



# Customer Satisfaction Tracking

Wave 2 – August 2019





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. Since its inception, this research has followed a consistent methodology for data collection, analysis and reporting.

In July 2017, a review of BC Ferries' CST research was conducted. As a result of this review, the British Columbia Ferries Commissioner ordered BC Ferries to undertake a number of actions with regard to the CST, including sampling from routes not currently surveyed and more timely and frequent access to results.

BC Ferries engaged a consultant in the summer of 2018 to conduct an internal review of the CST methodology, tools, and feedback mechanisms, as well as to advise on the design of a future research program. Based on the consultant's review and input, BC Ferries has committed to transitioning in phases towards a more comprehensive approach of obtaining customer input on all routes by using a mix of data collection methodologies.

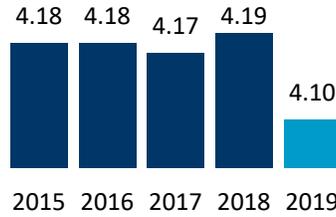
To achieve this goal, BC Ferries contracted R.A. Malatest & Associates Ltd. (Malatest), an independent research firm, to assist in developing and implementing a more comprehensive CST data collection methodology.

This report presents findings from August 2019, the second wave of data collection to be administered using the new methodology. Passengers who were surveyed reported an overall satisfaction score of 4.10 (out of a possible 5), and 85% of those passengers reported that they were satisfied with their overall experience.

## Customer Satisfaction Survey Highlights

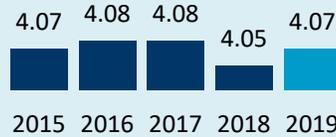
### Overall Satisfaction

The decrease in the August 2019 overall satisfaction score is likely due to recent changes to the survey instrument. In light of the survey redesign (to meet Industry Best Practices), August 2019 should act as the new baseline for Wave 2 comparisons going forward.



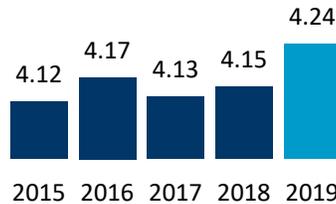
### Terminal Satisfaction

Terminal satisfaction scores have held relatively steady year-over-year since 2015. This suggests that either BC Ferries has encountered a ceiling effect, or improvements are needed to key drivers to see higher scores in the future.



### Onboard Satisfaction

Onboard satisfaction scores showed a marked improvement this year compared to August 2018. The August 2019 score is the highest score achieved in the past 5 years.



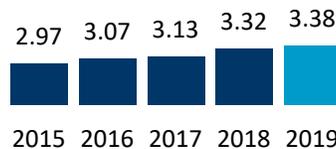
### Ferry Running On Time

The 2019 score for passenger assessments of whether the ferry was running on time improved greatly compared to last year. The August 2019 score is the highest score achieved in the past 5 years.



### Value for Money of Fares

Value for Money of Fares scores continue to steadily increase year-over-year. The August 2019 score is the highest score achieved in the past 5 years.



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# CST Intercept Survey Method

Passengers travelling on select BC Ferries routes between August 6<sup>th</sup> and August 19<sup>th</sup>, 2019 were eligible to participate in the 2019 Wave 2 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 interviewed passengers in various areas of the ship (e.g. cafés/restaurants, lounge areas, outer decks, pet area, parking areas), by administering a demographic screener survey on an iPad. Passengers then had the option to complete the remainder of the survey online (via a secure email link) or on paper, which was provided along with a postage-paid return envelope.

As shown in the table below, 89% more surveys were completed this year than in August 2018.

**Table 1: Survey completions overall and by route (August 2019 – Wave 2)**

	August 2018	August 2019	Change (2018-19)
<b>Major Routes (1, 2, 3, 30)</b>	<b>809</b>	<b>1,585</b>	<b>+776 (96%)</b>
Route 1	227	363	+136 (60%)
Route 2	221	590	+369 (167%)
Route 3	200	293	+93 (47%)
Route 30	161	339	+178 (111%)
<b>Minor Routes (4, 5/9, 19)</b>	<b>438</b>	<b>773</b>	<b>+335 (76%)</b>
Route 4	101	157	+56 (55%)
Routes 5/9	232	404	+172 (74%)
Route 19	105	212	+107 (102%)
<b>Total</b>	<b>1,247</b>	<b>2,358</b>	<b>+1,111 (89%)</b>

*Source:* August 2019 CST Survey (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), and
- Passenger type (walk-on vs. vehicle).

# Overall Customer Satisfaction

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

**Table 2. Overall Customer Satisfaction**

	August 2015	August 2016	August 2017	August 2018	August 2019	Change (2018-19)
<b>Major Routes (1, 2, 3, 30)</b>	-	-	-	-	<b>4.13</b>	-
Route 1	4.32	4.29	4.23	4.29	<b>4.21</b>	-0.08
Route 2	4.09	4.14	4.18	4.04	<b>4.01</b>	-0.03
Route 3	3.97	3.98	4.02	4.21	<b>4.14</b>	-0.07
Route 30	4.22	4.19	4.18	4.16	<b>4.04</b>	-0.12
<b>Minor Routes (4, 5/9, 19)</b>	<b>4.14</b>	<b>4.19</b>	<b>4.15</b>	<b>4.19</b>	<b>3.94</b>	<b>-0.25</b>
Route 4	4.21	4.07	4.29	4.28	<b>4.15</b>	-0.13
Routes 5/9	4.15	4.32	4.13	4.31	<b>3.90</b>	-0.41 ↓
Route 19	4.06	4.02	4.04	3.85	<b>3.97</b>	+0.12 ↑
<b>Total</b>	<b>4.18</b>	<b>4.18</b>	<b>4.17</b>	<b>4.19</b>	<b>4.10</b>	<b>-0.09</b>

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 2018.

Note: Weighted averages (passenger count) reported.

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

Source: August 2019 CST Survey (R.A. Malatest & Associates)

Overall customer satisfaction scores have dropped when compared to last year's score (change of -0.09 points). Analysis by route shows that passengers on Route 1 are the most satisfied with their overall experience (4.21) while passengers travelling on Routes 5/9 are the least satisfied (3.90). Routes 5/9 also show the most marked reduction in scores (-0.41).

**85% 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 continues to show little change year-over-year (increase of +0.02 from last year).

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

	August 2015	August 2016	August 2017	August 2018	August 2019	Change (2018-19)
<b>BC Ferries Total</b>	<b>4.07</b>	<b>4.08</b>	<b>4.08</b>	<b>4.05</b>	<b>4.07</b>	<b>+0.02</b>
Tsawwassen	4.16	4.14	4.19	4.10	<b>4.12</b>	+0.02
Swartz Bay	4.11	4.08	4.22	4.23	<b>4.09</b>	-0.14 ↓
Horseshoe Bay	4.02	4.03	4.00	3.90	<b>3.99</b>	+0.09
Departure Bay	4.03	4.14	3.99	4.04	<b>4.08</b>	+0.04
Langdale	3.95	3.93	3.96	3.90	<b>4.03</b>	+0.13 ↑
Duke Point	4.05	4.03	3.96	4.07	<b>4.16</b>	+0.09
Fulford Harbour	3.97	3.85	4.13	4.11	<b>4.12</b>	+0.01
Nanaimo Harbour	-	-	-	3.95	<b>4.05</b>	+0.10
Gabriola	-	-	-	3.61	<b>3.74</b>	+0.13 ↑

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 2018.

**Note:** Weighted averages (passenger count) reported.

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

**Source:** August 2019 CST Survey (R.A. Malatest & Associates)

Analysis by individual terminal shows that passengers sailing from Duke Point (4.16) are the most satisfied with their terminal experience while those departing from Gabriola are the least satisfied (3.74). Regardless, Gabriola and Langdale show the greatest positive change compared to last year (+0.13) while Swartz Bay shows the largest decrease in average score (-0.14).

**Overall, 83% of passengers stated that they were satisfied with their terminal experience.**

For specific aspects of service within terminals, overall, passenger satisfaction has increased across the majority of measures. “Overall appearance inside the terminal you left from” showed the largest increase when compared to August 2018 (+0.33) while “Quality and variety of merchandise offered at the terminal” showed the biggest drop in score (-0.13) (Table 4). Satisfaction scores for each terminal are presented in Appendix B.

**Table 4. Overall Satisfaction Scores for Individual Terminal Services**

TERMINAL SERVICES	August 2018	August 2019	Change (2018-19)
Outside appearance of the terminal you left from	4.05	<b>4.22</b>	+0.17
Overall appearance inside the terminal you left from	3.89	<b>4.22</b>	+0.33 ↑
Wait time at terminal	-	<b>3.79</b>	-
Efficiency of the check-in process	-	<b>4.33</b>	-
Staff customer service	4.43	<b>4.42</b>	-0.01
Clarity of staff directions	4.43	<b>4.41</b>	-0.02
Announcements when you needed to be informed	3.88	<b>4.12</b>	+0.24
Usefulness of digital information screens	3.71	<b>3.96</b>	+0.25
Quality and variety of merchandise offered at the terminal	3.88	<b>3.75</b>	-0.13 ↓
Quality and variety of food/beverages offered at the terminal	3.59	<b>3.60</b>	+0.01
Washrooms	-	<b>4.04</b>	-
Procedure for loading	4.10	<b>4.19</b>	+0.09
Professionalism of terminal staff	4.27	<b>4.38</b>	+0.11
Parking options at the terminal	-	<b>3.40</b>	-
Ease of using passenger pickup/drop-off area	4.01	<b>4.01</b>	0.00
Pre-boarding passenger lounge at terminal	-	<b>3.87</b>	-

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2018.

**Note:** Weighted averages (passenger count) reported.

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

**Source:** August 2019 CST Survey (R.A. Malatest & Associates)

# Onboard Services Customer Satisfaction

Passenger ratings of onboard services increased +0.09 points since last year. With only one exception (2016-17 comparison year), the satisfaction score for onboard services continuously improves year after year. This year's score is the highest on record for the 2015-2019 period.

**Table 5. Overall Satisfaction with Onboard Services**

	August 2015	August 2016	August 2017	August 2018	August 2019	Change (2018-19)
<b>Major Routes (1, 2, 3, 30)</b>	-	-	-	-	<b>4.26</b>	-
Route 1	4.17	4.21	4.21	4.19	<b>4.29</b>	+0.10
Route 2	4.06	4.24	4.11	4.15	<b>4.21</b>	+0.06
Route 3	4.09	4.03	4.01	4.10	<b>4.26</b>	+0.16 ↑
Route 30	4.14	4.18	4.18	4.09	<b>4.23</b>	+0.14
<b>Minor Routes (4, 5/9, 19)</b>	<b>4.08</b>	<b>4.10</b>	<b>4.05</b>	<b>4.16</b>	<b>4.15</b>	<b>-0.01</b>
Route 4	4.00	3.93	4.13	4.28	<b>4.20</b>	-0.08 ↓
Routes 5/9	4.14	4.21	3.97	4.18	<b>4.14</b>	-0.04
Route 19	4.03	4.00	4.12	4.01	<b>4.15</b>	+0.14
<b>Total</b>	<b>4.12</b>	<b>4.17</b>	<b>4.13</b>	<b>4.15</b>	<b>4.24</b>	<b>+0.09</b>

**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 2018.

**Note:** Weighted averages (passenger count) reported.

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

**Source:** August 2019 CST Survey (R.A. Malatest & Associates)

Analysis by route shows that passengers on Route 1 are the most satisfied with their onboard services experience (4.29). While the majority of routes show higher satisfaction scores this year compared to last, Route 3 passengers showed the largest improvement in scores and the second highest score overall (4.26).

**Overall, 90% of passengers stated that they were satisfied with their onboard experience.**

Table 6 shows that passengers are more satisfied this year compared to last for each onboard service measure. “Pet area” showed the largest increase when compared to August 2018 (+0.61). Route specific scores for each of these questions are available in Appendix A.

**Table 6. Overall Satisfaction Scores for Individual Onboard Services**

ONBOARD SERVICES	August 2018	August 2019	Change (2018-19)
Quality and variety of food/beverages offered	3.65	<b>3.75</b>	+0.10
Value for money (food services)	3.22	<b>3.25</b>	+0.03
Staff customer service	4.21	<b>4.32</b>	+0.11
Passages Retail Store	-	<b>4.02</b>	-
Washrooms	-	<b>4.06</b>	-
Play area for children	3.17	<b>3.58</b>	+0.41
Pet area	2.63	<b>3.24</b>	+0.61 ↑
Workstations	3.74	<b>3.90</b>	+0.16
Outside decks	4.10	<b>4.26</b>	+0.16
Lounge seating	-	<b>4.15</b>	-
The SeaWest Lounge Experience	-	<b>3.63</b>	-
Outside appearance of vessel overall	4.09	<b>4.17</b>	+0.08
Ease of access, overall	-	<b>4.20</b>	-
Ease of finding facilities/services	3.97	<b>4.19</b>	+0.22
Announcements when you need to be informed	3.98	<b>4.12</b>	+0.14
Atmosphere on the ferry overall	4.01	<b>4.25</b>	+0.24
Procedures for unloading	4.06	<b>4.21</b>	+0.15
Professionalism of onboard staff	4.28	<b>4.41</b>	+0.13

**Note:** Arrows indicate the largest positive and negatives changes in satisfaction scores since 2018.

**Note:** Weighted averages (passenger count) reported.

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

**Source:** August 2019 CST Survey (R.A. Malatest & Associates)

# Value for Money of Fares

Passenger ratings of “Value for Money of Fares” continue to show a steady increase in scores year-over-year since 2015 (increase of +0.06 from last year).

**Table 7. Value for Money of Fares**

	August 2015	August 2016	August 2017	August 2018	August 2019	Change (2018-19)
<b>Major Routes (1, 2, 3, 30)</b>	-	-	-	-	<b>3.33</b>	-
Route 1	3.19	3.15	3.23	3.35	<b>3.31</b>	-0.04 ↓
Route 2	2.77	2.98	3.10	3.17	<b>3.25</b>	+0.08
Route 3	2.84	3.11	3.05	3.45	<b>3.56</b>	+0.11
Route 30	2.79	2.93	3.05	3.06	<b>3.26</b>	+0.20 ↑
<b>Minor Routes (4, 5/9, 19)</b>	<b>2.95</b>	<b>3.15</b>	<b>3.13</b>	<b>3.58</b>	<b>3.65</b>	+0.07
Route 4	2.80	3.02	3.28	3.57	<b>3.65</b>	+0.08
Routes 5/9	3.05	3.25	3.07	3.59	<b>3.68</b>	+0.09
Route 19	2.86	3.07	3.10	3.55	<b>3.51</b>	-0.04 ↓
<b>Total</b>	<b>2.97</b>	<b>3.07</b>	<b>3.13</b>	<b>3.32</b>	<b>3.38</b>	<b>+0.06</b>

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 2018.

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

**Note:** Weighted averages (passenger count) reported.

**Source:** August 2019 CST Survey (R.A. Malatest & Associates).

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with Value for Money of Fares (3.68) while passengers travelling on Route 2 are the least satisfied (3.25). Even though Route 2 does show the lowest value for money of fare average, it did experience a positive change since last year (+0.08). The largest positive change was experienced by Route 30 (+0.20). Routes 1 and 19 experienced the only drops in satisfaction since last year, which were small (-0.04).

## APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – WAVE 2 (AUGUST) HISTORICAL DATA

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data									
	Wave 2	Total	Route						
			1	2	3	30	4	5/9	19
<b>Overall Experience</b>									
Trip Overall	<b>2019</b>	<b>4.10</b>	<b>4.21</b>	<b>4.01</b>	<b>4.14</b>	<b>4.04</b>	<b>4.15</b>	<b>3.90</b>	<b>3.97</b>
	2018	4.19	4.29	4.04	4.21	4.16	4.28	4.31	3.85
	2017	4.17	4.23	4.18	4.02	4.18	4.29	4.13	4.04
	2016	4.18	4.29	4.14	3.98	4.19	4.07	4.32	4.02
	2015	4.18	4.32	4.09	3.97	4.22	4.21	4.15	4.06
<i>2018-19 Comparison</i>		<i>-0.09</i>	<i>-0.08</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.12</i>	<i>-0.13</i>	<i>-0.41</i>	<i>0.12</i>
<b>Terminal Overall</b>									
	<b>2019</b>	<b>4.07</b>	<b>4.14</b>	<b>3.97</b>	<b>4.10</b>	<b>4.09</b>	<b>4.08</b>	<b>3.99</b>	<b>3.92</b>
	2018	4.05	4.18	3.94	3.92	4.04	4.10	4.17	3.80
	2017	4.08	4.19	4.07	3.87	4.10	4.17	4.02	4.05
	2016	4.08	4.10	4.08	4.00	4.12	3.91	4.17	3.97
	2015	4.07	4.14	4.04	3.95	4.08	4.05	4.07	4.05
<i>2018-19 Comparison</i>		<i>0.02</i>	<i>-0.04</i>	<i>0.03</i>	<i>0.18</i>	<i>0.05</i>	<i>-0.02</i>	<i>-0.18</i>	<i>0.12</i>
<b>Onboard Overall</b>									
	<b>2019</b>	<b>4.24</b>	<b>4.29</b>	<b>4.21</b>	<b>4.26</b>	<b>4.23</b>	<b>4.20</b>	<b>4.14</b>	<b>4.15</b>
	2018	4.15	4.19	4.15	4.10	4.09	4.28	4.18	4.01
	2017	4.13	4.21	4.11	4.01	4.18	4.13	3.97	4.12
	2016	4.17	4.21	4.24	4.03	4.18	3.93	4.21	4.00
	2015	4.12	4.17	4.06	4.09	4.14	4.00	4.14	4.03
<i>2018-19 Comparison</i>		<i>0.09</i>	<i>0.10</i>	<i>0.06</i>	<i>0.16</i>	<i>0.14</i>	<i>-0.08</i>	<i>-0.04</i>	<i>0.14</i>
<b>Value for money of fares</b>									
	<b>2019</b>	<b>3.38</b>	<b>3.31</b>	<b>3.25</b>	<b>3.56</b>	<b>3.26</b>	<b>3.65</b>	<b>3.68</b>	<b>3.51</b>
	2018	3.32	3.35	3.17	3.45	3.06	3.57	3.59	3.55
	2017	3.13	3.23	3.10	3.05	3.05	3.28	3.07	3.10
	2016	3.07	3.15	2.98	3.11	2.93	3.02	3.25	3.07
	2015	2.97	3.19	2.77	2.84	2.79	2.80	3.05	2.86
<i>(2018-19 Comparison)</i>		<i>0.06</i>	<i>-0.04</i>	<i>0.08</i>	<i>0.11</i>	<i>0.20</i>	<i>0.08</i>	<i>0.09</i>	<i>-0.04</i>

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data – Cont.									
	Wave 2	Total	Route						
			1	2	3	30	4	5/9	19
<b>Before Arriving at Terminal</b>									
Usefulness of BC Ferries Website	<b>2019</b>	<b>4.14</b>	<b>4.13</b>	<b>4.10</b>	<b>4.17</b>	<b>4.21</b>	<b>4.15</b>	<b>4.12</b>	<b>4.11</b>
	2018	4.07	4.07	4.12	4.09	4.01	4.09	4.01	4.04
	2017	4.07	4.08	4.08	4.05	4.11	3.99	3.97	4.09
	2016	4.13	4.16	4.10	4.09	4.15	4.30	4.13	4.00
	2015	4.07	4.13	4.21	3.84	4.07	4.17	3.95	4.00
<i>(2018-19 Comparison)</i>		<i>0.07</i>	<i>0.06</i>	<i>-0.02</i>	<i>0.08</i>	<i>0.20</i>	<i>0.06</i>	<i>0.11</i>	<i>0.07</i>
Ease of using online reservations	<b>2019</b>	<b>3.99</b>	<b>4.03</b>	<b>3.90</b>	<b>4.00</b>	<b>4.07</b>	-	<b>3.85</b>	-
	2018	3.93	3.92	3.92	3.90	3.94	-	3.98	-
	2017	3.95	4.04	3.95	3.80	4.01	3.80	3.86	3.77
	2016	3.92	4.01	3.83	3.69	4.08	3.68	4.08	3.70
	2015	4.00	4.06	4.12	3.80	3.99	3.54	3.99	3.63
<i>(2018-19 Comparison)</i>		<i>0.06</i>	<i>0.11</i>	<i>-0.02</i>	<i>0.10</i>	<i>0.13</i>	-	<i>-0.13</i>	-
BC Ferries phone service <i>(Previous question wording: Usefulness of BC Ferries phone service)</i>	<b>2019</b>	<b>3.67</b>	<b>3.66</b>	<b>3.67</b>	<b>3.58</b>	<b>3.69</b>	<b>3.83</b>	<b>3.87</b>	<b>3.55</b>
	2018	3.45	3.93	3.43	2.73	3.11	3.62	3.48	3.23
	2017	3.61	3.60	3.77	3.32	3.77	3.40	3.83	3.19
	2016	3.63	3.82	3.52	3.11	3.76	3.76	4.04	3.12
	2015	3.67	3.98	3.63	3.18	3.56	3.19	3.97	3.35
<i>2018-19 Comparison</i>		<i>0.22</i>	<i>-0.27</i>	<i>0.24</i>	<i>0.85</i>	<i>0.58</i>	<i>0.21</i>	<i>0.39</i>	<i>0.32</i>
Ease of using/understanding sailing schedules <i>(New question for 2019)</i>	<b>2019</b>	<b>4.29</b>	<b>4.33</b>	<b>4.28</b>	<b>4.24</b>	<b>4.41</b>	<b>4.34</b>	<b>4.12</b>	<b>4.34</b>
Effective communication of service updates <i>(New question for 2019)</i>	<b>2019</b>	<b>4.01</b>	<b>4.06</b>	<b>4.00</b>	<b>3.94</b>	<b>4.16</b>	<b>3.97</b>	<b>3.83</b>	<b>3.94</b>

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data – Cont.									
			Route						
	Wave 2	Total	1	2	3	30	4	5/9	19
<b>At the Terminal</b>									
Outside appearance of the terminal	<b>2019</b>	<b>4.22</b>	<b>4.31</b>	<b>4.25</b>	<b>4.04</b>	<b>4.28</b>	<b>3.98</b>	<b>4.13</b>	<b>3.92</b>
	2018	4.05	4.13	4.07	3.87	4.05	4.02	4.07	3.87
	2017	4.09	4.15	4.15	3.86	4.12	4.15	4.04	4.03
	2016	4.05	4.04	4.07	4.03	4.12	3.93	4.08	3.94
	2015	4.05	4.12	4.06	3.88	4.06	3.88	4.10	3.87
<i>(2018-19 Comparison)</i>		<i>0.17</i>	<i>0.18</i>	<i>0.18</i>	<i>0.17</i>	<i>0.23</i>	<i>-0.04</i>	<i>0.06</i>	
Overall appearance inside the terminal	<b>2019</b>	<b>4.22</b>	<b>4.33</b>	<b>4.27</b>	<b>3.99</b>	<b>4.24</b>	<b>3.96</b>	<b>4.09</b>	<b>-</b>
<i>(Previous question wording:</i>	2018	3.89	3.92	3.95	3.70	3.83	3.98	4.00	-
<i>Overall look &amp; décor inside the</i>	2017	3.88	3.96	3.91	3.64	3.95	3.89	3.81	-
<i>Terminal you left from (if applicable))</i>	2016	3.88	3.97	3.88	3.72	3.89	3.89	3.82	-
	2015	3.89	3.91	3.94	3.77	3.89	3.63	3.94	-
<i>(2018-19 Comparison)</i>		<i>0.33</i>	<i>0.41</i>	<i>0.32</i>	<i>0.29</i>	<i>0.41</i>	<i>-0.02</i>	<i>0.09</i>	
Wait time at the terminal	<b>2019</b>	<b>3.79</b>	<b>4.00</b>	<b>3.65</b>	<b>3.77</b>	<b>3.80</b>	<b>3.74</b>	<b>3.45</b>	<b>3.38</b>
<i>(New question for 2019)</i>									
<b>Ticket Purchase</b>									
Efficiency of the check-in process	<b>2019</b>	<b>4.33</b>	<b>4.36</b>	<b>4.29</b>	<b>4.37</b>	<b>4.31</b>	<b>4.37</b>	<b>4.30</b>	<b>4.30</b>
<i>(New question for 2019)</i>									
Staff customer service	<b>2019</b>	<b>4.42</b>	<b>4.43</b>	<b>4.38</b>	<b>4.40</b>	<b>4.44</b>	<b>4.39</b>	<b>4.47</b>	<b>4.43</b>
	2018	4.43	4.45	4.44	4.40	4.34	4.49	4.52	4.37
	2017	4.39	4.46	4.43	4.16	4.43	4.47	4.35	4.57
	2016	4.38	4.38	4.47	4.31	4.26	4.26	4.44	4.54
	2015	4.41	4.44	4.41	4.31	4.46	4.36	4.39	4.51
<i>(2018-19 Comparison)</i>		<i>-0.01</i>	<i>-0.02</i>	<i>-0.06</i>	<i>0.00</i>	<i>0.10</i>	<i>-0.10</i>	<i>-0.05</i>	<i>0.06</i>
Clarity of staff directions	<b>2019</b>	<b>4.41</b>	<b>4.46</b>	<b>4.38</b>	<b>4.39</b>	<b>4.41</b>	<b>4.28</b>	<b>4.35</b>	<b>4.42</b>
	2018	4.43	4.47	4.45	4.44	4.27	4.45	4.48	4.28
	2017	4.36	4.39	4.42	4.19	4.43	4.38	4.22	4.51
	2016	4.35	4.38	4.44	4.25	4.28	4.24	4.31	4.40
	2015	4.35	4.36	4.38	4.23	4.41	4.20	4.26	4.49
<i>(2018-19 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.07</i>	<i>-0.05</i>	<i>0.14</i>	<i>-0.17</i>	<i>-0.13</i>	<i>0.14</i>

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data – Cont.									
	Wave 2	Total	Route						
			1	2	3	30	4	5/9	19
<b>Terminal Services</b>									
Announcements when you need to be informed	<b>2019</b>	<b>4.12</b>	<b>4.17</b>	<b>4.08</b>	<b>4.15</b>	<b>4.14</b>	<b>3.86</b>	<b>3.97</b>	<b>4.07</b>
	2018	3.88	3.91	3.92	3.74	3.95	3.82	3.87	3.48
	2017	3.87	3.89	3.89	3.84	3.91	3.80	3.67	3.99
	2016	3.94	4.01	3.97	3.85	3.96	4.00	3.86	3.50
	2015	3.81	3.85	3.81	3.75	3.93	3.68	3.65	3.65
<i>(2018-19 Comparison)</i>		<i>0.24</i>	<i>0.26</i>	<i>0.16</i>	<i>0.41</i>	<i>0.19</i>	<i>0.04</i>	<i>0.10</i>	<i>0.59</i>
Usefulness of digital information screens	<b>2019</b>	<b>3.96</b>	<b>4.03</b>	<b>3.97</b>	<b>3.95</b>	<b>4.04</b>	<b>3.63</b>	<b>3.69</b>	<b>-</b>
	2018	3.71	3.76	3.65	3.56	3.84	3.83	-	-
<i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2017	3.71	3.67	3.74	3.70	3.75	3.64	-	-
	2016	3.86	4.00	3.89	3.63	3.82	3.72	-	-
	2015	3.70	3.66	3.65	3.72	3.87	3.58	-	-
<i>(2018-19 Comparison)</i>		<i>0.25</i>	<i>0.27</i>	<i>0.32</i>	<i>0.39</i>	<i>0.20</i>	<i>-0.20</i>	<i>-</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal	<b>2019</b>	<b>3.75</b>	<b>3.82</b>	<b>3.78</b>	<b>3.65</b>	<b>3.80</b>	<b>3.36</b>	<b>3.60</b>	<b>-</b>
	2018	3.88	3.97	3.92	3.76	3.84	2.95	3.65	-
<i>(Previous question wording: Variety / selection of merchandise)</i>	2017	3.83	3.95	3.92	3.76	3.71	3.76	3.17	-
	2016	3.90	3.91	3.99	3.84	3.93	3.96	3.52	-
	2015	3.85	3.75	3.86	4.17	3.90	3.47	3.72	-
<i>(2018-19 Comparison)</i>		<i>-0.13</i>	<i>-0.15</i>	<i>-0.14</i>	<i>-0.11</i>	<i>-0.04</i>	<i>0.41</i>	<i>-0.05</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal	<b>2019</b>	<b>3.60</b>	<b>3.69</b>	<b>3.67</b>	<b>3.44</b>	<b>3.66</b>	<b>3.10</b>	<b>3.36</b>	<b>-</b>
	2018	3.59	3.61	3.77	3.37	3.50	2.94	3.69	-
<i>(Previous question wording: Food / beverages offered)</i>	2017	3.64	3.78	3.71	3.32	3.58	3.40	3.55	-
	2016	3.71	3.76	3.70	3.64	3.78	3.34	3.65	-
	2015	3.58	3.64	3.47	3.55	3.72	3.15	3.58	-
<i>(2018-19 Comparison)</i>		<i>0.01</i>	<i>0.08</i>	<i>-0.10</i>	<i>0.07</i>	<i>0.16</i>	<i>0.16</i>	<i>-0.33</i>	<i>-</i>
Washrooms <i>(New question for 2019)</i>	<b>2019</b>	<b>4.04</b>	<b>4.09</b>	<b>4.03</b>	<b>3.91</b>	<b>4.12</b>	<b>3.90</b>	<b>4.05</b>	<b>3.73</b>
Procedure for loading	<b>2019</b>	<b>4.19</b>	<b>4.29</b>	<b>4.16</b>	<b>4.10</b>	<b>4.26</b>	<b>4.23</b>	<b>3.98</b>	<b>4.15</b>
	2018	4.10	4.18	4.07	3.91	4.21	4.21	4.16	3.82
	2017	4.09	4.23	4.11	3.84	4.11	4.11	3.94	4.11
	2016	4.14	4.19	4.18	4.06	4.17	4.04	4.05	4.01
	2015	4.08	4.21	4.00	3.98	4.12	4.01	3.90	4.06
<i>(2018-19 Comparison)</i>		<i>0.09</i>	<i>0.11</i>	<i>0.09</i>	<i>0.19</i>	<i>0.05</i>	<i>0.02</i>	<i>-0.18</i>	<i>0.33</i>
Professionalism of terminal staff	<b>2019</b>	<b>4.38</b>	<b>4.41</b>	<b>4.40</b>	<b>4.27</b>	<b>4.40</b>	<b>4.38</b>	<b>4.37</b>	<b>4.48</b>
	2018	4.27	4.32	4.25	4.15	4.24	4.35	4.37	4.12
	2017	4.25	4.31	4.23	4.12	4.24	4.36	4.26	4.44
	2016	4.25	4.28	4.26	4.20	4.24	4.13	4.31	4.26
	2015	4.23	4.31	4.19	4.11	4.22	4.19	4.14	4.36
<i>(2018-19 Comparison)</i>		<i>0.11</i>	<i>0.09</i>	<i>0.15</i>	<i>0.12</i>	<i>0.16</i>	<i>0.03</i>	<i>0.00</i>	<i>0.36</i>

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data – Cont.									
			Route						
	Wave 2	Total	1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal <i>(New question for 2019)</i>	<b>2019</b>	<b>3.40</b>	<b>3.58</b>	<b>3.20</b>	<b>3.17</b>	<b>3.52</b>	<b>3.22</b>	<b>3.54</b>	<b>2.87</b>
Ease of using passenger drop-off/pick-up area	<b>2019</b>	<b>4.01</b>	<b>4.09</b>	<b>3.88</b>	<b>4.10</b>	<b>4.05</b>	<b>3.81</b>	<b>3.98</b>	<b>3.39</b>
	2018	4.01	4.19	4.05	3.90	3.94	3.94	4.12	2.72
	2017	4.02	4.39	3.95	3.69	4.08	3.67	3.90	3.30
	2016	4.04	4.21	4.02	4.00	4.28	3.72	3.54	3.30
	2015	4.02	4.01	4.01	4.13	4.22	3.64	3.98	3.84
<i>(2018-19 Comparison)</i>		<i>0.00</i>	<i>-0.10</i>	<i>-0.17</i>	<i>0.20</i>	<i>0.11</i>	<i>-0.13</i>	<i>-0.14</i>	<i>0.67</i>
Pre-boarding passenger lounge at terminal <i>(New question for 2019)</i>	<b>2019</b>	<b>3.87</b>	<b>3.91</b>	<b>3.87</b>	<b>3.93</b>	<b>3.82</b>	<b>4.04</b>	<b>3.76</b>	<b>3.58</b>
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	<b>2019</b>	<b>3.75</b>	<b>3.77</b>	<b>3.81</b>	<b>3.76</b>	<b>3.89</b>	-	<b>3.33</b>	-
	2018	3.65	3.64	3.77	3.55	3.65	-	3.46	-
<i>(Previous question wording: Food / beverages offered)</i>	2017	3.65	3.71	3.72	3.36	3.81	-	3.37	-
	2016	3.74	3.74	3.68	3.80	3.84	-	3.56	-
	2015	3.66	3.62	3.71	3.86	3.58	-	3.39	-
<i>(2018-19 Comparison)</i>		<i>0.10</i>	<i>0.13</i>	<i>0.04</i>	<i>0.21</i>	<i>0.24</i>	-	<i>-0.13</i>	-
Value for money	<b>2019</b>	<b>3.25</b>	<b>3.26</b>	<b>3.28</b>	<b>3.24</b>	<b>3.21</b>	<b>3.20</b>	<b>3.27</b>	-
	2018	3.22	3.31	3.21	3.13	3.11	2.81	3.25	-
	2017	3.23	3.25	3.31	3.02	3.25	3.12	3.17	-
	2016	3.25	3.19	3.25	3.25	3.43	2.83	3.31	-
	2015	3.19	3.25	3.20	3.09	3.09	2.57	3.35	-
<i>(2018-19 Comparison)</i>		<i>0.03</i>	<i>-0.05</i>	<i>0.07</i>	<i>0.11</i>	<i>0.10</i>	<i>0.39</i>	<i>0.02</i>	-
Staff customer service	<b>2019</b>	<b>4.32</b>	<b>4.32</b>	<b>4.33</b>	<b>4.34</b>	<b>4.35</b>	-	<b>4.24</b>	-
	2018	4.21	4.21	4.23	4.20	4.19	-	4.26	-
	2017	4.21	4.21	4.27	4.01	4.33	-	4.08	-
	2016	4.19	4.17	4.16	4.21	4.28	-	4.14	-
	2015	4.15	4.21	4.06	4.15	4.11	-	4.25	-
<i>(2018-19 Comparison)</i>		<i>0.11</i>	<i>0.11</i>	<i>0.10</i>	<i>0.14</i>	<i>0.16</i>	-	<i>-0.02</i>	-
Onboard Facilities/Services									
Passages Retail Store <i>(New question for 2019)</i>	<b>2019</b>	<b>4.02</b>	<b>4.06</b>	<b>4.01</b>	<b>4.04</b>	<b>3.99</b>	-	<b>3.79</b>	-
Washrooms <i>(New question for 2019)</i>	<b>2019</b>	<b>4.06</b>	<b>4.06</b>	<b>4.11</b>	<b>4.06</b>	<b>4.07</b>	<b>3.71</b>	<b>4.10</b>	<b>3.58</b>

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data – Cont.									
	Wave 2	Total	Route						
			1	2	3	30	4	5/9	19
<b>Onboard Facilities/Services – Cont.</b>									
Play area for children	<b>2019</b>	<b>3.58</b>	<b>3.79</b>	<b>3.42</b>	<b>3.59</b>	<b>3.32</b>	-	<b>3.26</b>	-
	2018	3.17	3.73	3.31	2.46	3.02	-	3.02	-
	2017	3.44	3.53	3.72	3.12	3.51	-	2.90	-
	2016	3.33	3.51	3.54	3.00	3.22	-	3.02	-
	2015	3.49	3.66	3.34	3.50	3.64	-	2.92	-
<i>(2018-19 Comparison)</i>		<i>0.41</i>	<i>0.06</i>	<i>0.11</i>	<i>1.13</i>	<i>0.30</i>	-	<i>0.24</i>	-
Pet area	<b>2019</b>	<b>3.24</b>	<b>3.24</b>	<b>3.05</b>	<b>3.55</b>	<b>3.03</b>	-	<b>3.27</b>	-
	2018	2.63	2.77	2.81	2.27	2.28	-	3.00	-
	2017	2.66	4.00	2.00	1.00	3.08	-	-	-
	2016	2.45	2.52	2.60	2.40	2.00	-	1.00	-
	2015	2.31	2.00	2.34	2.00	2.80	-	1.92	-
<i>(2018-19 Comparison)</i>		<i>0.61</i>	<i>0.47</i>	<i>0.24</i>	<i>1.28</i>	<i>0.75</i>	-	<i>0.27</i>	-
Workstations	<b>2019</b>	<b>3.90</b>	<b>4.02</b>	<b>3.81</b>	<b>3.86</b>	<b>3.65</b>	-	<b>3.91</b>	-
	2018	3.74	3.76	3.80	3.42	4.01	-	4.02	-
	2017	3.77	4.00	3.75	3.73	3.53	-	3.84	-
	2016	3.67	3.93	3.64	3.36	3.64	-	3.59	-
	2015	3.61	3.60	3.42	3.78	3.80	-	3.59	-
<i>(2018-19 Comparison)</i>		<i>0.16</i>	<i>0.26</i>	<i>0.01</i>	<i>0.44</i>	<i>-0.36</i>	-	<i>-0.11</i>	-
Outside decks	<b>2019</b>	<b>4.26</b>	<b>4.35</b>	<b>4.26</b>	<b>4.23</b>	<b>4.23</b>	<b>3.78</b>	<b>4.21</b>	<b>3.86</b>
	2018	4.10	4.22	4.07	3.93	4.07	4.01	4.14	3.75
	2017	4.05	4.05	4.01	3.98	4.18	4.04	4.08	4.01
	2016	4.10	4.22	4.13	3.99	4.07	3.78	4.07	3.89
	2015	4.02	4.09	3.97	3.98	4.09	3.90	3.93	3.83
<i>(2018-19 Comparison)</i>		<i>0.16</i>	<i>0.13</i>	<i>0.19</i>	<i>0.30</i>	<i>0.16</i>	<i>-0.23</i>	<i>0.07</i>	<i>0.11</i>
Lounge Seating <i>(New question for 2019)</i>	<b>2019</b>	<b>4.15</b>	<b>4.19</b>	<b>4.08</b>	<b>4.25</b>	<b>4.03</b>	-	<b>4.14</b>	-
SeaWest Lounge <i>(New question for 2019)</i>	<b>2019</b>	<b>3.63</b>	<b>3.74</b>	<b>3.62</b>	<b>3.60</b>	<b>3.16</b>	-	-	-
Outside appearance of the vessel overall	<b>2019</b>	<b>4.17</b>	<b>4.29</b>	<b>4.11</b>	<b>4.07</b>	<b>4.16</b>	<b>3.87</b>	<b>4.11</b>	<b>3.93</b>
	2018	4.09	4.21	3.99	3.99	4.03	4.01	4.20	3.81
	2017	4.03	4.13	3.93	3.88	4.12	4.07	4.19	3.92
	2016	4.05	4.16	4.08	3.84	4.08	3.82	4.02	3.85
	2015	3.98	4.08	3.91	3.87	4.03	3.99	3.85	3.84
<i>(2018-19 Comparison)</i>		<i>0.08</i>	<i>0.08</i>	<i>0.12</i>	<i>0.08</i>	<i>0.13</i>	<i>-0.14</i>	<i>-0.09</i>	<i>0.12</i>

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data – Cont.									
	Wave 2	Total	Route						
			1	2	3	30	4	5/9	19
<b>Onboard Facilities/Services – Cont.</b>									
Ease of access, overall <i>(for people with accessibility requirements)</i> † for all passengers <i>(Previous question wording: Ease of access, overall, for people with disabilities)</i>	<b>2019</b>	<b>3.89</b>	<b>3.95</b>	<b>3.96</b>	<b>3.72</b>	<b>4.29</b>	<b>3.68</b>	<b>3.74</b>	<b>3.40</b>
	<b>2019<sup>†</sup></b>	<b>4.20</b>	<b>4.27</b>	<b>4.20</b>	<b>4.10</b>	<b>4.25</b>	<b>4.11</b>	<b>4.11</b>	<b>4.05</b>
	2018	3.84	4.01	3.88	3.60	4.06	3.56	3.73	2.93
	2017	3.77	3.91	3.79	3.60	3.99	3.66	3.35	3.00
	2016	3.75	3.89	3.88	3.58	3.80	3.11	3.60	3.26
	2015	3.69	3.82	3.51	3.59	4.01	3.23	3.62	3.45
<i>(2018-19 Comparison)</i>		<i>0.05</i>	<i>-0.06</i>	<i>0.08</i>	<i>0.12</i>	<i>0.23</i>	<i>0.12</i>	<i>0.01</i>	<i>0.47</i>
Ease of finding facilities / services	<b>2019</b>	<b>4.19</b>	<b>4.21</b>	<b>4.16</b>	<b>4.19</b>	<b>4.25</b>	<b>4.07</b>	<b>4.19</b>	<b>4.07</b>
	2018	3.97	4.03	3.93	3.90	3.96	3.85	4.04	3.71
	2017	4.00	4.01	4.00	3.92	4.09	3.91	3.97	3.83
	2016	3.97	3.98	3.99	3.96	4.02	3.59	3.94	3.85
	2015	3.91	3.90	3.92	3.95	3.91	3.67	3.99	3.73
<i>(2018-19 Comparison)</i>		<i>0.22</i>	<i>0.18</i>	<i>0.23</i>	<i>0.29</i>	<i>0.29</i>	<i>0.22</i>	<i>0.15</i>	<i>0.36</i>
Announcements when you need to be informed	<b>2019</b>	<b>4.12</b>	<b>4.16</b>	<b>4.07</b>	<b>4.16</b>	<b>4.18</b>	<b>4.10</b>	<b>4.02</b>	<b>4.00</b>
	2018	3.98	3.96	4.08	3.87	4.10	3.89	4.01	3.58
	2017	3.92	3.91	3.96	3.86	4.08	3.81	3.70	3.92
	2016	4.00	4.03	4.01	3.92	4.12	3.82	3.99	3.42
	2015	3.90	3.89	3.86	3.88	4.08	3.76	4.00	3.66
<i>(2018-19 Comparison)</i>		<i>0.14</i>	<i>0.20</i>	<i>-0.01</i>	<i>0.29</i>	<i>0.08</i>	<i>0.21</i>	<i>0.01</i>	<i>0.42</i>
Atmosphere on the ferry overall <i>(Previous question wording: Atmosphere / environment)</i>	<b>2019</b>	<b>4.25</b>	<b>4.30</b>	<b>4.22</b>	<b>4.23</b>	<b>4.24</b>	<b>4.04</b>	<b>4.21</b>	<b>4.09</b>
	2018	4.01	4.03	3.99	3.94	4.08	4.02	4.18	3.71
	2017	3.99	4.07	3.93	3.86	4.12	3.87	3.96	3.97
	2016	4.03	4.06	4.03	3.94	4.15	3.75	4.03	3.76
	2015	3.95	3.92	3.98	3.96	4.07	3.67	4.05	3.80
<i>(2018-19 Comparison)</i>		<i>0.24</i>	<i>0.27</i>	<i>0.23</i>	<i>0.29</i>	<i>0.16</i>	<i>0.02</i>	<i>0.03</i>	<i>0.38</i>
Procedures for unloading	<b>2019</b>	<b>4.21</b>	<b>4.28</b>	<b>4.18</b>	<b>4.09</b>	<b>4.24</b>	<b>4.12</b>	<b>4.16</b>	<b>4.11</b>
	2018	4.06	4.14	4.02	3.94	4.08	4.11	4.14	3.92
	2017	4.07	4.14	4.06	3.88	4.17	3.92	4.01	4.12
	2016	4.08	4.13	4.06	3.98	4.13	4.00	4.12	3.88
	2015	4.02	4.11	3.95	3.90	4.06	3.95	3.97	3.96
<i>(2018-19 Comparison)</i>		<i>0.15</i>	<i>0.14</i>	<i>0.16</i>	<i>0.15</i>	<i>0.16</i>	<i>0.01</i>	<i>0.02</i>	<i>0.19</i>
Professionalism of onboard staff	<b>2019</b>	<b>4.41</b>	<b>4.44</b>	<b>4.41</b>	<b>4.38</b>	<b>4.42</b>	<b>4.31</b>	<b>4.38</b>	<b>4.38</b>
	2018	4.28	4.33	4.25	4.19	4.27	4.34	4.34	4.30
	2017	4.28	4.32	4.29	4.15	4.35	4.28	4.23	4.34
	2016	4.27	4.31	4.30	4.17	4.29	4.21	4.31	4.15
	2015	4.24	4.30	4.22	4.17	4.22	4.19	4.22	4.29
<i>(2018-19 Comparison)</i>		<i>0.13</i>	<i>0.11</i>	<i>0.16</i>	<i>0.19</i>	<i>0.15</i>	<i>-0.03</i>	<i>0.04</i>	<i>0.08</i>

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data – Cont.									
	Wave 2	Total	Route						
			1	2	3	30	4	5/9	19
<b>Experience with the sailing schedule</b>									
Earliest ferry early enough	<b>2019</b>	<b>3.97</b>	<b>4.05</b>	<b>3.91</b>	<b>3.98</b>	<b>3.98</b>	<b>4.09</b>	<b>3.76</b>	<b>3.98</b>
	2018	4.04	4.09	3.98	4.07	4.09	3.99	4.02	3.56
	2017	4.05	4.21	4.02	3.81	4.20	4.05	3.88	3.69
	2016	3.98	4.10	3.99	3.91	3.92	3.95	3.88	3.63
	2015	4.03	4.10	4.05	4.04	4.09	3.99	3.87	3.70
<i>(2018-19 Comparison)</i>		<i>-0.07</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.09</i>	<i>-0.11</i>	<i>0.10</i>	<i>-0.26</i>	<i>0.42</i>
Latest ferry late enough	<b>2019</b>	<b>3.82</b>	<b>3.87</b>	<b>3.83</b>	<b>3.75</b>	<b>3.93</b>	<b>3.49</b>	<b>3.66</b>	<b>3.76</b>
	2018	3.83	3.86	3.74	3.80	4.01	3.38	3.88	3.78
	2017	3.60	3.77	3.54	3.25	3.87	3.30	3.64	3.58
	2016	3.68	3.97	3.61	3.27	3.72	3.34	3.67	3.62
	2015	3.66	3.95	3.42	3.42	3.82	3.22	3.60	3.45
<i>(2018-19 Comparison)</i>		<i>-0.01</i>	<i>0.01</i>	<i>0.09</i>	<i>-0.05</i>	<i>-0.08</i>	<i>0.11</i>	<i>-0.22</i>	<i>-0.02</i>
Ferry sailing frequent enough	<b>2019</b>	<b>3.48</b>	<b>3.92</b>	<b>3.31</b>	<b>3.08</b>	<b>3.38</b>	<b>3.53</b>	<b>2.98</b>	<b>3.25</b>
	2018	3.52	4.06	3.32	3.08	3.16	3.31	3.24	3.18
	2017	3.46	4.12	3.36	2.74	3.18	3.50	3.09	3.20
	2016	3.51	4.10	3.33	3.03	3.29	3.29	3.05	3.32
	2015	3.59	4.06	3.39	3.13	3.42	3.48	3.20	3.29
<i>(2018-19 Comparison)</i>		<i>-0.04</i>	<i>-0.14</i>	<i>-0.01</i>	<i>0.00</i>	<i>0.22</i>	<i>0.22</i>	<i>-0.26</i>	<i>0.07</i>
Ability to get onto desired sailing	<b>2019</b>	<b>3.75</b>	<b>3.87</b>	<b>3.54</b>	<b>3.68</b>	<b>3.71</b>	<b>3.67</b>	<b>3.94</b>	<b>3.47</b>
	2018	3.52	3.78	3.21	3.40	3.30	3.82	3.90	3.17
	2017	3.52	3.82	3.38	3.20	3.44	3.73	3.72	3.28
	2016	3.67	3.99	3.46	3.38	3.49	3.68	3.97	3.36
	2015	3.73	4.06	3.50	3.37	3.56	3.86	3.85	3.47
<i>(2018-19 Comparison)</i>		<i>0.23</i>	<i>0.09</i>	<i>0.33</i>	<i>0.28</i>	<i>0.41</i>	<i>-0.15</i>	<i>0.04</i>	<i>0.30</i>
Ability to connect with other sailings (based on those connecting)	<b>2019</b>	<b>3.33</b>	<b>3.96</b>	<b>2.80</b>	<b>3.18</b>	<b>3.79</b>	<b>3.11</b>	<b>3.50</b>	<b>3.08</b>
	2018	3.41	3.16	2.92	3.83	3.43	3.79	3.16	2.91
	2017	2.90	3.47	2.51	3.28	2.99	3.04	3.44	1.89
	2016	3.20	3.61	3.23	3.00	2.56	3.83	3.84	2.55
	2015	3.30	3.67	3.23	2.88	4.00	3.35	3.68	2.96
<i>(2018-19 Comparison)</i>		<i>-0.08</i>	<i>0.80</i>	<i>-0.12</i>	<i>-0.65</i>	<i>0.36</i>	<i>-0.68</i>	<i>0.34</i>	<i>0.17</i>
Ferry running on time <i>(Previous question wording: Ferry departing on time)</i>	<b>2019</b>	<b>3.97</b>	<b>4.20</b>	<b>4.10</b>	<b>3.86</b>	<b>4.03</b>	<b>4.02</b>	<b>3.24</b>	<b>3.02</b>
	2018	3.75	4.15	3.26	3.47	3.98	3.98	3.84	2.78
	2017	3.72	3.92	3.73	3.22	3.88	4.00	3.60	3.67
	2016	3.77	4.02	3.92	3.11	3.81	3.72	3.78	3.31
	2015	3.87	4.16	3.88	3.35	4.06	3.68	3.34	3.69
<i>(2018-19 Comparison)</i>		<i>0.22</i>	<i>0.05</i>	<i>0.84</i>	<i>0.39</i>	<i>0.05</i>	<i>0.04</i>	<i>-0.60</i>	<i>0.24</i>

Average Satisfaction Ratings by Route - Wave 2 (August) Historical Data – Cont.									
			Route						
	Wave 2	Total	1	2	3	30	4	5/9	19
<b>Safety</b>									
Safety of ferry operations	<b>2019</b>	<b>4.38</b>	<b>4.45</b>	<b>4.35</b>	<b>4.35</b>	<b>4.37</b>	<b>4.32</b>	<b>4.32</b>	<b>4.33</b>
	2018	4.28	4.34	4.24	4.24	4.21	4.26	4.31	4.27
	2017	4.28	4.29	4.32	4.19	4.30	4.29	4.24	4.28
	2016	4.26	4.29	4.27	4.20	4.25	4.14	4.35	4.20
	2015	4.24	4.31	4.20	4.18	4.22	4.20	4.18	4.14
<i>(2018-19 Comparison)</i>		<i>0.10</i>	<i>0.11</i>	<i>0.11</i>	<i>0.11</i>	<i>0.16</i>	<i>0.06</i>	<i>0.01</i>	<i>0.06</i>

## APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - WAVE 2 (AUGUST) HISTORICAL DATA

Average Satisfaction Ratings by Terminal - Wave 2 (August) Historical Data											
	Wave 2	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
<b>Overall Experience</b>											
Trip Overall	<b>2019</b>	<b>4.10</b>	<b>4.16</b>	<b>4.09</b>	<b>4.08</b>	<b>4.08</b>	<b>4.02</b>	<b>4.14</b>	<b>4.32</b>	<b>3.99</b>	<b>3.95</b>
	2018	4.19	4.12	4.42	4.12	4.02	4.20	4.27	4.32	3.93	3.75
	2017	4.17	4.23	4.24	4.13	4.10	4.11	4.12	4.32	-	-
	2016	4.18	4.25	4.31	4.03	4.13	4.07	4.17	4.08	-	-
	2015	4.18	4.24	4.40	4.08	4.06	3.94	4.13	4.23	-	-
<i>Change (2018-19 Comparison)</i>		<i>-0.09</i>	<i>0.04</i>	<i>-0.33</i>	<i>-0.04</i>	<i>0.06</i>	<i>-0.18</i>	<i>-0.13</i>	<i>0.00</i>	<i>0.06</i>	<i>0.20</i>
<b>Terminal Overall</b>											
	<b>2019</b>	<b>4.07</b>	<b>4.12</b>	<b>4.09</b>	<b>3.99</b>	<b>4.08</b>	<b>4.03</b>	<b>4.16</b>	<b>4.12</b>	<b>4.05</b>	<b>3.74</b>
	2018	4.05	4.10	4.23	3.90	4.04	3.90	4.07	4.11	3.95	3.61
	2017	4.08	4.19	4.22	4.00	3.99	3.96	3.96	4.13	-	-
	2016	4.08	4.14	4.08	4.03	4.14	3.93	4.03	3.85	-	-
	2015	4.07	4.16	4.11	4.02	4.03	3.95	4.05	3.97	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.02</i>	<i>0.02</i>	<i>-0.14</i>	<i>0.09</i>	<i>0.04</i>	<i>0.13</i>	<i>0.09</i>	<i>0.01</i>	<i>0.10</i>	<i>0.13</i>
<b>Value for money of fares</b>											
	<b>2019</b>	<b>3.38</b>	<b>3.31</b>	<b>3.40</b>	<b>3.40</b>	<b>3.31</b>	<b>3.43</b>	<b>3.30</b>	<b>3.82</b>	<b>3.39</b>	<b>3.67</b>
	2018	3.32	3.21	3.45	3.38	3.07	3.44	2.97	3.82	3.61	3.48
	2017	3.13	3.19	3.22	3.14	2.97	3.09	3.03	3.37	-	-
	2016	3.07	3.06	3.19	2.95	3.03	3.25	2.85	3.07	-	-
	2015	2.97	3.02	3.25	2.77	2.78	2.90	2.81	2.72	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.06</i>	<i>0.10</i>	<i>-0.05</i>	<i>0.02</i>	<i>0.24</i>	<i>-0.01</i>	<i>0.33</i>	<i>0.00</i>	<i>-0.22</i>	<i>0.19</i>
<b>At the Terminal</b>											
Outside appearance of the terminal	<b>2019</b>	<b>4.22</b>	<b>4.29</b>	<b>4.25</b>	<b>4.17</b>	<b>4.29</b>	<b>3.98</b>	<b>4.33</b>	<b>4.10</b>	<b>3.96</b>	<b>3.87</b>
	2018	4.05	4.11	4.11	3.95	4.18	3.76	4.07	4.11	3.99	3.72
	2017	4.09	4.21	4.09	3.94	4.26	3.93	4.08	4.16	-	-
	2016	4.05	4.05	4.05	4.03	4.16	3.95	4.13	3.91	-	-
	2015	4.05	4.12	4.10	3.98	4.15	3.78	4.04	3.75	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.17</i>	<i>0.18</i>	<i>0.14</i>	<i>0.22</i>	<i>0.11</i>	<i>0.22</i>	<i>0.26</i>	<i>-0.01</i>	<i>-0.03</i>	<i>-</i>
Overall appearance inside the terminal <i>(Previous question wording: Overall look &amp; décor inside the terminal you left from (if applicable))</i>	<b>2019</b>	<b>4.22</b>	<b>4.31</b>	<b>4.23</b>	<b>4.15</b>	<b>4.32</b>	<b>3.96</b>	<b>4.30</b>	<b>4.09</b>	-	-
	2018	3.89	3.92	3.93	3.76	4.05	3.63	3.73	3.99	-	-
	2017	3.88	4.01	3.93	3.76	3.95	3.60	3.84	3.97	-	-
	2016	3.88	3.89	4.03	3.74	3.98	3.72	3.95	3.88	-	-
	2015	3.89	3.93	3.87	3.85	3.99	3.74	3.87	3.63	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.33</i>	<i>0.39</i>	<i>0.30</i>	<i>0.39</i>	<i>0.27</i>	<i>0.33</i>	<i>0.57</i>	<i>0.10</i>	<i>-</i>	<i>-</i>
Wait time at the terminal <i>(New question for 2019)</i>	<b>2019</b>	<b>3.79</b>	<b>3.90</b>	<b>3.90</b>	<b>3.74</b>	<b>3.68</b>	<b>3.64</b>	<b>3.90</b>	<b>3.76</b>	<b>3.51</b>	<b>3.21</b>

**Average Satisfaction Ratings by Terminal - Wave 2 (August) Historical Data- Cont.**

			Terminals								
	Wave 2	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
<b>At the Terminal</b>											
<b>Ticket Purchase</b>											
Efficiency of the check in process <i>(New question for 2019)</i>	<b>2019</b>	<b>4.33</b>	<b>4.34</b>	<b>4.32</b>	<b>4.35</b>	<b>4.33</b>	<b>4.24</b>	<b>4.43</b>	<b>4.48</b>	<b>4.33</b>	<b>4.26</b>
Staff customer service	<b>2019</b>	<b>4.42</b>	<b>4.48</b>	<b>4.36</b>	<b>4.39</b>	<b>4.47</b>	<b>4.29</b>	<b>4.45</b>	<b>4.50</b>	<b>4.49</b>	<b>4.35</b>
	2018	4.43	4.45	4.41	4.37	4.52	4.44	4.36	4.49	4.42	4.30
	2017	4.39	4.49	4.43	4.38	4.33	4.16	4.40	4.50	-	-
	2016	4.38	4.40	4.34	4.36	4.55	4.30	4.13	4.30	-	-
	2015	4.41	4.45	4.44	4.39	4.38	4.31	4.43	4.33	-	-
<i>Change (2018-19 Comparison)</i>		<i>-0.01</i>	<i>0.03</i>	<i>-0.05</i>	<i>0.02</i>	<i>-0.05</i>	<i>-0.15</i>	<i>0.09</i>	<i>0.01</i>	<i>0.07</i>	<i>0.05</i>
Clarity of staff directions	<b>2019</b>	<b>4.41</b>	<b>4.49</b>	<b>4.34</b>	<b>4.39</b>	<b>4.42</b>	<b>4.33</b>	<b>4.45</b>	<b>4.47</b>	<b>4.41</b>	<b>4.43</b>
	2018	4.43	4.45	4.42	4.38	4.49	4.52	4.23	4.57	4.31	4.23
	2017	4.36	4.41	4.41	4.39	4.32	4.18	4.34	4.33	-	-
	2016	4.35	4.40	4.34	4.31	4.53	4.25	4.19	4.05	-	-
	2015	4.35	4.36	4.36	4.35	4.36	4.23	4.46	4.04	-	-
<i>Change (2018-19 Comparison)</i>		<i>-0.02</i>	<i>0.04</i>	<i>-0.08</i>	<i>0.01</i>	<i>-0.07</i>	<i>-0.19</i>	<i>0.22</i>	<i>-0.10</i>	<i>0.10</i>	<i>0.20</i>
<b>Terminal Services</b>											
Announcements when you need to be informed	<b>2019</b>	<b>4.12</b>	<b>4.15</b>	<b>4.08</b>	<b>4.09</b>	<b>4.21</b>	<b>4.05</b>	<b>4.19</b>	<b>3.60</b>	<b>4.10</b>	<b>4.03</b>
	2018	3.88	3.91	3.87	3.75	4.01	3.81	4.08	3.92	3.55	3.41
	2017	3.87	3.88	3.84	3.78	3.99	3.90	4.06	3.89	-	-
	2016	3.94	3.90	4.09	3.76	4.12	3.99	4.10	3.94	-	-
	2015	3.81	3.84	3.85	3.84	3.71	3.76	4.04	3.71	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.24</i>	<i>0.24</i>	<i>0.21</i>	<i>0.34</i>	<i>0.20</i>	<i>0.24</i>	<i>0.11</i>	<i>-0.32</i>	<i>0.55</i>	<i>0.62</i>
Usefulness of digital information screens <i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	<b>2019</b>	<b>3.96</b>	<b>4.09</b>	<b>3.81</b>	<b>3.97</b>	<b>4.06</b>	<b>3.83</b>	<b>4.07</b>	<b>3.78</b>	-	-
	2018	3.71	3.57	3.95	3.60	3.73	3.45	4.02	3.99	-	-
	2017	3.71	3.55	3.79	3.81	3.61	3.66	3.78	3.75	-	-
	2016	3.86	3.81	4.09	3.77	3.90	3.66	3.96	3.74	-	-
	2015	3.70	3.72	3.69	3.72	3.66	3.56	3.84	3.28	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.25</i>	<i>0.52</i>	<i>-0.14</i>	<i>0.37</i>	<i>0.33</i>	<i>0.38</i>	<i>0.05</i>	<i>-0.21</i>	-	-
Quality and variety of merchandise offered at the <i>(Previous question wording: Variety / selection of merchandise)</i>	<b>2019</b>	<b>3.75</b>	<b>3.86</b>	<b>3.63</b>	<b>3.68</b>	<b>3.91</b>	<b>3.63</b>	<b>3.83</b>	<b>3.55</b>	-	-
	2018	3.88	3.96	3.91	3.89	3.95	3.56	3.74	3.58	-	-
	2017	3.83	3.91	3.95	3.83	3.88	3.91	3.57	4.04	-	-
	2016	3.90	3.90	3.94	3.94	3.95	3.85	3.90	4.40	-	-
	2015	3.85	3.78	3.78	3.97	3.81	4.20	3.81	3.61	-	-
<i>Change (2018-19 Comparison)</i>		<i>-0.13</i>	<i>-0.10</i>	<i>-0.28</i>	<i>-0.21</i>	<i>-0.04</i>	<i>0.07</i>	<i>0.09</i>	<i>-0.03</i>	-	-

**Average Satisfaction Ratings by Terminal - Wave 2 (August) Historical Data- Cont.**

		Terminals									
	Wave 2	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
<b>Terminal Services – Cont.</b>											
Quality and variety of food/beverages offered at the terminal <i>(Previous question wording: Food / beverages offered)</i>	<b>2019</b>	<b>3.60</b>	<b>3.79</b>	<b>3.46</b>	<b>3.48</b>	<b>3.85</b>	<b>3.47</b>	<b>3.58</b>	<b>3.21</b>	-	-
	2018	3.59	3.67	3.55	3.53	3.84	3.44	3.20	3.34	-	-
	2017	3.64	3.92	3.58	3.72	3.56	3.08	3.30	3.83	-	-
	2016	3.71	3.90	3.62	3.68	3.68	3.64	3.46	3.50	-	-
	2015	3.58	3.73	3.56	3.35	3.50	3.84	3.62	3.22	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.01</i>	<i>0.12</i>	<i>-0.09</i>	<i>-0.05</i>	<i>0.01</i>	<i>0.03</i>	<i>0.38</i>	<i>-0.13</i>	-	-
Washrooms <i>(New question for 2019)</i>	<b>2019</b>	<b>4.04</b>	<b>4.12</b>	<b>4.04</b>	<b>3.99</b>	<b>4.10</b>	<b>3.79</b>	<b>4.17</b>	<b>4.04</b>	<b>3.86</b>	<b>3.58</b>
Procedure for loading	<b>2019</b>	<b>4.19</b>	<b>4.23</b>	<b>4.24</b>	<b>4.17</b>	<b>4.17</b>	<b>4.02</b>	<b>4.35</b>	<b>4.29</b>	<b>4.18</b>	<b>4.11</b>
	2018	4.10	4.13	4.22	3.92	4.12	3.99	4.29	4.36	3.98	3.60
	2017	4.09	4.21	4.18	3.97	4.11	3.88	4.14	4.09	-	-
	2016	4.14	4.18	4.18	4.05	4.24	4.14	4.19	3.95	-	-
	2015	4.08	4.20	4.16	3.97	4.01	4.01	4.18	3.98	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.09</i>	<i>0.10</i>	<i>0.02</i>	<i>0.25</i>	<i>0.05</i>	<i>0.03</i>	<i>0.06</i>	<i>-0.07</i>	<i>0.20</i>	<i>0.51</i>
Professionalism of terminal staff	<b>2019</b>	<b>4.38</b>	<b>4.39</b>	<b>4.40</b>	<b>4.35</b>	<b>4.45</b>	<b>4.21</b>	<b>4.45</b>	<b>4.47</b>	<b>4.48</b>	<b>4.47</b>
	2018	4.27	4.22	4.39	4.16	4.30	4.23	4.35	4.48	4.23	3.97
	2017	4.25	4.31	4.31	4.22	4.14	4.16	4.19	4.43	-	-
	2016	4.25	4.26	4.29	4.19	4.29	4.25	4.24	4.08	-	-
	2015	4.23	4.25	4.34	4.14	4.19	4.16	4.26	4.15	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.11</i>	<i>0.17</i>	<i>0.01</i>	<i>0.19</i>	<i>0.15</i>	<i>-0.02</i>	<i>0.10</i>	<i>-0.01</i>	<i>0.25</i>	<i>0.50</i>
<b>Terminal (Foot Passengers ONLY)</b>											
Parking options at the terminal <i>(New question for 2019)</i>	<b>2019</b>	<b>3.40</b>	<b>3.52</b>	<b>3.59</b>	<b>3.03</b>	<b>3.50</b>	<b>3.22</b>	<b>3.62</b>	<b>2.57</b>	<b>3.25</b>	<b>2.58</b>
Ease of using passenger drop-off/pick-up area	<b>2019</b>	<b>4.01</b>	<b>4.11</b>	<b>4.03</b>	<b>3.85</b>	<b>4.09</b>	<b>4.09</b>	<b>4.09</b>	<b>3.15</b>	<b>3.52</b>	<b>3.27</b>
	2018	4.01	4.01	4.33	3.77	4.37	4.12	3.75	3.70	2.53	2.84
	2017	4.02	4.34	4.26	3.72	4.14	3.67	3.94	3.50	-	-
	2016	4.04	4.24	4.19	3.99	4.08	3.98	4.27	3.74	-	-
	2015	4.02	4.02	4.07	4.03	4.10	4.05	4.19	3.09	-	-
<i>Change (2018-19 Comparison)</i>		<i>0.00</i>	<i>0.10</i>	<i>-0.30</i>	<i>0.08</i>	<i>-0.28</i>	<i>-0.03</i>	<i>0.34</i>	<i>-0.55</i>	<i>0.99</i>	<i>0.43</i>
Pre-boarding passenger lounge at terminal <i>(New question for 2019)</i>	<b>2019</b>	<b>3.87</b>	<b>3.85</b>	<b>3.94</b>	<b>3.78</b>	<b>4.15</b>	<b>3.88</b>	<b>3.95</b>	<b>3.91</b>	<b>3.88</b>	<b>3.22</b>