces three under height vehicles – or cars – would have an AEQ of three). Capacity utilization is impacted by the number of vehicles carried, the mix of vehicle types, the size of the vessels utilized and the number of round trips in each period.⁶

In fiscal 2023, BC Ferries provided capacity sufficient to carry the previous year's traffic. Average capacity utilization on the Designated Routes ranged from 32.3% to 90.3%. As compared to the prior fiscal year, capacity utilization in fiscal 2023

⁵ As amended by the Letter Agreement effective March 22, 2023.

⁶ Typically, capacity utilization is highest when traffic levels peak during the summer months and lowest during the winter months. Capacity utilization on the Minor Routes, which is lower than the capacity utilization on the Major and Northern Routes, is mainly due to the traffic demand being directional based on the time of day or the day of the week, and under utilized in the other direction at the same time or day of the week (daily commuters and/or weekend visitors), and most Minor Routes are serviced by one vessel and are non-reservable.

increased by 3.6% system-wide, primarily as a result of a higher number of AEQs carried from higher traffic levels, somewhat offset by an increase in capacity provided from additional round trips.

iii. Traffic and Revenue

This report presents vehicle traffic (AEQs) and passenger traffic carried on each of the Designated Routes during fiscal 2023 and compares it to the traffic carried in the previous fiscal year. The associated tariff revenue generated from each route is also shown.

During fiscal 2023, BC Ferries carried 9.4 million vehicles, the highest vehicle traffic level on record in a fiscal year, and 21.6 million passengers. Vehicle and passenger traffic increased 11% and 21%, respectively, compared to fiscal 2022, primarily as a result of travel restrictions being in place through most of the first quarter of fiscal 2022.⁷

Compared to fiscal 2019, which was a pre-COVID-19 period, passenger traffic was down 3% and vehicle traffic was up 5%.

iv. On-Time Performance

On-time performance is defined as the percentage of sailings departing or arriving, as applicable, within 10 minutes of the scheduled time and is provided for each of the Designated Routes.⁸ On-time performance can be impacted by delays including those caused by weather, vessel substitution, terminal dock maintenance or closures and periods of unusually high traffic demand. Meeting customer service expectations in a safe and reliable manner is an important factor in the focus on on-time performance.

In fiscal 2023, BC Ferries' overall on-time performance decreased from 85.6% to 85.0% compared to the prior year, declining on the Major Routes, the Northern Routes and the Minor Routes. On-time year-to-date performance decreased primarily as a result of delays due to the impact of increased traffic demand and being unsuccessful in securing the required crew on some sailings.

1.2 Temporary Service Disruptions Report

This report describes how the services provided by BC Ferries during the fiscal year compared to the core service levels set out in the Contract, as amended for performance term five.⁹ There are four sections of this report, showing for each designated route and route grouping:

⁷ 9.4 million vehicles are equivalent to 10.7 million AEQs. The increase in vehicles is equivalent to 9.5% when calculated on the basis of AEQs.

⁸ On-time performance on the non-Northern routes is defined as the percentage of sailings *departing* within 10 minutes of the scheduled time; on the Northern routes it is the percentage of sailings *arriving* within 10 minutes of the scheduled time.

⁹ This report describes compliance with the minimum or 'core' service levels required by the Contract. It does not include cancellations of round trips above these minimums where the core service levels were met.

1. Cancelled Round Trips, inclusive of the number of cancellations of minimum required round trips for reasons permitted by the Contract as well as any others that were not allowable under the Contract;
2. Cancelled and Extra Round Trips, with overall positive or negative variance to Contract-required minimum service levels, taking into account the adjustments to required service levels as a result of the Contribution Agreement with the Province;
3. Cancelled Round Trips by Days, noting the cumulative and consecutive number of days for which round trips were missed; and
4. Round Trip Service Delivery and On-Time Performance, graphically presenting scheduled and actual round trips, on-time performance (percentage of sailings departing or arriving, as applicable, within 10 minutes of the scheduled time), and the reasons for the delays. This report also provides information on "overload sailings" (sailings for which one or more vehicles waiting to travel could not be accommodated).

As noted above, in fiscal 2023 BC Ferries delivered 7,855.5 more round trips than required under the Contract. Many of these additional round trips were delivered on the Major Routes (routes 1, 2, 3 and 30), on the routes connecting Langdale with Gambier and Keats islands (route 13), Nanaimo Harbour with Gabriola Island (route 19) and Campbell River with Quadra Island (route 23), and in the summer on the routes connecting Buckley Bay with Denman Island (route 21) and Denman Island with Hornby Island (route 22).

Overall, 14.5% of the sailings on the Designated Routes were overloaded during the fiscal year, an increase of 0.7% over the previous fiscal year.

1.3 Route Financial Report

This report provides financial information for the fiscal year with comparative figures for the previous fiscal year for each of the Designated Routes.

The information is provided by individual route and is also summarized for the Company as a whole and by Major, Northern and Minor routes. Revenues and expenses are assigned directly to a route where possible or allocated to routes where direct assignment is not possible. Allocation to routes is based on various factors which reflect the activity that gave rise to the revenue or expense.

Operations Report

Year Ended March 31, 2023



Operations Summary Report for the Year Ended March 31, 2023

| Routes | A Actual Round Trips | B Capacity Provided (AEQ's) | C AEQ's Carried F2023 | D Capacity Utilization F2023 (C / B) | E Capacity Utilization F2022 | F AEQ's Carried Fiscal 2022 | G AEQ Growth (C - F) | H AEQ Tariff Revenue Fiscal 2023 Note 2 | I AEQ Tariff Revenue Fiscal 2022 Note 2 | J AEQ Tariff Revenue Growth (H - I) |
|------------------------|-------------------------|--------------------------------|--------------------------|---|---------------------------------|--------------------------------|-------------------------|--|--|--|
| 1 | 4,176.5 | 2,779,004 | 2,509,449 | 90.3% | 81.6% | 2,094,653 | 414,796 | \$ 172,293,549 | \$ 140,580,973 | 31,712,576 |
| 2 | 2,921.5 | 1,804,200 | 1,326,577 | 73.5% | 67.7% | 1,256,731 | 69,846 | 89,064,355 | 83,394,695 | 5,669,660 |
| 3 | 3,185.0 | 1,977,594 | 1,341,126 | 67.8% | 66.2% | 1,294,686 | 46,440 | 34,706,632 | 32,444,224 | 2,262,408 |
| 30 | 2,711.0 | 1,633,392 | 1,186,328 | 72.6% | 62.9% | 996,911 | 189,417 | 88,120,846 | 75,593,455 | 12,527,391 |
| Major Routes | 12,994.0 | 8,194,190 | 6,363,480 | 77.7% | 70.8% | 5,642,981 | 720,499 | 384,185,382 | 332,013,347 | 52,172,035 |
| 10 | 112.5 | 24,864 | 19,971 | 80.3% | 73.6% | 15,314 | 4,657 | 5,816,758 | 4,056,704 | 1,760,054 |
| 11 | 188.5 | 36,166 | 26,796 | 74.1% | 69.7% | 22,566 | 4,230 | 4,132,506 | 3,517,808 | 614,698 |
| 28 | 100.0 | 5,608 | 2,921 | 52.1% | 42.4% | 2,494 | 427 | 714,938 | 553,786 | 161,152 |
| Northern Routes | 401.0 | 66,638 | 49,688 | 74.6% | 68.3% | 40,374 | 9,314 | 10,664,202 | 8,128,298 | 2,535,904 |
| 4 | 2,875.5 | 519,792 | 362,816 | 69.8% | 64.8% | 349,596 | 13,220 | 4,223,707 | 4,018,984 | 204,723 |
| 5 | 3,494.0 | 727,922 | 329,796 | 45.3% | 50.1% | 322,378 | 7,418 | 4,186,878 | 3,959,490 | 227,388 |
| 6 | 4,713.0 | 536,269 | 300,721 | 56.1% | 59.9% | 300,271 | 450 | 3,769,580 | 3,705,210 | 64,370 |
| 7 | 2,863.5 | 641,536 | 233,127 | 36.3% | 34.7% | 223,316 | 9,811 | 5,323,250 | 5,187,105 | 136,145 |
| 8 | 5,566.5 | 1,016,158 | 606,939 | 59.7% | 60.2% | 596,877 | 10,062 | 6,740,525 | 6,513,334 | 227,191 |
| 9 | 1,011.0 | 332,580 | 236,925 | 71.2% | 67.3% | 218,542 | 18,383 | 10,454,563 | 9,588,932 | 865,631 |
| 12 | 3,128.0 | 118,864 | 97,018 | 81.6% | 72.9% | 88,948 | 8,070 | 1,115,968 | 1,014,975 | 100,993 |
| 13 | 5,364.0 | <i>Pass. Only</i> | <i>Pass. Only</i> | <i>Pass. Only</i> | <i>Pass. Only</i> | <i>Pass. Only</i> | <i>Pass. Only</i> | (921) | 653 | (268) |
| 17 | 1,441.0 | 397,716 | 217,202 | 54.6% | 49.6% | 196,209 | 20,993 | 8,458,447 | 7,752,384 | 706,063 |
| 18 | 2,957.5 | 278,052 | 121,281 | 43.6% | 42.1% | 115,684 | 5,597 | 1,009,648 | 951,249 | 58,399 |
| 19 | 8,179.0 | 778,644 | 466,111 | 59.9% | 62.4% | 408,875 | 57,236 | 3,996,075 | 3,566,908 | 429,167 |
| 20 | 3,708.0 | 189,748 | 103,170 | 54.4% | 52.9% | 100,785 | 2,385 | 791,821 | 769,432 | 22,389 |
| 21 | 5,995.5 | 539,154 | 326,275 | 60.5% | 60.6% | 316,935 | 9,340 | 2,396,663 | 2,289,530 | 107,133 |
| 22 | 4,777.0 | 206,568 | 140,295 | 67.9% | 66.8% | 138,451 | 1,844 | 1,063,184 | 1,049,912 | 13,272 |
| 23 | 6,948.0 | 771,013 | 457,560 | 59.3% | 60.3% | 441,319 | 16,241 | 3,611,423 | 3,446,745 | 164,678 |
| 24 | 2,178.0 | 113,256 | 75,066 | 66.3% | 67.1% | 74,331 | 735 | 745,336 | 731,972 | 13,364 |
| 25 | 3,950.0 | 371,300 | 119,922 | 32.3% | 31.3% | 115,540 | 4,382 | 1,220,345 | 1,196,219 | 24,126 |
| 26 | 4,290.5 | 141,840 | 57,617 | 40.6% | 35.8% | 50,703 | 6,914 | 525,091 | 418,889 | 106,202 |
| Minor Routes | 73,440.0 | 7,680,412 | 4,251,841 | 55.4% | 55.1% | 4,058,760 | 193,081 | 59,631,583 | 56,160,617 | 3,470,966 |
| Total | 86,835.0 | 15,941,240 | 10,665,009 | 66.9% | 63.3% | 9,742,115 | 922,894 | 454,481,167 | 396,302,262 | 58,178,905 |

Note 5

Note 1, 4

Obligation deferred (settled) **4,305,677** **1,858,588**

Total vehicle fare revenue **458,786,844** **398,160,850**

Note 1) Revenue arises from bike traffic and freight.
Note 2) At March 31, 2023, the routes were below price cap with \$6.3 million (Vehicles \$4.3 million and Passengers \$2.0 million) of the obligation deferred in the first quarter. At March 31, 2022, the routes were over price cap by \$2.7 million (Vehicles \$1.9 million and Passengers \$0.8 million) with \$0.8 million (Vehicles \$0.6 million and Passengers \$0.2 million) of the obligation deferred in the quarter. Price cap overage was transferred to the fuel deferred account in accordance with Memorandums 47 and 48, dated February 25 and July 25, 2022, respectively.
Note 3) Indicates percentage of sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.
Note 4) Negative AEQ tariff revenue on Route 13 pertains to a discount provided for ferry travel on this route.
Note 5) Route 1 includes one Swartz Bay to Duke Point round trip operated on November 18, 2021. Revenue was \$545.60 for Passengers, and \$1,742.75 for vehicles.

Operations Summary Report for the Year Ended March 31, 2023

| Routes | K | L | M | N | O | P |
|------------------------|------------------------|------------------------|--------------------------|---|---|---|
| | Passengers Fiscal 2023 | Passengers Fiscal 2022 | Passenger Growth (K - L) | Passenger Tariff Revenue Fiscal 2023 Note 2 | Passenger Tariff Revenue Fiscal 2022 Note 2 | Passenger Tariff Revenue Growth (N - O) |
| 1 | 5,963,647 | 4,239,155 | 1,724,492 | 93,031,789 | 65,117,129 | 27,914,660 |
| 2 | 3,119,186 | 2,657,186 | 462,000 | 47,903,042 | 40,419,883 | 7,483,159 |
| 3 | 2,570,733 | 2,284,998 | 285,735 | 13,232,017 | 12,173,709 | 1,058,308 |
| 30 | 1,961,657 | 1,447,392 | 514,265 | 29,602,713 | 21,656,199 | 7,946,514 |
| Major Routes | 13,615,223 | 10,628,731 | 2,986,492 | 183,769,561 | 139,366,920 | 44,402,641 |
| 10 | 43,691 | 29,205 | 14,486 | 5,078,011 | 3,005,948 | 2,072,063 |
| 11 | 48,680 | 36,190 | 12,490 | 1,605,133 | 1,179,191 | 425,942 |
| 28 | 6,087 | 4,690 | 1,397 | 705,355 | 519,583 | 185,772 |
| Northern Routes | 98,458 | 70,085 | 28,373 | 7,388,499 | 4,704,722 | 2,683,777 |
| 4 | 623,719 | 567,613 | 56,106 | 2,583,781 | 2,367,325 | 216,456 |
| 5 | 504,536 | 486,980 | 17,556 | 1,968,353 | 1,860,587 | 107,766 |
| 6 | 495,263 | 483,419 | 11,844 | 1,772,236 | 1,719,736 | 52,500 |
| 7 | 381,249 | 355,825 | 25,424 | 2,033,107 | 1,895,916 | 137,191 |
| 8 | 1,269,890 | 1,143,492 | 126,398 | 4,015,427 | 3,471,635 | 543,792 |
| 9 | 558,431 | 490,544 | 67,887 | 5,927,042 | 5,223,667 | 703,375 |
| 12 | 184,312 | 167,285 | 17,027 | 781,271 | 674,917 | 106,354 |
| 13 | 48,657 | 44,696 | 3,961 | 189,984 | 169,758 | 20,226 |
| 17 | 410,487 | 348,914 | 61,573 | 4,272,252 | 3,656,210 | 616,042 |
| 18 | 184,978 | 176,298 | 8,680 | 505,084 | 481,533 | 23,551 |
| 19 | 829,766 | 714,732 | 115,034 | 2,236,140 | 1,921,945 | 314,195 |
| 20 | 244,362 | 220,288 | 24,074 | 529,614 | 493,241 | 36,373 |
| 21 | 547,587 | 527,040 | 20,547 | 1,381,614 | 1,321,222 | 60,392 |
| 22 | 246,366 | 241,056 | 5,310 | 682,517 | 679,037 | 3,480 |
| 23 | 852,925 | 788,783 | 64,142 | 2,103,579 | 1,921,668 | 181,911 |
| 24 | 121,561 | 119,827 | 1,734 | 391,492 | 376,283 | 15,209 |
| 25 | 240,818 | 222,696 | 18,122 | 788,323 | 718,736 | 69,587 |
| 26 | 99,858 | 81,882 | 17,976 | 278,209 | 223,774 | 54,435 |
| Minor Routes | 7,844,765 | 7,181,370 | 663,395 | 32,440,025 | 29,177,190 | 3,262,835 |
| Total | 21,558,446 | 17,880,186 | 3,678,260 | 223,598,085 | 173,248,832 | 50,349,253 |

| % Sailings Within 10 Min. (Note 3) | | |
|------------------------------------|----------------|----------------|
| YE Fiscal 2021 | YE Fiscal 2022 | YE Fiscal 2023 |
| 86.6% | 84.3% | 80.5% |
| 86.2% | 78.9% | 73.4% |
| 83.7% | 74.6% | 73.6% |
| 80.6% | 75.8% | 75.6% |
| 84.3% | 78.8% | 76.2% |
| 92.4% | 77.1% | 73.6% |
| 93.8% | 86.7% | 86.7% |
| 60.2% | 75.4% | 69.2% |
| 82.8% | 79.0% | 75.2% |
| 96.4% | 91.0% | 92.5% |
| 82.3% | 73.8% | 68.4% |
| 96.1% | 89.5% | 86.8% |
| 93.8% | 86.5% | 80.4% |
| 95.5% | 84.9% | 76.2% |
| 77.0% | 75.2% | 72.7% |
| 95.0% | 92.0% | 85.9% |
| 98.5% | 99.7% | 99.5% |
| 94.4% | 88.6% | 91.1% |
| 90.8% | 91.4% | 92.7% |
| 77.7% | 69.6% | 87.7% |
| 64.2% | 65.9% | 74.7% |
| 98.4% | 96.7% | 97.2% |
| 97.5% | 97.8% | 96.2% |
| 97.3% | 93.9% | 90.4% |
| 83.9% | 80.9% | 78.1% |
| 82.1% | 88.8% | 87.3% |
| 98.7% | 97.8% | 97.2% |
| 89.8% | 86.7% | 86.5% |
| 89.1% | 85.6% | 85.0% |

| | | |
|--|--------------------|--------------------|
| Obligation deferred (settled) | 2,003,398 | 812,507 |
| Total passenger revenue | 225,601,483 | 174,061,339 |
| Total vehicle and passenger revenue | 684,388,327 | 572,222,189 |

Temporary Service Disruptions Report

Year Ended March 31, 2023





CANCELLED ROUND TRIPS BY ROUTES

Performance Against CFSC Requirements - Annual Core Service Levels

Year Ended March 31, 2023

| Grouping | Route | Category | | Cancellations of Required Round Trips for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract | | | | | | | | | | | Cancellations of Required Round Trips for Other Reasons | | | Region | Route | % of Annual Core Round Trips Cancelled | | | | | |
|--------------|--------------|-----------------|-----------------|--|--------------|-----------------|----------------|------------------|------------------------|-------------------------------|---------------|----------------------|-------------|----------------|---|-------|-----------------|--------------|------------|--|------------|--------------|--------------|--------------|--------------|
| | | Terminal 1 | Terminal 2 | Major Incident | Weather | Emerg. Response | Medical Emerg. | Regulatory Issue | Terminal / Dock Maint. | Terminal / Dock Mech. Failure | Vessel Maint. | Vessel Mech. Failure | Fire | Labour Dispute | Safety (2) | Total | Community Event | | | | Traffic | Total | | | |
| Major | 1 | Swartz Bay | Tsawwassen | | 6.0 | | | | | | | | | | | | | | | | | Major | 1 | 0.17% | |
| | 2 | Horseshoe Bay | Departure Bay | | 20.0 | | | | | | | 15.5 | | | 8.0 | | | | | | | | 2 | 1.60% | |
| | 3 | Langdale | Horseshoe Bay | | | | | | | | | 0.5 | | | | | | | | | | | 3 | 0.02% | |
| | 30 | Duke Point | Tsawwassen | 3.0 | 6.0 | | 0.5 | | | | | 7.0 | | | | | | | | | | | 30 | 0.69% | |
| | Total | | | 3.0 | 32.0 | | 0.5 | | | | | 23.0 | | | 8.0 | | | | | | | Total | | 0.58% | |
| North | 10 | Port Hardy | Prince Rupert | | 0.5 | | | | | | | | | | 1.0 | | 1.5 | 0.5 | | | | North | 10 | 1.83% | |
| | 11 | Skidegate | Prince Rupert | | 1.0 | | | | | | | | | | | | | | | | | | 11 | 0.57% | |
| | 28 | Port Hardy | Bella Coola | | | | | | | | | 2.0 | | | | | | | | | | | 28 | 2.26% | |
| | Total | | | | 1.5 | | | | | | | 2.0 | | | 1.0 | | 4.5 | 0.5 | | 0.5 | | Total | | 1.34% | |
| Minor | 4 | Fulford Harbour | Swartz Bay | | 3.0 | | | | | | | | | | | | | | | | | Minor | 4 | 0.10% | |
| | 5 | Swartz Bay | Four SGIs | | 10.0 | | | | | | | 4.0 | | | 19.0 | | | | | | | | 5 | 0.95% | |
| | 6 | Crofton | Vesuvius Bay | 1.0 | 6.0 | | | 3.0 | 0.5 | 0.5 | | 3.5 | | | 5.5 | | | | | | | | 6 | 0.43% | |
| | 7 | Earls Cove | Saltery Bay | | 1.0 | | | | | | | 1.0 | | | 2.5 | | | | | | | | 7 | 0.16% | |
| | 8 | Horseshoe Bay | Bowen Island | | 2.0 | | | | | | | 1.0 | | | 0.5 | | | | | | | | 8 | 0.06% | |
| | 9 | Tsawwassen | Long Harbour | | 5.0 | | | | | | | | | | 4.0 | | | | | | | | 9 | 1.08% | |
| | 12 | Mill Bay | Brentwood Bay | | 22.0 | | | 3.0 | | | | 4.0 | | | 60.0 | | | | | | | | 12 | 2.77% | |
| | 13 | Langdale | Gambier/Keats | | 2.0 | | | | | | | | | | | | | | | | | | 13 | 0.05% | |
| | 17 | Little River | Powell River | | 7.0 | | | | | | | | | | 3.0 | | | | | | | | 17 | 0.73% | |
| | 18 | Texada | Powell River | | 8.5 | | | | | | | | | | 1.0 | | | | | | | | 18 | 0.33% | |
| | 19 | Nanaimo Harbour | Gabriola Island | | | | | | | | | | | | | | | | | | | | 19 | | |
| | 20 | Chemainus | Thetis Island | | 4.0 | | | | | | | 1.0 | | | | | | | | | | | 20 | 0.14% | |
| | 21 | Buckley Bay | Denman West | | 6.0 | | | | | | | 3.0 | | | | | | | | | | | 21 | 0.17% | |
| | 22 | Denman East | Hornby Island | | 3.0 | | | | | | | 3.0 | | | 2.0 | | | | | | | | 22 | 0.20% | |
| | 23 | Campbell River | Quadra Island | | 11.0 | | | | | | | 2.5 | | | 2.0 | | | | | | | | 23 | 0.25% | |
| | 24 | Quadra Island | Cortes Island | | 5.0 | | | | | | | | | | 7.0 | | | | | | | | 24 | 0.55% | |
| | 25 | Port McNeill | Alert Bay | | 2.0 | | | 8.0 | | 1.0 | | | | | | | | | | 2.0 | 2.0 | | 25 | 0.33% | |
| | 26 | Skidegate | Alliford Bay | | 59.5 | | | | | | | 129 | | | 1.0 | | | | | | | | 26 | 4.55% | |
| | Total | | | 1.0 | 157.0 | | | 14.0 | 0.5 | 1.5 | | 129 | 23.0 | | 107.5 | | | | | | 2.0 | 2.0 | Total | | 0.66% |
| Total | | | | 4.0 | 190.5 | | | 0.5 | 14.0 | 0.5 | 1.5 | 129 | 48.0 | | 116.5 | | | 504.5 | 0.5 | 2.0 | 2.5 | 507.0 | Total | | 0.64% |

Notes:

- (1) Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
- (2) Includes sailings that were cancelled due to not meeting Transport Canada minimum safe manning crew levels.
- (3) Route 10: A sailing planned for April 1, 2022 was rescheduled to March 31, 2022 for the All Native Basketball Tournament. As the rescheduled sailing fell within the previous quarter (and previous fiscal year), this occurrence was reported as a Community Event cancellation for this quarter, but a penalty assessment is not warranted because the minimum weekly core service levels were met as permitted for this route by Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

CANCELLED & EXTRA TRIPS BY ROUTES

Performance Against Annual Core Service Levels

Year Ended March 31, 2023

| Region | Route | Terminal 1 | Terminal 2 | Actual Round Trips | Round Trips Required | Variance (Actual to Required) | Required Round Trips Cancelled | Contribution Agreement Round Trips (2) | Total Extra / Short Round Trips |
|--------------|--------------|-----------------|-----------------|--------------------|----------------------|-------------------------------|--------------------------------|--|---------------------------------|
| Major | 1 | Swartz Bay | Tsawwassen | 4,176.5 | 3,512.0 | 664.5 | 6.0 | | 670.5 |
| | 2 | Horseshoe Bay | Departure Bay | 2,921.5 | 2,723.0 | 198.5 | 43.5 | | 242.0 |
| | 3 | Langdale | Horseshoe Bay | 3,185.0 | 2,945.0 | 240.0 | 0.5 | | 240.5 |
| | 30 | Duke Point | Tsawwassen | 2,711.0 | 2,379.0 | 332.0 | 16.5 | | 348.5 |
| | Total | | | 12,994.0 | 12254.0 | 740.0 | 66.5 | | 806.5 |
| North | 10 | Port Hardy | Prince Rupert | 112.5 | 109.0 | 3.5 | 2.0 | 3.0 | 2.5 |
| | 11 | Skidegate | Prince Rupert | 188.5 | 175.5 | 13.0 | 1.0 | 2.0 | 12.0 |
| | 28 | Port Hardy | Bella Coola | 100.0 | 88.5 | 11.5 | 2.0 | | 13.5 |
| | Total | | | 401.0 | 373.0 | 28.0 | 5.0 | 5.0 | 28.0 |
| Minor | 4 | Fulford Harbour | Swartz Bay | 2,875.5 | 2,878.0 | -2.5 | 3.0 | | 0.5 |
| | 5 | Swartz Bay | Four SGIs | 3,494.0 | 3,470.0 | 24.0 | 33.0 | | 57.0 |
| | 6 | Crofton | Vesuvius Bay | 4,713.0 | 4,670.0 | 43.0 | 20.0 | 63.0 | 0.0 |
| | 7 | Earls Cove | Saltery Bay | 2,863.5 | 2,731.0 | 132.5 | 4.5 | 137.0 | 0.0 |
| | 8 | Horseshoe Bay | Bowen Island | 5,566.5 | 5,452.5 | 114.0 | 3.5 | 104.0 | 13.5 |
| | 9 | Tsawwassen | Long Harbour | 1,011.0 | 830.0 | 181.0 | 9.0 | | 190.0 |
| | 12 | Mill Bay | Brentwood Bay | 3,128.0 | 3,217.0 | -89.0 | 89.0 | | 0.0 |
| | 13 | Langdale | Gambier/Keats | 5,364.0 | 4,062.0 | 1,302.0 | 2.0 | | 1,304.0 |
| | 17 | Little River | Powell River | 1,441.0 | 1,364.0 | 77.0 | 10.0 | 42.0 | 45.0 |
| | 18 | Texada | Powell River | 2,957.5 | 2,898.0 | 59.5 | 9.5 | 69.0 | 0.0 |
| | 19 | Nanaimo Harbour | Gabriola Island | 8,179.0 | 5,203.0 | 2,976.0 | 0.0 | 62.0 | 2,914.0 |
| | 20 | Chemainus | Thetis Island | 3,708.0 | 3,701.0 | 7.0 | 5.0 | | 12.0 |
| | 21 | Buckley Bay | Denman West | 5,995.5 | 5,261.0 | 734.5 | 9.0 | 296.0 | 447.5 |
| | 22 | Denman East | Hornby Island | 4,777.0 | 4,064.0 | 713.0 | 8.0 | 296.0 | 425.0 |
| | 23 | Campbell River | Quadra Island | 6,948.0 | 6,248.0 | 700.0 | 15.5 | 7.0 | 708.5 |
| | 24 | Quadra Island | Cortes Island | 2,178.0 | 2,172.0 | 6.0 | 12.0 | 16.0 | 2.0 |
| 25 | Port McNeill | Alert Bay | 3,950.0 | 3,963.0 | -13.0 | 13.0 | | 0.0 | |
| 26 | Skidegate | Alliford Bay | 4,290.5 | 4,168.0 | 122.5 | 189.5 | 312.0 | 0.0 | |
| Total | | | 73,440.0 | 66,352.5 | 7,087.5 | 435.5 | 1,404.0 | 6,119.0 | |
| Total | | | 86,835.0 | 78,979.5 | 7,855.5 | 507.0 | 1,409.0 | 6,953.5 | |

Notes:

- (1) In certain circumstances (e.g. vessel or dock breakdown, mechanical failure or maintenance) round trips may be provided by contracted service providers (e.g. water taxi, tug & barge, flights).
- (2) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.
- (3) Route 10: A sailing planned for April 1, 2022 was rescheduled to March 31, 2022 for the All Native Basketball Tournament. As the rescheduled sailing fell within the previous quarter (and previous fiscal year), this occurrence was reported as a Community Event cancellation for this quarter, but a penalty assessment is not warranted because the minimum weekly core service levels were met as permitted for this route by Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.



CANCELLED ROUND TRIPS BY ROUTES

For Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, Section 2(a) of the Coastal Ferry Services Contract

Performance Against Minimum (Daily) Core Service Levels

Year Ended March 31, 2023

| Region | Route | Route Description | Cumulative Days When Round Trips Missed Allowed 30 Days / Route | Highest Consecutive Days when Round Trips Missed Allowed 20 Days / Route |
|--------|-------|---------------------------------|---|--|
| Major | 1 | Swartz Bay-Tsawwassen | 2 | 1 |
| | 2 | Horseshoe Bay-Departure Bay | 22 | 5 |
| | 3 | Langdale-Horseshoe Bay | 1 | 1 |
| | 30 | Duke Point-Tsawwassen | 10 | 4 |
| North | 10 | Port Hardy-Prince Rupert | 3 | 2 |
| | 11 | Skidegate-Prince Rupert | 2 | 2 |
| | 28 | Port Hardy-Bella Coola | 4 | 2 |
| Minor | 4 | Fulford Harbour-Swartz Bay | 2 | 1 |
| | 5 | Swartz Bay-Four SGIs | 14 | 4 |
| | 6 | Crofton-Vesuvius Bay | 12 | 2 |
| | 7 | Earls Cove-Salterty Bay | 5 | 2 |
| | 8 | Horseshoe Bay-Bowen Island | 4 | 2 |
| | 9 | Tsawwassen-Long Harbour | 6 | 2 |
| | 12 | Mill Bay-Brentwood Bay | 23 | 3 |
| | 13 | Langdale-Gambier/Keats | 1 | 1 |
| | 17 | Little River-Powell River | 8 | 1 |
| | 18 | Texada-Powell River | 8 | 1 |
| | 19 | Nanaimo Harbour-Gabriola Island | 0 | 0 |
| | 20 | Chemainus-Thetis Island | 3 | 1 |
| | 21 | Buckley Bay-Denman West | 4 | 1 |
| | 22 | Denman East-Hornby Island | 3 | 1 |
| | 23 | Campbell River-Quadra Island | 6 | 1 |
| | 24 | Quadra Island-Cortes Island | 6 | 1 |
| | 25 | Port McNeill-Alert Bay | 8 | 2 |
| | 26 | Skidegate-Alliford Bay | 16 | 2 |

Notes:

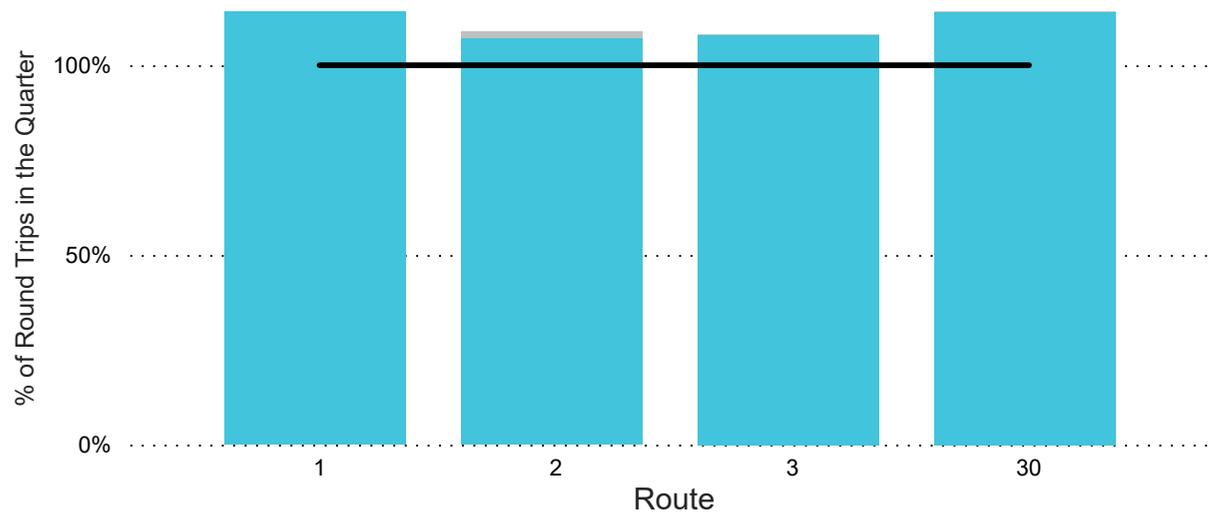
(1) Route 10: The Community Event cancellation dated April 1, 2022 was excluded from the cumulative and consecutive days with Round Trips missed because while the rescheduled sailing fell within the previous quarter (and previous fiscal year), it was still within the same week as permitted for this route by Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

(2) Schedule A, paragraph 2(c) of the Coastal Ferry Services Contract includes an allowance for a temporary service disruption on Route 26 of up to 65 consecutive days once every four years for the purposes of carrying out quadrennial surveys and refits. Any such service disruptions are therefore not reflected in the table above.

Round Trip Service Delivery and On Time Performance

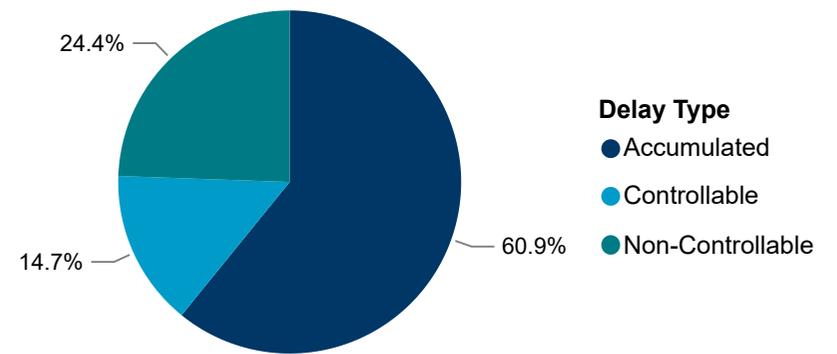
Major Routes - Year Ended March 31, 2023

Round Trips Compared to Annual Core Service Levels



- Estimated Quarterly Schedule (100%)
- Actual Round Trips
- Cancellation of Required Round Trips for Reasons Specified in Sch. A, Section 2(a) of CFSC
- Cancellation of Required Round Trips for other Reasons

Reasons for Delays - Year End



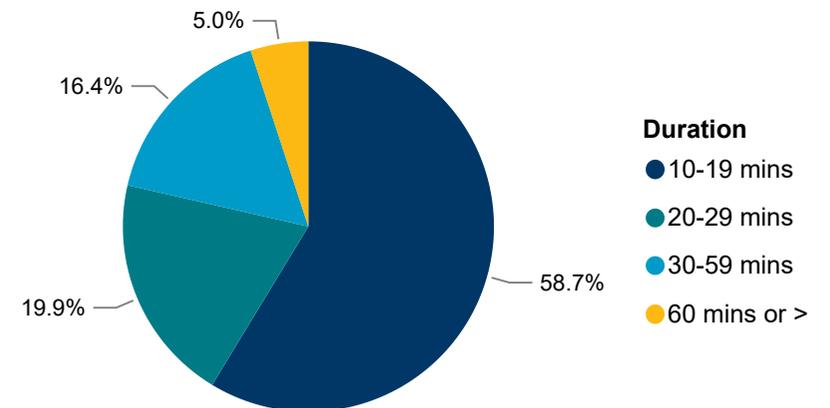
Controllable = Under the control of the company (loading procedure, fuelling, etc.)

Non-Controllable = Out of the control of the company (bad weather, medical etc.)

Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

| Route | Terminal 1 | Terminal 2 | Actual Round Trips | Core Round Trips Required | Variance (Actual to Required) | % Sailings Overloaded |
|--------------|---------------|---------------|--------------------|---------------------------|-------------------------------|-----------------------|
| 1 | Swartz Bay | Tsawwassen | 4,176.5 | 3,512.0 | 664.5 | 58.5% |
| 2 | Horseshoe Bay | Departure Bay | 2,921.5 | 2,723.0 | 198.5 | 35.4% |
| 3 | Langdale | Horseshoe Bay | 3,185.0 | 2,945.0 | 240.0 | 31.3% |
| 30 | Duke Point | Tsawwassen | 2,711.0 | 2,379.0 | 332.0 | 40.5% |
| Total | | | 12,994.0 | 12,254.0 | 740.0 | 42.9% |

Duration of Delays - Year End

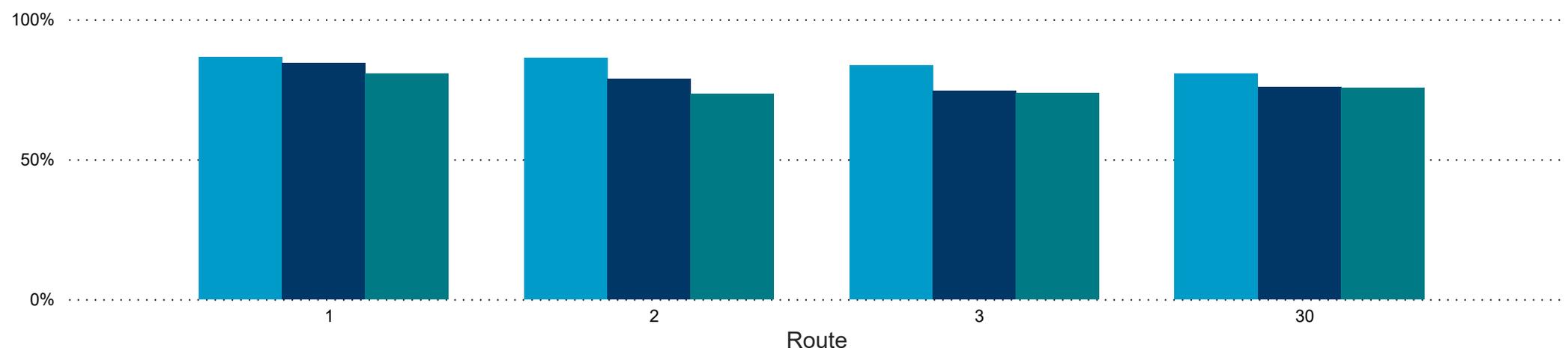


Notes:

(1) For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract includes minimums for each individual route as well as an aggregate total for the four routes (Route 1, 2, 3 and 30).

On Time Performance - % That Sailed Within 10 Mins of Scheduled Departure - Year End

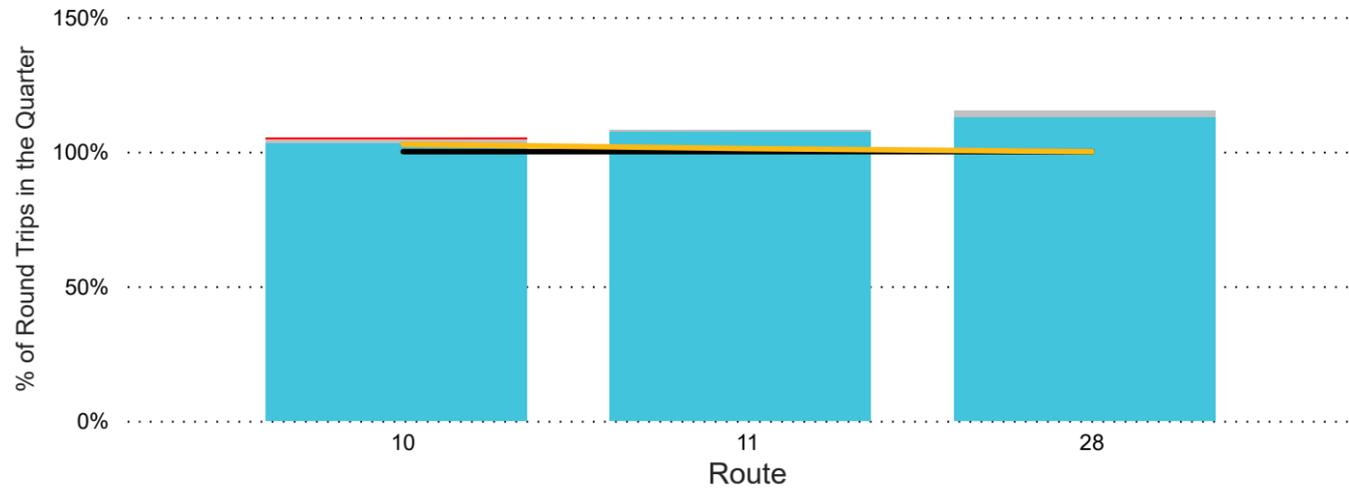
● Fiscal 2021 ● Fiscal 2022 ● Fiscal 2023



Round Trip Service Delivery and On Time Performance

Northern Routes - Year Ended March 31, 2023

Round Trips Compared to Annual Core Service Levels



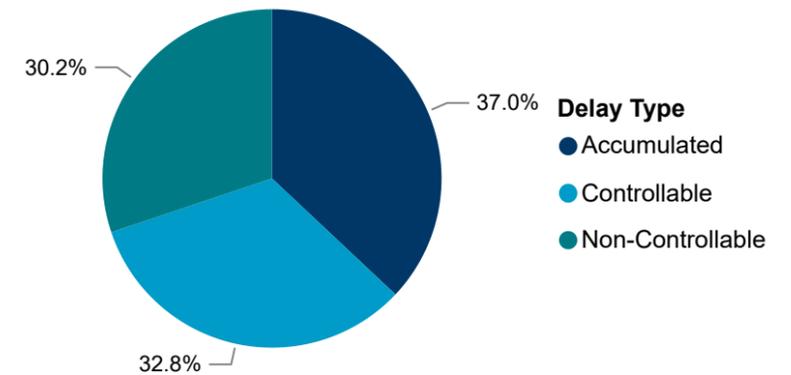
- Estimated Quarterly Schedule (100%)
- Actual Round Trips
- Cancellation of Required Round Trips for Reasons Specified in Sch. A, Section 2(a) of CFSC
- Cancellation of Required Round Trips for other Reasons
- Estimated Quarterly Schedule plus Contribution Agreement (2)

| Route | Terminal 1 | Terminal 2 | Actual Round Trips | Required Round Trips | Variance (Actual to Required) | % Sailings Overloaded |
|--------------|------------|---------------|--------------------|----------------------|-------------------------------|-----------------------|
| 10 | Port Hardy | Prince Rupert | 112.5 | 109.0 | 3.5 | 0.8% |
| 11 | Skidegate | Prince Rupert | 188.5 | 175.5 | 13.0 | 3.7% |
| 28 | Port Hardy | Bella Coola | 100.0 | 88.5 | 11.5 | 0.0% |
| Total | | | 401.0 | 373.0 | 28.0 | 1.2% |

Notes:

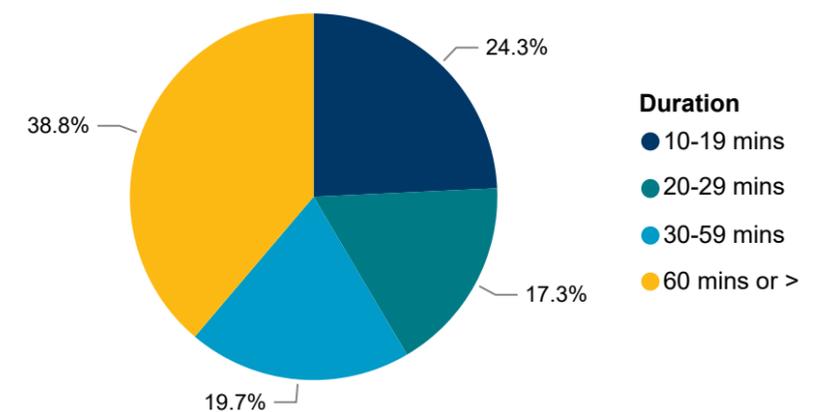
- (1) Northern Routes (10, 11 & 28): Delays based on scheduled arrival time.
- (2) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.

Reasons for Delays - Year End

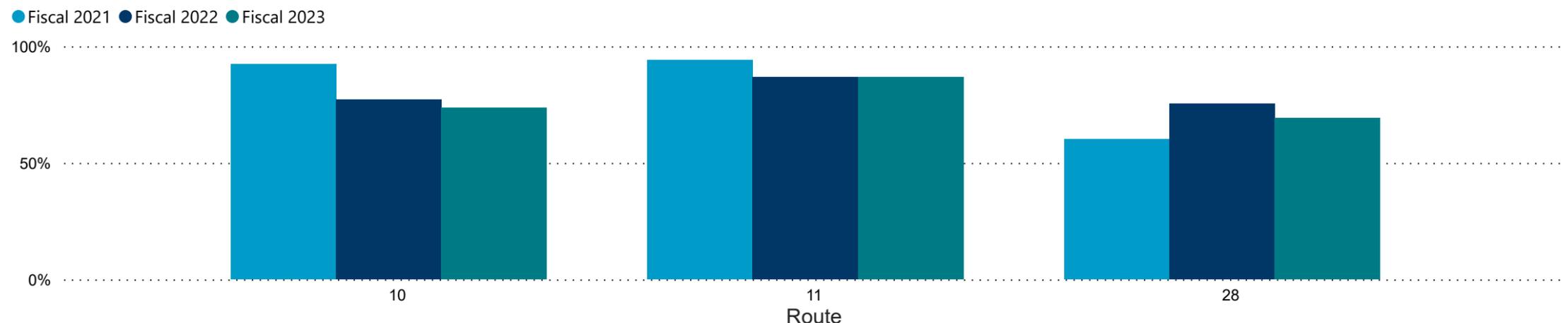


- Controllable** = Under the control of the company (loading procedure, fuelling, etc.)
- Non-Controllable** = Out of the control of the company (bad weather, medical etc.)
- Accumulated** = Delays accumulated over the course of the day as a result of an earlier delay

Duration of Delays - Year End



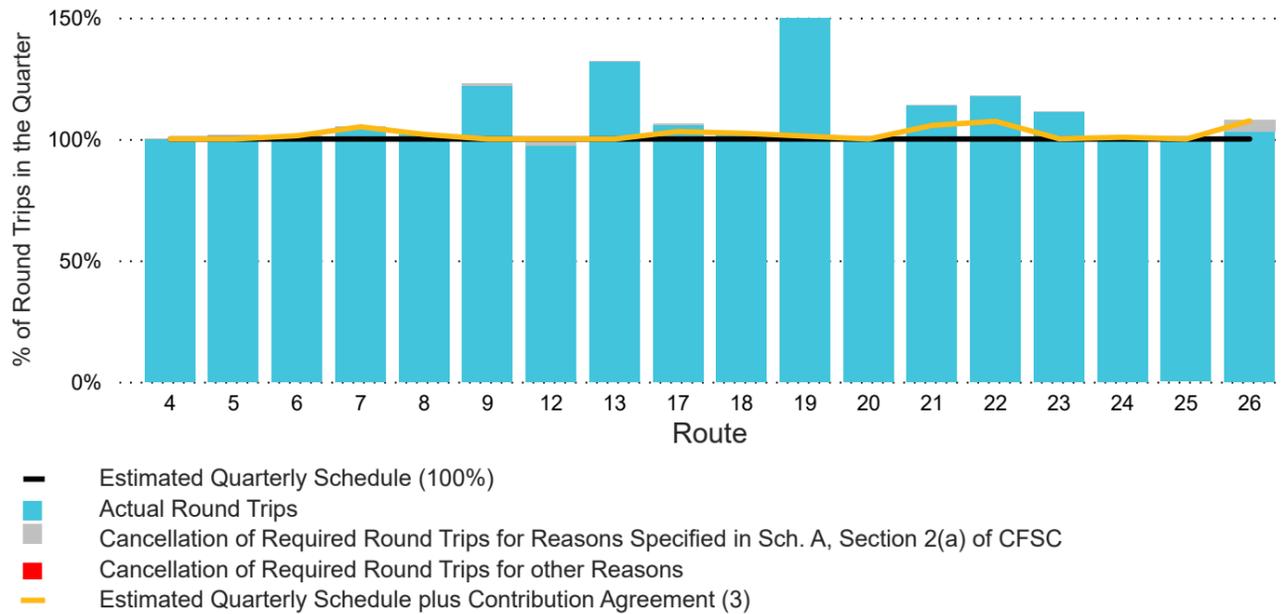
On Time Performance - % That Arrived Within 10 Mins of Scheduled Arrival (1) - Year End



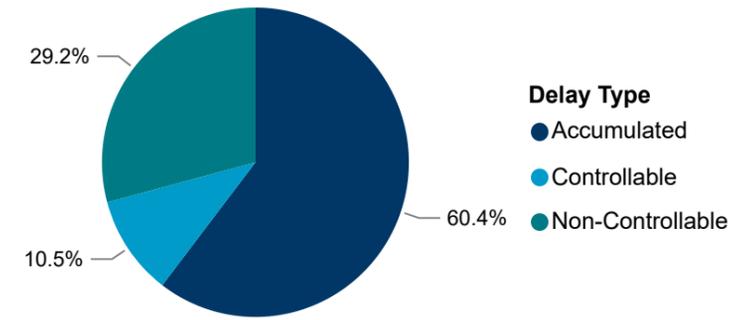
Round Trip Service Delivery and On Time Performance

Minor Routes - Year Ended March 31, 2023

Round Trips Compared to Annual Core Service Levels



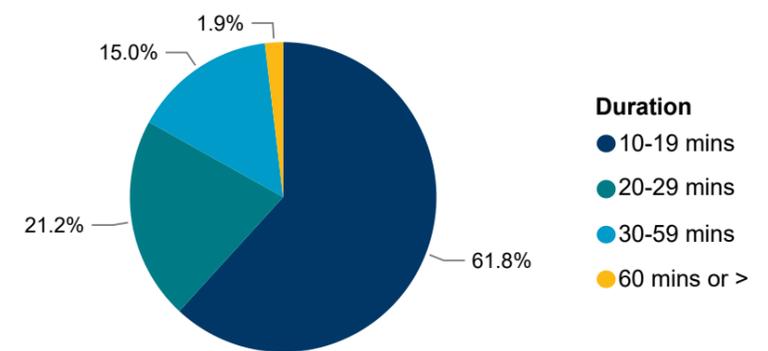
Reasons for Delays - Year End



Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

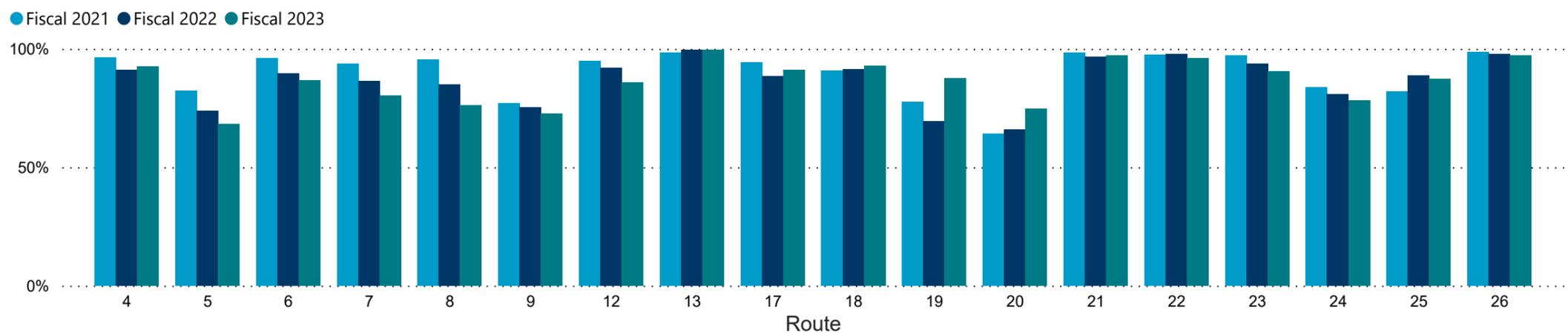
| Route | Terminal 1 | Terminal 2 | Actual Round Trips | Required Round Trips | Variance (Actual to Required) | % Sailings Overloaded |
|--------------|-----------------|-----------------|--------------------|----------------------|-------------------------------|-----------------------|
| 4 | Fulford Harbour | Swartz Bay | 2,875.5 | 2,878.0 | -2.5 | 15.8% |
| 5 | Swartz Bay | Four SGIs | 3,494.0 | 3,470.0 | 24.0 | 6.6% |
| 6 | Crofton | Vesuvius Bay | 4,713.0 | 4,670.0 | 43.0 | 8.5% |
| 7 | Earls Cove | Saltery Bay | 2,863.5 | 2,731.0 | 132.5 | 3.6% |
| 8 | Horseshoe Bay | Bowen Island | 5,566.5 | 5,452.5 | 114.0 | 16.0% |
| 9 | Tsawwassen | Long Harbour | 1,011.0 | 830.0 | 181.0 | 6.3% |
| 12 | Mill Bay | Brentwood Bay | 3,128.0 | 3,217.0 | -89.0 | 2.7% |
| 13 | Langdale | Gambier/Keats | 5,364.0 | 4,062.0 | 1,302.0 | |
| 17 | Little River | Powell River | 1,441.0 | 1,364.0 | 77.0 | 3.6% |
| 18 | Texada | Powell River | 2,957.5 | 2,898.0 | 59.5 | 1.8% |
| 19 | Nanaimo Harbour | Gabriola Island | 8,179.0 | 5,203.0 | 2,976.0 | 11.4% |
| 20 | Chemainus | Thetis Island | 3,708.0 | 3,701.0 | 7.0 | 4.9% |
| 21 | Buckley Bay | Denman West | 5,995.5 | 5,261.0 | 734.5 | 14.1% |
| 22 | Denman East | Hornby Island | 4,777.0 | 4,064.0 | 713.0 | 17.5% |
| 23 | Campbell River | Quadra Island | 6,948.0 | 6,248.0 | 700.0 | 18.3% |
| 24 | Quadra Island | Cortes Island | 2,178.0 | 2,172.0 | 6.0 | 12.5% |
| 25 | Port McNeill | Alert Bay | 3,950.0 | 3,963.0 | -13.0 | 0.3% |
| 26 | Skidegate | Alliford Bay | 4,290.5 | 4,168.0 | 122.5 | 3.9% |
| Total | | | 73,440.0 | 66,352.5 | 7,087.5 | 9.7% |

Duration of Delays - Year End



Notes:
 (1) Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
 (2) Route 13: % Sailings Overloaded is not applicable because the route is passenger only.
 (3) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.

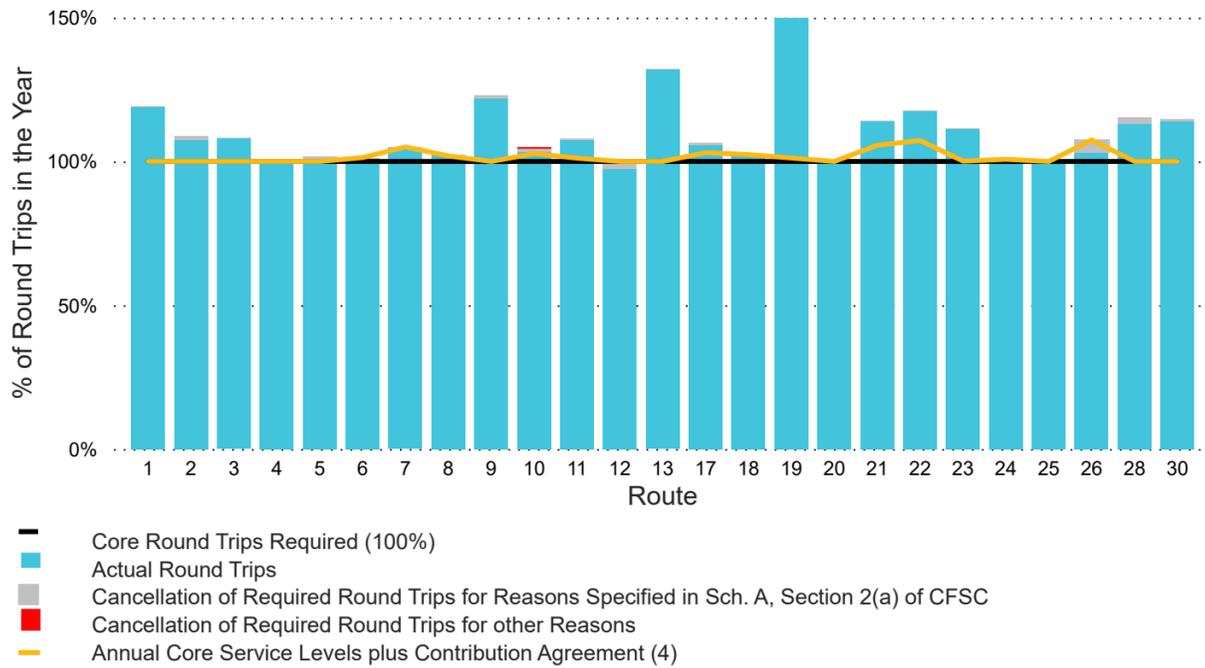
On Time Performance - % That Sailed Within 10 Mins of Scheduled Departure - Year End



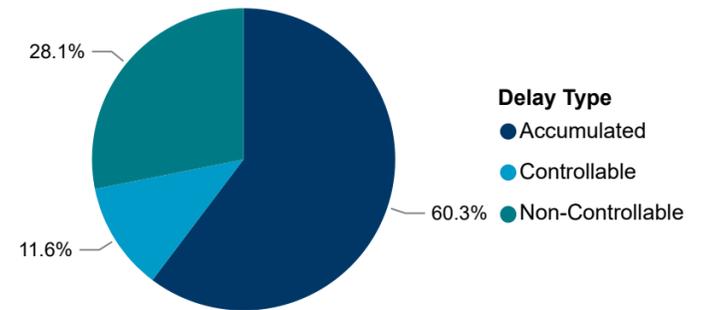
Round Trip Service Delivery and On Time Performance

All Routes - Year Ended March 31, 2023

Round Trips Compared to Annual Core Service Levels

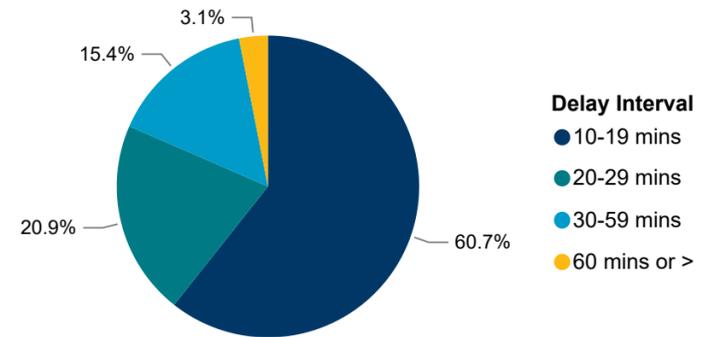


Reasons for Delays - Year End



Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Duration of Delays - Year End



On Time Performance - Year End

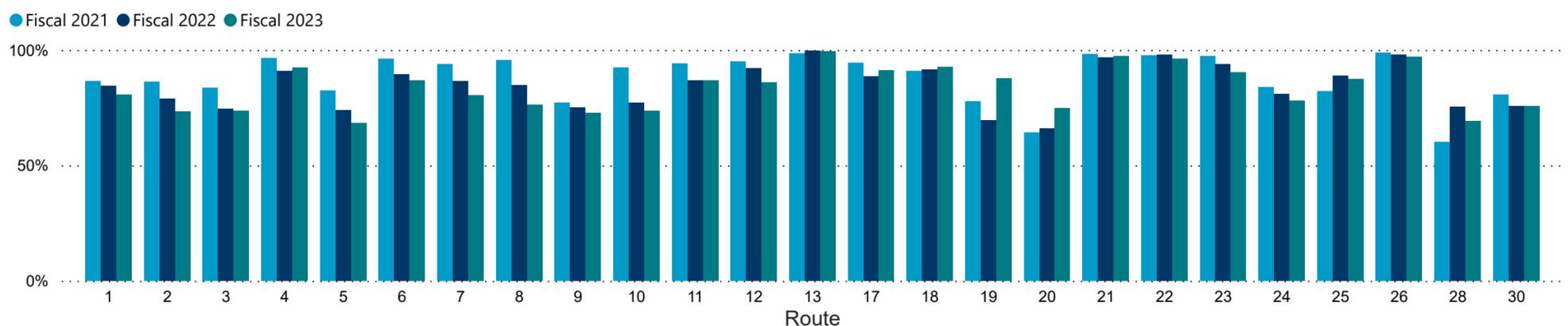
| Region | Fiscal 2021 | Fiscal 2022 | Fiscal 2023 |
|--------------|--------------|--------------|--------------|
| Major | 84.3% | 78.8% | 76.2% |
| North | 82.8% | 79.0% | 75.2% |
| Minor | 89.8% | 86.7% | 86.5% |
| Total | 89.1% | 85.6% | 85.0% |

Notes:

- (1) Northern Routes (10, 11 & 28): Delays based on scheduled arrival time.
- (2) Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
- (3) Route 13: % Sailings Overloaded is not applicable because the route is passenger only.
- (4) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.

| Route | Terminal 1 | Terminal 2 | Actual Round Trips | Core Round Trips Required | Variance (Actual to Required) | % Sailings Overloaded |
|--------------|-----------------|-----------------|--------------------|---------------------------|-------------------------------|-----------------------|
| 1 | Swartz Bay | Tsawwassen | 4,176.5 | 3,512.0 | 664.5 | 58.5% |
| 2 | Horseshoe Bay | Departure Bay | 2,921.5 | 2,723.0 | 198.5 | 35.4% |
| 3 | Langdale | Horseshoe Bay | 3,185.0 | 2,945.0 | 240.0 | 31.3% |
| 4 | Fulford Harbour | Swartz Bay | 2,875.5 | 2,878.0 | -2.5 | 15.8% |
| 5 | Swartz Bay | Four SGLs | 3,494.0 | 3,470.0 | 24.0 | 6.6% |
| 6 | Crofton | Vesuvius Bay | 4,713.0 | 4,670.0 | 43.0 | 8.5% |
| 7 | Earls Cove | Saltery Bay | 2,863.5 | 2,731.0 | 132.5 | 3.6% |
| 8 | Horseshoe Bay | Bowen Island | 5,566.5 | 5,452.5 | 114.0 | 16.0% |
| 9 | Tsawwassen | Long Harbour | 1,011.0 | 830.0 | 181.0 | 6.3% |
| 10 | Port Hardy | Prince Rupert | 112.5 | 109.0 | 3.5 | 0.8% |
| 11 | Skidegate | Prince Rupert | 188.5 | 175.5 | 13.0 | 3.7% |
| 12 | Mill Bay | Brentwood Bay | 3,128.0 | 3,217.0 | -89.0 | 2.7% |
| 13 | Langdale | Gambier/Keats | 5,364.0 | 4,062.0 | 1,302.0 | |
| 17 | Little River | Powell River | 1,441.0 | 1,364.0 | 77.0 | 3.6% |
| 18 | Texada | Powell River | 2,957.5 | 2,898.0 | 59.5 | 1.8% |
| 19 | Nanaimo Harbour | Gabriola Island | 8,179.0 | 5,203.0 | 2,976.0 | 11.4% |
| 20 | Chemainus | Thetis Island | 3,708.0 | 3,701.0 | 7.0 | 4.9% |
| 21 | Buckley Bay | Denman West | 5,995.5 | 5,261.0 | 734.5 | 14.1% |
| 22 | Denman East | Hornby Island | 4,777.0 | 4,064.0 | 713.0 | 17.5% |
| 23 | Campbell River | Quadra Island | 6,948.0 | 6,248.0 | 700.0 | 18.3% |
| 24 | Quadra Island | Cortes Island | 2,178.0 | 2,172.0 | 6.0 | 12.5% |
| 25 | Port McNeill | Alert Bay | 3,950.0 | 3,963.0 | -13.0 | 0.3% |
| 26 | Skidegate | Alliford Bay | 4,290.5 | 4,168.0 | 122.5 | 3.9% |
| 28 | Port Hardy | Bella Coola | 100.0 | 88.5 | 11.5 | 0.0% |
| 30 | Duke Point | Tsawwassen | 2,711.0 | 2,379.0 | 332.0 | 40.5% |
| Total | | | 86,835.0 | 78,284.5 | 8,550.5 | 14.5% |

On Time Performance - % That Sailed Within 10 Mins of Scheduled Departure (1) - Year End



Route Financial Report
Year Ended March 31, 2023





British Columbia Ferry Services Inc.
Route Statement
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

| | Corporate Total | | Major Routes | | Northern Routes | | Minor Routes | | Unregulated Routes | |
|---|------------------|------------------|------------------|------------------|-----------------|-----------------|------------------|------------------|--------------------|--------------|
| | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 |
| Tariff Revenue | 678,079 | 569,551 | 567,954 | 471,380 | 18,053 | 12,832 | 92,072 | 85,339 | - | - |
| Ancillary Revenue | 75,755 | 54,401 | 65,548 | 46,514 | 5,090 | 3,590 | 5,117 | 4,297 | - | - |
| Social Program Fees | 12,182 | 10,385 | 5,758 | 4,789 | 1,094 | 963 | 5,330 | 4,633 | - | - |
| Contracted Routes Fee | 3,481 | 3,676 | - | - | - | - | - | - | 3,481 | 3,676 |
| Total Operating Revenue | 769,497 | 638,013 | 639,260 | 522,683 | 24,237 | 17,385 | 102,519 | 94,269 | 3,481 | 3,676 |
| Total Operating Expenses | 776,567 | 689,525 | 495,974 | 443,572 | 65,160 | 55,286 | 211,947 | 186,991 | 3,486 | 3,676 |
| Earnings (Loss) from Operations | (7,070) | (51,512) | 143,286 | 79,111 | (40,923) | (37,901) | (109,428) | (92,722) | (5) | - |
| Depreciation and Amortization | (181,375) | (173,300) | (101,383) | (99,544) | (16,534) | (18,929) | (63,458) | (54,827) | - | - |
| Net Financing Expense | (51,338) | (56,080) | (22,105) | (26,997) | (5,944) | (7,574) | (23,289) | (21,509) | - | - |
| Cost of Capital | (232,713) | (229,380) | (123,488) | (126,541) | (22,478) | (26,503) | (86,747) | (76,336) | - | - |
| (Loss) Gain on Disposal and Impairment of Capital Assets | (1,811) | (7,273) | (1,391) | (6,205) | (53) | (206) | (367) | (862) | - | - |
| Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract | (241,594) | (288,165) | 18,407 | (53,635) | (63,454) | (64,610) | (196,542) | (169,920) | (5) | - |
| Ferry Transportation Fees | 195,379 | 195,379 | 15,374 | 10,853 | 52,291 | 53,853 | 127,714 | 130,673 | - | - |
| Safe Restart Funding | 10,194 | 107,806 | 8,382 | 90,851 | 342 | 2,061 | 1,470 | 14,894 | - | - |
| Federal-Provincial Subsidy Agreement | 33,344 | 32,183 | - | - | 9,964 | 9,617 | 23,380 | 22,566 | - | - |
| Net Regulatory Earnings (Loss) | (2,677) | 47,203 | 42,163 | 48,069 | (857) | 921 | (43,978) | (1,787) | (5) | 0 |
| Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS | | | | | | | | | | |
| Fuel Costs (over) under Set Price | (33,253) | (5,040) | (22,936) | (3,604) | (2,863) | (293) | (7,454) | (1,143) | - | - |
| Fuel Surcharges Collected (Rebates Paid) | 18,133 | (3,920) | 15,054 | (2,986) | 392 | (213) | 2,687 | (721) | - | - |
| Fuel Price Risk Recoveries Receivable from (Payable to) the Province | 2,275 | 27 | - | - | 2,275 | 27 | - | - | - | - |
| Tariffs in Excess of Price Cap | 6,309 | 2,671 | 5,309 | 2,211 | 147 | 60 | 853 | 400 | - | - |
| Deferred Fare Increase Relief | (2,194) | (6,806) | (1,672) | (5,412) | (120) | (129) | (402) | (1,265) | - | - |
| Deferred Carbon Reduction Investment Account | 9,565 | - | 7,472 | - | - | - | 2,093 | - | - | - |
| Net IFRS Earnings (Loss) | (1,842) | 34,135 | 45,390 | 38,278 | (1,026) | 373 | (46,201) | (4,516) | (5) | 0 |

Effective April 1, 2020, the CFSC was amended for PT5, formalizing ferry transportation fees for the four-year term which commenced April 1, 2020 and ends on March 31, 2024. The maximum annual ferry transportation fee is \$194 million which includes \$30 million to reflect a notional amount for the Senior Discounts. For the purposes of annual route statements, the cost of the Seniors Discounts is applied to all Designated Routes based on actual usage of the discounts on each route. The unused portion of the notional amount is allocated to Designated Routes based on the same proportion of the annual ferry transportation fee received by each route."

The British Columbia Ferries Commissioner has authorized the use of deferred fuel cost accounts whereby differences between actual fuel costs and approved fuel costs used to develop regulated price caps are deferred for settlement in future tariffs. Also as authorized by the Commissioner, the Company collects fuel surcharges or provides fuel rebates which are applied against deferred fuel cost account balances.

Included in the Fuel Surcharge (Rebates Paid) in the above statement are fuel surcharge (rebates) applied against tariffs paid by the Province of British Columbia on behalf of customers travelling under Social Programs.

During the year ended March 31, 2023, the Province paid \$2.3 million (March 31, 2022: \$0.3 million) for fuel price recovery on the Northern Routes.

The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The direct operating relief funding portion of the Safe Restart Funding was exhausted by the fourth quarter of fiscal 2022, with the remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% for fiscal 2022 through fiscal 2024. No Safe Restart Funding was provided to the drop trailer business.



British Columbia Ferry Services Inc.
Route Statement
Major Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

| | 01-Tsawwassen - Swartz Bay | | 02-Horseshoe Bay - Nanaimo | | 03-Horseshoe Bay - Langdale | | 30-Nanaimo - Tsawwassen | | Major Routes | |
|---|----------------------------|-----------------|----------------------------|-----------------|-----------------------------|-----------------|-------------------------|-----------------|------------------|------------------|
| | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 |
| Tariff Revenue | 265,325 | 205,698 | 136,967 | 123,814 | 47,938 | 44,618 | 117,724 | 97,250 | 567,954 | 471,380 |
| Ancillary Revenue | 30,508 | 20,384 | 16,174 | 12,467 | 7,230 | 5,580 | 11,636 | 8,083 | 65,548 | 46,514 |
| Social Program Fees | 1,684 | 1,274 | 1,652 | 1,487 | 1,772 | 1,522 | 650 | 506 | 5,758 | 4,789 |
| Contracted Routes Fee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Operating Revenue | 297,517 | 227,356 | 154,793 | 137,768 | 56,940 | 51,720 | 130,010 | 105,839 | 639,260 | 522,683 |
| Total Operating Expenses | 191,227 | 159,965 | 126,457 | 118,579 | 61,145 | 57,156 | 117,145 | 107,872 | 495,974 | 443,572 |
| Earnings (Loss) from Operations | 106,290 | 67,391 | 28,336 | 19,189 | (4,205) | (5,436) | 12,865 | (2,033) | 143,286 | 79,111 |
| Depreciation and Amortization | (46,866) | (44,867) | (22,848) | (24,213) | (11,084) | (10,666) | (20,585) | (19,798) | (101,383) | (99,544) |
| Net Financing Expense | (10,815) | (13,560) | (3,312) | (5,221) | (2,007) | (2,404) | (5,971) | (5,812) | (22,105) | (26,997) |
| Cost of Capital | (57,681) | (58,427) | (26,160) | (29,434) | (13,091) | (13,070) | (26,556) | (25,610) | (123,488) | (126,541) |
| (Loss) Gain on Disposal and Impairment of Capital Assets | (647) | (2,699) | (337) | (1,636) | (124) | (614) | (283) | (1,256) | (1,391) | (6,205) |
| Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract | 47,962 | 6,265 | 1,839 | (11,881) | (17,420) | (19,120) | (13,974) | (28,899) | 18,407 | (53,635) |
| Ferry Transportation Fees | 6,275 | 4,277 | 4,191 | 3,088 | 1,804 | 1,483 | 3,104 | 2,005 | 15,374 | 10,853 |
| Safe Restart Funding | 3,857 | 43,045 | 2,099 | 22,451 | 720 | 7,791 | 1,706 | 17,564 | 8,382 | 90,851 |
| Federal-Provincial Subsidy Agreement | - | - | - | - | - | - | - | - | - | - |
| Net Regulatory Earnings (Loss) | 58,094 | 53,587 | 8,129 | 13,658 | (14,896) | (9,846) | (9,164) | (9,330) | 42,163 | 48,069 |
| Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS | | | | | | | | | | |
| Fuel Costs (over) under Set Price | (11,270) | (2,292) | (4,524) | (536) | (1,895) | (206) | (5,247) | (570) | (22,936) | (3,604) |
| Fuel Surcharges Collected (Rebates Paid) | 7,076 | (1,251) | 3,576 | (819) | 1,255 | (308) | 3,147 | (608) | 15,054 | (2,986) |
| Fuel Price Risk Recoveries Receivable from (Payable to) the Province | - | - | - | - | - | - | - | - | - | - |
| Tariffs in Excess of Price Cap | 2,514 | 965 | 1,268 | 581 | 453 | 209 | 1,074 | 456 | 5,309 | 2,211 |
| Deferred Fare Increase Relief | (678) | (2,111) | (393) | (1,482) | (164) | (619) | (437) | (1,200) | (1,672) | (5,412) |
| Deferred Carbon Reduction Investment Account | 7,472 | - | - | - | - | - | - | - | 7,472 | - |
| Net IFRS Earnings (Loss) | 63,208 | 48,898 | 8,056 | 11,402 | (15,247) | (10,770) | (10,627) | (11,252) | 45,390 | 38,278 |

Effective April 1, 2020, the CFSC was amended for PT5, formalizing ferry transportation fees for the four-year term which commenced April 1, 2020 and ends on March 31, 2024. The maximum annual ferry transportation fee is \$194 million which includes \$30 million to reflect a notional amount for the Senior Discounts. For the purposes of annual route statements, the cost of the Seniors Discounts is applied to all Designated Routes based on actual usage of the discounts on each route. The unused portion of the notional amount is allocated to Designated Routes based on the same proportion of the annual ferry transportation fee received by each route."

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Included in the Fuel Surcharge (Rebates Paid) in the above statement are fuel surcharge (rebates) applied against tariffs paid by the Province of British Columbia on behalf of customers travelling under Social Programs.

During the year ended March 31, 2023, the Province paid \$2.3 million (March 31, 2022: \$0.3 million) for fuel price recovery on the Northern Routes

The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID 19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The direct operating relief funding portion of the Safe Restart Funding was exhausted by the fourth quarter of fiscal 2022, with the remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% for fiscal 2022 through fiscal 2024. No Safe Restart Funding was provided to the drop trailer business.



British Columbia Ferry Services Inc.
Route Statement
Northern Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

| | 10-Bear Cove - Bella Bella - Prince Rupert | | 11-Prince Rupert - Skidegate | | 28-Port Hardy - Bella Coola | | Northern Routes | |
|---|--|-----------------|------------------------------|-----------------|-----------------------------|-----------------|-----------------|-----------------|
| | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 |
| Tariff Revenue | 10,894 | 7,062 | 5,738 | 4,697 | 1,421 | 1,073 | 18,053 | 12,832 |
| Ancillary Revenue | 2,846 | 1,912 | 2,115 | 1,572 | 129 | 106 | 5,090 | 3,590 |
| Social Program Fees | 342 | 326 | 748 | 633 | 4 | 4 | 1,094 | 963 |
| Contracted Routes Fee | - | - | - | - | - | - | - | - |
| Total Operating Revenue | 14,082 | 9,300 | 8,601 | 6,902 | 1,554 | 1,183 | 24,237 | 17,385 |
| Total Operating Expenses | 30,596 | 25,342 | 23,668 | 19,964 | 10,896 | 9,980 | 65,160 | 55,286 |
| Earnings (Loss) from Operations | (16,514) | (16,042) | (15,067) | (13,062) | (9,342) | (8,797) | (40,923) | (37,901) |
| Depreciation and Amortization | (6,543) | (8,555) | (4,992) | (5,738) | (4,999) | (4,636) | (16,534) | (18,929) |
| Net Financing Expense | (2,713) | (3,457) | (1,778) | (2,265) | (1,453) | (1,852) | (5,944) | (7,574) |
| Cost of Capital | (9,256) | (12,012) | (6,770) | (8,003) | (6,452) | (6,488) | (22,478) | (26,503) |
| (Loss) Gain on Disposal and Impairment of Capital Assets | (31) | (110) | (19) | (82) | (3) | (14) | (53) | (206) |
| Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract | (25,801) | (28,164) | (21,856) | (21,147) | (15,797) | (15,299) | (63,454) | (64,610) |
| Ferry Transportation Fees | 29,292 | 30,142 | 18,874 | 19,456 | 4,125 | 4,255 | 52,291 | 53,853 |
| Safe Restart Funding | 208 | 1,135 | 101 | 841 | 33 | 85 | 342 | 2,061 |
| Federal-Provincial Subsidy Agreement | 5,542 | 5,349 | 3,630 | 3,503 | 792 | 765 | 9,964 | 9,617 |
| Net Regulatory Earnings (Loss) | 9,241 | 8,462 | 749 | 2,653 | (10,847) | (10,194) | (857) | 921 |
| Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS | | | | | | | | |
| Fuel Costs (over) under Set Price | (1,610) | (156) | (1,045) | (114) | (208) | (23) | (2,863) | (293) |
| Fuel Surcharges Collected (Rebates Paid) | 219 | (113) | 153 | (85) | 20 | (15) | 392 | (213) |
| Fuel Price Risk Recoveries Receivable from (Payable to) the Province | 1,280 | 27 | 830 | - | 165 | - | 2,275 | 27 |
| Tariffs in Excess of Price Cap | 92 | 33 | 50 | 22 | 5 | 5 | 147 | 60 |
| Deferred Fare Increase Relief | (80) | (61) | (30) | (62) | (10) | (6) | (120) | (129) |
| Deferred Carbon Reduction Investment Account | - | - | - | - | - | - | - | - |
| Net IFRS Earnings (Loss) | 9,142 | 8,192 | 707 | 2,414 | (10,875) | (10,233) | (1,026) | 373 |

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The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

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British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

| | 04-Swartz Bay - Fulford Harbour | | 05-Swartz Bay - Gulf Islands | | 06-Vesuvius Bay - Crofton | | 07-Saltery Bay - Earls Cove | | 08-Horseshoe Bay - Snug Cove | |
|---|---------------------------------|-----------------|------------------------------|-----------------|---------------------------|----------------|-----------------------------|-----------------|------------------------------|-----------------|
| | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 |
| Tariff Revenue | 6,807 | 6,386 | 6,156 | 5,821 | 5,540 | 5,425 | 7,356 | 7,083 | 10,756 | 9,985 |
| Ancillary Revenue | 250 | 237 | 628 | 416 | 9 | 10 | 397 | 309 | 473 | 465 |
| Social Program Fees | 401 | 353 | 504 | 475 | 292 | 267 | 256 | 227 | 804 | 753 |
| Contracted Routes Fee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Operating Revenue | 7,458 | 6,976 | 7,288 | 6,712 | 5,841 | 5,702 | 8,009 | 7,619 | 12,033 | 11,203 |
| Total Operating Expenses | 12,817 | 12,696 | 28,469 | 24,029 | 9,722 | 9,033 | 19,555 | 17,686 | 19,314 | 17,214 |
| Earnings (Loss) from Operations | (5,359) | (5,720) | (21,181) | (17,317) | (3,881) | (3,331) | (11,546) | (10,067) | (7,281) | (6,011) |
| Depreciation and Amortization | (3,386) | (3,808) | (9,488) | (4,356) | (2,840) | (1,340) | (3,024) | (3,326) | (4,319) | (4,094) |
| Net Financing Expense | (868) | (1,183) | (3,808) | (1,569) | (300) | (199) | (966) | (1,158) | (883) | (1,075) |
| Cost of Capital | (4,254) | (4,991) | (13,296) | (5,925) | (3,140) | (1,539) | (3,990) | (4,484) | (5,202) | (5,169) |
| (Loss) Gain on Disposal and Impairment of Capital Assets | (16) | (78) | (16) | (80) | (13) | (68) | (17) | (90) | (26) | (133) |
| Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract | (9,629) | (10,789) | (34,493) | (23,322) | (7,034) | (4,938) | (15,553) | (14,641) | (12,509) | (11,313) |
| Ferry Transportation Fees | 7,249 | 7,408 | 19,586 | 20,173 | 2,774 | 2,818 | 13,113 | 13,471 | 8,455 | 8,610 |
| Safe Restart Funding | 101 | 1,224 | 97 | 1,018 | 86 | 916 | 117 | 1,087 | 165 | 1,836 |
| Federal-Provincial Subsidy Agreement | 1,327 | 1,281 | 3,692 | 3,563 | 461 | 445 | 2,428 | 2,343 | 1,504 | 1,451 |
| Net Regulatory Earnings (Loss) | (952) | (876) | (11,118) | 1,432 | (3,713) | (759) | 105 | 2,260 | (2,385) | 584 |
| Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS | | | | | | | | | | |
| Fuel Costs (over) under Set Price | (393) | (54) | (1,662) | (144) | (166) | (14) | (695) | (79) | (646) | (74) |
| Fuel Surcharges Collected (Rebates Paid) | 207 | (53) | 193 | (51) | 162 | (46) | 213 | (55) | 313 | (77) |
| Fuel Price Risk Recoveries Receivable from (Payable to) the Province | - | - | - | - | - | - | - | - | - | - |
| Tariffs in Excess of Price Cap | 67 | 30 | 58 | 27 | 54 | 25 | 66 | 33 | 103 | 47 |
| Deferred Fare Increase Relief | (17) | (89) | (27) | (95) | (23) | (84) | (35) | (103) | (41) | (151) |
| Deferred Carbon Reduction Investment Account | - | - | 77 | - | - | - | - | - | - | - |
| Net IFRS Earnings (Loss) | (1,088) | (1,042) | (12,479) | 1,169 | (3,686) | (878) | (346) | 2,056 | (2,656) | 329 |

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British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

| | 09-Tsawwassen - Gulf Islands | | 12-Mill Bay - Brentwood | | 13-Langdale - Gambier Island - Keats Island | | 17-Comox - Powell River | | 18-Texada Island - Powell River | |
|---|------------------------------|-----------------|-------------------------|----------------|---|--------------|-------------------------|-----------------|---------------------------------|-----------------|
| | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 |
| Tariff Revenue | 16,382 | 14,813 | 1,898 | 1,690 | 189 | 169 | 12,731 | 11,408 | 1,515 | 1,433 |
| Ancillary Revenue | 1,983 | 1,686 | 0 | 0 | 20 | 19 | 1,163 | 934 | 20 | 34 |
| Social Program Fees | 177 | 148 | 6 | 6 | 4 | 3 | 1,060 | 894 | 162 | 136 |
| Contracted Routes Fee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Operating Revenue | 18,542 | 16,647 | 1,904 | 1,696 | 213 | 191 | 14,954 | 13,236 | 1,697 | 1,603 |
| Total Operating Expenses | 23,634 | 23,872 | 3,375 | 3,020 | 725 | 705 | 18,126 | 17,105 | 8,375 | 7,016 |
| Earnings (Loss) from Operations | (5,092) | (7,225) | (1,471) | (1,324) | (512) | (514) | (3,172) | (3,869) | (6,678) | (5,413) |
| Depreciation and Amortization | (7,579) | (7,755) | (1,018) | (1,060) | (10) | (11) | (5,223) | (6,008) | (4,201) | (3,083) |
| Net Financing Expense | (2,947) | (3,532) | (85) | (135) | 0 | 0 | (2,230) | (3,048) | (2,042) | (1,790) |
| Cost of Capital | (10,526) | (11,287) | (1,103) | (1,195) | (10) | (11) | (7,453) | (9,056) | (6,243) | (4,873) |
| (Loss) Gain on Disposal and Impairment of Capital Assets | (40) | (198) | (4) | (20) | - | (2) | (33) | (157) | (4) | (20) |
| Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract | (15,658) | (18,710) | (2,578) | (2,539) | (522) | (527) | (10,658) | (13,082) | (12,925) | (10,306) |
| Ferry Transportation Fees | 13,305 | 13,555 | 1,988 | 2,019 | 529 | 538 | 11,304 | 11,496 | 6,410 | 6,591 |
| Safe Restart Funding | 276 | 2,431 | 31 | 440 | 4 | 27 | 199 | 1,947 | 24 | 243 |
| Federal-Provincial Subsidy Agreement | 2,418 | 2,334 | 332 | 321 | 91 | 88 | 2,056 | 1,983 | 1,196 | 1,155 |
| Net Regulatory Earnings (Loss) | 341 | (390) | (227) | 241 | 102 | 126 | 2,901 | 2,344 | (5,295) | (2,317) |
| Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS | | | | | | | | | | |
| Fuel Costs (over) under Set Price | (1,259) | (317) | (50) | (6) | (61) | (28) | (964) | (263) | (191) | (24) |
| Fuel Surcharges Collected (Rebates Paid) | 406 | (126) | 59 | (18) | 5 | (3) | 407 | (89) | 52 | (13) |
| Fuel Price Risk Recoveries Receivable from (Payable to) the Province | - | - | - | - | - | - | - | - | - | - |
| Tariffs in Excess of Price Cap | 144 | 69 | 17 | 8 | 2 | 1 | 116 | 54 | 13 | 7 |
| Deferred Fare Increase Relief | (80) | (190) | (5) | (23) | (2) | (3) | (59) | (173) | (8) | (25) |
| Deferred Carbon Reduction Investment Account | 1,111 | - | - | - | - | - | 905 | - | - | - |
| Net IFRS Earnings (Loss) | 663 | (954) | (206) | 202 | 46 | 93 | 3,306 | 1,873 | (5,429) | (2,372) |



British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

| | 19-Gabriola Island - Nanaimo Harbour | | 20-Thetis Island - Penelakut Island - Chemainus | | 21-Denman Island - Buckley Bay | | 22-Hornby Island - Denman Island | | 23-Quadra Island - Campbell River | |
|---|---|----------------|--|----------------|-----------------------------------|----------------|-------------------------------------|----------------|--------------------------------------|----------------|
| | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 |
| Tariff Revenue | 6,234 | 5,488 | 1,322 | 1,263 | 3,778 | 3,611 | 1,745 | 1,729 | 5,715 | 5,369 |
| Ancillary Revenue | 35 | 40 | 1 | 4 | 19 | 23 | 28 | 14 | 28 | 54 |
| Social Program Fees | 411 | 358 | 208 | 134 | 250 | 216 | 24 | 15 | 446 | 369 |
| Contracted Routes Fee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Operating Revenue | 6,680 | 5,886 | 1,531 | 1,401 | 4,047 | 3,850 | 1,797 | 1,758 | 6,189 | 5,792 |
| Total Operating Expenses | 15,092 | 9,889 | 5,378 | 5,014 | 7,783 | 5,963 | 4,523 | 4,430 | 13,004 | 10,570 |
| Earnings (Loss) from Operations | (8,412) | (4,003) | (3,847) | (3,613) | (3,736) | (2,113) | (2,726) | (2,672) | (6,815) | (4,778) |
| Depreciation and Amortization | (5,506) | (3,106) | (1,358) | (1,579) | (2,602) | (2,657) | (1,364) | (1,407) | (2,091) | (3,126) |
| Net Financing Expense | (2,915) | (1,155) | (289) | (396) | (1,012) | (1,269) | (487) | (625) | (1,049) | (1,082) |
| Cost of Capital | (8,421) | (4,261) | (1,647) | (1,975) | (3,614) | (3,926) | (1,851) | (2,032) | (3,140) | (4,208) |
| (Loss) Gain on Disposal and Impairment of Capital Assets | (15) | (70) | (3) | (17) | (9) | (46) | (4) | (21) | (157) | 185 |
| Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract | (16,848) | (8,334) | (5,497) | (5,605) | (7,359) | (6,085) | (4,581) | (4,725) | (10,112) | (8,801) |
| Ferry Transportation Fees | 5,074 | 5,049 | 4,947 | 5,094 | 5,811 | 5,934 | 3,604 | 3,709 | 6,175 | 6,298 |
| Safe Restart Funding | 96 | 985 | 21 | 249 | 65 | 594 | 30 | 255 | 93 | 990 |
| Federal-Provincial Subsidy Agreement | 841 | 812 | 934 | 901 | 1,024 | 988 | 676 | 654 | 1,094 | 1,056 |
| Net Regulatory Earnings (Loss) | (10,837) | (1,488) | 405 | 639 | (459) | 1,431 | (271) | (107) | (2,750) | (457) |
| Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS | | | | | | | | | | |
| Fuel Costs (over) under Set Price | (372) | (29) | (98) | (11) | (42) | (3) | (43) | (4) | (278) | (29) |
| Fuel Surcharges Collected (Rebates Paid) | 184 | (46) | 43 | (11) | 110 | (34) | 47 | (16) | 168 | (50) |
| Fuel Price Risk Recoveries Receivable from (Payable to) the Province | - | - | - | - | - | - | - | - | - | - |
| Tariffs in Excess of Price Cap | 56 | 26 | 12 | 6 | 36 | 17 | 16 | 8 | 55 | 25 |
| Deferred Fare Increase Relief | (29) | (88) | (4) | (20) | (21) | (58) | (9) | (24) | (24) | (83) |
| Deferred Carbon Reduction Investment Account | - | - | - | - | - | - | - | - | - | - |
| Net IFRS Earnings (Loss) | (10,998) | (1,625) | 358 | 603 | (376) | 1,353 | (260) | (143) | (2,829) | (594) |



British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

| | 24-Cortes Island - Quadra Island | | 25-Alert Bay - Sointula - Port McNeill | | 26-Skidegate - Alliford Bay | | Minor Routes | |
|---|----------------------------------|----------------|--|-----------------|-----------------------------|----------------|------------------|------------------|
| | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 |
| Tariff Revenue | 1,137 | 1,108 | 2,008 | 1,915 | 803 | 643 | 92,072 | 85,339 |
| Ancillary Revenue | 13 | 12 | 23 | 17 | 27 | 23 | 5,117 | 4,297 |
| Social Program Fees | 137 | 122 | 144 | 123 | 44 | 34 | 5,330 | 4,633 |
| Contracted Routes Fee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Operating Revenue | 1,287 | 1,242 | 2,175 | 2,055 | 874 | 700 | 102,519 | 94,269 |
| Total Operating Expenses | 5,403 | 5,213 | 9,063 | 7,819 | 7,589 | 5,717 | 211,947 | 186,991 |
| Earnings (Loss) from Operations | (4,116) | (3,971) | (6,888) | (5,764) | (6,715) | (5,017) | (109,428) | (92,722) |
| Depreciation and Amortization | (3,393) | (3,373) | (4,804) | (3,361) | (1,252) | (1,377) | (63,458) | (54,827) |
| Net Financing Expense | (494) | (691) | (2,601) | (2,217) | (313) | (385) | (23,289) | (21,509) |
| Cost of Capital | (3,887) | (4,064) | (7,405) | (5,578) | (1,565) | (1,762) | (86,747) | (76,336) |
| (Loss) Gain on Disposal and Impairment of Capital Assets | (3) | (15) | (5) | (24) | (2) | (8) | (367) | (862) |
| Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract | (8,006) | (8,050) | (14,298) | (11,366) | (8,282) | (6,787) | (196,542) | (169,920) |
| Ferry Transportation Fees | 4,848 | 4,998 | 7,080 | 7,286 | 5,462 | 5,626 | 127,714 | 130,673 |
| Safe Restart Funding | 20 | 188 | 32 | 322 | 13 | 142 | 1,470 | 14,894 |
| Federal-Provincial Subsidy Agreement | 923 | 891 | 1,339 | 1,292 | 1,044 | 1,008 | 23,380 | 22,566 |
| Net Regulatory Earnings (Loss) | (2,215) | (1,973) | (5,847) | (2,466) | (1,763) | (11) | (43,978) | (1,787) |
| Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS | | | | | | | | |
| Fuel Costs (over) under Set Price | (141) | (16) | (312) | (37) | (81) | (11) | (7,454) | (1,143) |
| Fuel Surcharges Collected (Rebates Paid) | 37 | (10) | 59 | (17) | 22 | (6) | 2,687 | (721) |
| Fuel Price Risk Recoveries Receivable from (Payable to) the Province | - | - | - | - | - | - | - | - |
| Tariffs in Excess of Price Cap | 11 | 5 | 19 | 9 | 8 | 3 | 853 | 400 |
| Deferred Fare Increase Relief | (6) | (18) | (9) | (31) | (3) | (7) | (402) | (1,265) |
| Deferred Carbon Reduction Investment Account | - | - | - | - | - | - | 2,093 | - |
| Net IFRS Earnings (Loss) | (2,314) | (2,012) | (6,090) | (2,542) | (1,817) | (32) | (46,201) | (4,516) |

Part 2

Customer Feedback



Part 2: Customer Feedback

Overview

The Company recognizes that to earn the public's trust and provide a service customers value, it needs to engage in meaningful ways with its customers and the communities it serves. One of BC Ferries' strategic goals is to be customer and community centred: we place our customers and coastal and Indigenous communities at the centre of everything we do. We provide a safe, reliable and affordable travel experience in the public interest. We give back to coastal communities where we live and work.

BC Ferries is aware there are always opportunities for continuous improvement and welcomes input from and dialogue with customers, coastal and Indigenous communities, businesses and others in a variety of ways. We are committed to an active public consultation and community engagement program, in support of enabling transparent public engagement and providing communities and customers with a voice in the future of the ferry system and the decisions affecting them most.¹⁰

In addition, BC Ferries values direct customer-initiated feedback. We work hard to respond promptly to customers providing feedback and endeavour to ensure that concerns are reviewed and appropriately addressed. The Company receives customer input through many channels, including its online feedback form at www.bcferrries.com, letters, emails, phone calls, tweets and Facebook and Instagram posts, as well as through its feedback portal, www.ferryfeedback.ca. BC Ferries provides quarterly reports to the Commissioner describing customer feedback results as well as community and stakeholder engagement activities.¹¹

The Company also obtains essential feedback through its comprehensive Customer Satisfaction survey, which is required under the Contract and has been conducted on select routes since 2003. The survey is an important part of BC Ferries' ongoing market research program that supports various operational and customer service initiatives.

As in past years, the Company commissioned an independent professional consulting organization to conduct and document the survey. The Customer Satisfaction Tracking report presents the findings for calendar year 2022. It indicates that customers who were surveyed reported an overall satisfaction score of 4.00 (-0.07 compared to 2021), and 81% of customers surveyed reported that they were satisfied with their overall experience (-2% compared to 2021).¹²

¹⁰ In response to a recommendation in the Commissioner's Comments on the Evaluation of BC Ferries' Public Engagement Process (June 24, 2022), the Company submitted its first *Annual Report to the British Columbia Ferries Commissioner on Public Engagement Activities*. This Fiscal 2023 report can be found on the Commissioner's website at www.bcferrycommission.ca, with the Commissioner's accompanying response.

¹¹ BC Ferries' Fiscal 2023 quarterly feedback and engagement reports to the Commissioner may be found on the Company's website at <https://www.bcferrries.com/in-the-community/resources>.

¹² Three 'waves' of Customer Tracking Surveys are also conducted throughout the calendar year. The reports for June, August and November 2022 may be found on the Company's website at <https://www.bcferrries.com/in-the-community/resources>.

Customer Satisfaction Tracking Report

2022





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).

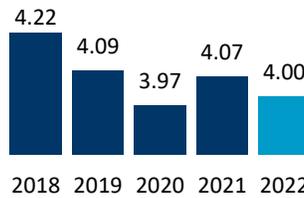
EXECUTIVE SUMMARY

All Waves 2022

Customer Satisfaction Survey Highlights

Overall Satisfaction

Overall satisfaction scores decreased this year compared to 2021.



4.00



-0.07
FROM
2021

Terminal Satisfaction

Terminal satisfaction scores decreased this year compared to 2021.



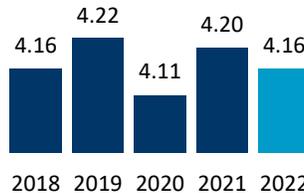
4.00



-0.06
FROM
2021

Onboard Satisfaction

Onboard satisfaction scores decreased this year compared to 2021.



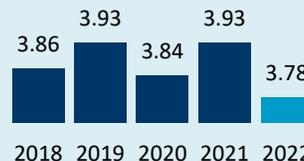
4.16



-0.04
FROM
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.



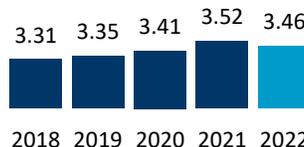
3.78



-0.15
FROM
2021

Value for Money of Fares

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



3.46



-0.06
FROM
2021

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| | |
|--|------|
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| APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE - ALL WAVES HISTORICAL DATA | A-1 |
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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 | | | | | | | | | |
| | 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 | | | | | | | | | |
| | 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 | | | | | | | | | |
| | 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 – Cont.

| | 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 <i>(2016-18 question wording: Overall look & décor inside the Terminal you left from (if applicable))</i> | 2022 | 4.07 | 4.10 | 4.05 | 3.78 | 4.21 | 4.07 | 4.14 | - |
| | 2021 | 4.13 | 4.16 | 4.16 | 3.95 | 4.22 | 4.10 | 4.11 | - |
| | 2020 | 4.12 | 4.18 | 4.10 | 3.92 | 4.22 | 4.14 | 4.15 | - |
| | 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 <i>(Question added in 2019)</i> | 2022 | 3.74 | 3.86 | 3.70 | 3.35 | 3.89 | 3.79 | 3.63 | 3.95 |
| | 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 <i>(Question added in 2019)</i> | 2022 | 4.27 | 4.30 | 4.28 | 4.05 | 4.31 | 4.33 | 4.36 | 4.34 |
| | 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 – Cont. | | | | | | | | | |
|---|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|
| | All Waves | Total | Route | | | | | | |
| | | | 1 | 2 | 3 | 30 | 4 | 5/9 | 19 |
| Onboard Facilities/Services – Cont. | | | | | | | | | |
| 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 (based on those connecting) | 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 |
| (2020-21 Comparison) | | -0.08 | -0.34 | -0.02 | 0.08 | 0.21 | 0.01 | -0.36 | 0.67 |
| Ferry running on time (2016-18 question wording: Ferry departing on time) | 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 |
| (2020-21 Comparison) | | -0.15 | -0.19 | -0.22 | -0.34 | 0.07 | 0.13 | -0.30 | 1.29 |
| 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 |
| (2020-21 Comparison) | | -0.04 | -0.05 | -0.06 | -0.10 | 0.01 | 0.00 | -0.05 | 0.18 |

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.

| | All Waves | Total | Terminals | | | | | | | | |
|--|-------------|--------------|--------------|--------------|---------------|---------------|--------------|--------------|-----------------|-----------------|-------------|
| | | | 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* | 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 | - | - | - | - | - |
| <i>(2016-18 question wording: Food / beverages offered)</i> | 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>-</i> | <i>-0.06</i> | <i>-</i> | <i>-</i> | <i>-</i> | <i>-</i> | <i>-</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> | <i>0.33</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> | <i>-0.12</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> | <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.

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

- 1 Yes 2 No

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

"BC Ferries operates in an environmentally conscious manner."

- Strongly Disagree 1 2 3 4 5 Strongly Agree 99 N/A

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

Very unlikely ← 0 1 2 3 4 5 6 7 8 9 10 → Very likely

Recommend BC Ferries to a friend or colleague

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

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

Before boarding, at the terminal: \$ _____

Onboard the vessel: \$ _____

Total for this trip: \$ _____

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

Transportation To and From the Terminal

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

Q15. Travel TO departure terminal

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

Q16. Travel FROM arrival terminal

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

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

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

Demographics

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

- 1 Yes 2 No 99 Prefer not to disclose

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

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

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

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

The BC Ferries Research Panel

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

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

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

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

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

Phone number: _____
 AREA CODE PHONE NUMBER

Email: _____

First name: _____

Postal Code: _____

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

Thank you for your participation in this research.

Dear Ferry Customer,

Thank you for taking the time to complete the enclosed survey.

Your feedback is very important to us and we are delighted that you are participating in this important survey. Your ratings and comments will let us know what we are doing well and what areas need attention and improvement.

Your answers will be held in strict confidence and will be combined with those of other passengers. In order for the results to be truly representative, we need responses from everyone who agrees to participate, so please complete all parts of the survey. R.A. Malatest & Associates Ltd., a professional BC based research firm, have been commissioned to receive your responses and prepare the results. **Please return your completed survey to a Malatest staff member on board the vessel, or mail it to Malatest using the enclosed pre-paid envelope in the next one or two days.** If you have any questions about the survey, please do not hesitate to contact Malatest & Associates (1-855-412-1930) or BC Ferries' Customer Service (1-888-223-3779).

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

Thank you for your interest and participation in this important research.

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

Trip Details

Thinking only of the LAST sailing you took...

Which route was your last sailing?

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

Which direction was the sailing?

From _____ To _____

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

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

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

- | | |
|--|--|
| <p>Business</p> <ul style="list-style-type: none"> 1 <input type="checkbox"/> Business trip or on company business 2 <input type="checkbox"/> Commuting to or from work 3 <input type="checkbox"/> Hauling freight or operating a commercial vehicle 4 <input type="checkbox"/> Attending school, college or course | <p>Personal</p> <ul style="list-style-type: none"> 5 <input type="checkbox"/> Required personal travel (e.g., doctor's appt, moving, funeral, etc.) 6 <input type="checkbox"/> Shopping 7 <input type="checkbox"/> Visiting friends / relatives 8 <input type="checkbox"/> Vacation / getaway / recreation 9 <input type="checkbox"/> Attending special event / entertainment 10 <input type="checkbox"/> Other (specify) _____ |
|--|--|

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

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

Two-way trips in past 12 months

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

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

S6. In which city or community do you live?

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

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

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

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

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

- ¹ Yes
- ² No

S8. Were you travelling with a pet?

- ¹ Yes
- ² No

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

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

S10. How many people were you travelling with?

- I was travelling by myself
- people were traveling with me

And how many of the people travelling with you were:

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

S11. What is your year of birth? ←

S12. With which gender do you most identify?

- ¹ Male
- ² Female
- ³ Unspecified

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

- ¹ Yes
- ² No

S16. Did you connect with another BC Ferries vessel?

- ¹ Yes
- ² No

Satisfaction with BC Ferries Services

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

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

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

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

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

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

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

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

| | Very Dissatisfied | Dissatisfied | Neither Satisfied nor Dissatisfied | Satisfied | Very Satisfied | Not Used / Not Applicable |
|---|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|---------------------------|
| Food Services | | | | | | |
| a Quality and variety of food / beverages offered | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| b Value for money | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| c Staff customer service | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| Onboard Facilities / Services | | | | | | |
| d Passages Store | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| e Washrooms | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| f Play area for children | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| g Pet area | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| h Workstations | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| i Outside decks | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| j Lounge seating | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |

| | Very Dissatisfied | Dissatisfied | Neither Satisfied nor Dissatisfied | Satisfied | Very Satisfied | Not Used / Not Applicable |
|--|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|---------------------------|
| l Outside appearance of vessel overall | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| m Ease of access, overall | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| n Ease of finding facilities / services | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| o Announcements when you need to be informed | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| p Atmosphere on the ferry overall | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| q Procedures for unloading | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |
| r Professionalism of onboard staff | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |

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

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

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

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

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

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

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

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

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

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

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

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

| | Strongly Disagree | Dissatisfied | Neither Satisfied nor Dissatisfied | Satisfied | Strongly Agree | N/A |
|--|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|--------------------------|
| | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 99 <input type="radio"/> |

