

Customer Satisfaction Tracking

All Waves - 2023



MALATEST



BC Ferries





This report was prepared by R.A. Malatest & Associates Ltd. for
BC Ferries' *Customer Satisfaction Tracking Research*.

BACKGROUND AND INTRODUCTION

Since 2003, BC Ferries has been conducting Customer Satisfaction Tracking (CST) research on select routes, in accordance with the Coastal Ferry Services Contract between BC Ferries and the Province of British Columbia. In 2019, BC Ferries in conjunction with R.A. Malatest & Associates Ltd. (Malatest), an independent research firm, developed and implemented a new, more comprehensive CST data collection methodology.

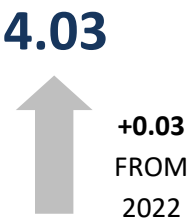
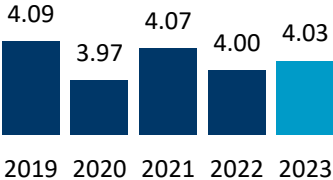
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year. This report presents findings from 2023.

Passengers who were surveyed reported an overall satisfaction score of 4.03 (+0.03 compared to 2022), and 82% of passengers surveyed reported that they were satisfied with their overall experience (+1% compared to 2022).

Customer Satisfaction Survey Highlights

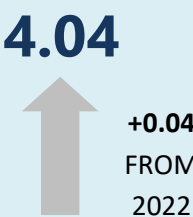
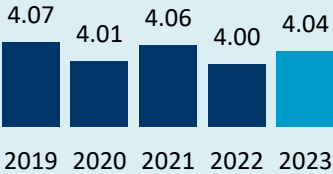
Overall Satisfaction

Overall satisfaction scores increased this year compared to 2022.



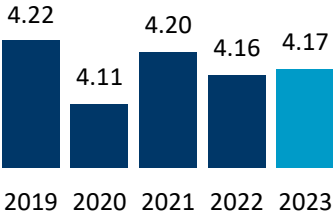
Terminal Satisfaction

Terminal satisfaction scores increased this year compared to 2022.



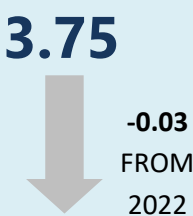
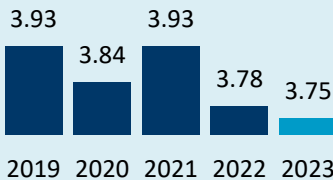
Onboard Satisfaction

Onboard satisfaction scores increased this year compared to 2022.



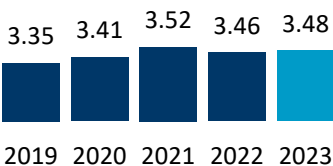
Ferry Running On Time

Passenger assessments of whether the ferry was running on time were lower this year compared to last. The 2023 score is the lowest score achieved in the past 5 years.



Value for Money of Fares

Value for Money of Fares scores increased this year compared to 2022.



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2023 CST Research Program Updates

As of June 2023, the following updates have been made to the BC Ferries' CST Research Program's survey instrument and intercept survey methodology:

SURVEY INSTRUMENT CHANGES

The CST survey instrument underwent review and new questions were added to reflect recent service areas of interest:

- **BC Ferries Digital Products**

Survey questions were added to help determine passenger satisfaction with a series of BC Ferries Digital Products (BC Ferries mobile app, electronic boarding pass, self-serve kiosk, digital information screens onboard). A question was also added to gauge whether customers feel supported by BC Ferries' suite of digital products overall:

Thinking about your entire journey, do you feel you were well-supported by BC Ferries digital products (e.g., website, mobile app, service updates, ticketing, digital screens)?

- **Reservations**

A new question asks passengers how they made their reservation.

- **Fare Type**

A new question asks passengers to indicate what type of fare they purchased for their current sailing.

The results for these new questions have been summarized and are included in the following report.

RECRUITMENT METHOD CHANGES

- **Use of Postcards**

Postcards were adopted as a method of recruitment during the COVID-19 pandemic. Survey staff continue to use postcards as a method of engagement with passengers where appropriate (e.g., to quickly communicate the details of the survey or when passengers want to do the survey online but are not comfortable providing an email address). The postcard (Appendix E) provides passengers with information on how to complete the CST Survey online via the *ferryfeedback.ca* portal.

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

CST Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 2023), Wave 2 (August 2023) and Wave 3 (November 2023) data collection periods, were eligible to complete a 2023 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 provided postcards to passengers who did not wish to engage long enough to complete the demographic screener.

RECRUITMENT OF RESERVATION HOLDERS A survey invitation was emailed to a random selection of passengers who fulfilled a reservation on one of the intercept routes during 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, 51% more surveys were completed this year than in 2022.

Table 2: Survey Completions Overall and by Route (2023 – All Waves)

	All Waves 2022	All Waves 2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	11,502	17,339	5,837 (+51%)
Route 1	3,870	5,117	1,247 (+32%)
Route 2	2,656	4,620	1,964 (+74%)
Route 3	2,739	3,470	731 (+27%)
Route 30	2,237	4,132	1,895 (+85%)
Minor Routes (4, 5/9, 19)	4,400	6,712	2,312 (+53%)
Route 4	1,021	1,396	375 (+37%)
Routes 5/9	2,358	3,336	978 (+41%)
Route 19	1,021	1,980	959 (+94%)
Total	15,902	24,051	8,149 (+51%)

Source: 2023 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 3. Overall Customer Satisfaction

	2019	2020	2021	2022	2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	4.11	3.96	4.08	3.99	4.01	+0.02
Route 1	4.16	4.07	4.15	4.09	4.12	+0.03
Route 2	4.08	3.94	4.09	3.94	3.99	+0.05
Route 3	4.02	3.70	3.93	3.69	3.75	+0.06
Route 30	4.12	4.08	4.06	4.09	3.98	-0.11
Minor Routes (4, 5/9, 19)	3.99	4.03	4.00	4.03	4.14	+0.11
Route 4	4.08	4.18	4.15	4.11	4.13	+0.02
Routes 5/9	3.97	4.09	4.06	3.95	4.15	+0.20 ▲
Route 19	3.99	3.76	3.62	4.25	4.10	-0.15 ▼
Total	4.09	3.97	4.07	4.00	4.03	+0.03

Source: 2023 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 2022.

Note: Weighted averages reported.

Overall customer satisfaction scores increased compared to last year's score (change of +0.03 points). Analysis by route shows the passengers on Routes 5/9 are the most satisfied with their overall experiences (4.15) while passengers travelling on Route 3 are the least satisfied (3.75). Route 19 showed the most marked reduction in overall customer satisfaction score since last year (-0.15), while Route 5/9 showed the largest increase over the same period (+0.20).

82% of passengers stated that they were satisfied with their overall experience.

Terminal Services Customer Satisfaction

The customer satisfaction score for overall experience at the terminal before boarding increased over the previous year (+0.04).

Table 4. Customer Satisfaction with the Overall Experience at the Terminal before Boarding

	2019	2020	2021	2022	2023	Change (2022-23)
BC Ferries Total	4.07	4.01	4.06	4.00	4.04	+0.04
Tsawwassen	4.13	4.13	4.11	4.07	4.10	+0.03
Swartz Bay	4.07	4.10	4.13	4.06	4.13	+0.07
Horseshoe Bay	4.00	3.88	4.00	3.85	3.87	+0.02
Departure Bay	4.09	3.96	4.08	3.98	4.06	+0.08 ▲
Langdale	3.95	3.75	3.87	3.68	3.69	+0.01
Duke Point	4.17	4.09	4.10	4.12	4.06	-0.06
Fulford Harbour	4.02	4.13	4.03	4.14	4.06	-0.08
Nanaimo Harbour	4.12	3.81	3.68	4.03	4.05	+0.02
Gabriola	3.71	3.54	3.50	4.12	3.97	-0.15 ▼

Source: 2023 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 2022.

Note: Weighted averages reported.

Analysis by individual terminal shows that passengers at most of the terminals are more satisfied this year with their overall terminal experience compared to 2022. The Gabriola (Descanso Bay) terminal passengers showed the greatest negative change compared to last year (-0.15) while Departure Bay passengers showed the greatest positive change over the same period (+0.08). Passengers sailing from Swartz Bay reported the highest levels of satisfaction (4.13) with their terminal experience while those departing from the Langdale terminal appear to be the least satisfied (3.69).

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

For specific aspects of service within terminals, overall, passenger satisfaction has increased for just over half of all measures, compared to 2022. “Usefulness of digital information screens at the terminal” showed the biggest increase in score (+0.09) while “washrooms” and “parking options at the terminal” showed the largest decrease compared to 2022 (-0.03). Satisfaction scores for each terminal are presented in Appendix B.

Table 5. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2022	2023	Change (2022-23)
Outside appearance of the terminal you left from	4.08	4.07	-0.01
Overall appearance inside the terminal you left from	4.07	4.05	-0.02
Wait time at terminal	3.74	3.78	+0.04
Efficiency of the check-in process	4.27	4.30	+0.03
Electronic boarding pass*	n/a	4.28	-
Staff customer service	4.34	4.37	+0.03
Clarity of staff directions	4.32	4.33	+0.01
Announcements when you needed to be informed	3.98	4.00	+0.02
Usefulness of digital information screens at the terminal	3.81	3.90	+0.09
Quality and variety of merchandise offered at the terminal	3.69	3.72	+0.03
Quality and variety of food/beverages offered at the terminal	3.55	3.58	+0.03
Washrooms	3.90	3.87	-0.03
Procedure for loading	4.12	4.11	-0.01
Professionalism of terminal staff	4.31	4.34	+0.03
Parking options at the terminal	3.67	3.64	-0.03
Ease of using passenger pickup/drop-off area	4.13	4.11	-0.02
Self-serve kiosk (ticket purchase)*	n/a	4.27	-
Pre-boarding passenger lounge at terminal	3.76	3.74	-0.02

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

*New question, added 2023.

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2022.

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

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

Table 6. Overall Satisfaction with Onboard Services

	2019	2020	2021	2022	2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	4.22	4.10	4.20	4.15	4.15	0.00
Route 1	4.24	4.17	4.24	4.22	4.22	0.00
Route 2	4.22	4.03	4.18	4.10	4.13	+0.03
Route 3	4.16	3.99	4.14	3.99	4.01	+0.02
Route 30	4.25	4.17	4.19	4.22	4.14	-0.08
Minor Routes (4, 5/9, 19)	4.18	4.17	4.17	4.19	4.28	+0.09
Route 4	4.18	4.31	4.25	4.23	4.24	+0.01
Routes 5/9	4.20	4.20	4.19	4.14	4.30	+0.16 ▲
Route 19	4.12	3.98	4.01	4.36	4.27	-0.09 ▼
Total	4.22	4.11	4.20	4.16	4.17	+0.01

Source: 2023 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 2022.

Note: Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with their onboard services experience (4.30) and showed the most marked increase in score compared to 2022 (+0.16). Passengers travelling on Route 3 are the least satisfied (4.01), while Route 19 passengers showed the most marked decrease in score since 2022 (-0.09).

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

Table 7 shows that passengers were more satisfied with half of the onboard services that saw a change year over year compared to 2022. They were also less satisfied with the same number of onboard services, when compared to 2022. The service areas that experienced the largest increase since 2022 was the “pet area” (+0.12). The service area with the greatest decrease in satisfaction levels compared to 2022 was the “outside appearance of vessel overall” (-0.07). Route specific scores for each of these questions are available in Appendix A.

Table 7. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2022	2023	Change (2022-23)
Quality and variety of food/beverages offered	3.67	3.69	+0.02
Value for money (food services)	3.21	3.21	0.00
Staff customer service	4.20	4.24	+0.04
Passages Retail Store	4.01	4.02	+0.01
Washrooms	3.96	3.94	-0.02
Play area for children	3.43	3.54	+0.11
Pet area	3.06	3.18	+0.12 ▲
Workstations	3.71	3.80	+0.09
Outside decks	4.23	4.23	0.00
Lounge seating	4.14	4.12	-0.02
The SeaWest Lounge experience	-	3.83	n/a†
Usefulness of digital information screens onboard*	n/a	3.78	-
Outside appearance of vessel overall	4.15	4.08	-0.07 ▼
Ease of access, overall	4.19	4.16	-0.03
Ease of finding facilities/services	4.17	4.15	-0.02
Announcements when you need to be informed	4.04	4.02	-0.02
Atmosphere on the ferry overall	4.15	4.16	+0.01
Procedures for unloading	4.19	4.15	-0.04
Professionalism of onboard staff	4.36	4.36	0.00

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

*New question, added 2023.

†Service not available in 2022 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 2022.

Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” has climbed since 2022 (increase of +0.02).

Table 8. Value for Money of Fares

	2019	2020	2021	2022	2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	3.31	3.36	3.50	3.43	3.43	0.00
Route 1	3.30	3.36	3.49	3.47	3.48	+0.01
Route 2	3.26	3.29	3.49	3.36	3.40	+0.04
Route 3	3.45	3.51	3.55	3.40	3.42	+0.02
Route 30	3.23	3.28	3.46	3.44	3.36	-0.08
Minor Routes (4, 5/9, 19)	3.58	3.68	3.70	3.69	3.75	+0.06
Route 4	3.51	3.71	3.72	3.73	3.70	-0.03
Routes 5/9	3.61	3.74	3.73	3.67	3.80	+0.13 ▲
Route 19	3.50	3.47	3.56	3.76	3.64	-0.12 ▼
Total	3.35	3.41	3.52	3.46	3.48	+0.02

Source: 2023 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 2022.

Note: Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with value for money of fares (3.80) while passengers travelling on Route 30 are the least satisfied (3.36). The largest positive change was experienced by Routes 5/9 (+0.13), while Route 19 passengers experienced the largest drop in satisfaction with value for money of fares compared to 2022 (-0.12).

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	2023	4.03	4.12	3.99	3.75	3.98	4.13	4.15	4.10
	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
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.03</i>	<i>0.05</i>	<i>0.06</i>	<i>-0.11</i>	<i>0.02</i>	<i>0.20</i>	<i>-0.15</i>
Terminal Overall	2023	4.04	4.11	4.00	3.76	4.05	4.07	4.16	4.01
	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
<i>(2022-23 Comparison)</i>		<i>0.04</i>	<i>0.05</i>	<i>0.04</i>	<i>0.05</i>	<i>-0.08</i>	<i>-0.04</i>	<i>0.16</i>	<i>-0.06</i>
Onboard Overall	2023	4.17	4.22	4.13	4.01	4.14	4.24	4.30	4.27
	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
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>0.00</i>	<i>0.03</i>	<i>0.02</i>	<i>-0.08</i>	<i>0.01</i>	<i>0.16</i>	<i>-0.09</i>
Value for money of fares	2023	3.48	3.48	3.40	3.42	3.36	3.70	3.80	3.64
	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
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.01</i>	<i>0.04</i>	<i>0.02</i>	<i>-0.08</i>	<i>-0.03</i>	<i>0.13</i>	<i>-0.12</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2023	4.00	4.12	4.02	3.75	4.03	3.86	3.94	3.82
	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
<i>(2022-23 Comparison)</i>		<i>0.06</i>	<i>0.07</i>	<i>0.01</i>	<i>0.13</i>	<i>-0.05</i>	<i>0.04</i>	<i>0.30</i>	<i>-0.06</i>
Ease of making a reservation <i>(2019-2022 question wording: Ease of using online reservations)</i>	2023	4.01	4.15	3.99	3.56	4.02	-	4.10	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.05</i>	<i>0.00</i>	<i>-0.01</i>	<i>-0.13</i>	<i>-</i>	<i>0.24</i>	<i>-</i>
BC Ferries phone service	2023	3.45	3.54	3.45	3.06	3.42	3.28	3.74	3.22
	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
<i>(2022-23 Comparison)</i>		<i>0.14</i>	<i>0.12</i>	<i>0.20</i>	<i>0.17</i>	<i>-0.05</i>	<i>-0.15</i>	<i>0.34</i>	<i>-0.03</i>
Ease of using/understanding sailing schedules	2023	4.18	4.28	4.22	3.99	4.23	4.04	3.95	4.12
	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>(2022-23 Comparison)</i>		<i>0.06</i>	<i>0.06</i>	<i>0.01</i>	<i>0.10</i>	<i>-0.06</i>	<i>0.01</i>	<i>0.33</i>	<i>-0.02</i>
Effective communication of service updates and current conditions <i>(2019-2022 question wording: Effective communication of service updates)</i>	2023	3.79	3.94	3.83	3.41	3.79	3.70	3.76	3.46
	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>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.04</i>	<i>0.02</i>	<i>0.06</i>	<i>-0.15</i>	<i>-0.04</i>	<i>0.22</i>	<i>-0.14</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	2023	4.07	4.13	4.08	3.80	4.14	3.99	4.18	3.92
	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
<i>(2022-23 Comparison)</i>		<i>-0.01</i>	<i>0.01</i>	<i>0.01</i>	<i>0.00</i>	<i>-0.08</i>	<i>-0.06</i>	<i>0.03</i>	<i>-0.05</i>
Overall appearance inside the terminal	2023	4.05	4.08	4.07	3.78	4.09	3.99	4.16	-
	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	-
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>0.02</i>	<i>0.00</i>	<i>-0.12</i>	<i>-0.08</i>	<i>0.02</i>	<i>-</i>
Wait time at the terminal	2023	3.78	3.94	3.74	3.30	3.77	3.82	3.89	3.77
	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>(2022-23 Comparison)</i>		<i>0.04</i>	<i>0.08</i>	<i>0.04</i>	<i>-0.05</i>	<i>-0.12</i>	<i>0.03</i>	<i>0.26</i>	<i>-0.18</i>
Ticket Purchase									
Efficiency of the check-in process	2023	4.30	4.35	4.30	4.10	4.28	4.34	4.38	4.32
	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>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.05</i>	<i>0.02</i>	<i>0.05</i>	<i>-0.03</i>	<i>0.01</i>	<i>0.02</i>	<i>-0.02</i>
Electronic boarding pass <i>(New question added 2023)</i>	2023	4.28	4.35	4.25	4.06	4.26	-	4.29	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Staff customer service	2023	4.37	4.41	4.33	4.21	4.36	4.37	4.49	4.47
	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
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.05</i>	<i>-0.02</i>	<i>0.05</i>	<i>-0.03</i>	<i>-0.05</i>	<i>0.07</i>	<i>0.03</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Clarity of staff directions	2023	4.33	4.38	4.31	4.17	4.33	4.32	4.39	4.43
	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
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>0.02</i>	<i>0.00</i>	<i>0.04</i>	<i>-0.06</i>	<i>-0.10</i>	<i>0.04</i>	<i>0.00</i>
Announcements when you need to be informed	2023	4.00	4.05	4.02	3.77	4.04	4.05	4.01	3.90
	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
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.02</i>	<i>0.00</i>	<i>0.00</i>	<i>0.01</i>	<i>-0.05</i>	<i>0.14</i>	<i>-0.04</i>
Usefulness of digital information screens	2023	3.90	3.99	3.93	3.58	3.90	3.94	3.90	-
	2022	3.81	3.88	3.82	3.53	3.92	3.95	3.68	-
<i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2021	3.89	3.95	3.96	3.69	3.87	3.95	3.81	-
	2020	3.88	3.95	3.84	3.67	4.03	4.06	3.85	-
	2019	3.92	3.96	3.93	3.84	4.02	3.72	3.75	-
<i>(2022-23 Comparison)</i>		<i>0.09</i>	<i>0.11</i>	<i>0.11</i>	<i>0.05</i>	<i>-0.02</i>	<i>-0.01</i>	<i>0.22</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal*	2023	3.72	3.71	3.75	-	3.75	3.41	3.80	-
	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	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.00</i>	<i>0.15</i>	<i>-</i>	<i>-0.09</i>	<i>0.02</i>	<i>0.18</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal*	2023	3.58	3.55	3.62	-	3.70	3.20	3.58	-
	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	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.17</i>	<i>-</i>	<i>-0.01</i>	<i>-0.04</i>	<i>0.16</i>	<i>-</i>
Washrooms	2023	3.87	3.91	3.76	3.61	3.94	3.92	4.12	3.97
	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>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.02</i>	<i>-0.07</i>	<i>-0.01</i>	<i>-0.09</i>	<i>-0.05</i>	<i>0.07</i>	<i>-0.08</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 – <i>Cont.</i>									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services (Continued)									
Procedure for loading	2023	4.11	4.17	4.08	3.91	4.11	4.21	4.15	4.20
	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
<i>(2022-23 Comparison)</i>		<i>-0.01</i>	<i>-0.02</i>	<i>-0.01</i>	<i>0.03</i>	<i>-0.12</i>	<i>0.02</i>	<i>0.10</i>	<i>-0.02</i>
Professionalism of terminal staff	2023	4.34	4.38	4.29	4.20	4.30	4.36	4.42	4.42
	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
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.03</i>	<i>0.00</i>	<i>0.06</i>	<i>-0.05</i>	<i>-0.05</i>	<i>0.11</i>	<i>-0.01</i>
Terminal (Foot Passengers ONLY)									
Parking options at the terminal	2023	3.64	3.71	3.55	3.52	3.64	3.52	4.00	2.62
	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>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.11</i>	<i>0.04</i>	<i>-0.11</i>	<i>-0.31</i>	<i>0.08</i>	<i>0.22</i>	<i>-0.02</i>
Ease of using passenger drop-off/pick-up area	2023	4.11	4.16	4.12	4.07	4.16	3.85	4.22	3.42
	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
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.08</i>	<i>0.04</i>	<i>0.00</i>	<i>-0.09</i>	<i>-0.02</i>	<i>0.13</i>	<i>-0.06</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2023	4.27	4.34	4.23	4.19	4.21	4.21	4.11	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		-	-	-	-	-	-	-	-
Pre-boarding passenger lounge at terminal	2023	3.74	3.70	3.77	3.73	3.69	3.80	3.95	3.71
	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>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.06</i>	<i>0.01</i>	<i>-0.01</i>	<i>-0.13</i>	<i>-0.12</i>	<i>0.20</i>	<i>0.07</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2023	3.69	3.67	3.72	3.66	3.77	-	3.68	-
	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	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>-0.01</i>	<i>0.05</i>	<i>-0.01</i>	<i>-0.02</i>	-	<i>0.27</i>	-
Value for money	2023	3.21	3.25	3.16	3.09	3.13	-	3.39	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.00</i>	<i>0.00</i>	<i>0.01</i>	<i>-0.05</i>	<i>-0.12</i>	-	<i>0.16</i>	-
Staff customer service	2023	4.24	4.27	4.21	4.13	4.21	-	4.36	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.04</i>	<i>0.08</i>	<i>0.00</i>	<i>0.00</i>	<i>-0.06</i>	-	<i>0.17</i>	-
Onboard Facilities/Services									
Passages Retail Store	2023	4.02	4.06	4.00	3.96	3.98	-	4.03	-
	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>(2022-23 Comparison)</i>		<i>0.01</i>	<i>0.03</i>	<i>0.00</i>	<i>-0.05</i>	<i>-0.07</i>	-	<i>0.18</i>	-
Washrooms	2023	3.94	3.98	3.78	3.87	3.90	3.98	4.23	4.02
	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>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.04</i>	<i>-0.01</i>	<i>-0.15</i>	<i>0.04</i>	<i>0.12</i>	<i>-0.13</i>
Play area for children <i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>	2023	3.54	3.66	3.42	3.38	3.45	-	3.62	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.11</i>	<i>0.12</i>	<i>0.15</i>	<i>0.02</i>	<i>-0.07</i>	-	<i>0.37</i>	-

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Pet area	2023	3.18	3.11	3.25	3.20	3.12	-	3.31	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.12</i>	<i>0.06</i>	<i>0.26</i>	<i>0.07</i>	<i>-0.05</i>	-	<i>0.32</i>	-
Workstations	2023	3.80	3.81	3.66	3.75	3.76	-	4.05	-
	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	-
<i>(2022-23 Comparison)</i>		<i>0.09</i>	<i>0.10</i>	<i>0.04</i>	<i>0.08</i>	<i>-0.06</i>	-	<i>0.27</i>	-
Outside decks	2023	4.23	4.28	4.15	4.14	4.16	4.12	4.33	4.36
	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
<i>(2022-23 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.05</i>	<i>0.03</i>	<i>-0.05</i>	<i>-0.05</i>	<i>0.12</i>	<i>-0.11</i>
Lounge Seating	2023	4.12	4.14	4.03	4.13	4.09	-	4.27	-
	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>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.03</i>	<i>-0.02</i>	<i>0.00</i>	<i>-0.08</i>	-	<i>0.09</i>	-
SeaWest Lounge <i>(Service closed from 2020 through 2022, due to COVID-19 pandemic. Reopened on Route 1 in 2023)</i>	2023	3.83	3.83	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	3.74	3.83	3.68	-	3.40	-	-	-
<i>(2022-23 Comparison)</i>		-	-	-	-	-	-	-	-
Usefulness of digital information screens onboard <i>(New question added 2023)</i>	2023	3.78	3.84	3.76	3.59	3.79	-	3.83	3.70
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		-	-	-	-	-	-	-	-

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Outside appearance of the vessel overall	2023	4.08	4.14	3.98	3.88	4.05	4.06	4.24	4.36
	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
<i>(2022-23 Comparison)</i>		<i>-0.07</i>	<i>-0.10</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.13</i>	<i>-0.03</i>	<i>0.04</i>	<i>-0.14</i>
Ease of access, overall <i>(all passengers)</i>	2023	4.16	4.23	4.11	3.98	4.11	4.15	4.22	4.26
	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>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.02</i>	<i>-0.04</i>	<i>-0.05</i>	<i>-0.12</i>	<i>-0.02</i>	<i>0.08</i>	<i>-0.06</i>
Ease of access, overall <i>(for people with accessibility requirements)</i>	2023	3.92	4.01	3.93	3.61	3.94	4.07	3.99	3.85
	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
<i>(2022-23 Comparison)</i>		<i>-0.04</i>	<i>-0.08</i>	<i>-0.04</i>	<i>-0.13</i>	<i>-0.09</i>	<i>0.02</i>	<i>0.23</i>	<i>-0.07</i>
Ease of finding facilities / services	2023	4.15	4.17	4.12	4.03	4.13	4.15	4.24	4.24
	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
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.08</i>	<i>0.06</i>	<i>0.04</i>	<i>-0.10</i>
Announcements when you need to be informed	2023	4.02	4.04	4.03	3.86	4.05	4.02	4.07	3.97
	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
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.03</i>	<i>-0.08</i>	<i>-0.02</i>	<i>0.08</i>	<i>-0.09</i>
Atmosphere on the ferry overall	2023	4.16	4.19	4.10	4.05	4.12	4.17	4.28	4.30
	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
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>0.01</i>	<i>0.00</i>	<i>0.00</i>	<i>-0.09</i>	<i>0.02</i>	<i>0.10</i>	<i>-0.09</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Procedures for unloading	2023	4.15	4.21	4.09	3.98	4.13	4.19	4.24	4.24
	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
<i>(2022-23 Comparison)</i>		<i>-0.04</i>	<i>-0.05</i>	<i>-0.04</i>	<i>-0.02</i>	<i>-0.12</i>	<i>-0.01</i>	<i>0.06</i>	<i>-0.06</i>
Professionalism of onboard staff	2023	4.36	4.40	4.33	4.26	4.33	4.35	4.45	4.46
	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
<i>(2022-23 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.02</i>	<i>0.03</i>	<i>-0.04</i>	<i>-0.04</i>	<i>0.09</i>	<i>-0.02</i>
Experience with the sailing schedule									
Earliest ferry early enough	2023	3.91	3.91	3.89	3.87	3.93	4.02	3.93	3.97
	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
<i>(2022-23 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.04</i>	<i>0.02</i>	<i>-0.06</i>	<i>-0.02</i>	<i>0.08</i>	<i>-0.08</i>
Latest ferry late enough	2023	3.73	3.71	3.74	3.75	3.79	3.66	3.75	3.69
	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
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.03</i>	<i>-0.03</i>	<i>0.02</i>	<i>-0.08</i>	<i>0.13</i>	<i>0.10</i>	<i>-0.16</i>
Ferry sailing frequent enough	2023	3.49	3.78	3.33	2.87	3.46	3.61	3.32	3.66
	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
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.02</i>	<i>-0.06</i>	<i>0.00</i>	<i>-0.10</i>	<i>0.06</i>	<i>0.22</i>	<i>-0.27</i>
Ability to get onto desired sailing	2023	3.85	4.00	3.77	3.44	3.78	4.03	4.09	3.83
	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
<i>(2022-23 Comparison)</i>		<i>0.05</i>	<i>0.07</i>	<i>0.05</i>	<i>0.14</i>	<i>-0.13</i>	<i>0.05</i>	<i>0.17</i>	<i>-0.23</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule – <i>Cont.</i>									
Ability to connect with other sailings (based on those connecting)	2023	3.41	3.56	3.40	3.05	3.39	3.49	3.62	3.50
	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
(2022-23 Comparison)		0.09	0.28	0.10	-0.17	-0.24	-0.10	0.37	-0.12
Ferry running on time	2023	3.75	3.99	3.79	3.10	3.69	3.97	3.72	3.65
	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
(2022-23 Comparison)		-0.03	0.00	0.06	-0.23	-0.20	-0.07	0.27	-0.26
Safety									
Safety of ferry operations	2023	4.31	4.37	4.29	4.16	4.27	4.33	4.37	4.34
	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
(2022-23 Comparison)		-0.02	0.00	-0.03	-0.03	-0.06	-0.05	0.05	-0.10

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

Average Satisfaction Ratings by Terminal - All Waves Historical Data											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2023	4.03	4.10	4.13	3.90	4.00	3.64	3.98	4.08	4.12	4.09
	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
(2022-23 Comparison)		0.03	0.02	0.05	0.03	0.07	0.02	-0.11	-0.02	-0.08	-0.23
Terminal Overall	2023	4.04	4.10	4.13	3.87	4.06	3.69	4.06	4.06	4.05	3.97
	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
(2022-23 Comparison)		0.04	0.03	0.07	0.02	0.08	0.01	-0.06	-0.08	0.02	-0.15
Value for money of fares	2023	3.48	3.50	3.53	3.44	3.39	3.32	3.34	3.69	3.61	3.68
	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
(2022-23 Comparison)		0.02	0.03	0.01	0.06	0.01	-0.04	-0.09	-0.04	-0.13	-0.10
At the Terminal											
Outside appearance of the terminal	2023	4.07	4.14	4.12	3.94	4.13	3.73	4.15	3.93	3.96	3.89
	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
(2022-23 Comparison)		-0.01	-0.02	0.01	0.00	0.03	-0.04	-0.06	-0.14	-0.01	-0.07
Overall appearance inside the terminal	2023	4.05	4.08	4.10	3.93	4.14	3.69	4.11	3.99	-	-
	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	-	-
(2022-23 Comparison)		-0.02	-0.07	0.01	0.00	0.05	-0.05	-0.07	-0.08	-	-
Wait time at the terminal	2023	3.78	3.89	3.94	3.53	3.79	3.23	3.79	3.82	3.83	3.72
	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
(2022-23 Comparison)		0.04	0.05	0.10	-0.04	0.08	-0.07	-0.12	0.07	-0.04	-0.34

Average Satisfaction Ratings by Terminal - All Waves Historical Data - <i>Cont.</i>											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Efficiency of the check in process	2023	4.30	4.33	4.37	4.21	4.33	4.04	4.29	4.35	4.39	4.23
	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>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.08</i>	<i>0.04</i>	<i>0.03</i>	<i>0.02</i>	<i>-0.05</i>	<i>0.01</i>	<i>0.07</i>	<i>-0.14</i>
Electronic boarding pass <i>(New question added 2023)</i>	2023	4.28	4.31	4.38	4.16	4.28	4.04	4.26	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		-	-	-	-	-	-	-	-	-	-
Staff customer service	2023	4.37	4.40	4.42	4.28	4.33	4.17	4.37	4.37	4.52	4.40
	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
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.03</i>	<i>0.07</i>	<i>0.03</i>	<i>-0.04</i>	<i>0.00</i>	<i>-0.04</i>	<i>-0.03</i>	<i>0.08</i>	<i>-0.04</i>
Clarity of staff directions	2023	4.33	4.37	4.38	4.25	4.32	4.11	4.35	4.33	4.47	4.39
	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
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.03</i>	<i>0.00</i>	<i>-0.02</i>	<i>-0.06</i>	<i>-0.07</i>	<i>0.06</i>	<i>-0.07</i>
Terminal Services											
Announcements when you need to be informed	2023	4.00	4.07	4.02	3.90	4.06	3.70	4.05	4.09	3.95	3.84
	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
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.04</i>	<i>0.04</i>	<i>-0.05</i>	<i>0.06</i>	<i>-0.03</i>	<i>0.02</i>	<i>0.00</i>	<i>0.05</i>	<i>-0.14</i>
Usefulness of digital information screens	2023	3.90	3.97	3.98	3.75	4.00	3.49	3.91	3.92	-	-
	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	-	-
<i>(2022-23 Comparison)</i>		<i>0.09</i>	<i>0.07</i>	<i>0.15</i>	<i>0.03</i>	<i>0.18</i>	<i>0.02</i>	<i>0.00</i>	<i>-0.02</i>	-	-

Average Satisfaction Ratings by Terminal - All Waves Historical Data - <i>Cont.</i>											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – <i>Cont.</i>											
Quality and variety of merchandise offered at the terminal*	2023	3.72	3.76	3.66	-	3.75	-	-	-	-	-
	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	-	-	-	-	-
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.02</i>	-	<i>0.15</i>	-	-	-	-	-
Quality and variety of food/beverages offered at the terminal*	2023	3.58	3.64	3.46	-	3.62	-	-	-	-	-
	2022	3.55	3.64	3.47	-	3.45	-	-	-	-	-
	2021	3.57	3.68	3.46	-	3.51	-	-	-	-	-
	2020	3.52	3.67	3.42	-	3.30	-	-	-	-	-
	2019	3.66	3.80	3.43	-	3.78	-	-	-	-	-
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.00</i>	<i>-0.01</i>	-	<i>0.17</i>	-	-	-	-	-
Washrooms	2023	3.87	3.95	3.94	3.67	3.80	3.59	3.95	3.95	4.02	3.92
	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>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.03</i>	<i>0.01</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.01</i>	<i>-0.06</i>	<i>-0.04</i>	<i>-0.02</i>	<i>-0.14</i>
Procedure for loading	2023	4.11	4.15	4.18	4.02	4.10	3.82	4.14	4.18	4.28	4.12
	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
<i>(2022-23 Comparison)</i>		<i>-0.01</i>	<i>-0.05</i>	<i>0.03</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.04</i>	<i>-0.09</i>	<i>-0.01</i>	<i>0.10</i>	<i>-0.14</i>
Professionalism of terminal staff	2023	4.34	4.36	4.39	4.26	4.30	4.16	4.30	4.36	4.46	4.39
	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
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.05</i>	<i>0.05</i>	<i>-0.02</i>	<i>0.01</i>	<i>-0.05</i>	<i>-0.02</i>	<i>0.06</i>	<i>-0.07</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal	2023	3.64	3.64	3.82	3.53	3.55	3.52	3.76	3.33	2.62	2.62
	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>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.14</i>	<i>-0.05</i>	<i>0.03</i>	<i>0.01</i>	<i>-0.20</i>	<i>-0.11</i>	<i>-0.01</i>	<i>-0.21</i>	<i>0.18</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 - <i>Cont.</i>											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal (Foot Passengers ONLY) (Continued)											
Ease of using passenger drop-off/pick-up area	2023	4.11	4.14	4.18	4.10	4.11	4.06	4.17	3.63	3.32	3.50
	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
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.09</i>	<i>-0.03</i>	<i>0.04</i>	<i>-0.02</i>	<i>0.03</i>	<i>-0.04</i>	<i>-0.12</i>	<i>-0.12</i>	<i>-0.04</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2023	4.27	4.25	4.36	4.24	4.19	-	4.24	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		-	-	-	-	-	-	-	-	-	-
Pre-boarding passenger lounge at terminal	2023	3.74	3.63	3.85	3.71	3.90	3.62	3.74	3.70	3.82	3.61
	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>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.10</i>	<i>0.02</i>	<i>0.03</i>	<i>0.01</i>	<i>-0.07</i>	<i>-0.07</i>	<i>-0.16</i>	<i>0.14</i>	<i>0.02</i>