

Customer Satisfaction Tracking

Wave 3 – November 2021





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.

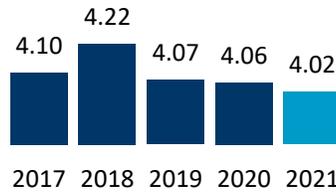
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August, and November each year. This report presents findings from November 2021.

Passengers who were surveyed in November 2021 reported an overall satisfaction score of 4.02 out of a possible 5 (-0.04 change since 2020), and 81% of passengers surveyed reported that they were satisfied with their overall experience (-3% change since 2020).

Customer Satisfaction Survey Highlights

Overall Satisfaction

Overall satisfaction scores decreased slightly this year compared to November 2020.



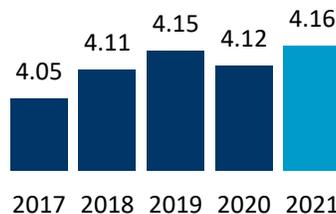
Terminal Satisfaction

Terminal satisfaction scores decreased this year compared to November 2020. The 2021 Terminal Satisfaction score aligns closely with the scores achieved between 2017 and 2019.



Onboard Satisfaction

Onboard satisfaction scores increased this year compared to November 2020. This year's score is the highest score achieved in the 2017-2021 period.



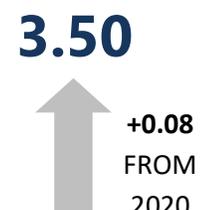
Ferry Running On Time

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



Value for Money of Fares

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



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Impact of the COVID-19 Pandemic

Starting in early 2020 and continuing into 2021, the COVID-19 pandemic has greatly impacted daily life in British Columbia, including the BC Ferries system. To ensure public safety, BC Ferries introduced new measures at terminals and onboard, including limiting services and amenities.

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

RECRUITMENT METHOD CHANGES

- **Use of Personal Protective Equipment**

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

- **Use of Postcards**

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

SURVEY INSTRUMENT CHANGES

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

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

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

CST Survey Method

Passengers travelling on select BC Ferries routes during the month of November 2021 were eligible to participate in the 2021 Wave 3 CST Survey. Intercept surveys were conducted with passengers onboard key intercept routes from November 8th to 23rd, 2021. 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 November. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 132% more surveys were completed this year than in November 2020.

Table 1: Survey completions overall and by route (November 2021 – Wave 3)

	November 2020	November 2021	Change (2020-21)
Major Routes (1, 2, 3, 30)	1,456	3,690	+2,234 (153%)
Route 1	574	1,151	+577 (101%)
Route 2	504	1,036	+532 (106%)
Route 3	227	920	+693 (305%)
Route 30	151	583	+432 (286%)
Minor Routes (4, 5/9, 19)	749	1,423	+674 (90%)
Route 4	230	314	+84 (37%)
Routes 5/9	464	803	+339 (73%)
Route 19	55	306	+251 (456%)
Total	2,205	5,113	+2,908 (132%)

Source: November 2021 CST Survey (R.A. Malatest & Associates)

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

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

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	November 2017	November 2018	November 2019	November 2020	November 2021	Change (2020-21)
Major Routes (1, 2, 3, 30)	-	-	4.06	4.07	4.04	-0.03
Route 1	4.23	4.31	4.06	4.16	4.03	-0.13
Route 2	4.10	4.04	4.14	4.03	4.01	-0.02
Route 3	3.94	4.22	3.96	3.99	3.98	-0.01
Route 30	4.02	4.32	4.10	3.98	4.21	+0.23 ▲
Minor Routes (4, 5/9, 19)	-	-	4.09	4.01	3.88	-0.13
Route 4	4.21	4.24	4.03	4.16	4.00	-0.16
Routes 5/9	4.12	4.25	4.10	4.04	3.99	-0.05
Route 19	3.72	4.15	4.09	3.83	3.45	-0.38 ▼
Total	4.10	4.22	4.07	4.06	4.02	-0.04

Source: November 2021 CST Survey (R.A. Malatest & Associates)

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

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

Note: Weighted averages reported.

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

Overall customer satisfaction scores decreased compared to last year's score (change of -0.04 points). Analysis by route shows that passengers on Route 30 are the most satisfied with their overall experience (4.21) while passengers travelling on Route 19 are the least satisfied (3.45). Route 19 showed the most marked reduction in overall customer satisfaction score since last year (-0.38), while Route 30 showed the largest increase over the same period (+0.23).

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 (-0.08).

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

	November 2017	November 2018	November 2019	November 2020	November 2021	Change (2019-20)
BC Ferries Total	4.00	4.04	4.03	4.10	4.02	-0.08
Tsawwassen	4.08	4.29	4.06	4.17	4.06	-0.11
Swartz Bay	4.04	3.95	3.99	4.20	4.00	-0.20
Horseshoe Bay	3.82	3.90	4.00	4.07	4.01	-0.06
Departure Bay	4.17	4.13	4.17	4.06	4.06	0.00
Langdale	3.85	3.82	3.85	3.96	3.87	-0.09
Duke Point	4.03	4.23	4.10	4.14	4.25	+0.11
Fulford Harbour	3.87	3.73	4.07	4.17	3.89	-0.28
Nanaimo Harbour	-	4.14	4.03	3.92	3.45	-0.47 ▼
Gabriola	-	3.44	3.82	3.18	3.38	+0.20 ▲

Source: November 2021 CST Survey (R.A. Malatest & Associates)

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

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

Note: Weighted averages reported.

Note: Due to changes in some questions as of the November 2019 CST period, historical comparisons cannot be made, as denoted by the (-) symbol.

Analysis by individual terminal shows that passengers sailing from Duke Point (4.25) were the most satisfied with their terminal experience while those departing from Gabriola were the least satisfied (3.38). Gabriola terminal passengers also showed the greatest increase in terminal satisfaction scores compared to last year (+0.20) while Nanaimo Harbour showed the largest decrease in average score since last year (-0.47) and the lowest score for this terminal in the past 4 years.

Overall, 81% of passengers stated that they were satisfied with their terminal experience.

Compared to November 2020 levels, over half of all terminal services experienced a decline in passenger satisfaction. “Ease of using passenger pickup/drop-off area” showed the biggest increase in score (+0.09) (Table 4) while “wait time at terminal” showed the largest decrease when compared to November 2020 (-0.20). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	November 2020	November 2021	Change (2020-21)
Outside appearance of the terminal you left from	4.13	4.12	-0.01
Overall appearance inside the terminal you left from	4.12	4.12	0.00
Wait time at terminal	3.93	3.73	-0.20 ▼
Efficiency of the check-in process	4.32	4.32	0.00
Staff customer service	4.39	4.37	-0.02
Clarity of staff directions	4.39	4.35	-0.04
Announcements when you needed to be informed	3.93	3.96	+0.03
Usefulness of digital information screens	3.93	3.84	-0.09
Quality and variety of merchandise offered at the terminal	3.66	3.69	+0.03
Quality and variety of food/beverages offered at the terminal	3.55	3.50	-0.05
Washrooms	4.03	4.01	-0.02
Procedure for loading	4.18	4.12	-0.06
Professionalism of terminal staff	4.31	4.34	+0.03
Parking options at the terminal	3.73	3.60	-0.13
Ease of using passenger pickup/drop-off area	3.99	4.08	+0.09 ▲
Pre-boarding passenger lounge at terminal	3.87	3.68	-0.19

Source: November 2021 CST Survey (R.A. Malatest & Associates)

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

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has also increased compared to last year (increase of 0.04). Even though onboard services are still being impacted by COVID-19 restrictions, this year's score has surpassed the score achieved in 2019, pre-pandemic.

Table 5. Overall Satisfaction with Onboard Services

	November 2017	November 2018	November 2019	November 2020	November 2021	Change (2020-21)
Major Routes (1, 2, 3, 30)	-	-	4.14	4.13	4.17	+0.04
Route 1	4.13	4.21	4.13	4.23	4.17	-0.06
Route 2	4.03	3.96	4.20	4.07	4.13	+0.06
Route 3	3.99	4.10	4.10	4.10	4.13	+0.03
Route 30	4.00	4.20	4.15	4.04	4.26	+0.22 ▲
Minor Routes (4, 5/9, 19)	3.99	4.13	4.19	4.08	4.07	-0.01
Route 4	4.02	4.03	4.22	4.25	4.18	-0.07 ▼
Routes 5/9	4.04	4.11	4.20	4.10	4.13	+0.03
Route 19	3.90	4.00	4.14	3.89	3.85	-0.04
Total	4.05	4.11	4.15	4.12	4.16	+0.04

Source: November 2021 CST Survey (R.A. Malatest & Associates)

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

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

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

Note: Weighted averages (passenger count) reported.

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

Analysis by route shows that passengers on Route 30 are the most satisfied with their onboard services experience (4.26) while passengers travelling on Route 19 are the least satisfied (3.85). Route 4 showed the most marked reduction in score (-0.07), while Route 30 experienced the largest increase in score (+0.22).

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

Table 6 shows that for many onboard services, passengers are more satisfied this year when compared to last. The service areas that experienced the largest increases include “Atmosphere on the ferry overall” (+0.10), and “Lounge seating” (+0.07). The service area with the greatest decrease in satisfaction levels compared to 2020 was the pet area (-0.17). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	November 2020	November 2021	Change (2020-21)
Quality and variety of food/beverages offered	3.66	3.66	0.00
Value for money (food services)	3.26	3.23	-0.03
Staff customer service	4.24	4.26	+0.02
Passages Retail Store	4.01	4.07	+0.06
Washrooms	4.07	4.06	-0.01
Play area for children	-	3.51	n/a**
Pet area	3.17	3.00	-0.17 ▼
Workstations	3.70	3.69	-0.01
Outside decks	4.11	4.16	+0.05
Lounge seating	4.03	4.10	+0.07
The SeaWest Lounge experience*	-	-	n/a**
Outside appearance of vessel overall	4.15	4.15	0.00
Ease of access, overall	4.15	4.18	+0.03
Ease of finding facilities/services	4.16	4.15	-0.01
Announcements when you need to be informed	3.96	4.02	+0.06
Atmosphere on the ferry overall	4.01	4.11	+0.10 ▲
Procedures for unloading	4.18	4.15	-0.03
Professionalism of onboard staff	4.32	4.38	+0.06

Source: November 2021 CST Survey (R.A. Malatest & Associates)

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

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

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

Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” continue to show a steady improvement in scores YOY since 2017 (increase of 0.08 from last year).

Table 7. Value for Money of Fares

	November 2017	November 2018	November 2019	November 2020	November 2021	Change (2020-21)
Major Routes (1, 2, 3, 30)	-	-	3.26	3.37	3.48	+0.11
Route 1	3.13	3.17	3.23	3.38	3.45	+0.07
Route 2	2.97	2.97	3.24	3.29	3.46	+0.17
Route 3	2.97	3.33	3.38	3.57	3.53	-0.04
Route 30	2.84	3.13	3.15	3.19	3.59	+0.40 ▲
Minor Routes (4, 5/9, 19)	2.95	3.47	3.56	3.64	3.58	-0.06
Route 4	2.81	3.50	3.54	3.78	3.49	-0.29 ▼
Routes 5/9	3.13	3.43	3.58	3.67	3.65	-0.02
Route 19	2.80	3.39	3.50	3.45	3.42	-0.03
Total	3.01	3.20	3.30	3.42	3.50	+0.08

Source: November 2021 CST Survey (R.A. Malatest & Associates).

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

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

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

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

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 5/9 are the most satisfied with value for money of fares (3.65) while passengers travelling on Route 19 are the least satisfied (3.42). The largest positive change was experienced by Route 30 (+0.40), while Route 4 experienced the largest negative change YOY (-0.29).

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

APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – WAVE 3 (NOVEMBER) HISTORICAL DATA

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	2021	4.02	4.03	4.01	3.98	4.21	4.00	3.99	3.45
	2020	4.06	4.16	4.03	3.99	3.98	4.16	4.04	3.83
	2019	4.07	4.06	4.14	3.96	4.10	4.03	4.10	4.09
	2018	4.22	4.31	4.04	4.22	4.32	4.24	4.25	4.15
	2017	4.10	4.23	4.10	3.94	4.02	4.21	4.12	3.72
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.13</i>	<i>-0.02</i>	<i>-0.01</i>	<i>0.23</i>	<i>-0.16</i>	<i>-0.05</i>	<i>-0.38</i>
Terminal Overall									
	2021	4.02	4.02	4.05	3.93	4.19	3.94	4.04	3.41
	2020	4.10	4.23	4.06	4.02	4.08	4.17	4.14	3.56
	2019	4.03	3.99	4.14	3.86	4.12	4.08	4.19	3.95
	2018	4.04	4.10	4.00	3.89	4.31	3.94	4.07	3.80
	2017	4.00	4.04	3.99	3.86	4.10	4.00	4.15	3.84
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.21</i>	<i>-0.01</i>	<i>-0.09</i>	<i>0.11</i>	<i>-0.23</i>	<i>-0.10</i>	<i>-0.15</i>
Onboard Overall									
	2021	4.16	4.17	4.13	4.13	4.26	4.18	4.13	3.85
	2020	4.12	4.23	4.07	4.10	4.04	4.25	4.10	3.89
	2019	4.15	4.13	4.20	4.10	4.15	4.22	4.20	4.14
	2018	4.11	4.21	3.96	4.10	4.20	4.03	4.11	4.00
	2017	4.05	4.13	4.03	3.99	4.00	4.02	4.04	3.90
<i>(2020-21 Comparison)</i>		<i>0.04</i>	<i>-0.06</i>	<i>0.06</i>	<i>0.03</i>	<i>0.22</i>	<i>-0.07</i>	<i>0.03</i>	<i>-0.04</i>
Value for money of fares									
	2021	3.50	3.45	3.46	3.53	3.59	3.49	3.65	3.42
	2020	3.42	3.38	3.29	3.57	3.19	3.78	3.67	3.45
	2019	3.30	3.23	3.24	3.38	3.15	3.54	3.58	3.50
	2018	3.20	3.17	2.97	3.33	3.13	3.50	3.43	3.39
	2017	3.01	3.13	2.97	2.97	2.84	2.81	3.13	2.80
<i>(2020-21 Comparison)</i>		<i>0.08</i>	<i>0.07</i>	<i>0.17</i>	<i>-0.04</i>	<i>0.40</i>	<i>-0.29</i>	<i>-0.02</i>	<i>-0.03</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2021	3.96	4.05	4.03	3.80	4.11	3.91	3.56	3.57
	2020	3.86	4.06	3.83	3.77	3.84	3.87	3.59	3.63
	2019	4.14	4.12	4.16	4.14	4.26	4.13	4.15	3.88
	2018	4.16	4.20	4.08	4.12	4.26	4.22	4.08	4.20
	2017	4.14	4.17	4.08	4.16	4.23	4.17	4.21	3.82
<i>(2020-21 Comparison)</i>		<i>0.10</i>	<i>-0.01</i>	<i>0.20</i>	<i>0.03</i>	<i>0.27</i>	<i>0.04</i>	<i>-0.03</i>	<i>-0.06</i>
Ease of using online reservations	2021	3.99	4.07	4.03	3.69	4.12	-	3.75	-
	2020	3.84	4.03	3.81	3.63	3.84	-	3.76	-
	2019	4.00	4.02	4.07	3.91	4.05	-	3.79	-
	2018	3.96	4.12	4.00	3.82	3.80	-	3.66	-
	2017	4.00	4.05	3.92	4.02	3.93	3.81	4.12	3.80
<i>(2020-21 Comparison)</i>		<i>0.15</i>	<i>0.04</i>	<i>0.22</i>	<i>0.06</i>	<i>0.28</i>	-	<i>-0.01</i>	-
BC Ferries phone service <i>(2016-18 question wording: Usefulness of BC Ferries phone service)</i>	2021	3.22	3.31	3.11	2.99	3.36	3.28	3.33	2.96
	2020	3.59	3.61	3.42	3.89	3.42	3.57	3.60	3.51
	2019	3.52	3.51	3.33	3.43	3.62	3.33	3.88	3.50
	2018	3.35	3.47	3.16	3.08	3.33	3.90	3.36	3.74
	2017	3.50	3.81	3.49	3.24	2.97	3.45	3.45	3.13
<i>(2020-21 Comparison)</i>		<i>-0.37</i>	<i>-0.30</i>	<i>-0.31</i>	<i>-0.90</i>	<i>-0.06</i>	<i>-0.29</i>	<i>-0.27</i>	<i>-0.55</i>
Ease of using/understanding sailing schedules <i>(Question added in 2019)</i>	2021	4.16	4.25	4.26	4.07	4.37	3.95	3.53	3.91
	2020	4.09	4.29	4.13	4.01	4.10	4.00	3.62	4.06
	2019	4.26	4.25	4.40	4.23	4.40	4.02	3.97	4.34
<i>(2020-21 Comparison)</i>		<i>0.07</i>	<i>-0.04</i>	<i>0.13</i>	<i>0.06</i>	<i>0.27</i>	<i>-0.05</i>	<i>-0.09</i>	<i>-0.15</i>
Effective communication of service updates <i>(Question added in 2019)</i>	2021	3.87	3.95	3.94	3.69	4.10	3.69	3.61	3.19
	2020	3.95	4.12	3.89	3.97	3.96	4.00	3.73	3.59
	2019	3.87	3.81	4.04	3.80	4.07	3.67	3.72	3.76
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.17</i>	<i>0.05</i>	<i>-0.28</i>	<i>0.14</i>	<i>-0.31</i>	<i>-0.12</i>	<i>-0.40</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	2021	4.12	4.15	4.14	3.94	4.31	3.99	4.12	3.57
	2020	4.13	4.20	4.10	4.03	4.27	4.10	4.18	3.70
	2019	4.09	4.17	4.15	3.88	4.19	3.87	4.10	3.77
	2018	4.02	4.16	4.07	3.81	4.13	3.84	4.04	3.72
	2017	3.98	4.04	3.95	3.74	4.14	4.07	4.11	3.81
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.05</i>	<i>0.04</i>	<i>-0.09</i>	<i>0.04</i>	<i>-0.11</i>	<i>-0.06</i>	<i>-0.13</i>
Overall appearance inside the terminal <i>(2016-18 question wording: Overall look & décor inside the Terminal you left from (if applicable))</i>	2021	4.12	4.11	4.15	3.94	4.29	3.94	4.13	-
	2020	4.12	4.18	4.07	4.09	4.21	4.09	4.09	-
	2019	4.09	4.14	4.14	3.86	4.17	3.97	4.10	-
	2018	3.84	3.86	3.89	3.65	4.08	3.69	3.82	-
	2017	3.78	3.83	3.78	3.53	3.89	3.66	3.97	-
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.07</i>	<i>0.08</i>	<i>-0.15</i>	<i>0.08</i>	<i>-0.15</i>	<i>0.04</i>	<i>-</i>
Wait time at the terminal <i>(Question added in 2019)</i>	2021	3.73	3.76	3.76	3.54	4.02	3.45	3.70	2.94
	2020	3.93	4.12	3.85	3.85	4.04	3.86	3.85	3.42
	2019	3.86	3.90	4.03	3.61	3.93	3.63	3.82	3.74
<i>(2020-21 Comparison)</i>		<i>-0.20</i>	<i>-0.36</i>	<i>-0.09</i>	<i>-0.31</i>	<i>-0.02</i>	<i>-0.41</i>	<i>-0.15</i>	<i>-0.48</i>
Ticket Purchase									
Efficiency of the check-in process <i>(Question added in 2019)</i>	2021	4.32	4.34	4.34	4.17	4.43	4.27	4.37	4.09
	2020	4.32	4.43	4.29	4.22	4.35	4.42	4.35	3.83
	2019	4.34	4.29	4.46	4.23	4.36	4.37	4.42	4.38
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.09</i>	<i>0.05</i>	<i>-0.05</i>	<i>0.08</i>	<i>-0.15</i>	<i>0.02</i>	<i>0.26</i>
Staff customer service	2021	4.37	4.36	4.37	4.28	4.49	4.30	4.39	4.42
	2020	4.39	4.43	4.40	4.25	4.38	4.48	4.43	4.37
	2019	4.39	4.40	4.41	4.27	4.43	4.43	4.51	4.37
	2018	4.46	4.47	4.49	4.37	4.51	4.46	4.46	4.45
	2017	4.42	4.47	4.35	4.36	4.39	4.45	4.52	4.44
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.07</i>	<i>-0.03</i>	<i>0.03</i>	<i>0.11</i>	<i>-0.18</i>	<i>-0.04</i>	<i>0.05</i>
Clarity of staff directions	2021	4.35	4.36	4.35	4.24	4.49	4.27	4.34	4.32
	2020	4.39	4.42	4.36	4.38	4.35	4.42	4.41	4.45
	2019	4.38	4.37	4.44	4.25	4.39	4.27	4.50	4.35
	2018	4.41	4.43	4.46	4.37	4.45	4.20	4.37	4.38
	2017	4.37	4.41	4.32	4.31	4.31	4.41	4.47	4.40
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.06</i>	<i>-0.01</i>	<i>-0.14</i>	<i>0.14</i>	<i>-0.15</i>	<i>-0.07</i>	<i>-0.13</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	2021	3.96	3.97	4.00	3.86	4.14	3.81	3.79	3.84
	2020	3.93	3.97	3.92	3.93	3.81	4.07	3.91	3.85
	2019	4.04	3.95	4.21	4.02	4.10	3.98	4.02	4.02
	2018	3.81	3.86	3.82	3.63	4.03	3.76	3.75	3.69
	2017	3.78	3.80	3.78	3.62	3.85	3.73	3.98	3.62
	<i>(2020-21 Comparison)</i>	<i>0.03</i>	<i>0.00</i>	<i>0.08</i>	<i>-0.07</i>	<i>0.33</i>	<i>-0.26</i>	<i>-0.12</i>	<i>-0.01</i>
Usefulness of digital information screens	2021	3.84	3.86	3.86	3.74	4.00	3.77	3.67	-
	2020	3.93	4.01	3.87	3.97	3.92	3.98	3.76	-
	2019	3.90	3.86	4.03	3.80	3.97	3.74	3.86	-
	2018	3.78	3.75	3.72	3.82	3.90	3.77	-	-
	2017	3.77	3.74	3.89	3.82	3.64	3.65	-	-
	<i>(2020-21 Comparison)</i>	<i>-0.09</i>	<i>-0.15</i>	<i>-0.01</i>	<i>-0.23</i>	<i>0.08</i>	<i>-0.21</i>	<i>-0.09</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal*	2021	3.69	3.66	3.74	-	3.97	3.29	3.55	-
	2020	3.66	3.76	3.52	-	3.67	3.63	3.51	-
	2019	3.66	3.62	3.87	-	3.72	3.22	3.46	-
	2018	3.86	3.89	3.88	3.89	4.03	2.78	3.31	-
	2017	3.96	3.96	3.96	3.96	3.96	3.96	3.96	-
	<i>(2020-21 Comparison)</i>	<i>0.03</i>	<i>-0.10</i>	<i>0.22</i>	<i>-</i>	<i>0.30</i>	<i>-0.34</i>	<i>0.04</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal*	2021	3.50	3.47	3.48	-	3.81	3.07	3.45	-
	2020	3.55	3.62	3.47	-	3.51	3.52	3.36	-
	2019	3.51	3.53	3.57	-	3.59	2.91	3.25	-
	2018	3.53	3.62	3.44	3.27	3.91	2.93	3.30	-
	2017	3.56	3.67	3.57	3.29	3.65	3.41	3.43	-
	<i>(2020-21 Comparison)</i>	<i>-0.05</i>	<i>-0.15</i>	<i>0.01</i>	<i>-</i>	<i>0.30</i>	<i>-0.45</i>	<i>0.09</i>	<i>-</i>
Washrooms <i>(Question added in 2019)</i>	2021	4.01	4.05	3.92	3.89	4.20	3.93	4.10	3.76
	2020	4.03	4.10	3.96	4.00	4.13	3.90	4.14	3.68
	2019	3.95	3.93	3.96	3.85	4.02	4.01	4.14	3.73
	<i>(2020-21 Comparison)</i>	<i>-0.02</i>	<i>-0.05</i>	<i>-0.04</i>	<i>-0.11</i>	<i>0.07</i>	<i>0.03</i>	<i>-0.04</i>	<i>0.08</i>
Procedure for loading	2021	4.12	4.13	4.15	4.01	4.29	4.02	4.04	3.74
	2020	4.18	4.32	4.14	4.05	4.25	4.21	4.12	3.79
	2019	4.09	4.08	4.14	3.96	4.13	3.99	4.17	4.18
	2018	4.03	4.08	4.04	3.93	4.17	3.90	3.99	3.98
	2017	3.97	4.07	3.96	3.72	4.10	4.05	4.00	3.84
	<i>(2020-21 Comparison)</i>	<i>-0.06</i>	<i>-0.19</i>	<i>0.01</i>	<i>-0.04</i>	<i>0.04</i>	<i>-0.19</i>	<i>-0.08</i>	<i>-0.05</i>
Professionalism of terminal staff	2021	4.34	4.37	4.33	4.21	4.42	4.34	4.32	4.31
	2020	4.31	4.41	4.31	4.15	4.25	4.44	4.34	4.26
	2019	4.35	4.33	4.43	4.24	4.33	4.35	4.43	4.51
	2018	4.22	4.23	4.27	4.11	4.30	4.16	4.23	4.26
	2017	4.19	4.25	4.11	4.06	4.18	4.32	4.29	4.30
	<i>(2020-21 Comparison)</i>	<i>0.03</i>	<i>-0.04</i>	<i>0.02</i>	<i>0.06</i>	<i>0.17</i>	<i>-0.10</i>	<i>-0.02</i>	<i>0.05</i>

*2019 total score has been updated. Total scores for 2019 and 2020 reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.

		Route							
	Wave 3	Total	1	2	3	30	4	5/9	19

Terminal (Foot Passengers ONLY)

Parking options at the terminal <i>(Question added in 2019)</i>	2021	3.60	3.72	3.71	3.64	3.66	3.08	3.84	2.34
	2020	3.73	3.82	4.25	3.79	-	3.44	3.78	2.40
	2019	3.46	3.42	3.75	3.30	3.47	2.72	3.65	2.60
	<i>(2020-21 Comparison)</i>	<i>-0.13</i>	<i>-0.10</i>	<i>-0.54</i>	<i>-0.15</i>	<i>-</i>	<i>-0.36</i>	<i>0.06</i>	<i>-0.06</i>

Ease of using passenger drop-off/pick-up area	2021	4.08	4.12	4.21	4.10	4.31	3.67	4.13	3.02
	2020	3.99	4.33	3.89	3.90	-	3.90	4.05	3.23
	2019	3.83	3.79	4.05	3.75	3.91	3.59	3.95	2.89
	2018	3.95	4.15	3.82	3.92	4.06	3.79	4.12	3.17
	2017	3.82	3.92	3.76	3.75	4.06	3.65	4.21	3.05
<i>(2020-21 Comparison)</i>	<i>0.09</i>	<i>-0.21</i>	<i>0.32</i>	<i>0.20</i>	<i>-</i>	<i>-0.23</i>	<i>0.08</i>	<i>-0.21</i>	

Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2021	3.68	3.55	3.75	3.83	3.98	3.82	3.95	3.32
	2020	3.87	3.83	4.11	4.10	-	3.80	3.70	3.20
	2019	3.66	3.54	3.95	3.52	3.72	3.71	3.76	3.29
	<i>(2020-21 Comparison)</i>	<i>-0.19</i>	<i>-0.28</i>	<i>-0.36</i>	<i>-0.27</i>	<i>-</i>	<i>0.02</i>	<i>0.25</i>	<i>0.12</i>

Onboard Experience

Food Services

Quality and variety of food/beverages offered <i>(2016-18 question wording: Food / beverages offered)</i>	2021	3.66	3.60	3.66	3.81	3.85	-	3.40	-
	2020	3.66	3.70	3.56	3.84	3.79	-	3.47	-
	2019	3.70	3.74	3.68	3.72	3.75	-	3.44	-
	2018	3.58	3.59	3.50	3.59	3.90	-	3.25	-
	2017	3.58	3.66	3.56	3.48	3.47	-	3.59	-
<i>(2020-21 Comparison)</i>	<i>0.00</i>	<i>-0.10</i>	<i>0.10</i>	<i>-0.03</i>	<i>0.06</i>	<i>-</i>	<i>-0.07</i>	<i>-</i>	

Value for money	2021	3.23	3.19	3.17	3.33	3.38	-	3.21	-
	2020	3.26	3.26	3.19	3.49	3.09	-	3.25	-
	2019	3.13	3.15	3.13	3.13	3.02	-	3.15	-
	2018	3.05	3.13	2.88	3.03	3.22	-	3.05	-
	2017	3.16	3.32	2.98	3.00	2.96	-	3.43	-
<i>(2020-21 Comparison)</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.02</i>	<i>-0.16</i>	<i>0.29</i>	<i>-</i>	<i>-0.04</i>	<i>-</i>	

Staff customer service	2021	4.26	4.24	4.26	4.27	4.35	-	4.22	-
	2020	4.24	4.29	4.25	4.18	4.20	-	4.22	-
	2019	4.29	4.28	4.28	4.31	4.29	-	4.32	-
	2018	4.21	4.20	4.22	4.17	4.34	-	4.10	-
	2017	4.16	4.17	4.11	4.11	4.17	-	4.35	-
<i>(2020-21 Comparison)</i>	<i>0.02</i>	<i>-0.05</i>	<i>0.01</i>	<i>0.09</i>	<i>0.15</i>	<i>-</i>	<i>0.00</i>	<i>-</i>	

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Onboard Facilities/Services									
Passages Retail Store	2021	4.07	4.08	4.06	4.12	4.14	-	3.83	-
<i>(Question added in 2019)</i>	2020	4.01	4.02	4.01	4.02	4.20	-	3.76	-
	2019	4.00	3.97	4.07	3.97	4.13	-	3.76	-
<i>(2020-21 Comparison)</i>		<i>0.06</i>	<i>0.06</i>	<i>0.05</i>	<i>0.10</i>	<i>-0.06</i>	-	<i>0.07</i>	-
Washrooms	2021	4.06	4.10	3.99	4.06	4.13	4.00	4.11	3.50
<i>(Question added in 2019)</i>	2020	4.07	4.12	3.98	4.00	4.18	3.93	4.22	3.70
	2019	4.00	3.98	3.98	3.96	4.05	4.12	4.16	3.65
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.06</i>	<i>-0.05</i>	<i>0.07</i>	<i>-0.11</i>	<i>-0.20</i>
Play area for children	2021	3.51	3.59	3.39	3.54	3.69	-	3.06	-
<i>(Question not asked in 2020 – service closed due to the COVID-19 pandemic)</i>	2020	-	-	-	-	-	-	-	-
	2019	3.54	3.66	3.55	3.50	3.47	-	3.27	-
	2018	3.29	3.57	2.54	3.24	3.61	-	3.60	-
	2017	3.65	3.73	3.83	3.55	3.30	-	3.15	-
<i>(2020-21 Comparison)</i>		-	-	-	-	-	-	-	-
Pet area	2021	3.00	3.15	2.68	3.08	3.10	-	2.83	-
	2020	3.17	2.93	2.90	3.74	3.00	-	3.12	-
	2019	3.07	3.05	3.24	3.08	3.01	-	2.82	-
	2018	2.55	2.41	2.46	2.48	2.00	-	3.54	-
	2017	2.39	3.09	2.27	1.00	1.00	-	3.60	-
<i>(2020-21 Comparison)</i>		<i>-0.17</i>	<i>0.22</i>	<i>-0.22</i>	<i>-0.66</i>	<i>0.10</i>	-	<i>-0.29</i>	-
Workstations	2021	3.69	3.65	3.63	3.71	3.83	-	3.86	-
	2020	3.70	3.89	3.47	3.74	3.76	-	3.64	-
	2019	3.74	3.65	3.76	3.73	3.80	-	4.06	-
	2018	3.69	3.80	3.40	3.66	3.89	-	3.76	-
	2017	3.62	3.67	3.16	3.78	3.73	-	3.90	-
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.24</i>	<i>0.16</i>	<i>-0.03</i>	<i>0.07</i>	-	<i>0.22</i>	-
Outside decks	2021	4.16	4.22	4.15	4.18	4.18	3.95	4.17	3.72
	2020	4.11	4.30	3.93	4.08	4.07	4.14	4.15	3.69
	2019	4.08	4.13	4.04	3.98	4.14	3.96	4.12	3.87
	2018	3.99	4.10	3.84	4.03	4.07	3.84	4.04	3.77
	2017	3.93	4.00	3.84	3.82	3.93	3.86	4.03	3.98
<i>(2020-21 Comparison)</i>		<i>0.05</i>	<i>-0.08</i>	<i>0.22</i>	<i>0.10</i>	<i>0.11</i>	<i>-0.19</i>	<i>0.02</i>	<i>0.03</i>
Lounge Seating	2021	4.10	4.06	4.04	4.22	4.16	-	4.15	-
<i>(Question added in 2019)</i>	2020	4.03	4.14	3.82	4.13	4.17	-	4.04	-
	2019	3.99	3.95	3.96	4.09	4.07	-	3.99	-
<i>(2020-21 Comparison)</i>		<i>0.07</i>	<i>-0.08</i>	<i>0.22</i>	<i>0.09</i>	<i>-0.01</i>	-	<i>0.11</i>	-

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	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 in 2020 and 2021 - service closed due to the COVID-19 pandemic)</i>	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	3.58	3.68	3.49	-	3.09	-	-	-
<i>(2020-21 Comparison)</i>		-	-	-	-	-	-	-	-
Outside appearance of the vessel overall	2021	4.15	4.22	4.08	4.08	4.17	3.93	4.26	3.68
	2020	4.15	4.32	4.03	4.03	4.16	4.18	4.20	4.01
	2019	4.12	4.23	4.04	4.01	4.10	4.10	4.20	3.88
	2018	3.98	4.10	3.85	3.86	4.06	3.93	4.12	3.90
	2017	3.93	4.05	3.82	3.78	3.92	3.85	4.13	3.86
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.10</i>	<i>0.05</i>	<i>0.05</i>	<i>0.01</i>	<i>-0.25</i>	<i>0.06</i>	<i>-0.33</i>
Ease of access, overall <i>(all passengers)</i>	2021	4.18	4.21	4.18	4.15	4.24	4.05	4.14	3.72
	2020	4.15	4.33	4.06	4.05	4.15	4.21	4.08	3.90
	2019	4.17	4.26	4.15	4.10	4.18	4.13	4.00	3.96
<i>(2020-21 Comparison)</i>		<i>0.03</i>	<i>-0.12</i>	<i>0.12</i>	<i>0.10</i>	<i>0.09</i>	<i>-0.16</i>	<i>0.06</i>	<i>-0.18</i>
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>	2021	3.94	4.07	3.96	3.81	3.91	3.95	3.84	3.83
	2020	3.95	4.00	4.02	3.73	4.14	4.28	3.68	4.50
	2019	3.92	4.18	3.73	3.86	4.18	4.55	3.30	4.01
	2018	3.67	3.86	3.58	3.75	3.73	3.50	3.63	2.96
	2017	3.40	3.64	3.47	3.28	3.88	3.47	3.60	2.13
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>0.07</i>	<i>-0.06</i>	<i>0.08</i>	<i>-0.23</i>	<i>-0.33</i>	<i>0.16</i>	<i>-0.67</i>
Ease of finding facilities / services	2021	4.15	4.14	4.16	4.18	4.22	4.04	4.17	3.91
	2020	4.16	4.23	4.12	4.11	4.17	4.16	4.15	3.92
	2019	4.18	4.16	4.23	4.18	4.17	4.16	4.13	4.09
	2018	3.88	3.85	3.85	3.92	3.99	3.72	4.01	3.83
	2017	3.86	3.86	3.84	3.81	3.96	3.84	4.08	3.60
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.09</i>	<i>0.04</i>	<i>0.07</i>	<i>0.05</i>	<i>-0.12</i>	<i>0.02</i>	<i>-0.01</i>
Announcements when you need to be informed	2021	4.02	4.03	4.06	3.96	4.15	3.83	3.86	3.81
	2020	3.96	4.04	3.97	3.95	3.86	3.91	3.91	3.89
	2019	4.04	4.00	4.13	4.05	4.15	4.02	3.96	3.95
	2018	3.91	3.96	3.87	3.83	4.02	3.75	3.94	3.85
	2017	3.88	3.84	3.93	3.83	4.04	3.73	4.05	3.71
<i>(2020-21 Comparison)</i>		<i>0.06</i>	<i>-0.01</i>	<i>0.09</i>	<i>0.01</i>	<i>0.29</i>	<i>-0.08</i>	<i>-0.05</i>	<i>-0.08</i>
Atmosphere on the ferry overall <i>(2016-18 question wording: Atmosphere / environment)</i>	2021	4.11	4.09	4.10	4.15	4.22	4.06	4.14	3.80
	2020	4.01	4.11	3.95	4.00	3.94	4.07	4.05	3.81
	2019	4.13	4.12	4.16	4.10	4.19	4.17	4.16	3.99
	2018	3.93	3.97	3.89	3.90	4.06	3.81	3.91	3.77
	2017	3.88	3.88	3.84	3.80	4.01	3.69	4.13	3.83
<i>(2020-21 Comparison)</i>		<i>0.10</i>	<i>-0.02</i>	<i>0.15</i>	<i>0.15</i>	<i>0.28</i>	<i>-0.01</i>	<i>0.09</i>	<i>-0.01</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Procedures for unloading	2021	4.15	4.17	4.16	4.04	4.28	4.04	4.14	3.84
	2020	4.18	4.31	4.14	4.07	4.22	4.16	4.20	3.87
	2019	4.09	4.10	4.08	4.04	4.12	4.06	4.15	4.12
	2018	3.97	4.04	3.90	3.87	4.06	3.93	3.97	3.94
	2017	3.90	3.96	3.86	3.72	3.94	4.03	4.04	3.81
<i>(2020-21 Comparison)</i>		<i>-0.03</i>	<i>-0.14</i>	<i>0.02</i>	<i>-0.03</i>	<i>0.06</i>	<i>-0.12</i>	<i>-0.06</i>	<i>-0.03</i>
Professionalism of onboard staff	2021	4.38	4.40	4.36	4.31	4.47	4.34	4.35	4.35
	2020	4.32	4.41	4.27	4.22	4.27	4.34	4.35	4.31
	2019	4.36	4.38	4.40	4.32	4.32	4.35	4.36	4.35
	2018	4.25	4.29	4.25	4.17	4.26	4.13	4.26	4.26
	2017	4.20	4.22	4.15	4.11	4.19	4.20	4.35	4.29
<i>(2020-21 Comparison)</i>		<i>0.06</i>	<i>-0.01</i>	<i>0.09</i>	<i>0.09</i>	<i>0.20</i>	<i>0.00</i>	<i>0.00</i>	<i>0.04</i>
Experience with the sailing schedule									
Earliest ferry early enough	2021	3.90	3.84	3.93	3.98	4.00	3.96	3.81	3.84
	2020	3.91	3.91	3.91	3.94	3.93	4.06	3.83	4.03
	2019	3.87	3.83	3.94	3.86	4.00	3.98	3.78	3.93
	2018	4.00	3.91	4.05	4.11	4.12	4.04	3.86	3.87
	2017	3.90	3.89	3.97	3.93	3.94	3.92	3.77	3.62
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.07</i>	<i>0.02</i>	<i>0.04</i>	<i>0.07</i>	<i>-0.10</i>	<i>-0.02</i>	<i>-0.19</i>
Latest ferry late enough	2021	3.75	3.72	3.79	3.80	3.88	3.47	3.64	3.64
	2020	3.79	3.80	3.82	3.76	3.88	3.67	3.66	3.89
	2019	3.67	3.64	3.85	3.64	3.84	3.53	3.38	3.75
	2018	3.64	3.71	3.48	3.69	3.90	3.14	3.57	3.71
	2017	3.49	3.65	3.46	3.08	3.80	3.09	3.46	3.71
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.08</i>	<i>-0.03</i>	<i>0.04</i>	<i>0.00</i>	<i>-0.20</i>	<i>-0.02</i>	<i>-0.25</i>
Ferry sailing frequent enough	2021	3.34	3.42	3.36	3.00	3.71	3.51	2.98	3.16
	2020	3.45	3.72	3.47	3.18	3.53	3.79	3.10	3.20
	2019	3.18	3.35	3.27	2.64	3.41	3.46	2.93	3.37
	2018	3.03	3.21	2.98	2.47	3.47	3.36	2.95	3.06
	2017	3.21	3.40	3.39	2.43	3.54	3.38	2.89	3.22
<i>(2020-21 Comparison)</i>		<i>-0.11</i>	<i>-0.30</i>	<i>-0.11</i>	<i>-0.18</i>	<i>0.18</i>	<i>-0.28</i>	<i>-0.12</i>	<i>-0.04</i>
Ability to get onto desired sailing	2021	3.88	3.92	3.93	3.69	4.06	3.87	3.86	3.08
	2020	4.05	4.26	4.04	3.79	4.07	4.11	4.07	3.29
	2019	4.04	4.08	4.13	3.82	4.10	4.01	4.13	3.87
	2018	3.52	3.56	3.60	3.18	3.81	3.59	3.69	3.23
	2017	3.68	3.81	3.74	3.15	3.88	3.67	3.96	3.30
<i>(2020-21 Comparison)</i>		<i>-0.17</i>	<i>-0.34</i>	<i>-0.11</i>	<i>-0.10</i>	<i>-0.01</i>	<i>-0.24</i>	<i>-0.21</i>	<i>-0.21</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	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)	2021	3.36	3.51	3.09	3.20	3.77	3.58	3.50	2.85
	2020	3.37	3.47	3.16	3.47	2.96	3.53	3.67	2.57
	2019	3.33	3.52	3.16	3.16	4.02	3.02	3.38	2.97
	2018	3.29	2.59	2.95	3.65	4.67	3.06	3.55	2.39
	2017	3.26	4.00	2.88	3.03	3.06	3.28	3.16	3.00
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>0.04</i>	<i>-0.07</i>	<i>-0.27</i>	<i>0.81</i>	<i>0.05</i>	<i>-0.17</i>	<i>0.28</i>
Ferry running on time <i>(2016-18 question wording: Ferry departing on time)</i>	2021	3.82	3.96	3.82	3.63	4.12	3.31	3.66	2.53
	2020	4.09	4.32	4.11	3.87	4.12	4.20	4.00	3.16
	2019	4.11	4.18	4.26	3.91	4.28	3.78	3.82	3.98
	2018	3.95	4.25	3.73	3.67	4.12	4.08	3.74	3.77
	2017	3.69	4.04	3.65	3.13	3.72	4.13	3.73	2.66
<i>(2020-21 Comparison)</i>		<i>-0.27</i>	<i>-0.36</i>	<i>-0.29</i>	<i>-0.24</i>	<i>0.00</i>	<i>-0.89</i>	<i>-0.34</i>	<i>-0.63</i>
Safety									
Safety of ferry operations	2021	4.35	4.39	4.35	4.27	4.41	4.30	4.32	4.18
	2020	4.30	4.39	4.28	4.17	4.27	4.38	4.33	4.19
	2019	4.35	4.34	4.38	4.31	4.37	4.37	4.36	4.27
	2018	4.27	4.36	4.24	4.16	4.26	4.18	4.28	4.27
	2017	4.21	4.24	4.21	4.09	4.21	4.24	4.30	4.19
<i>(2020-21 Comparison)</i>		<i>0.05</i>	<i>0.00</i>	<i>0.07</i>	<i>0.10</i>	<i>0.14</i>	<i>-0.08</i>	<i>-0.01</i>	<i>-0.01</i>

APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - WAVE 3 (NOVEMBER) HISTORICAL DATA

Average Satisfaction Ratings by Terminal - Wave 3 (November) Historical Data											
	Wave 3	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2021	4.02	4.06	4.01	4.03	4.02	3.90	4.25	3.96	3.39	3.50
	2020	4.06	4.07	4.16	4.07	3.98	3.98	4.06	4.14	3.79	3.87
	2019	4.07	4.09	4.05	4.08	4.10	3.97	4.12	4.21	4.17	3.98
	2018	4.22	4.34	4.28	4.10	4.05	4.30	4.32	4.12	-	-
	2017	4.10	4.22	4.19	4.03	4.09	3.95	3.93	4.16	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.01</i>	<i>-0.15</i>	<i>-0.04</i>	<i>0.04</i>	<i>-0.08</i>	<i>0.19</i>	<i>-0.18</i>	<i>-0.40</i>	<i>-0.37</i>
Terminal Overall											
Terminal Overall	2021	4.02	4.06	4.00	4.01	4.06	3.87	4.25	3.89	3.45	3.38
	2020	4.10	4.17	4.20	4.07	4.06	3.96	4.14	4.17	3.92	3.18
	2019	4.03	4.06	3.99	4.00	4.17	3.85	4.10	4.07	4.03	3.82
	2018	4.04	4.29	3.95	3.90	4.13	3.82	4.23	3.73	-	-
	2017	4.00	4.08	4.04	3.82	4.17	3.85	4.03	3.87	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.11</i>	<i>-0.20</i>	<i>-0.06</i>	<i>0.00</i>	<i>-0.09</i>	<i>0.11</i>	<i>-0.28</i>	<i>-0.47</i>	<i>0.20</i>
Value for money of fares											
Value for money of fares	2021	3.50	3.47	3.48	3.53	3.44	3.47	3.67	3.49	3.38	3.46
	2020	3.42	3.39	3.47	3.46	3.23	3.52	3.13	3.72	3.28	3.62
	2019	3.30	3.27	3.24	3.29	3.22	3.44	3.25	3.70	3.44	3.59
	2018	3.20	3.21	3.20	3.29	2.93	3.38	3.00	3.36	-	-
	2017	3.01	3.06	3.15	2.88	3.04	3.07	2.64	2.51	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.08</i>	<i>0.08</i>	<i>0.01</i>	<i>0.07</i>	<i>0.21</i>	<i>-0.05</i>	<i>0.54</i>	<i>-0.23</i>	<i>0.10</i>	<i>-0.16</i>
At the Terminal											
Outside appearance of the terminal	2021	4.12	4.21	4.10	4.05	4.17	3.91	4.31	4.03	3.64	3.51
	2020	4.13	4.21	4.19	4.04	4.18	3.96	4.29	4.03	3.97	3.40
	2019	4.09	4.20	4.10	4.05	4.18	3.76	4.13	3.84	3.84	3.65
	2018	4.02	4.22	4.06	3.90	4.17	3.72	4.07	3.70	-	-
	2017	3.98	4.03	4.09	3.75	4.15	3.72	4.14	3.97	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.01</i>	<i>0.00</i>	<i>-0.09</i>	<i>0.01</i>	<i>-0.01</i>	<i>-0.05</i>	<i>0.02</i>	<i>0.00</i>	<i>-0.33</i>	<i>0.11</i>
Overall appearance inside the terminal <i>(Previous question wording: Overall look & décor inside the terminal you left from (if applicable))</i>	2021	4.12	4.16	4.07	4.04	4.19	3.93	4.35	4.03	-	-
	2020	4.12	4.19	4.15	4.01	4.15	4.10	4.20	3.99	-	-
	2019	4.09	4.20	4.08	4.06	4.20	3.68	4.08	3.89	-	-
	2018	3.84	3.94	3.80	3.79	4.01	3.44	4.13	3.60	-	-
	2017	3.78	3.88	3.79	3.52	4.03	3.49	3.77	3.77	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.03</i>	<i>-0.08</i>	<i>0.03</i>	<i>0.04</i>	<i>-0.17</i>	<i>0.15</i>	<i>0.04</i>	-	-
Wait time at the terminal <i>(Question added in 2019)</i>	2021	3.73	3.79	3.76	3.69	3.81	3.42	4.09	3.48	3.02	2.89
	2020	3.93	4.04	4.10	3.85	3.86	3.82	4.08	3.78	3.56	3.28
	2019	3.86	3.92	3.85	3.74	4.12	3.71	3.97	3.61	3.80	3.64
	<i>Change (2020-21 Comparison)</i>		<i>-0.20</i>	<i>-0.25</i>	<i>-0.34</i>	<i>-0.16</i>	<i>-0.05</i>	<i>-0.40</i>	<i>0.01</i>	<i>-0.30</i>	<i>-0.54</i>

Average Satisfaction Ratings by Terminal - Wave 3 (November) Historical Data - Cont.

	Wave 3	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>	2021	4.32	4.38	4.29	4.25	4.38	4.12	4.50	4.23	4.10	4.09
	2020	4.32	4.41	4.41	4.28	4.29	4.18	4.36	4.35	4.09	3.54
	2019	4.34	4.29	4.34	4.36	4.45	4.21	4.35	4.44	4.42	4.30
<i>Change (2020-21 Comparison)</i>		<i>0.00</i>	<i>-0.03</i>	<i>-0.12</i>	<i>-0.03</i>	<i>0.09</i>	<i>-0.06</i>	<i>0.14</i>	<i>-0.12</i>	<i>0.01</i>	<i>0.55</i>
Staff customer service											
	2021	4.37	4.44	4.28	4.35	4.38	4.24	4.55	4.22	4.49	4.36
	2020	4.39	4.44	4.42	4.36	4.40	4.23	4.36	4.44	4.25	4.48
	2019	4.39	4.43	4.39	4.37	4.42	4.18	4.42	4.56	4.36	4.39
	2018	4.46	4.51	4.45	4.38	4.59	4.40	4.49	4.40	-	-
	2017	4.42	4.41	4.50	4.26	4.53	4.33	4.45	4.27	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.02</i>	<i>0.00</i>	<i>-0.14</i>	<i>-0.01</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.19</i>	<i>-0.22</i>	<i>0.24</i>	<i>-0.12</i>
Clarity of staff directions											
	2021	4.35	4.41	4.28	4.31	4.37	4.20	4.57	4.25	4.42	4.24
	2020	4.39	4.41	4.39	4.43	4.37	4.25	4.44	4.36	4.29	4.60
	2019	4.38	4.38	4.38	4.35	4.46	4.23	4.37	4.44	4.32	4.42
	2018	4.41	4.50	4.33	4.31	4.54	4.36	4.46	4.16	-	-
	2017	4.37	4.36	4.42	4.21	4.48	4.35	4.38	4.31	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.04</i>	<i>0.00</i>	<i>-0.11</i>	<i>-0.12</i>	<i>0.00</i>	<i>-0.05</i>	<i>0.13</i>	<i>-0.11</i>	<i>0.13</i>	<i>-0.36</i>
Terminal Services											
Announcements when you need to be informed											
	2021	3.96	4.00	3.89	4.00	3.98	3.77	4.20	3.89	3.84	3.85
	2020	3.93	3.93	3.93	3.94	3.92	3.91	3.95	4.11	3.84	3.87
	2019	4.04	4.05	3.89	4.11	4.24	4.01	4.08	4.08	4.12	3.86
	2018	3.81	3.98	3.73	3.78	3.81	3.55	4.07	3.73	-	-
	2017	3.78	3.87	3.76	3.57	3.95	3.67	3.81	3.62	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.03</i>	<i>0.07</i>	<i>-0.04</i>	<i>0.06</i>	<i>0.06</i>	<i>-0.14</i>	<i>0.25</i>	<i>-0.22</i>	<i>0.00</i>	<i>-0.02</i>
Usefulness of digital information screens <i>(2016-18 question wording: Usefulness of TV info screens (if Applicable))</i>											
	2021	3.84	3.85	3.85	3.83	3.88	3.65	4.04	3.85	-	-
	2020	3.93	3.95	3.99	3.92	3.88	3.94	3.95	3.93	-	-
	2019	3.90	3.89	3.86	3.89	4.05	3.86	3.94	3.84	-	-
	2018	3.78	3.77	3.78	3.64	3.83	4.03	3.86	3.82	-	-
	2017	3.77	3.73	3.78	3.66	4.06	3.94	3.48	3.46	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.09</i>	<i>-0.10</i>	<i>-0.14</i>	<i>-0.09</i>	<i>0.00</i>	<i>-0.29</i>	<i>0.09</i>	<i>-0.08</i>	-	-
Quality and variety of merchandise offered at the terminal* <i>(2016-18 question wording: Variety / selection of merchandise)</i>											
	2021	3.69	3.76	3.58	-	3.74	-	-	-	-	-
	2020	3.66	3.75	3.65	-	3.52	-	-	-	-	-
	2019	3.66	3.69	3.48	-	3.91	3.26	3.72	-	-	-
	2018	3.86	4.05	3.58	-	3.95	3.90	4.01	-	-	-
	2017	3.96	4.04	3.81	-	3.84	4.11	3.84	-	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>-0.07</i>	-	<i>0.22</i>	-	-	-	-	-

*2019 total score has been updated. Total scores for 2019 through 2021 reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

Average Satisfaction Ratings by Terminal - Wave 3 (November) Historical Data - Cont.

		Terminals									
	Wave 3	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – Cont.											
Quality and variety of food/beverages offered at the terminal* <i>(2016-18 question wording: Food / beverages offered)</i>	2021	3.50	3.65	3.30	-	3.48	-	-	-	-	-
	2020	3.55	3.60	3.53	-	3.47	-	-	-	-	-
	2019	3.51	3.66	3.28	-	3.59	3.20	3.53	-	-	-
	2018	3.53	3.97	3.13	-	3.53	3.09	3.82	-	-	-
	2017	3.56	3.84	3.49	-	3.72	3.32	3.44	-	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>0.05</i>	<i>-0.23</i>	-	<i>0.01</i>	-	-	-	-	-
Washrooms <i>(Question added in 2019)</i>	2021	4.01	4.12	3.98	3.90	3.95	3.84	4.24	4.17	3.78	3.75
	2020	4.03	4.12	4.08	4.03	3.95	3.90	4.14	3.67	3.60	3.74
	2019	3.95	3.93	4.00	3.85	4.03	3.92	4.02	4.17	3.77	3.66
<i>Change (2020-21 Comparison)</i>		<i>-0.02</i>	<i>0.00</i>	<i>-0.10</i>	<i>-0.13</i>	<i>0.00</i>	<i>-0.06</i>	<i>0.10</i>	<i>0.50</i>	<i>0.18</i>	<i>0.01</i>
Procedure for loading	2021	4.12	4.15	4.11	4.13	4.13	3.95	4.35	4.05	3.75	3.74
	2020	4.18	4.25	4.29	4.16	4.14	3.96	4.30	4.24	3.87	3.71
	2019	4.09	4.10	4.09	4.06	4.16	3.92	4.09	4.02	4.28	4.03
	2018	4.03	4.10	4.06	3.99	4.01	3.93	4.23	3.81	-	-
	2017	3.97	4.09	4.05	3.83	4.09	3.61	4.12	3.99	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.10</i>	<i>-0.18</i>	<i>-0.03</i>	<i>-0.01</i>	<i>-0.01</i>	<i>0.05</i>	<i>-0.19</i>	<i>-0.12</i>	<i>0.03</i>
Professionalism of terminal staff	2021	4.34	4.39	4.30	4.30	4.33	4.17	4.51	4.40	4.42	4.22
	2020	4.31	4.38	4.39	4.24	4.35	4.12	4.23	4.45	4.20	4.31
	2019	4.35	4.35	4.33	4.34	4.44	4.22	4.28	4.38	4.54	4.47
	2018	4.22	4.32	4.13	4.15	4.32	4.11	4.32	4.08	-	-
	2017	4.19	4.24	4.25	4.03	4.22	4.04	4.20	4.24	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>-0.09</i>	<i>0.06</i>	<i>-0.02</i>	<i>0.05</i>	<i>0.28</i>	<i>-0.05</i>	<i>0.22</i>	<i>-0.09</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal <i>(Question added in 2019)</i>	2021	3.60	3.69	3.73	3.57	3.83	3.65	3.76	2.78	2.63	2.14
	2020	3.73	3.68	3.98	4.25	3.80	3.63	-	2.85	2.50	2.33
	2019	3.46	3.37	3.50	3.60	3.58	3.47	3.50	2.97	2.75	2.42
<i>Change (2020-21 Comparison)</i>		<i>-0.13</i>	<i>0.01</i>	<i>-0.25</i>	<i>-0.68</i>	<i>0.03</i>	<i>0.02</i>	-	<i>-0.07</i>	<i>0.13</i>	<i>-0.19</i>
Ease of using passenger drop-off/pick-up area	2021	4.08	4.15	4.10	4.21	4.20	4.01	4.30	3.26	2.87	3.14
	2020	3.99	4.33	4.28	3.95	3.50	4.00	-	3.67	3.44	3.08
	2019	3.83	3.87	3.77	4.07	3.95	3.60	3.95	3.66	3.19	2.46
	2018	3.95	4.03	4.17	3.84	3.92	4.03	4.19	3.56	-	-
	2017	3.82	4.05	3.76	3.73	3.73	3.83	4.18	3.38	-	-
<i>Change (2020-21 Comparison)</i>		<i>0.09</i>	<i>-0.18</i>	<i>-0.18</i>	<i>0.26</i>	<i>0.70</i>	<i>0.01</i>	-	<i>-0.41</i>	<i>-0.57</i>	<i>0.06</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2021	3.68	3.51	3.76	3.79	3.77	3.73	3.97	3.70	3.49	3.18
	2020	3.87	3.82	3.90	4.05	4.30	4.06	-	3.57	3.09	3.29
	2019	3.66	3.55	3.62	3.85	3.93	3.40	3.62	3.98	3.68	2.69
<i>Change (2020-21 Comparison)</i>		<i>-0.19</i>	<i>-0.31</i>	<i>-0.14</i>	<i>-0.26</i>	<i>-0.53</i>	<i>-0.33</i>	-	<i>0.13</i>	<i>0.40</i>	<i>-0.11</i>

*2019 total score has been updated. Total scores for 2019 through 2021 reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.