

Customer Satisfaction Tracking

2020 – All Waves



MALATEST



BCFerries





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. However, as a result of the COVID-19 pandemic, passenger surveying was cancelled for the June 2020 (Wave 1) period.

This report presents findings from 2020 (Waves 2 and 3 data collection periods only). Included in this report are the first YOY comparisons using the new collection and reporting methodology, which was implemented in 2019. Passengers who were surveyed reported an overall satisfaction score of 3.97 (-0.12 compared to 2019), and 81% of passengers surveyed reported that they were satisfied with their overall experience (-4% compared to 2019).

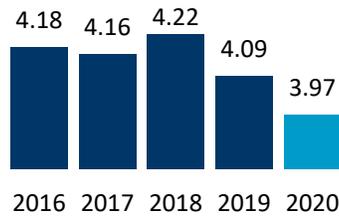
Impact of the COVID-19 pandemic on CST Research: In response to the COVID-19 pandemic, BC Ferries introduced new measures at terminals and onboard to ensure public safety; including limiting services and amenities. It is reasonable to assume that these service and amenity limitations imparted a deleterious effect on the 2020 CST scores. Further, annual scores are likely to have been negatively impacted by the lack of international tourists (due to government travel restrictions) and the cancelling of the June intercept period.¹

¹ Historically, CST scores have tended to be higher for tourists when compared to local residents and June CST scores are often higher when compared to the average of August/November scores.

Customer Satisfaction Survey Highlights

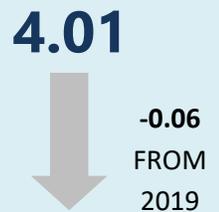
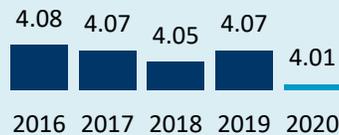
Overall Satisfaction

Overall satisfaction scores decreased this year compared to 2019. The decrease may be in part due to the impact of the COVID-19 pandemic on BC Ferries' operations.



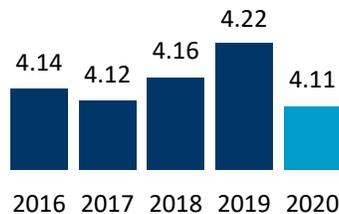
Terminal Satisfaction

Terminal satisfaction scores decreased this year compared to 2019. The decrease may be in part due to the impact of the COVID-19 pandemic on BC Ferries' terminal operations.



Onboard Satisfaction

Onboard satisfaction scores decreased this year compared to 2019. The decrease may be in part due to the impact of the COVID-19 pandemic on BC Ferries' onboard operations.



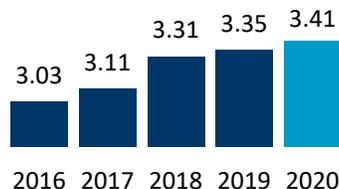
Ferry Running On Time

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



Value for Money of Fares

Value for Money of Fares scores continue to steadily increase year-over-year. The 2020 score is the highest score achieved in the past 5 years.



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Impact of the COVID-19 Pandemic

The 2020 CST intercept survey methodology was modified to ensure that it aligned with the public safety measures that BC Ferries introduced in response to the COVID-19 pandemic. These changes included adjustments to the recruitment method, CST Survey Instrument, and data weighting method.

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.

- **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 (Appendix E) encouraged passengers to complete the online CST Survey which passengers could access using the ferryfeedback.ca portal.

- **Engaging Reservation Holders**

Given the parameters around PPE and physical distancing, it was expected at the outset that surveyors would likely secure fewer surveys. To ensure that a robust number of surveys were completed during the intercept period, a random sample of passengers who had reserved and sailed on Routes 1, 2, 3, 9, and 30 were emailed an invitation to complete a CST survey online.

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 children’s play area and 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?*

DATA WEIGHTING CHANGES

With the inclusion of more reservation holders in the sample, the weighting schema was adjusted to account for whether a respondent had redeemed a reservation.

CST Intercept Survey Method

Passengers travelling on select BC Ferries routes during Wave 2 (August 6th to 19th, 2020) and Wave 3 (November 5th to 19th, 2020²) data collection periods, were eligible to complete a 2020 CST Survey. Passengers who agreed to participate in the survey 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.

Surveyors moved throughout the vessel and engaged passengers in various areas of the ship (e.g., upper vehicle decks, lounge areas, outer decks). Surveyors administered a demographic screener survey on an iPad 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. 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. To supplement intercept efforts, a sample of reservation holders on Routes 1, 2, 3, 9 and 30 who sailed during the survey period were also emailed an invitation to complete the survey.

As shown in the table below, 17% fewer surveys were completed this year than in 2019. This drop is not unexpected given that data collection in Wave 1 (June) was cancelled due to the pandemic.

Table 1: Survey completions overall and by route (2020 – All Waves)

	All Waves 2019	All Waves 2020*	Change (2019-20)
Major Routes (1, 2, 3, 30)	4,251	3,728	-523 (-12%)
Route 1	1,212	1,273	+61 (5%)
Route 2	1,269	1,109	-160 (-13%)
Route 3	772	613	-159 (-21%)
Route 30	998	733	-265 (-27%)
Minor Routes (4, 5/9, 19)	2,038	1,471	-567 (-28%)
Route 4	480	469	-11 (-2%)
Routes 5/9	994	768	-226 (-23%)
Route 19	564	234	-330 (-59%)
Total	6,289	5,199	-1,090 (-17%)

Source: 2020 CST Survey – All Waves (R.A. Malatest & Associates)

Sometimes, the surveying process ends up over or under-sampling certain types of passengers. To correct for any imbalances, 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 (reservation holders vs. non-reservation holders).

² On November 7th, the Province of British Columbia ordered a stop to all non-essential travel to Vancouver Coastal Health Authority, thus impacting surveying efforts on routes with a Lower Mainland departure or arrival terminal. Intercept surveying continued on Routes 4 and 19 until November 19th.

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	2016	2017	2018	2019	2020	Change (2019-20)
Major Routes (1, 2, 3, 30)	-	-	-	4.11	3.96	-0.15
Route 1	4.29	4.26	4.32	4.16	4.07	-0.09
Route 2	4.16	4.21	4.13	4.08	3.94	-0.14
Route 3	3.96	3.92	4.18	4.02	3.70	-0.32 ↓
Route 30	4.19	4.14	4.21	4.12	4.08	-0.04
Minor Routes (4, 5/9, 19)	4.20	4.12	4.22	3.99	4.03	+0.04
Route 4	4.20	4.24	4.28	4.08	4.18	+0.10
Routes 5/9	4.24	4.14	4.24	3.97	4.09	+0.12 ↑
Route 19	4.14	3.99	4.03	3.99	3.76	-0.23
Total	4.18	4.16	4.22	4.09	3.97	-0.12

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 2019.

Note: Weighted averages (passenger count) reported.

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

Source: 2020 CST Survey – All Waves (R.A. Malatest & Associates)

Overall customer satisfaction scores have dropped when compared to last year's score (change of -0.12 points). Analysis by route shows the passengers on Route 4 are the most satisfied with their overall experience (4.18) while passengers travelling on Route 3 are the least satisfied (3.70). Route 3 also showed the most marked reduction in overall customer satisfaction score since last year (-0.32).

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 declined from the previous year (decrease of -0.06).

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

	2016	2017	2018	2019	2020	Change (2019-20)
BC Ferries Total	4.08	4.07	4.05	4.07	4.01	-0.06
Tsawwassen	4.14	4.16	4.15	4.13	4.13	0.00
Swartz Bay	4.11	4.14	4.10	4.07	4.10	+0.03
Horseshoe Bay	4.00	3.98	3.94	4.00	3.88	-0.12
Departure Bay	4.17	4.07	4.12	4.09	3.96	-0.13
Langdale	3.91	3.90	3.87	3.95	3.75	-0.20
Duke Point	4.07	3.99	4.15	4.17	4.09	-0.08
Fulford Harbour	3.85	4.03	3.97	4.02	4.13	+0.11 ↑
Nanaimo Harbour	-	-	4.02	4.12	3.81	-0.31 ↓
Gabriola	-	-	3.64	3.71	3.54	-0.17

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 2019.

Note: Weighted averages (passenger count) reported.

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

Source: 2020 CST Survey – All Waves (R.A. Malatest & Associates)

Analysis by individual terminal shows that with the exception of passengers sailing from Swartz Bay and Fulford Harbour, passengers are less satisfied this year with their overall terminal experience compared to 2019. Nanaimo Harbour terminal passengers showed the greatest negative change compared to last year (-0.31). Passengers sailing from Fulford Harbour reported the highest levels of satisfaction (4.13) with their terminal experience while those departing from Gabriola appear to be the least satisfied (3.54).

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

For specific aspects of service within terminals, overall, passenger satisfaction has decreased across the majority of measures, compared to 2019. “Quality and variety of food/beverages offered at the terminal” showed the biggest drop in score when compared to the 2019 average (-0.14) while “Parking options at the terminal” showed the largest increase (+0.27) (Table 4). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2019	2020	Change (2019-20)
Outside appearance of the terminal you left from	4.17	4.15	-0.02
Overall appearance inside the terminal you left from	4.17	4.12	-0.05
Wait time at terminal	3.81	3.73	-0.08
Efficiency of the check-in process	4.32	4.22	-0.10
Staff customer service	4.41	4.31	-0.10
Clarity of staff directions	4.39	4.30	-0.09
Announcements when you needed to be informed	4.08	3.96	-0.12
Usefulness of digital information screens	3.92	3.88	-0.04
Quality and variety of merchandise offered at the terminal	3.77	3.67	-0.10
Quality and variety of food/beverages offered at the terminal	3.66	3.52	-0.14 ↓
Washrooms	4.01	4.01	0.00
Procedure for loading	4.15	4.12	-0.03
Professionalism of terminal staff	4.36	4.28	-0.08
Parking options at the terminal	3.43	3.70	+0.27 ↑
Ease of using passenger pickup/drop-off area	3.95	4.10	+0.15
Pre-boarding passenger lounge at terminal	3.79	3.86	+0.07

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2019.

Note: Weighted averages (passenger count) reported.

Note: 2019 scores for “Quality and variety of merchandise offered” and “Quality and variety of food/beverages offered” were updated to reflect a change in methodology (see Appendix B).

Source: 2020 CST Survey – All Waves (R.A. Malatest & Associates)

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has dropped from last year (decrease of -0.11). This year's score is the lowest on record for the 2016-2020 period.

Table 5. Overall Satisfaction with Onboard Services

	2016	2017	2018	2019	2020	Change (2019-20)
Major Routes (1, 2, 3, 30)	4.15	4.13	4.16	4.22	4.10	-0.12
Route 1	4.21	4.19	4.22	4.24	4.17	-0.07
Route 2	4.15	4.12	4.13	4.22	4.03	-0.19 ↓
Route 3	4.01	4.00	4.11	4.16	3.99	-0.17
Route 30	4.17	4.15	4.14	4.25	4.17	-0.08
Minor Routes (4, 5/9, 19)	4.10	4.06	4.12	4.18	4.17	-0.01
Route 4	4.02	4.06	4.14	4.18	4.31	+0.13 ↑
Routes 5/9	4.16	4.06	4.17	4.20	4.20	0.00
Route 19	4.07	4.07	4.01	4.12	3.98	-0.14
Total	4.14	4.12	4.16	4.22	4.11	-0.11

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 2019.

Note: Weighted averages (passenger count) reported.

Source: 2020 CST Survey – All Waves (R.A. Malatest & Associates)

Analysis by route shows that passengers on Route 4 are the most satisfied with their onboard services experience (4.31) while passengers travelling on Routes 3 and 19 are the least satisfied (3.99 and 3.98 respectively). Route 2 showed the most marked decrease in score compared to 2019 (-0.19).

Overall, 86% of passengers stated that they were satisfied with their onboard experience.

Table 6 shows that for the majority of onboard services, passengers are not as satisfied this year when compared to last. The service areas that experienced the largest decreases include “Atmosphere on the ferry overall” (-0.17), “Staff customer service” (-0.16), the “Passages Retail Store” (-0.15) and the “Quality and variety of food/beverages offered” (-0.15). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2019	2020	Change (2019-20)
Quality and variety of food/beverages offered	3.75	3.60	-0.15
Value for money (food services)	3.23	3.23	0.00
Staff customer service	4.30	4.14	-0.16
Passages Retail Store	4.03	3.88	-0.15
Washrooms	4.05	4.07	+0.02
Play area for children*	3.56	-	-
Pet area	3.16	3.21	+0.05 
Workstations	3.83	3.70	-0.13
Outside decks	4.22	4.18	-0.04
Lounge seating	4.12	4.05	-0.07
The SeaWest Lounge experience*	3.74	-	-
Outside appearance of vessel overall	4.16	4.18	+0.02
Ease of access, overall	4.19	4.17	-0.02
Ease of finding facilities/services	4.19	4.16	-0.03
Announcements when you need to be informed	4.09	3.96	-0.13
Atmosphere on the ferry overall	4.21	4.04	-0.17 
Procedures for unloading	4.18	4.17	-0.01
Professionalism of onboard staff	4.40	4.30	-0.10

*Customer satisfaction scores are not available as the service was not available in 2020 due to the COVID-19 pandemic.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2019.

Note: Weighted averages (passenger count) reported.

Source: 2020 CST Survey – All Waves (R.A. Malatest & Associates)

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” continue to show a steady improvement in scores YOY since 2016 (increase of +0.06 from last year).

Table 7. Value for Money of Fares

	2016	2017	2018	2019	2020	Change (2019-20)
Major Routes (1, 2, 3, 30)	3.02	3.11	3.28	3.31	3.36	+0.05
Route 1	3.12	3.22	3.32	3.30	3.36	+0.06
Route 2	2.94	3.09	3.17	3.26	3.29	+0.03
Route 3	3.00	2.98	3.45	3.45	3.51	+0.06
Route 30	2.87	3.01	3.09	3.23	3.28	+0.05
Minor Routes (4, 5/9, 19)	3.10	3.08	3.50	3.58	3.68	+0.10
Route 4	3.02	3.09	3.50	3.51	3.71	+0.20 ↑
Routes 5/9	3.16	3.11	3.55	3.61	3.74	+0.13
Route 19	3.07	3.04	3.40	3.50	3.47	-0.03 ↓
Total	3.03	3.11	3.31	3.35	3.41	+0.06

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 2019.

Note: Weighted averages (passenger count) reported.

Source: 2020 CST Survey – All Waves (R.A. Malatest & Associates)

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with value for money of fares (3.74) while passengers travelling on Route 30 are the least satisfied (3.28). Even though Route 30 had the lowest average, it did experience a positive gain since last year (+0.05). The largest positive change however, was experienced by Route 4 (+0.20). Route 19 was the only route to experience a drop in satisfaction with value for money of fares compared to 2019 (-0.03).

Overall, 55% 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	2020	3.97	4.07	3.94	3.70	4.08	4.18	4.09	3.76
	2019	4.09	4.16	4.08	4.02	4.12	4.08	3.97	3.99
	2018	4.22	4.32	4.13	4.18	4.21	4.28	4.24	4.03
	2017	4.16	4.26	4.21	3.92	4.14	4.24	4.14	3.99
	2016	4.18	4.29	4.16	3.96	4.19	4.20	4.24	4.14
<i>(2019-20 Comparison)</i>		<i>-0.12</i>	<i>-0.09</i>	<i>-0.14</i>	<i>-0.32</i>	<i>-0.04</i>	<i>+0.10</i>	<i>+0.12</i>	<i>-0.23</i>
Terminal Overall									
	2020	4.01	4.12	3.96	3.75	4.09	4.18	4.15	3.68
	2019	4.07	4.11	4.03	3.98	4.15	4.06	4.05	3.92
	2018	4.05	4.13	4.04	3.89	4.13	4.03	4.12	3.85
	2017	4.07	4.15	4.08	3.86	4.10	4.08	4.09	3.97
	2016	4.08	4.12	4.10	3.94	4.13	3.95	4.16	3.95
<i>(2019-20 Comparison)</i>		<i>-0.06</i>	<i>+0.01</i>	<i>-0.07</i>	<i>-0.23</i>	<i>-0.06</i>	<i>+0.12</i>	<i>+0.10</i>	<i>-0.24</i>
Onboard Overall									
	2020	4.11	4.17	4.03	3.99	4.17	4.31	4.20	3.98
	2019	4.22	4.24	4.22	4.16	4.25	4.18	4.20	4.12
	2018	4.16	4.22	4.13	4.11	4.14	4.14	4.17	4.01
	2017	4.12	4.19	4.12	4.00	4.15	4.06	4.06	4.07
	2016	4.14	4.21	4.15	4.01	4.17	4.02	4.16	4.07
<i>(2019-20 Comparison)</i>		<i>-0.11</i>	<i>-0.07</i>	<i>-0.19</i>	<i>-0.17</i>	<i>-0.08</i>	<i>+0.13</i>	<i>0.00</i>	<i>-0.14</i>
Value for money of fares									
	2020	3.41	3.36	3.29	3.51	3.28	3.71	3.74	3.47
	2019	3.35	3.30	3.26	3.45	3.23	3.51	3.61	3.50
	2018	3.31	3.32	3.17	3.45	3.09	3.50	3.55	3.40
	2017	3.11	3.22	3.09	2.98	3.01	3.09	3.11	3.04
	2016	3.03	3.12	2.94	3.00	2.87	3.02	3.16	3.07
<i>(2019-20 Comparison)</i>		<i>+0.06</i>	<i>+0.06</i>	<i>+0.03</i>	<i>+0.06</i>	<i>+0.05</i>	<i>+0.20</i>	<i>+0.13</i>	<i>-0.03</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2020	3.96	4.01	3.93	3.83	4.09	4.07	3.89	3.76
	2019	4.13	4.13	4.11	4.11	4.20	4.12	4.14	4.05
	2018	4.09	4.11	4.13	4.05	4.10	4.11	3.98	4.05
	2017	4.10	4.13	4.12	4.04	4.13	4.09	4.02	4.02
	2016	4.13	4.13	4.14	4.09	4.16	4.20	4.09	4.06
<i>(2019-20 Comparison)</i>		<i>-0.17</i>	<i>-0.12</i>	<i>-0.18</i>	<i>-0.28</i>	<i>-0.11</i>	<i>-0.05</i>	<i>-0.25</i>	<i>-0.29</i>
Ease of using online reservations	2020	3.88	4.02	3.86	3.59	4.01	-	3.70	-
	2019	4.01	4.09	3.93	3.93	4.07	-	3.92	-
	2018	3.95	4.00	3.99	3.85	3.96	-	3.83	-
	2017	4.00	4.09	3.96	3.89	4.00	-	4.00	-
	2016	3.93	4.04	3.83	3.78	4.03	-	4.05	-
<i>(2019-20 Comparison)</i>		<i>-0.13</i>	<i>-0.07</i>	<i>-0.07</i>	<i>-0.34</i>	<i>-0.06</i>	-	<i>-0.22</i>	-
BC Ferries phone service <i>(2016-18 question wording: Usefulness of BC Ferries phone service)</i>	2020	3.32	3.42	3.27	3.02	3.48	3.45	3.40	3.31
	2019	3.59	3.63	3.53	3.39	3.67	3.54	3.80	3.39
	2018	3.36	3.63	3.40	2.87	3.19	3.43	3.30	3.51
	2017	3.61	3.73	3.67	3.32	3.62	3.47	3.75	3.28
	2016	3.61	3.85	3.47	3.29	3.67	3.63	3.95	3.25
<i>(2019-20 Comparison)</i>		<i>-0.27</i>	<i>-0.21</i>	<i>-0.26</i>	<i>-0.37</i>	<i>-0.19</i>	<i>-0.09</i>	<i>-0.40</i>	<i>-0.08</i>
Ease of using/understanding sailing schedules <i>(Question added in 2019)</i>	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>(2019-20 Comparison)</i>		<i>-0.07</i>	<i>+0.01</i>	<i>-0.07</i>	<i>-0.12</i>	<i>-0.11</i>	<i>+0.06</i>	<i>-0.16</i>	<i>-0.19</i>
Effective communication of service updates <i>(Question added in 2019)</i>	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>(2019-20 Comparison)</i>		<i>-0.01</i>	<i>+0.04</i>	<i>-0.02</i>	<i>-0.09</i>	<i>-0.04</i>	<i>+0.35</i>	<i>+0.01</i>	<i>-0.16</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	2020	4.15	4.22	4.15	3.93	4.24	4.20	4.22	3.84
	2019	4.17	4.24	4.18	4.00	4.27	3.96	4.15	3.79
	2018	4.04	4.11	4.10	3.85	4.11	3.95	4.08	3.80
	2017	4.06	4.12	4.13	3.83	4.12	4.07	4.05	3.96
	2016	4.05	4.08	4.08	3.92	4.11	3.93	4.07	3.96
<i>(2019-20 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.03</i>	<i>+0.24</i>	<i>+0.07</i>	<i>+0.05</i>
Overall appearance inside the terminal	2020	4.12	4.18	4.10	3.92	4.22	4.14	4.15	-
<i>(2016-18 question wording:</i>	2019	4.17	4.24	4.18	3.98	4.23	3.95	4.12	-
<i>Overall look & décor inside the</i>	2018	3.87	3.90	3.95	3.66	3.91	3.78	3.94	-
<i>Terminal you left from (if applicable))</i>	2017	3.87	3.95	3.89	3.61	3.91	3.82	3.85	-
	2016	3.88	3.94	3.88	3.72	3.95	3.74	3.83	-
<i>(2019-20 Comparison)</i>		<i>-0.05</i>	<i>-0.06</i>	<i>-0.08</i>	<i>-0.06</i>	<i>-0.01</i>	<i>+0.19</i>	<i>+0.03</i>	<i>-</i>
Wait time at the terminal	2020	3.73	3.90	3.75	3.33	3.87	3.94	3.80	3.03
<i>(Question added in 2019)</i>	2019	3.81	3.98	3.78	3.63	3.88	3.68	3.58	3.49
<i>(2019-20 Comparison)</i>		<i>-0.08</i>	<i>-0.08</i>	<i>-0.03</i>	<i>-0.30</i>	<i>-0.01</i>	<i>+0.26</i>	<i>+0.22</i>	<i>-0.46</i>
Ticket Purchase									
Efficiency of the check-in process	2020	4.22	4.30	4.21	4.03	4.27	4.38	4.30	3.98
<i>(Question added in 2019)</i>	2019	4.32	4.32	4.31	4.27	4.34	4.33	4.35	4.30
<i>(2019-20 Comparison)</i>		<i>-0.10</i>	<i>-0.02</i>	<i>-0.10</i>	<i>-0.24</i>	<i>-0.07</i>	<i>+0.05</i>	<i>-0.05</i>	<i>-0.32</i>
Staff customer service	2020	4.31	4.32	4.29	4.18	4.35	4.44	4.40	4.34
	2019	4.41	4.41	4.39	4.34	4.44	4.42	4.50	4.42
	2018	4.43	4.44	4.45	4.35	4.40	4.43	4.49	4.41
	2017	4.41	4.47	4.42	4.22	4.39	4.42	4.45	4.54
	2016	4.40	4.44	4.47	4.26	4.34	4.37	4.44	4.53
<i>(2019-20 Comparison)</i>		<i>-0.10</i>	<i>-0.09</i>	<i>-0.10</i>	<i>-0.16</i>	<i>-0.09</i>	<i>+0.02</i>	<i>-0.10</i>	<i>-0.08</i>
Clarity of staff directions	2020	4.30	4.35	4.26	4.16	4.35	4.37	4.33	4.33
	2019	4.39	4.40	4.40	4.33	4.41	4.35	4.40	4.41
	2018	4.41	4.45	4.45	4.34	4.35	4.34	4.44	4.36
	2017	4.38	4.43	4.41	4.22	4.38	4.33	4.35	4.49
	2016	4.37	4.43	4.43	4.21	4.34	4.31	4.35	4.45
<i>(2019-20 Comparison)</i>		<i>-0.09</i>	<i>-0.05</i>	<i>-0.14</i>	<i>-0.17</i>	<i>-0.06</i>	<i>+0.02</i>	<i>-0.07</i>	<i>-0.08</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	2020	3.96	3.98	3.96	3.83	4.08	4.14	3.93	3.82
	2019	4.08	4.11	4.11	4.04	4.15	3.93	3.98	4.06
	2018	3.86	3.89	3.92	3.71	3.96	3.82	3.83	3.64
	2017	3.84	3.87	3.85	3.73	3.89	3.72	3.80	3.85
	2016	3.90	3.95	3.94	3.78	3.98	3.90	3.84	3.58
<i>(2019-20 Comparison)</i>		<i>-0.12</i>	<i>-0.13</i>	<i>-0.15</i>	<i>-0.21</i>	<i>-0.07</i>	<i>+0.21</i>	<i>-0.05</i>	<i>-0.24</i>
Usefulness of digital information screens	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>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2018	3.75	3.75	3.73	3.70	3.85	3.72	-	-
	2017	3.75	3.74	3.81	3.69	3.73	3.65	-	-
	2016	3.81	3.88	3.84	3.64	3.83	3.56	-	-
<i>(2019-20 Comparison)</i>		<i>-0.04</i>	<i>-0.01</i>	<i>-0.09</i>	<i>-0.17</i>	<i>+0.01</i>	<i>+0.34</i>	<i>+0.10</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal*	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>(2016-18 question wording: Variety / selection of merchandise)</i>	2018	3.87	3.94	3.89	-	3.87	3.11	3.55	-
	2017	3.87	3.90	3.91	-	3.85	3.49	3.46	-
	2016	3.89	3.90	3.93	-	3.96	3.50	3.59	-
<i>(2019-20 Comparison)</i>		<i>-0.04</i>	<i>-0.04</i>	<i>-0.34</i>	<i>-</i>	<i>0.00</i>	<i>0.18</i>	<i>-0.06</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal*	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>(2016-18 question wording: Food / beverages offered)</i>	2018	3.58	3.64	3.69	-	3.61	2.92	3.54	-
	2017	3.63	3.68	3.72	-	3.64	3.37	3.57	-
	2016	3.68	3.76	3.67	-	3.78	3.26	3.46	-
<i>(2019-20 Comparison)</i>		<i>-0.06</i>	<i>-0.06</i>	<i>-0.47</i>	<i>-</i>	<i>-0.05</i>	<i>+0.35</i>	<i>-0.09</i>	<i>-</i>
Washrooms	2020	4.01	4.10	3.97	3.73	4.17	4.05	4.13	3.70
<i>(Question added in 2019)</i>	2019	4.01	4.06	3.98	3.88	4.11	3.89	4.10	3.71
<i>(2019-20 Comparison)</i>		<i>0.00</i>	<i>+0.04</i>	<i>-0.01</i>	<i>-0.15</i>	<i>+0.06</i>	<i>+0.16</i>	<i>+0.03</i>	<i>-0.01</i>
Procedure for loading	2020	4.12	4.23	4.07	3.86	4.25	4.22	4.14	4.05
	2019	4.15	4.22	4.13	4.06	4.23	4.08	4.05	4.11
	2018	4.08	4.16	4.08	3.88	4.16	4.11	4.09	3.92
	2017	4.06	4.17	4.10	3.80	4.09	4.07	3.95	4.04
	2016	4.10	4.16	4.11	3.96	4.18	4.06	4.02	4.08
<i>(2019-20 Comparison)</i>		<i>-0.03</i>	<i>+0.01</i>	<i>-0.06</i>	<i>-0.20</i>	<i>+0.02</i>	<i>+0.14</i>	<i>+0.09</i>	<i>-0.06</i>
Professionalism of terminal staff	2020	4.28	4.34	4.20	4.16	4.33	4.43	4.29	4.32
	2019	4.36	4.37	4.39	4.26	4.38	4.31	4.41	4.43
	2018	4.25	4.29	4.27	4.12	4.24	4.25	4.31	4.20
	2017	4.24	4.29	4.22	4.09	4.22	4.30	4.29	4.40
	2016	4.22	4.25	4.23	4.12	4.23	4.18	4.26	4.38
<i>(2019-20 Comparison)</i>		<i>-0.08</i>	<i>-0.03</i>	<i>-0.19</i>	<i>-0.10</i>	<i>-0.05</i>	<i>+0.12</i>	<i>-0.12</i>	<i>-0.11</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 - All Waves Historical Data – Cont.

	All Waves	Total	Route						
			1	2	3	30	4	5/9	19

Terminal (Foot Passengers ONLY)

Parking options at the terminal	2020	3.70	3.94	3.72	3.59	4.01	3.77	3.97	2.31
<i>(Question added in 2019)</i>	2019	3.43	3.55	3.47	3.19	3.53	2.84	3.54	2.69
<i>(2019-20 Comparison)</i>		<i>+0.27</i>	<i>+0.39</i>	<i>+0.25</i>	<i>+0.40</i>	<i>+0.48</i>	<i>+0.93</i>	<i>+0.43</i>	<i>-0.38</i>

Ease of using passenger drop-off/pick-up area	2020	4.10	4.33	4.12	3.94	4.18	4.13	4.33	2.94
	2019	3.95	3.98	3.98	3.97	4.00	3.66	3.94	3.10
	2018	3.98	4.17	3.89	3.92	4.01	3.84	4.11	3.01
	2017	3.94	4.08	3.96	3.80	4.04	3.68	3.75	3.15
	2016	4.01	4.19	3.94	3.98	4.28	3.45	3.67	3.31
<i>(2019-20 Comparison)</i>		<i>+0.15</i>	<i>+0.35</i>	<i>+0.14</i>	<i>-0.03</i>	<i>+0.18</i>	<i>+0.47</i>	<i>+0.39</i>	<i>-0.16</i>

Pre-boarding passenger lounge at terminal	2020	3.86	3.83	3.87	3.90	3.77	3.96	4.25	3.13
<i>(Question added in 2019)</i>	2019	3.79	3.77	3.89	3.79	3.79	3.90	3.75	3.36
<i>(2019-20 Comparison)</i>		<i>+0.07</i>	<i>+0.06</i>	<i>-0.02</i>	<i>+0.11</i>	<i>-0.02</i>	<i>+0.06</i>	<i>+0.50</i>	<i>-0.23</i>

Onboard Experience

Food Services

Quality and variety of food/beverages offered	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>(2016-18 question wording: Food / beverages offered)</i>	2018	3.66	3.67	3.72	3.57	3.72	-	3.47	-
	2017	3.63	3.65	3.70	3.45	3.70	-	3.45	-
	2016	3.69	3.72	3.65	3.70	3.77	-	3.49	-
<i>(2019-20 Comparison)</i>		<i>-0.15</i>	<i>-0.10</i>	<i>-0.23</i>	<i>-0.13</i>	<i>-0.24</i>	-	<i>+0.04</i>	-

Value for money	2020	3.23	3.29	3.14	3.26	3.16	-	3.36	-
	2019	3.23	3.25	3.24	3.20	3.20	-	3.23	-
	2018	3.21	3.28	3.19	3.15	3.17	-	3.14	-
	2017	3.19	3.23	3.22	3.03	3.21	-	3.25	-
	2016	3.19	3.18	3.19	3.17	3.26	-	3.18	-
<i>(2019-20 Comparison)</i>		<i>0.00</i>	<i>+0.04</i>	<i>-0.10</i>	<i>+0.06</i>	<i>-0.04</i>	-	<i>+0.13</i>	-

Staff customer service	2020	4.14	4.15	4.12	4.13	4.18	-	4.13	-
	2019	4.30	4.30	4.32	4.29	4.32	-	4.26	-
	2018	4.21	4.20	4.23	4.18	4.21	-	4.23	-
	2017	4.20	4.19	4.24	4.07	4.26	-	4.24	-
	2016	4.18	4.16	4.20	4.15	4.23	-	4.13	-
<i>(2019-20 Comparison)</i>		<i>-0.16</i>	<i>-0.15</i>	<i>-0.20</i>	<i>-0.16</i>	<i>-0.14</i>	-	<i>-0.13</i>	-

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services									
Passages Retail Store	2020	3.88	3.98	3.84	3.78	3.98	-	3.66	-
<i>(Question added in 2019)</i>	2019	4.03	4.03	4.05	4.02	4.10	-	3.85	-
<i>(2019-20 Comparison)</i>		-0.15	-0.05	-0.21	-0.24	-0.12	-	-0.19	-
Washrooms	2020	4.07	4.17	4.00	3.97	4.16	3.95	4.16	3.65
<i>(Question added in 2019)</i>	2019	4.05	4.06	4.04	4.00	4.10	3.76	4.14	3.59
<i>(2019-20 Comparison)</i>		+0.02	+0.11	-0.04	-0.03	+0.06	+0.19	+0.02	+0.06
Play area for children	2020	-	-	-	-	-	-	-	-
<i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>	2019	3.56	3.73	3.47	3.54	3.39	-	3.27	-
	2018	3.27	3.69	3.19	2.77	3.19	-	3.09	-
	2017	3.55	3.69	3.66	3.42	3.47	-	2.92	-
	2016	3.40	3.55	3.51	3.14	3.33	-	2.92	-
<i>(2019-20 Comparison)</i>		-	-	-	-	-	-	-	-
Pet area	2020	3.21	3.07	3.15	3.45	3.19	-	3.29	-
	2019	3.16	3.14	3.14	3.24	3.14	-	3.16	-
	2018	2.50	2.58	2.51	2.21	2.20	-	3.29	-
	2017	2.77	3.49	2.39	2.79	3.07	-	2.11	-
	2016	2.56	2.62	2.69	2.64	2.14	-	1.24	-
<i>(2019-20 Comparison)</i>		+0.05	-0.07	+0.01	+0.21	+0.05	-	+0.13	-
Workstations	2020	3.70	3.76	3.54	3.73	3.79	-	3.75	-
	2019	3.83	3.87	3.78	3.79	3.76	-	3.87	-
	2018	3.70	3.76	3.60	3.57	3.82	-	3.94	-
	2017	3.71	3.81	3.57	3.74	3.59	-	3.83	-
	2016	3.65	3.72	3.61	3.57	3.69	-	3.61	-
<i>(2019-20 Comparison)</i>		-0.13	-0.11	-0.24	-0.06	+0.03	-	-0.12	-
Outside decks	2020	4.18	4.31	4.08	4.12	4.22	4.21	4.20	3.74
	2019	4.22	4.30	4.23	4.16	4.20	3.89	4.21	3.89
	2018	4.07	4.18	4.04	3.97	4.04	3.93	4.11	3.80
	2017	4.01	4.04	3.99	3.94	4.10	3.96	3.98	3.95
	2016	4.04	4.13	4.02	3.95	4.10	3.83	4.01	3.89
<i>(2019-20 Comparison)</i>		-0.04	+0.01	-0.15	-0.04	+0.02	+0.32	-0.01	-0.15
Lounge Seating	2020	4.05	4.15	3.86	4.09	4.09	-	4.13	-
<i>(Question added in 2019)</i>	2019	4.12	4.13	4.06	4.19	4.08	-	4.13	-
<i>(2019-20 Comparison)</i>		-0.07	+0.02	-0.20	-0.10	+0.01	-	0.00	-
SeaWest Lounge	2020	-	-	-	-	-	-	-	-
<i>(Question added in 2019)</i>	2019	3.74	3.83	3.68	-	3.40	-	-	-
<i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>									
<i>(2019-20 Comparison)</i>		-	-	-	-	-	-	-	-

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Outside appearance of the vessel overall	2020	4.18	4.30	4.10	4.04	4.18	4.22	4.22	3.97
	2019	4.16	4.25	4.11	4.06	4.17	3.97	4.14	3.91
	2018	4.05	4.19	3.95	3.92	4.02	3.99	4.17	3.84
	2017	4.00	4.11	3.93	3.86	4.06	4.00	3.97	3.90
	2016	4.00	4.12	3.97	3.85	4.05	3.89	3.94	3.91
<i>(2019-20 Comparison)</i>		<i>+0.02</i>	<i>+0.05</i>	<i>-0.01</i>	<i>-0.02</i>	<i>+0.01</i>	<i>+0.25</i>	<i>+0.08</i>	<i>+0.06</i>
Ease of access, overall <i>(for people with accessibility requirements)</i> ↑ <i>For all passengers</i> <i>(2016-18 question wording: Ease of access, overall, for people with disabilities)</i>	2020	3.85	3.89	3.77	3.68	4.25	3.91	3.60	3.77
	2020[†]	4.17	4.29	4.11	4.02	4.22	4.25	4.19	3.98
	2019	3.93	3.99	4.10	3.70	4.16	4.18	3.62	3.74
	2019 [†]	4.19	4.25	4.19	4.11	4.24	4.09	4.10	4.00
	2018	3.75	3.93	3.77	3.63	3.88	3.39	3.65	2.97
	2017	3.66	3.88	3.69	3.57	3.93	3.45	3.22	2.75
	2016	3.72	3.89	3.67	3.60	3.83	3.38	3.61	3.41
<i>(2019-20 Comparison)</i>		<i>-0.08</i>	<i>-0.10</i>	<i>-0.33</i>	<i>-0.02</i>	<i>+0.09</i>	<i>-0.27</i>	<i>-0.02</i>	<i>+0.03</i>
<i>(2019-20[†] Comparison)</i>		<i>-0.02</i>	<i>+0.04</i>	<i>-0.08</i>	<i>-0.09</i>	<i>-0.02</i>	<i>+0.16</i>	<i>+0.09</i>	<i>-0.02</i>
Ease of finding facilities / services	2020	4.16	4.23	4.11	4.08	4.18	4.12	4.24	3.97
	2019	4.19	4.20	4.19	4.19	4.25	4.07	4.18	4.04
	2018	3.94	3.96	3.93	3.88	3.99	3.79	4.04	3.75
	2017	3.96	3.98	3.98	3.89	4.06	3.86	3.99	3.76
	2016	3.95	3.95	3.95	3.94	4.03	3.74	3.91	3.90
<i>(2019-20 Comparison)</i>		<i>-0.03</i>	<i>+0.03</i>	<i>-0.08</i>	<i>-0.11</i>	<i>-0.07</i>	<i>+0.05</i>	<i>+0.06</i>	<i>-0.07</i>
Announcements when you need to be informed	2020	3.96	3.97	3.96	3.86	4.07	4.07	3.94	3.85
	2019	4.09	4.10	4.11	4.08	4.18	4.00	4.01	3.97
	2018	3.96	3.96	4.01	3.87	4.08	3.84	3.96	3.71
	2017	3.90	3.88	3.95	3.82	4.05	3.80	3.85	3.82
	2016	3.96	3.98	3.98	3.90	4.09	3.81	3.95	3.57
<i>(2019-20 Comparison)</i>		<i>-0.13</i>	<i>-0.13</i>	<i>-0.15</i>	<i>-0.22</i>	<i>-0.11</i>	<i>+0.07</i>	<i>-0.07</i>	<i>-0.12</i>
Atmosphere on the ferry overall <i>(2016-18 question wording: Atmosphere / environment)</i>	2020	4.04	4.08	3.96	3.98	4.07	4.16	4.17	3.97
	2019	4.21	4.24	4.21	4.17	4.24	4.05	4.20	4.04
	2018	3.98	4.01	3.96	3.91	4.06	3.90	4.08	3.74
	2017	3.97	4.02	3.95	3.85	4.08	3.82	3.99	3.90
	2016	4.00	4.03	3.99	3.92	4.14	3.77	4.00	3.87
<i>(2019-20 Comparison)</i>		<i>-0.17</i>	<i>-0.16</i>	<i>-0.25</i>	<i>-0.19</i>	<i>-0.17</i>	<i>+0.11</i>	<i>-0.03</i>	<i>-0.07</i>
Procedures for unloading	2020	4.17	4.28	4.14	3.94	4.24	4.27	4.18	3.95
	2019	4.18	4.23	4.17	4.08	4.25	4.08	4.14	4.08
	2018	4.03	4.10	4.02	3.90	4.08	4.06	4.04	3.92
	2017	4.01	4.08	4.03	3.83	4.07	4.00	4.01	3.98
	2016	4.04	4.10	4.02	3.92	4.13	3.99	4.06	3.96
<i>(2019-20 Comparison)</i>		<i>-0.01</i>	<i>+0.05</i>	<i>-0.03</i>	<i>-0.14</i>	<i>-0.01</i>	<i>+0.19</i>	<i>+0.04</i>	<i>-0.13</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Professionalism of onboard staff	2020	4.30	4.36	4.25	4.18	4.33	4.39	4.37	4.31
	2019	4.40	4.41	4.42	4.37	4.39	4.31	4.39	4.35
	2018	4.27	4.31	4.27	4.16	4.27	4.27	4.31	4.25
	2017	4.26	4.30	4.26	4.14	4.29	4.27	4.29	4.32
	2016	4.24	4.27	4.27	4.14	4.26	4.22	4.26	4.27
<i>(2019-20 Comparison)</i>		<i>-0.10</i>	<i>-0.05</i>	<i>-0.17</i>	<i>-0.19</i>	<i>-0.06</i>	<i>+0.08</i>	<i>-0.02</i>	<i>-0.04</i>
Experience with the sailing schedule									
Earliest ferry early enough	2020	3.89	3.89	3.89	3.85	3.96	3.94	3.86	3.97
	2019	3.94	3.99	3.95	3.90	3.98	4.06	3.79	3.96
	2018	4.02	4.03	4.04	4.07	4.09	4.00	3.89	3.65
	2017	3.98	4.01	4.06	3.87	4.12	4.01	3.83	3.68
	2016	3.94	4.01	4.01	3.87	3.92	3.91	3.81	3.57
<i>(2019-20 Comparison)</i>		<i>-0.05</i>	<i>-0.10</i>	<i>-0.06</i>	<i>-0.05</i>	<i>-0.02</i>	<i>-0.12</i>	<i>+0.07</i>	<i>+0.01</i>
Latest ferry late enough	2020	3.77	3.77	3.79	3.77	3.89	3.52	3.67	3.76
	2019	3.75	3.76	3.83	3.69	3.88	3.38	3.61	3.72
	2018	3.76	3.82	3.69	3.80	3.94	3.24	3.65	3.74
	2017	3.54	3.67	3.58	3.10	3.83	3.24	3.55	3.69
	2016	3.51	3.74	3.56	3.00	3.64	3.28	3.54	3.55
<i>(2019-20 Comparison)</i>		<i>+0.02</i>	<i>+0.01</i>	<i>-0.04</i>	<i>+0.08</i>	<i>+0.01</i>	<i>+0.14</i>	<i>+0.06</i>	<i>+0.04</i>
Ferry sailing frequent enough	2020	3.36	3.74	3.26	2.71	3.52	3.70	3.15	3.23
	2019	3.41	3.78	3.34	2.86	3.43	3.41	2.99	3.24
	2018	3.36	3.80	3.27	2.77	3.33	3.29	3.08	3.12
	2017	3.36	3.80	3.41	2.54	3.33	3.43	2.95	3.28
	2016	3.40	3.76	3.39	2.87	3.40	3.42	3.00	3.30
<i>(2019-20 Comparison)</i>		<i>-0.05</i>	<i>-0.04</i>	<i>-0.08</i>	<i>-0.15</i>	<i>+0.09</i>	<i>+0.29</i>	<i>+0.16</i>	<i>-0.01</i>
Ability to get onto desired sailing	2020	3.81	4.03	3.76	3.34	3.87	4.06	4.04	3.33
	2019	3.76	3.92	3.68	3.49	3.78	3.64	3.86	3.38
	2018	3.55	3.77	3.46	3.23	3.54	3.65	3.80	3.18
	2017	3.62	3.84	3.60	3.19	3.66	3.69	3.72	3.34
	2016	3.70	3.91	3.63	3.37	3.63	3.77	3.91	3.42
<i>(2019-20 Comparison)</i>		<i>+0.05</i>	<i>+0.11</i>	<i>+0.08</i>	<i>-0.15</i>	<i>+0.09</i>	<i>+0.42</i>	<i>+0.18</i>	<i>-0.05</i>
Ability to connect with other sailings (based on those connecting)	2020	3.36	3.44	3.25	3.17	3.51	3.46	3.51	3.32
	2019	3.37	3.82	2.86	3.21	3.80	3.14	3.44	3.04
	2018	3.30	3.15	3.04	3.69	3.78	3.52	3.29	2.62
	2017	3.12	3.75	2.76	3.04	3.63	3.23	3.46	2.55
	2016	3.15	3.47	3.14	2.87	2.97	3.53	3.81	2.70
<i>(2019-20 Comparison)</i>		<i>-0.01</i>	<i>-0.38</i>	<i>+0.39</i>	<i>-0.04</i>	<i>-0.29</i>	<i>+0.32</i>	<i>+0.07</i>	<i>+0.28</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.

		Route							
	All Waves	Total	1	2	3	30	4	5/9	19
Experience with the sailing schedule – Cont.									
Ferry running on time	2020	3.84	3.94	3.97	3.54	3.97	4.23	3.71	2.88
<i>(2016-18 question wording: Ferry departing on time)</i>	2019	3.93	4.12	4.08	3.66	4.08	3.95	3.33	3.38
	2018	3.86	4.17	3.59	3.55	4.04	4.02	3.82	3.33
	2017	3.73	4.01	3.81	3.04	3.82	4.07	3.60	3.43
	2016	3.80	4.06	3.85	3.10	3.94	3.93	3.83	3.75
<i>(2019-20 Comparison)</i>		<i>-0.09</i>	<i>-0.18</i>	<i>-0.11</i>	<i>-0.12</i>	<i>-0.11</i>	<i>+0.28</i>	<i>+0.38</i>	<i>-0.50</i>

Safety									
Safety of ferry operations	2020	4.28	4.32	4.23	4.17	4.32	4.33	4.36	4.35
	2019	4.35	4.40	4.34	4.28	4.36	4.32	4.35	4.27
	2018	4.28	4.34	4.25	4.20	4.24	4.25	4.30	4.25
	2017	4.25	4.26	4.28	4.16	4.26	4.26	4.29	4.26
	2016	4.25	4.30	4.23	4.13	4.29	4.17	4.26	4.26
<i>(2019-20 Comparison)</i>		<i>-0.07</i>	<i>-0.08</i>	<i>-0.11</i>	<i>-0.11</i>	<i>-0.04</i>	<i>+0.01</i>	<i>+0.01</i>	<i>+0.08</i>

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

Average Satisfaction Ratings by Terminal - All Waves Historical Data											
	All Waves	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2020	3.97	4.06	4.10	3.83	3.91	3.79	4.07	4.08	3.84	3.67
	2019	4.09	4.16	4.10	4.07	4.10	3.94	4.16	4.13	4.08	3.88
	2018	4.22	4.23	4.38	4.14	4.12	4.22	4.29	4.22	4.06	3.98
	2017	4.16	4.24	4.26	4.10	4.15	3.97	4.09	4.26	-	-
	2016	4.18	4.26	4.29	4.04	4.17	4.03	4.20	4.15	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.12</i>	<i>-0.10</i>	<i>0.00</i>	<i>-0.24</i>	<i>-0.19</i>	<i>-0.15</i>	<i>-0.09</i>	<i>-0.05</i>	<i>-0.24</i>	<i>-0.21</i>
Terminal Overall	2020	4.01	4.13	4.10	3.88	3.96	3.75	4.09	4.13	3.81	3.54
	2019	4.07	4.13	4.07	4.00	4.09	3.95	4.17	4.02	4.12	3.71
	2018	4.05	4.15	4.10	3.94	4.12	3.87	4.15	3.97	4.02	3.64
	2017	4.07	4.16	4.14	3.98	4.07	3.90	3.99	4.03	-	-
	2016	4.08	4.14	4.11	4.00	4.17	3.91	4.07	3.85	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.06</i>	<i>0.00</i>	<i>+0.03</i>	<i>-0.12</i>	<i>-0.13</i>	<i>-0.20</i>	<i>-0.08</i>	<i>+0.11</i>	<i>-0.31</i>	<i>-0.17</i>
Value for money of fares	2020	3.41	3.35	3.51	3.41	3.18	3.57	3.24	3.55	3.39	3.55
	2019	3.35	3.32	3.36	3.35	3.26	3.42	3.27	3.52	3.45	3.54
	2018	3.31	3.23	3.38	3.31	3.13	3.47	3.07	3.55	3.41	3.38
	2017	3.11	3.18	3.20	3.06	3.02	3.04	2.99	3.07	-	-
	2016	3.03	3.03	3.14	2.90	3.00	3.09	2.84	3.08	-	-
<i>Change (2019-20 Comparison)</i>		<i>+0.06</i>	<i>+0.03</i>	<i>+0.15</i>	<i>+0.06</i>	<i>-0.08</i>	<i>+0.15</i>	<i>-0.03</i>	<i>+0.03</i>	<i>-0.06</i>	<i>+0.01</i>
At the Terminal											
Outside appearance of the terminal	2020	4.15	4.25	4.20	4.09	4.15	3.89	4.19	4.09	3.91	3.75
	2019	4.17	4.27	4.18	4.10	4.23	3.94	4.29	3.91	3.94	3.62
	2018	4.04	4.14	4.06	3.95	4.19	3.82	4.12	3.94	3.95	3.61
	2017	4.06	4.14	4.10	3.92	4.25	3.89	4.10	4.05	-	-
	2016	4.05	4.08	4.08	3.98	4.16	3.85	4.09	3.88	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>+0.02</i>	<i>-0.01</i>	<i>-0.08</i>	<i>-0.05</i>	<i>-0.10</i>	<i>+0.18</i>	<i>-0.03</i>	<i>+0.13</i>
Overall appearance inside the terminal <i>(Previous question wording: Overall look & décor inside the terminal you left from (if applicable))</i>	2020	4.12	4.23	4.13	4.06	4.06	3.91	4.15	4.07	-	-
	2019	4.17	4.26	4.16	4.09	4.26	3.92	4.22	3.89	-	-
	2018	3.87	3.95	3.83	3.80	4.04	3.58	3.86	3.78	-	-
	2017	3.87	3.97	3.92	3.71	3.99	3.58	3.85	3.87	-	-
	2016	3.88	3.91	3.98	3.74	4.03	3.66	3.97	3.65	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.05</i>	<i>-0.03</i>	<i>-0.03</i>	<i>-0.03</i>	<i>-0.20</i>	<i>-0.01</i>	<i>-0.07</i>	<i>+0.18</i>	-	-
Wait time at the terminal <i>(Question added in 2019)</i>	2020	3.73	3.88	3.87	3.62	3.72	3.30	3.89	3.88	3.25	2.79
	2019	3.81	3.94	3.89	3.70	3.86	3.61	3.95	3.59	3.71	3.25
	<i>Change (2019-20 Comparison)</i>		<i>-0.08</i>	<i>-0.06</i>	<i>-0.02</i>	<i>-0.08</i>	<i>-0.14</i>	<i>-0.31</i>	<i>-0.06</i>	<i>+0.29</i>	<i>-0.46</i>

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

			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Efficiency of the check in process	2020	4.22	4.32	4.26	4.12	4.23	4.07	4.25	4.31	4.05	3.87
<i>(Question added in 2019)</i>	2019	4.32	4.33	4.31	4.32	4.33	4.19	4.39	4.35	4.36	4.24
<i>Change (2019-20 Comparison)</i>		-0.10	-0.01	-0.05	-0.20	-0.10	-0.12	-0.14	-0.04	-0.31	-0.37
Staff customer service	2020	4.31	4.34	4.33	4.26	4.28	4.18	4.34	4.46	4.32	4.35
	2019	4.41	4.46	4.37	4.37	4.43	4.26	4.44	4.51	4.46	4.39
	2018	4.43	4.44	4.43	4.36	4.49	4.41	4.42	4.35	4.43	4.39
	2017	4.41	4.46	4.46	4.35	4.39	4.24	4.36	4.37	-	-
	2016	4.40	4.42	4.43	4.34	4.53	4.25	4.28	4.34	-	-
<i>Change (2019-20 Comparison)</i>		-0.10	-0.12	-0.04	-0.11	-0.15	-0.08	-0.10	-0.05	-0.14	-0.04
Clarity of staff directions	2020	4.30	4.35	4.32	4.21	4.29	4.18	4.38	4.38	4.37	4.29
	2019	4.39	4.44	4.35	4.36	4.40	4.30	4.41	4.51	4.41	4.42
	2018	4.41	4.45	4.41	4.37	4.46	4.41	4.34	4.34	4.36	4.37
	2017	4.38	4.42	4.42	4.33	4.39	4.24	4.34	4.29	-	-
	2016	4.37	4.42	4.40	4.31	4.48	4.18	4.31	4.23	-	-
<i>Change (2019-20 Comparison)</i>		-0.09	-0.09	-0.03	-0.15	-0.11	-0.12	-0.03	-0.13	-0.04	-0.13
Terminal Services											
Announcements when you need to be informed	2020	3.96	4.02	3.91	3.95	3.85	3.87	4.16	4.16	3.83	3.82
	2019	4.08	4.13	4.04	4.07	4.20	3.97	4.16	3.92	4.15	3.97
	2018	3.86	3.92	3.83	3.79	3.96	3.75	4.08	3.87	3.60	3.67
	2017	3.84	3.90	3.81	3.73	3.94	3.76	3.96	3.71	-	-
	2016	3.90	3.91	3.98	3.75	4.07	3.87	4.11	3.85	-	-
<i>Change (2019-20 Comparison)</i>		-0.12	-0.11	-0.13	-0.12	-0.35	-0.10	0.00	+0.24	-0.32	-0.15
Usefulness of digital information screens	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>(2016-18 question wording: Usefulness of TV info screens (if Applicable))</i>	2018	3.75	3.63	3.88	3.68	3.78	3.75	4.01	3.78	-	-
	2017	3.75	3.66	3.81	3.75	3.80	3.72	3.75	3.70	-	-
	2016	3.81	3.84	3.85	3.75	3.89	3.55	3.89	3.58	-	-
<i>Change (2019-20 Comparison)</i>		-0.04	-0.05	+0.08	-0.03	-0.27	-0.21	+0.04	+0.28	-	-
Quality and variety of merchandise offered at the terminal*	2020	3.67	3.79	3.57	-	3.54	-	-	-	-	-
	2019	3.77	3.86	3.60	-	3.91	-	-	-	-	-
<i>(2016-18 question wording: Variety / selection of merchandise)</i>	2018	3.87	3.96	3.84	-	3.94	-	-	-	-	-
	2017	3.87	3.95	3.85	-	3.90	-	-	-	-	-
	2016	3.89	3.92	3.88	-	3.92	-	-	-	-	-
<i>Change (2019-20 Comparison)</i>		-0.10	-0.07	-0.03	-	-0.37	-	-	-	-	-

*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 Terminal - All Waves Historical Data - Cont.

			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – Cont.											
Quality and variety of food/beverages offered at the terminal* <i>(2016-18 question wording: Food / beverages offered)</i>	2020	3.52	3.67	3.42	-	3.30	-	-	-	-	-
	2019	3.66	3.80	3.43	-	3.78	-	-	-	-	-
	2018	3.58	3.76	3.45	-	3.78	-	-	-	-	-
	2017	3.63	3.84	3.53	-	3.70	-	-	-	-	-
	2016	3.68	3.87	3.65	-	3.76	-	-	-	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.14</i>	<i>-0.13</i>	<i>-0.01</i>	-	<i>-0.48</i>	-	-	-	-	-
Washrooms <i>(Question added in 2019)</i>	2020	4.01	4.18	4.03	3.84	4.00	3.77	4.14	4.03	3.60	3.79
	2019	4.01	4.09	4.04	3.94	4.04	3.82	4.14	3.96	3.80	3.61
	<i>Change (2019-20 Comparison)</i>		<i>0.00</i>	<i>+0.09</i>	<i>-0.01</i>	<i>-0.10</i>	<i>-0.04</i>	<i>-0.05</i>	<i>0.00</i>	<i>+0.07</i>	<i>-0.20</i>
Procedure for loading	2020	4.12	4.22	4.21	4.00	4.04	3.87	4.27	4.27	4.14	3.95
	2019	4.15	4.20	4.19	4.13	4.15	3.99	4.27	4.08	4.19	4.03
	2018	4.08	4.12	4.17	3.95	4.12	3.92	4.29	4.14	3.96	3.86
	2017	4.06	4.15	4.15	3.96	4.10	3.79	4.11	4.09	-	-
	2016	4.10	4.16	4.15	3.98	4.18	4.01	4.22	3.99	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.03</i>	<i>+0.02</i>	<i>+0.02</i>	<i>-0.13</i>	<i>-0.11</i>	<i>-0.12</i>	<i>0.00</i>	<i>+0.19</i>	<i>-0.05</i>	<i>-0.08</i>
Professionalism of terminal staff	2020	4.28	4.34	4.33	4.17	4.24	4.15	4.35	4.43	4.37	4.27
	2019	4.36	4.36	4.38	4.35	4.39	4.23	4.39	4.35	4.50	4.37
	2018	4.25	4.25	4.29	4.17	4.29	4.17	4.36	4.27	4.17	4.24
	2017	4.24	4.29	4.28	4.18	4.18	4.11	4.17	4.33	-	-
	2016	4.22	4.24	4.25	4.14	4.26	4.17	4.26	4.15	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.08</i>	<i>-0.02</i>	<i>-0.05</i>	<i>-0.18</i>	<i>-0.15</i>	<i>-0.08</i>	<i>-0.04</i>	<i>+0.08</i>	<i>-0.13</i>	<i>-0.10</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal <i>(Question added in 2019)</i>	2020	3.70	3.84	3.96	3.69	3.65	3.60	4.04	3.92	2.27	2.35
	2019	3.43	3.50	3.54	3.16	3.67	3.30	3.57	2.64	2.89	2.53
	<i>Change (2019-20 Comparison)</i>		<i>+0.27</i>	<i>+0.34</i>	<i>+0.42</i>	<i>+0.53</i>	<i>-0.02</i>	<i>+0.30</i>	<i>+0.47</i>	<i>+1.28</i>	<i>-0.62</i>
Ease of using passenger drop-off/pick-up area	2020	4.10	4.40	4.19	4.06	4.12	3.93	4.21	4.21	3.00	2.88
	2019	3.95	4.04	3.91	3.91	4.12	3.95	4.01	3.32	3.37	2.85
	2018	3.98	4.00	4.28	3.75	4.07	4.12	4.01	3.57	3.02	2.99
	2017	3.94	4.11	4.00	3.83	4.03	3.82	4.13	3.38	-	-
	2016	4.01	4.18	4.20	3.88	4.07	3.98	4.34	3.47	-	-
<i>Change (2019-20 Comparison)</i>		<i>+0.15</i>	<i>+0.36</i>	<i>+0.28</i>	<i>+0.15</i>	<i>0.00</i>	<i>-0.02</i>	<i>+0.20</i>	<i>+0.89</i>	<i>-0.37</i>	<i>+0.03</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2020	3.86	3.83	3.99	3.91	3.98	3.74	3.71	3.87	3.21	3.06
	2019	3.79	3.75	3.79	3.79	4.08	3.72	3.83	3.96	3.63	3.07
	<i>Change (2019-20 Comparison)</i>		<i>+0.07</i>	<i>+0.08</i>	<i>+0.20</i>	<i>+0.12</i>	<i>-0.10</i>	<i>+0.02</i>	<i>-0.12</i>	<i>-0.09</i>	<i>-0.42</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.