Customer Satisfaction Tracking

Wave 3 - November 2023

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. This report presents findings from November 2023.

Passengers who were surveyed in November 2023 reported an overall satisfaction score of 3.99 out of a possible 5 (-0.04 change since 2022), and 81% of passengers surveyed reported that they were satisfied with their overall experience (-1% change since 2022).

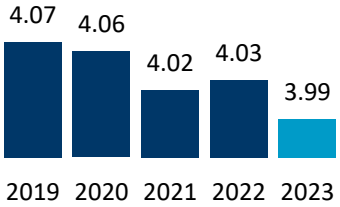
EXECUTIVE SUMMARY

NOV 2023

Customer Satisfaction Survey Highlights

Overall Satisfaction

Overall satisfaction scores saw a decrease this year compared to November 2022.

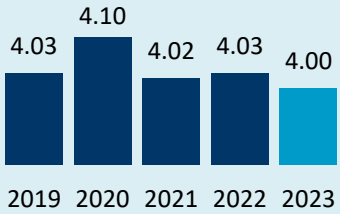


3.99

-0.04 FROM 2022

Terminal Satisfaction

Terminal satisfaction scores saw a slight decrease this year compared to November 2022.

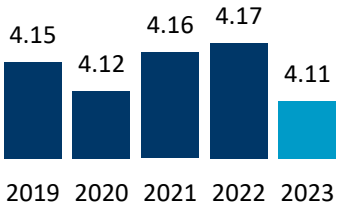


4.00

-0.03 FROM 2022

Onboard Satisfaction

Onboard satisfaction scores decreased this year compared to November 2022.

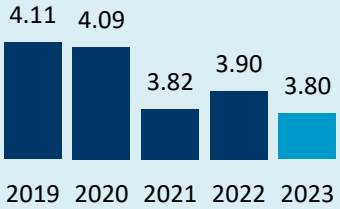


4.11

-0.06 FROM 2022

Ferry Running On Time

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

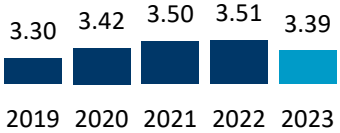


3.80

-0.10 FROM 2022

Value for Money of Fares

Value for Money of Fares scores saw a sizable decrease this year compared to November 2022.



3.39

-0.12 FROM 2022

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2023 CST Research Program Updates

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

SURVEY INSTRUMENT CHANGES

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

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

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

- **Reservations**
  A new question asks passengers how they made their reservation.

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

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

RECRUITMENT METHOD CHANGES

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

CST Survey Method

Passengers travelling on select BC Ferries routes during the month of November 2023 were eligible to participate in the 2023 Wave 3 CST Survey. Intercept surveys were conducted with passengers onboard key intercept routes from November 3rd to 27th, 2023. Passengers who agreed to participate were able to rate their satisfaction with various aspects of their sailing experience, provide feedback on their perception of BC Ferries as a company, as well as make suggestions for possible improvements. To ensure that the research was as representative of passengers as possible, three surveying modes were used.

INTERCEPT SURVEYS Surveyors moved throughout the vessel and engaged passengers in various areas (e.g., upper vehicle decks, lounge areas, outer decks). Surveyors administered a demographic screener survey and then offered passengers the option of completing the remainder of the survey online (via a secure email link) or on paper, which was provided along with a postage-paid return envelope.

POSTCARDS Surveyors provided postcards to passengers who did not wish to engage long enough to complete the demographic screener.

RECRUITMENT OF RESERVATION HOLDERS A survey invitation was emailed to a random selection of passengers who fulfilled a reservation on one of the intercept routes during November 2023. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 76% more surveys were completed this year than in November 2022.

Table 1: Survey completions overall and by route (November 2023 – Wave 3)

	November 2022	November 2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	**3,628**	**6,329**	**+2,701 (74%)**
Route 1	1,199	1,861	+662 (55%)
Route 2	926	1,856	+930 (100%)
Route 3	834	1,282	+448 (54%)
Route 30	669	1,330	+661 (99%)
Minor Routes (4, 5/9, 19)	**1,071**	**1,947**	**+876 (82%)**
Route 4	295	497	+202 (+68%)
Routes 5/9	537	822	+285 (+53%)
Route 19	239	628	+389 (+163%)
Total	**4,699**	**8,276**	**+3,577 (+76%)**

Source: November 2023 CST Survey (R.A. Malatest & Associates).

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

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

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	November 2019	November 2020	November 2021	November 2022	November 2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	**4.06**	**4.07**	**4.04**	**4.02**	**3.98**	-0.04
Route 1	4.06	4.16	4.03	4.18	4.00	-0.18 ▼
Route 2	4.14	4.03	4.01	3.86	4.04	+0.18 ▲
Route 3	3.96	3.99	3.98	3.69	3.74	+0.05
Route 30	4.10	3.98	4.21	4.12	4.05	-0.07
Minor Routes (4, 5/9, 19)	**4.09**	**4.01**	**3.88**	**4.11**	**4.05**	-0.06
Route 4	4.03	4.16	4.00	4.14	4.03	-0.11
Routes 5/9	4.10	4.04	3.99	4.05	3.99	-0.06
Route 19	4.09	3.83	3.45	4.23	4.19	-0.04
Total	**4.07**	**4.06**	**4.02**	**4.03**	**3.99**	-0.04

Source: November 2023 CST Survey (R.A. Malatest & Associates).

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

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

Note: Weighted averages reported.

Overall customer satisfaction experienced a decrease compared to last year's score (a change of -0.04 points). Analysis by route shows that passengers on Route 19 are the most satisfied with their overall experience (4.19) while passengers travelling on Route 3 are the least satisfied (3.74). Route 1 showed the most marked reduction in overall customer satisfaction score since last year (-0.18), while Route 2 showed the largest increase over the same period (+0.18).

81% of passengers stated that they were satisfied with their overall experience.

Terminal Services Customer Satisfaction

The customer satisfaction score for overall experience at the terminal before boarding decreased over the previous year's score (-0.03).

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

	November 2019	November 2020	November 2021	November 2022	November 2023	Change (2022-23)
BC Ferries Total	**4.03**	**4.10**	**4.02**	**4.03**	**4.00**	-0.03
Tsawwassen	4.06	4.17	4.06	4.14	4.03	-0.11
Swartz Bay	3.99	4.20	4.00	4.11	4.05	-0.06
Horseshoe Bay	4.00	4.07	4.01	3.84	3.94	+0.10 ▲
Departure Bay	4.17	4.06	4.06	4.01	4.06	+0.05
Langdale	3.85	3.96	3.87	3.63	3.64	+0.01
Duke Point	4.10	4.14	4.25	4.14	4.07	-0.07
Fulford Harbour	4.07	4.17	3.89	4.03	3.95	-0.08
Nanaimo Harbour	4.03	3.92	3.45	4.12	4.07	-0.05
Gabriola	3.82	3.18	3.38	4.11	3.98	-0.13 ▼

Source: November 2023 CST Survey (R.A. Malatest & Associates).

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

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

Note: Weighted averages reported.

Analysis by individual terminal shows that passengers sailing from either Duke Point or Nanaimo Harbour (4.07) were the most satisfied with their terminal experience while those departing from Langdale were the least satisfied (3.64). Horseshoe Bay terminal passengers showed the greatest increase in terminal satisfaction scores compared to last year (+0.10) while Gabriola showed the largest decrease in average score since last year (-0.13).

Overall, 80% of passengers stated that they were satisfied with their terminal experience.

Compared to November 2022 levels, all but one terminal service experienced a decrease in passenger satisfaction. “Usefulness of digital information screens at the terminal” showed the only increase in score (+0.02) while “parking options at the terminal” showed the largest decrease compared to November 2022 (-0.27). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	November 2022	November 2023	Change (2022-23)
Outside appearance of the terminal you left from	4.07	**4.03**	-0.04
Overall appearance inside the terminal you left from	4.04	**3.98**	-0.06
Wait time at terminal	3.83	**3.78**	-0.05
Efficiency of the check-in process	4.32	**4.31**	-0.01
Electronic boarding pass*	n/a	**4.30**	-
Staff customer service	4.40	**4.35**	-0.05
Clarity of staff directions	4.36	**4.32**	-0.04
Announcements when you needed to be informed	3.99	**3.96**	-0.03
Usefulness of digital information screens at the terminal	3.84	**3.86**	+0.02 ▲
Quality and variety of merchandise offered at the terminal	3.72	**3.66**	-0.06
Quality and variety of food/beverages offered at the terminal	3.58	**3.49**	-0.09
Washrooms at the terminal	3.90	**3.81**	-0.09
Procedure for loading	4.13	**4.02**	-0.11
Professionalism of terminal staff	4.34	**4.30**	-0.04
Parking options at the terminal	3.78	**3.51**	-0.27 ▼
Ease of using passenger pickup/drop-off area	4.18	**4.01**	-0.17
Self-serve kiosk (ticket purchase)*	n/a	**4.33**	-
Pre-boarding passenger lounge at terminal	3.75	**3.62**	-0.13

Source: November 2023 CST Survey (R.A. Malatest & Associates).
*New question, added 2023.
Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2022.
Note: Weighted averages reported.

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has decreased over the previous year's score (-0.06).

Table 5. Overall Satisfaction with Onboard Services

	November 2019	November 2020	November 2021	November 2022	November 2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	**4.14**	**4.13**	**4.17**	**4.15**	**4.09**	-0.06
Route 1	4.13	4.23	4.17	4.26	4.12	-0.14 ▼
Route 2	4.20	4.07	4.13	4.08	4.12	+0.04
Route 3	4.10	4.10	4.13	3.90	3.96	+0.06 ▲
Route 30	4.15	4.04	4.26	4.20	4.12	-0.08
Minor Routes (4, 5/9, 19)	**4.19**	**4.08**	**4.07**	**4.23**	**4.22**	-0.01
Route 4	4.22	4.25	4.18	4.21	4.11	-0.10
Routes 5/9	4.20	4.10	4.13	4.19	4.23	+0.04
Route 19	4.14	3.89	3.85	4.35	4.27	-0.08
Total	**4.15**	**4.12**	**4.16**	**4.17**	**4.11**	-0.06

Source: November 2023 CST Survey (R.A. Malatest & Associates).

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

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

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

Note: Weighted averages (passenger count) reported.

Analysis by route shows that passengers on Route 19 are the most satisfied with their onboard services experience (4.27) while passengers travelling on Route 3 are the least satisfied (3.96). Route 1 showed the most marked reduction in score (-0.14). Despite having the lowest onboard satisfaction score, Route 3 experienced the largest increase in score (+0.06) over last year.

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

Table 6 shows that for all onboard services, passengers are less satisfied this year when compared to last. The service area that experienced the largest decrease was the "Play area for children" (-0.35). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	November 2022	November 2023	Change (2022-23)
Quality and variety of food/beverages offered	3.70	**3.65**	-0.05
Value for money (food services)	3.23	**3.12**	-0.11
Staff customer service (food services)	4.25	**4.22**	-0.03
Passages Retail Store	4.10	**4.02**	-0.08
Washrooms	3.97	**3.87**	-0.10
Play area for children	3.62	**3.27**	-0.35 ▼
Pet area	3.17	**3.07**	-0.10
Workstations	3.78	**3.60**	-0.18
Outside decks	4.19	**4.14**	-0.05
Lounge seating	4.13	**4.04**	-0.09
The SeaWest Lounge experience	-	**3.58**	n/a†
Usefulness of digital information screens onboard*	n/a	**3.73**	-
Outside appearance of vessel overall	4.13	**4.01**	-0.12
Ease of access, overall	4.18	**4.10**	-0.08
Ease of finding facilities/services	4.18	**4.11**	-0.07
Announcements when you need to be informed	4.05	**3.99**	-0.06
Atmosphere on the ferry overall	4.15	**4.07**	-0.08
Procedures for unloading	4.16	**4.06**	-0.10
Professionalism of onboard staff	4.38	**4.33**	-0.05

Source: November 2023 CST Survey (R.A. Malatest & Associates).
*New question, added 2023.
†Service not available in 2022 due to the COVID-19 pandemic, therefore YOY comparisons are not available.
Note: Arrows indicate the largest negative change in satisfaction scores since 2022.
Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of "Value for Money of Fares" have decreased slightly compared to the previous year (down -0.02 from last year).

Table 7. Value for Money of Fares

	November 2019	November 2020	November 2021	November 2022	November 2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	**3.26**	**3.37**	**3.48**	**3.47**	**3.43**	-0.04
Route 1	3.23	3.38	3.45	3.58	3.50	-0.08
Route 2	3.24	3.29	3.46	3.34	3.36	+0.02
Route 3	3.38	3.57	3.53	3.33	3.48	+0.15
Route 30	3.15	3.19	3.59	3.44	3.29	-0.15 ▼
Minor Routes (4, 5/9, 19)	**3.56**	**3.64**	**3.58**	**3.74**	**3.84**	+0.10
Route 4	3.54	3.78	3.49	3.75	3.73	-0.02
Routes 5/9	3.58	3.67	3.65	3.71	3.90	+0.19 ▲
Route 19	3.50	3.45	3.42	3.80	3.73	-0.07
Total	**3.30**	**3.42**	**3.50**	**3.51**	**3.49**	-0.02

Source: November 2023 CST Survey (R.A. Malatest & Associates).

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

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

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

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 19 are the most satisfied with value for money of fares (3.68) while passengers travelling on Route 3 are the least satisfied (3.31). Route 30 experienced the largest negative change YOY (-0.15), while the largest positive change was experienced by Routes 5/9 (+0.19).

Overall, 54% of passengers stated that they were satisfied with value for money of fares.

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

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	**2023**	**3.99**	**4.00**	**4.04**	**3.74**	**4.05**	**4.03**	**3.99**	**4.19**
	2022	4.03	4.18	3.86	3.69	4.12	4.14	4.05	4.23
	2021	4.02	4.03	4.01	3.98	4.21	4.00	3.99	3.45
	2020	4.06	4.16	4.03	3.99	3.98	4.16	4.04	3.83
	2019	4.07	4.06	4.14	3.96	4.10	4.03	4.10	4.09
Change (2022-23 Comparison)		*-0.04*	*-0.18*	*0.18*	*0.05*	*-0.07*	*-0.11*	*-0.06*	*-0.04*
Terminal Overall	**2023**	**4.00**	**4.02**	**4.05**	**3.75**	**4.09**	**3.99**	**4.09**	**4.02**
	2022	4.03	4.12	3.97	3.68	4.17	4.07	4.07	4.11
	2021	4.02	4.02	4.05	3.93	4.19	3.94	4.04	3.41
	2020	4.10	4.23	4.06	4.02	4.08	4.17	4.14	3.56
	2019	4.03	3.99	4.14	3.86	4.12	4.08	4.19	3.95
Change (2022-23 Comparison)		*-0.03*	*-0.10*	*0.08*	*0.07*	*-0.08*	*-0.08*	*0.02*	*-0.09*
Onboard Overall	**2023**	**4.11**	**4.12**	**4.12**	**3.96**	**4.12**	**4.11**	**4.23**	**4.27**
	2022	4.17	4.26	4.08	3.90	4.20	4.21	4.19	4.35
	2021	4.16	4.17	4.13	4.13	4.26	4.18	4.13	3.85
	2020	4.12	4.23	4.07	4.10	4.04	4.25	4.10	3.89
	2019	4.15	4.13	4.20	4.10	4.15	4.22	4.20	4.14
Change (2022-23 Comparison)		*-0.06*	*-0.14*	*0.04*	*0.06*	*-0.08*	*-0.10*	*0.04*	*-0.08*
Value for money of fares	**2023**	**3.39**	**3.34**	**3.36**	**3.31**	**3.37**	**3.63**	**3.65**	**3.68**
	2022	3.51	3.58	3.34	3.33	3.44	3.75	3.71	3.80
	2021	3.50	3.45	3.46	3.53	3.59	3.49	3.65	3.42
	2020	3.42	3.38	3.29	3.57	3.19	3.78	3.67	3.45
	2019	3.30	3.23	3.24	3.38	3.15	3.54	3.58	3.50
Change (2022-23 Comparison)		*-0.12*	*-0.24*	*0.02*	*-0.02*	*-0.07*	*-0.12*	*-0.06*	*-0.12*

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	**2023**	**3.98**	**4.07**	**4.06**	**3.73**	**4.07**	**3.75**	**3.81**	**3.72**
	2022	3.96	4.11	4.01	3.58	4.10	3.76	3.66	3.92
	2021	3.96	4.05	4.03	3.80	4.11	3.91	3.56	3.57
	2020	3.86	4.06	3.83	3.77	3.84	3.87	3.59	3.63
	2019	4.14	4.12	4.16	4.14	4.26	4.13	4.15	3.88
Change (2022-23 Comparison)		*0.02*	*-0.04*	*0.05*	*0.15*	*-0.03*	*-0.01*	*0.15*	*-0.20*
Usefulness of BC Ferries Mobile App *(New question added 2023)*	**2023**	**3.78**	**3.86**	**3.89**	**3.51**	**3.94**	**3.58**	**3.67**	**3.59**
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
Change (2022-23 Comparison)		-	-	-	-	-	-	-	-
Ease of making a reservation *(2019-2022 question wording: Ease of using online reservations)*	**2023**	**4.01**	**4.10**	**4.05**	**3.65**	**4.08**	**-**	**3.89**	**-**
	2022	4.03	4.18	3.96	3.63	4.17	-	3.76	-
	2021	3.99	4.07	4.03	3.69	4.12	-	3.75	-
	2020	3.84	4.03	3.81	3.63	3.84	-	3.76	-
	2019	4.00	4.02	4.07	3.91	4.05	-	3.79	-
Change (2022-23 Comparison)		*-0.02*	*-0.08*	*0.09*	*0.02*	*-0.09*	*-*	*0.13*	*-*
BC Ferries phone service	**2023**	**3.44**	**3.44**	**3.43**	**3.18**	**3.58**	**3.12**	**3.68**	**3.33**
	2022	3.43	3.67	3.35	2.87	3.46	3.33	3.39	3.36
	2021	3.22	3.31	3.11	2.99	3.36	3.28	3.33	2.96
	2020	3.59	3.61	3.42	3.89	3.42	3.57	3.60	3.51
	2019	3.52	3.51	3.33	3.43	3.62	3.33	3.88	3.50
Change (2022-23 Comparison)		*0.01*	*-0.23*	*0.08*	*0.31*	*0.12*	*-0.21*	*0.29*	*-0.03*
Ease of using/understanding sailing schedules	**2023**	**4.14**	**4.23**	**4.22**	**3.95**	**4.27**	**3.90**	**3.82**	**4.06**
	2022	4.14	4.31	4.15	3.82	4.28	4.04	3.64	4.09
	2021	4.16	4.25	4.26	4.07	4.37	3.95	3.53	3.91
	2020	4.09	4.29	4.13	4.01	4.10	4.00	3.62	4.06
	2019	4.26	4.25	4.40	4.23	4.40	4.02	3.97	4.34
Change (2022-23 Comparison)		*0.00*	*-0.08*	*0.07*	*0.13*	*-0.01*	*-0.14*	*0.18*	*-0.03*
Effective communication of service updates and current conditions *(2019-2022 question wording: Effective communication of service updates)*	**2023**	**3.72**	**3.82**	**3.78**	**3.28**	**3.85**	**3.63**	**3.46**	**3.47**
	2022	3.81	4.05	3.75	3.20	4.00	3.73	3.65	3.61
	2021	3.87	3.95	3.94	3.69	4.10	3.69	3.61	3.19
	2020	3.95	4.12	3.89	3.97	3.96	4.00	3.73	3.59
	2019	3.87	3.81	4.04	3.80	4.07	3.67	3.72	3.76
Change (2022-23 Comparison)		*-0.09*	*-0.23*	*0.03*	*0.08*	*-0.15*	*-0.10*	*-0.19*	*-0.14*

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	**2023**	**4.03**	**4.09**	**4.07**	**3.70**	**4.16**	**3.93**	**4.08**	**3.85**
	2022	4.07	4.13	4.05	3.78	4.19	4.03	4.19	3.95
	2021	4.12	4.15	4.14	3.94	4.31	3.99	4.12	3.57
	2020	4.13	4.20	4.10	4.03	4.27	4.10	4.18	3.70
	2019	4.09	4.17	4.15	3.88	4.19	3.87	4.10	3.77
Change (2022-23 Comparison)		*-0.04*	*-0.04*	*0.02*	*-0.08*	*-0.03*	*-0.10*	*-0.11*	*-0.10*
Overall appearance inside the terminal	**2023**	**3.98**	**3.98**	**4.06**	**3.43**	**4.15**	**3.96**	**4.09**	**-**
	2022	4.04	4.09	4.00	3.69	4.21	4.04	4.17	-
	2021	4.12	4.11	4.15	3.94	4.29	3.94	4.13	-
	2020	4.12	4.18	4.07	4.09	4.21	4.09	4.09	-
	2019	4.09	4.14	4.14	3.86	4.17	3.97	4.10	-
Change (2022-23 Comparison)		*-0.06*	*-0.11*	*0.06*	*-0.26*	*-0.06*	*-0.08*	*-0.08*	*-*
Wait time at the terminal	**2023**	**3.78**	**3.83**	**3.81**	**3.21**	**3.92**	**3.79**	**3.74**	**3.93**
	2022	3.83	4.02	3.64	3.36	4.03	3.89	3.73	4.04
	2021	3.73	3.76	3.76	3.54	4.02	3.45	3.70	2.94
	2020	3.93	4.12	3.85	3.85	4.04	3.86	3.85	3.42
	2019	3.86	3.90	4.03	3.61	3.93	3.63	3.82	3.74
Change (2022-23 Comparison)		*-0.05*	*-0.19*	*0.17*	*-0.15*	*-0.11*	*-0.10*	*0.01*	*-0.11*
Ticket Purchase									
Efficiency of the check-in process	**2023**	**4.31**	**4.34**	**4.33**	**4.12**	**4.35**	**4.26**	**4.40**	**4.33**
	2022	4.32	4.37	4.32	4.11	4.34	4.28	4.45	4.30
	2021	4.32	4.34	4.34	4.17	4.43	4.27	4.37	4.09
	2020	4.32	4.43	4.29	4.22	4.35	4.42	4.35	3.83
	2019	4.34	4.29	4.46	4.23	4.36	4.37	4.42	4.38
Change (2022-23 Comparison)		*-0.01*	*-0.03*	*0.01*	*0.01*	*0.01*	*-0.02*	*-0.05*	*0.03*
Electronic boarding pass *(New question added 2023)*	**2023**	**4.30**	**4.33**	**4.33**	**3.99**	**4.31**	**-**	**4.37**	**-**
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
Change (2022-23 Comparison)		-	-	-	-	-	-	-	-
Staff customer service	**2023**	**4.35**	**4.38**	**4.34**	**4.17**	**4.37**	**4.28**	**4.47**	**4.48**
	2022	4.40	4.43	4.37	4.21	4.45	4.32	4.50	4.40
	2021	4.37	4.36	4.37	4.28	4.49	4.30	4.39	4.42
	2020	4.39	4.43	4.40	4.25	4.38	4.48	4.43	4.37
	2019	4.39	4.40	4.41	4.27	4.43	4.43	4.51	4.37
Change (2022-23 Comparison)		*-0.05*	*-0.05*	*-0.03*	*-0.04*	*-0.08*	*-0.04*	*-0.03*	*0.08*

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Ticket Purchase (Continued)									
Clarity of staff directions	**2023**	**4.32**	**4.37**	**4.31**	**4.13**	**4.34**	**4.25**	**4.37**	**4.46**
	2022	4.36	4.42	4.32	4.17	4.42	4.35	4.37	4.44
	2021	4.35	4.36	4.35	4.24	4.49	4.27	4.34	4.32
	2020	4.39	4.42	4.36	4.38	4.35	4.42	4.41	4.45
	2019	4.38	4.37	4.44	4.25	4.39	4.27	4.50	4.35
Change (2022-23 Comparison)		*-0.04*	*-0.05*	*-0.01*	*-0.04*	*-0.08*	*-0.10*	*0.00*	*0.02*
Terminal Services									
Announcements when you need to be informed	**2023**	**3.96**	**4.01**	**4.01**	**3.71**	**4.04**	**3.90**	**3.95**	**3.91**
	2022	3.99	4.05	3.95	3.74	4.11	3.99	3.96	4.03
	2021	3.96	3.97	4.00	3.86	4.14	3.81	3.79	3.84
	2020	3.93	3.97	3.92	3.93	3.81	4.07	3.91	3.85
	2019	4.04	3.95	4.21	4.02	4.10	3.98	4.02	4.02
Change (2022-23 Comparison)		*-0.03*	*-0.04*	*0.06*	*-0.03*	*-0.07*	*-0.09*	*-0.01*	*-0.12*
Usefulness of digital information screens at the terminal	**2023**	**3.86**	**3.93**	**3.91**	**3.53**	**3.91**	**3.87**	**3.75**	**-**
	2022	3.84	3.94	3.75	3.54	4.00	3.87	3.69	-
	2021	3.84	3.86	3.86	3.74	4.00	3.77	3.67	-
	2020	3.93	4.01	3.87	3.97	3.92	3.98	3.76	-
	2019	3.90	3.86	4.03	3.80	3.97	3.74	3.86	-
Change (2022-23 Comparison)		*0.02*	*-0.01*	*0.16*	*-0.01*	*-0.09*	*0.00*	*0.06*	*-*
Quality and variety of merchandise offered at the terminal	**2023**	**3.66**	**3.65**	**3.70**	**-**	**3.78**	**3.18**	**3.64**	**-**
	2022	3.72	3.74	3.60	-	3.86	3.49	3.64	-
	2021	3.69	3.66	3.74	-	3.97	3.29	3.55	-
	2020	3.66	3.76	3.52	-	3.67	3.63	3.51	-
	2019	3.66	3.62	3.87	-	3.72	3.22	3.46	-
Change (2022-23 Comparison)		*-0.06*	*-0.09*	*0.10*	*-*	*-0.08*	*-0.31*	*0.00*	*-*
Quality and variety of food/beverages offered at the terminal	**2023**	**3.49**	**3.46**	**3.54**	**-**	**3.74**	**2.98**	**3.40**	**-**
	2022	3.58	3.57	3.51	-	3.76	3.16	3.58	-
	2021	3.50	3.47	3.48	-	3.81	3.07	3.45	-
	2020	3.55	3.62	3.47	-	3.51	3.52	3.36	-
	2019	3.51	3.53	3.57	-	3.59	2.91	3.25	-
Change (2022-23 Comparison)		*-0.09*	*-0.11*	*0.03*	*-*	*-0.02*	*-0.18*	*-0.18*	*-*
Washrooms	**2023**	**3.81**	**3.82**	**3.78**	**3.51**	**3.93**	**3.88**	**4.05**	**4.00**
	2022	3.90	3.97	3.78	3.53	4.07	3.99	4.11	4.03
	2021	4.01	4.05	3.92	3.89	4.20	3.93	4.10	3.76
	2020	4.03	4.10	3.96	4.00	4.13	3.90	4.14	3.68
	2019	3.95	3.93	3.96	3.85	4.02	4.01	4.14	3.73
Change (2022-23 Comparison)		*-0.09*	*-0.15*	*0.00*	*-0.02*	*-0.14*	*-0.11*	*-0.06*	*-0.03*

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Terminal Services (Continued)									
Procedure for loading	**2023**	**4.02**	**4.02**	**4.05**	**3.68**	**4.07**	**4.11**	**4.07**	**4.29**
	2022	4.13	4.20	4.08	3.86	4.26	4.13	4.06	4.33
	2021	4.12	4.13	4.15	4.01	4.29	4.02	4.04	3.74
	2020	4.18	4.32	4.14	4.05	4.25	4.21	4.12	3.79
	2019	4.09	4.08	4.14	3.96	4.13	3.99	4.17	4.18
Change (2022-23 Comparison)		*-0.11*	*-0.18*	*-0.03*	*-0.18*	*-0.19*	*-0.02*	*0.01*	*-0.04*
Professionalism of terminal staff	**2023**	**4.30**	**4.32**	**4.28**	**4.04**	**4.26**	**4.31**	**4.42**	**4.50**
	2022	4.34	4.39	4.29	4.14	4.40	4.43	4.35	4.45
	2021	4.34	4.37	4.33	4.21	4.42	4.34	4.32	4.31
	2020	4.31	4.41	4.31	4.15	4.25	4.44	4.34	4.26
	2019	4.35	4.33	4.43	4.24	4.33	4.35	4.43	4.51
Change (2022-23 Comparison)		*-0.04*	*-0.07*	*-0.01*	*-0.10*	*-0.14*	*-0.12*	*0.07*	*0.05*
Terminal (Foot Passengers ONLY)									
Parking options at the terminal	**2023**	**3.51**	**3.48**	**3.69**	**3.21**	**3.72**	**2.87**	**3.81**	**2.88**
	2022	3.78	3.87	3.69	3.82	4.03	3.22	3.84	2.93
	2021	3.60	3.72	3.71	3.64	3.66	3.08	3.84	2.34
	2020	3.73	3.82	4.25	3.79	-	3.44	3.78	2.40
	2019	3.46	3.42	3.75	3.30	3.47	2.72	3.65	2.60
Change (2022-23 Comparison)		*-0.27*	*-0.39*	*0.00*	*-0.61*	*-0.31*	*-0.35*	*-0.03*	*-0.05*
Ease of using passenger drop-off / pick-up area	**2023**	**4.01**	**3.99**	**4.14**	**3.92**	**4.19**	**3.57**	**4.14**	**3.55**
	2022	4.18	4.30	4.09	4.09	4.34	3.55	4.06	3.71
	2021	4.08	4.12	4.21	4.10	4.31	3.67	4.13	3.02
	2020	3.99	4.33	3.89	3.90	-	3.90	4.05	3.23
	2019	3.83	3.79	4.05	3.75	3.91	3.59	3.95	2.89
Change (2022-23 Comparison)		*-0.17*	*-0.31*	*0.05*	*-0.17*	*-0.15*	*0.02*	*0.08*	*-0.16*
Self-serve kiosk (ticket purchase) *(New question added 2023)*	**2023**	**4.33**	**4.35**	**4.39**	**4.32**	**4.13**	**4.27**	**4.13**	**-**
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
Change (2022-23 Comparison)		-	-	-	-	-	-	-	-
Pre-boarding passenger lounge at terminal	**2023**	**3.62**	**3.47**	**3.79**	**3.54**	**3.79**	**3.69**	**3.85**	**3.85**
	2022	3.75	3.77	3.70	3.66	3.97	3.55	3.77	3.56
	2021	3.68	3.55	3.75	3.83	3.98	3.82	3.95	3.32
	2020	3.87	3.83	4.11	4.10	-	3.80	3.70	3.20
	2019	3.66	3.54	3.95	3.52	3.72	3.71	3.76	3.29
Change (2022-23 Comparison)		*-0.13*	*-0.30*	*0.09*	*-0.12*	*-0.18*	*0.14*	*0.08*	*0.29*

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	**2023**	**3.65**	**3.65**	**3.68**	**3.56**	**3.74**	**-**	**3.54**	**-**
	2022	3.70	3.72	3.67	3.68	3.79	-	3.50	-
	2021	3.66	3.60	3.66	3.81	3.85	-	3.40	-
	2020	3.66	3.70	3.56	3.84	3.79	-	3.47	-
	2019	3.70	3.74	3.68	3.72	3.75	-	3.44	-
Change (2022-23 Comparison)		*-0.05*	*-0.07*	*0.01*	*-0.12*	*-0.05*	*-*	*0.04*	*-*
Value for money	**2023**	**3.12**	**3.13**	**3.15**	**2.86**	**3.13**	**-**	**3.19**	**-**
	2022	3.23	3.33	3.08	3.14	3.23	-	3.25	-
	2021	3.23	3.19	3.17	3.33	3.38	-	3.21	-
	2020	3.26	3.26	3.19	3.49	3.09	-	3.25	-
	2019	3.13	3.15	3.13	3.13	3.02	-	3.15	-
Change (2022-23 Comparison)		*-0.11*	*-0.20*	*0.07*	*-0.28*	*-0.10*	*-*	*-0.06*	*-*
Staff customer service	**2023**	**4.22**	**4.25**	**4.21**	**4.08**	**4.22**	**-**	**4.33**	**-**
	2022	4.25	4.26	4.23	4.14	4.33	-	4.25	-
	2021	4.26	4.24	4.26	4.27	4.35	-	4.22	-
	2020	4.24	4.29	4.25	4.18	4.20	-	4.22	-
	2019	4.29	4.28	4.28	4.31	4.29	-	4.32	-
Change (2022-23 Comparison)		*-0.03*	*-0.01*	*-0.02*	*-0.06*	*-0.11*	*-*	*0.08*	*-*
Onboard Facilities/Services									
Passages Retail Store	**2023**	**4.02**	**4.03**	**4.05**	**3.91**	**4.05**	**-**	**3.92**	**-**
	2022	4.10	4.17	4.05	4.02	4.12	-	3.90	-
	2021	4.07	4.08	4.06	4.12	4.14	-	3.83	-
	2020	4.01	4.02	4.01	4.02	4.20	-	3.76	-
	2019	4.00	3.97	4.07	3.97	4.13	-	3.76	-
Change (2022-23 Comparison)		*-0.08*	*-0.14*	*0.00*	*-0.11*	*-0.07*	*-*	*0.02*	*-*
Washrooms	**2023**	**3.87**	**3.88**	**3.82**	**3.62**	**3.88**	**4.02**	**4.12**	**4.13**
	2022	3.97	4.05	3.71	3.77	4.07	4.04	4.20	4.20
	2021	4.06	4.10	3.99	4.06	4.13	4.00	4.11	3.50
	2020	4.07	4.12	3.98	4.00	4.18	3.93	4.22	3.70
	2019	4.00	3.98	3.98	3.96	4.05	4.12	4.16	3.65
Change (2022-23 Comparison)		*-0.10*	*-0.17*	*0.11*	*-0.15*	*-0.19*	*-0.02*	*-0.08*	*-0.07*
Play area for children *(Service closed in 2020 and 2021 due to COVID-19 pandemic)*	**2023**	**3.27**	**3.37**	**3.13**	**2.88**	**3.51**	**-**	**3.07**	**-**
	2022	3.62	3.80	3.49	3.31	3.62	-	3.50	-
	2021	3.51	3.59	3.39	3.54	3.69	-	3.06	-
	2020	-	-	-	-	-	-	-	-
	2019	3.54	3.66	3.55	3.50	3.47	-	3.27	-
Change (2022-23 Comparison)		*-0.35*	*-0.43*	*-0.36*	*-0.43*	*-0.11*	*-*	*-0.43*	*-*

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Onboard Facilities/Services – *Cont.*									
Pet area	**2023**	**3.07**	**3.01**	**3.03**	**3.07**	**3.21**	**-**	**3.16**	**-**
	2022	3.17	3.24	3.11	2.88	3.31	-	3.29	-
	2021	3.00	3.15	2.68	3.08	3.10	-	2.83	-
	2020	3.17	2.93	2.90	3.74	3.00	-	3.12	-
	2019	3.07	3.05	3.24	3.08	3.01	-	2.82	-
Change (2022-23 Comparison)		*-0.10*	*-0.23*	*-0.08*	*0.19*	*-0.10*	*-*	*-0.13*	*-*
Workstations	**2023**	**3.60**	**3.63**	**3.39**	**3.46**	**3.70**	**-**	**3.87**	**-**
	2022	3.78	3.87	3.55	3.65	3.90	-	3.86	-
	2021	3.69	3.65	3.63	3.71	3.83	-	3.86	-
	2020	3.70	3.89	3.47	3.74	3.76	-	3.64	-
	2019	3.74	3.65	3.76	3.73	3.80	-	4.06	-
Change (2022-23 Comparison)		*-0.18*	*-0.24*	*-0.16*	*-0.19*	*-0.20*	*-*	*0.01*	*-*
Outside decks	**2023**	**4.14**	**4.18**	**4.07**	**3.98**	**4.10**	**3.98**	**4.22**	**4.33**
	2022	4.19	4.29	4.10	4.04	4.13	4.01	4.17	4.40
	2021	4.16	4.22	4.15	4.18	4.18	3.95	4.17	3.72
	2020	4.11	4.30	3.93	4.08	4.07	4.14	4.15	3.69
	2019	4.08	4.13	4.04	3.98	4.14	3.96	4.12	3.87
Change (2022-23 Comparison)		*-0.05*	*-0.11*	*-0.03*	*-0.06*	*-0.03*	*-0.03*	*0.05*	*-0.07*
Lounge Seating	**2023**	**4.04**	**4.04**	**3.99**	**4.02**	**4.05**	**-**	**4.17**	**-**
	2022	4.13	4.18	3.97	4.09	4.19	-	4.21	-
	2021	4.10	4.06	4.04	4.22	4.16	-	4.15	-
	2020	4.03	4.14	3.82	4.13	4.17	-	4.04	-
	2019	3.99	3.95	3.96	4.09	4.07	-	3.99	
Change (2022-23 Comparison)		*-0.09*	*-0.14*	*0.02*	*-0.07*	*-0.14*	*-*	*-0.04*	*-*
SeaWest Lounge *(Service closed from 2020 through 2022, due to COVID-19 pandemic. Reopened on Route 1 in 2023)*	**2023**	**3.58**	**3.58**	**-**	**-**	**-**	**-**	**-**	**-**
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	3.58	3.68	3.49	-	3.09	-	-	-
Change (2022-23 Comparison)		-	-	-	-	-	-	-	-
Usefulness of digital information screens onboard *(New question added 2023)*	**2023**	**3.73**	**3.76**	**3.74**	**3.51**	**3.81**	**-**	**3.78**	**3.66**
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
Change (2022-23 Comparison)		-	-	-	-	-	-	-	-

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Onboard Facilities/Services – *Cont.*									
Outside appearance of the vessel overall	**2023**	**4.01**	**4.07**	**3.92**	**3.80**	**4.03**	**3.96**	**4.14**	**4.31**
	2022	4.13	4.23	3.92	3.89	4.18	4.07	4.29	4.41
	2021	4.15	4.22	4.08	4.08	4.17	3.93	4.26	3.68
	2020	4.15	4.32	4.03	4.03	4.16	4.18	4.20	4.01
	2019	4.12	4.23	4.04	4.01	4.10	4.10	4.20	3.88
Change (2022-23 Comparison)		*-0.12*	*-0.16*	*0.00*	*-0.09*	*-0.15*	*-0.11*	*-0.15*	*-0.10*
Ease of access, overall *(all passengers)*	**2023**	**4.10**	**4.15**	**4.10**	**3.91**	**4.11**	**4.06**	**4.14**	**4.26**
	2022	4.18	4.27	4.09	3.98	4.26	4.10	4.14	4.34
	2021	4.18	4.21	4.18	4.15	4.24	4.05	4.14	3.72
	2020	4.15	4.33	4.06	4.05	4.15	4.21	4.08	3.90
	2019	4.17	4.26	4.15	4.10	4.18	4.13	4.00	3.96
(2020-21 Comparison)		*-0.08*	*-0.12*	*0.01*	*-0.07*	*-0.15*	*-0.04*	*0.00*	*-0.08*
Ease of access, overall *(for people with accessibility requirements)*	**2023**	**3.86**	**3.96**	**3.91**	**3.51**	**3.82**	**3.87**	**4.11**	**3.92**
	2022	3.94	4.14	3.83	3.61	3.91	4.29	4.00	3.82
	2021	3.94	4.07	3.96	3.81	3.91	3.95	3.84	3.83
	2020	3.95	4.00	4.02	3.73	4.14	4.28	3.68	4.50
	2019	3.92	4.18	3.73	3.86	4.18	4.55	3.30	4.01
Change (2022-23 Comparison)		*-0.08*	*-0.18*	*0.08*	*-0.10*	*-0.09*	*-0.42*	*0.11*	*0.10*
Ease of finding facilities / services	**2023**	**4.11**	**4.09**	**4.16**	**3.92**	**4.12**	**4.15**	**4.23**	**4.27**
	2022	4.18	4.22	4.09	4.03	4.25	4.08	4.24	4.37
	2021	4.15	4.14	4.16	4.18	4.22	4.04	4.17	3.91
	2020	4.16	4.23	4.12	4.11	4.17	4.16	4.15	3.92
	2019	4.18	4.16	4.23	4.18	4.17	4.16	4.13	4.09
Change (2022-23 Comparison)		*-0.07*	*-0.13*	*0.07*	*-0.11*	*-0.13*	*0.07*	*-0.01*	*-0.10*
Announcements when you need to be informed	**2023**	**3.99**	**4.01**	**4.03**	**3.86**	**4.05**	**3.94**	**3.99**	**3.99**
	2022	4.05	4.11	4.00	3.83	4.18	4.03	4.04	4.14
	2021	4.02	4.03	4.06	3.96	4.15	3.83	3.86	3.81
	2020	3.96	4.04	3.97	3.95	3.86	3.91	3.91	3.89
	2019	4.04	4.00	4.13	4.05	4.15	4.02	3.96	3.95
Change (2022-23 Comparison)		*-0.06*	*-0.10*	*0.03*	*0.03*	*-0.13*	*-0.09*	*-0.05*	*-0.15*
Atmosphere on the ferry overall	**2023**	**4.07**	**4.07**	**4.10**	**3.87**	**4.08**	**4.08**	**4.13**	**4.28**
	2022	4.15	4.19	4.04	4.00	4.22	4.12	4.21	4.35
	2021	4.11	4.09	4.10	4.15	4.22	4.06	4.14	3.80
	2020	4.01	4.11	3.95	4.00	3.94	4.07	4.05	3.81
	2019	4.13	4.12	4.16	4.10	4.19	4.17	4.16	3.99
Change (2022-23 Comparison)		*-0.08*	*-0.12*	*0.06*	*-0.13*	*-0.14*	*-0.04*	*-0.08*	*-0.07*

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Onboard Facilities/Services – *Cont.*									
Procedures for unloading	**2023**	**4.06**	**4.10**	**4.04**	**3.77**	**4.06**	**4.13**	**4.13**	**4.27**
	2022	4.16	4.24	4.07	3.95	4.23	4.20	4.18	4.32
	2021	4.15	4.17	4.16	4.04	4.28	4.04	4.14	3.84
	2020	4.18	4.31	4.14	4.07	4.22	4.16	4.20	3.87
	2019	4.09	4.10	4.08	4.04	4.12	4.06	4.15	4.12
Change (2022-23 Comparison)		*-0.10*	*-0.14*	*-0.03*	*-0.18*	*-0.17*	*-0.07*	*-0.05*	*-0.05*
Professionalism of onboard staff	**2023**	**4.33**	**4.36**	**4.33**	**4.20**	**4.32**	**4.29**	**4.41**	**4.46**
	2022	4.38	4.43	4.32	4.25	4.42	4.47	4.39	4.50
	2021	4.38	4.40	4.36	4.31	4.47	4.34	4.35	4.35
	2020	4.32	4.41	4.27	4.22	4.27	4.34	4.35	4.31
	2019	4.36	4.38	4.40	4.32	4.32	4.35	4.36	4.35
Change (2022-23 Comparison)		*-0.05*	*-0.07*	*0.01*	*-0.05*	*-0.10*	*-0.18*	*0.02*	*-0.04*
Experience with the sailing schedule									
Earliest ferry early enough	**2023**	**3.88**	**3.83**	**3.92**	**3.86**	**3.96**	**3.95**	**3.87**	**4.00**
	2022	3.93	3.92	3.94	3.88	4.00	4.01	3.89	4.02
	2021	3.90	3.84	3.93	3.98	4.00	3.96	3.81	3.84
	2020	3.91	3.91	3.91	3.94	3.93	4.06	3.83	4.03
	2019	3.87	3.83	3.94	3.86	4.00	3.98	3.78	3.93
Change (2022-23 Comparison)		*-0.05*	*-0.09*	*-0.02*	*-0.02*	*-0.04*	*-0.06*	*-0.02*	*-0.02*
Latest ferry late enough	**2023**	**3.63**	**3.56**	**3.73**	**3.59**	**3.80**	**3.51**	**3.55**	**3.73**
	2022	3.75	3.75	3.80	3.68	3.80	3.60	3.65	3.83
	2021	3.75	3.72	3.79	3.80	3.88	3.47	3.64	3.64
	2020	3.79	3.80	3.82	3.76	3.88	3.67	3.66	3.89
	2019	3.67	3.64	3.85	3.64	3.84	3.53	3.38	3.75
Change (2022-23 Comparison)		*-0.12*	*-0.19*	*-0.07*	*-0.09*	*0.00*	*-0.09*	*-0.10*	*-0.10*
Ferry sailing frequent enough	**2023**	**3.31**	**3.39**	**3.37**	**2.57**	**3.51**	**3.49**	**2.90**	**3.72**
	2022	3.38	3.62	3.22	2.72	3.59	3.63	2.97	4.00
	2021	3.34	3.42	3.36	3.00	3.71	3.51	2.98	3.16
	2020	3.45	3.72	3.47	3.18	3.53	3.79	3.10	3.20
	2019	3.18	3.35	3.27	2.64	3.41	3.46	2.93	3.37
Change (2022-23 Comparison)		*-0.07*	*-0.23*	*0.15*	*-0.15*	*-0.08*	*-0.14*	*-0.07*	*-0.28*
Ability to get onto desired sailing	**2023**	**3.91**	**3.95**	**3.98**	**3.56**	**4.01**	**4.01**	**4.00**	**4.01**
	2022	3.92	4.12	3.72	3.40	3.98	4.10	4.05	4.13
	2021	3.88	3.92	3.93	3.69	4.06	3.87	3.86	3.08
	2020	4.05	4.26	4.04	3.79	4.07	4.11	4.07	3.29
	2019	4.04	4.08	4.13	3.82	4.10	4.01	4.13	3.87
Change (2022-23 Comparison)		*-0.01*	*-0.17*	*0.26*	*0.16*	*0.03*	*-0.09*	*-0.05*	*-0.12*

Average Satisfaction Ratings by Route - WAVE 3 (NOV) HISTORICAL Data – *Cont.*									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Experience with the sailing schedule – *Cont.*									
Ability to connect with other sailings *(Based on those connecting)*	**2023**	**3.22**	**3.26**	**3.02**	**2.86**	**3.53**	**3.47**	**3.44**	**3.49**
	2022	3.37	3.79	3.15	3.01	3.71	3.67	3.43	3.52
	2021	3.36	3.51	3.09	3.20	3.77	3.58	3.50	2.85
	2020	3.37	3.47	3.16	3.47	2.96	3.53	3.67	2.57
	2019	3.33	3.52	3.16	3.16	4.02	3.02	3.38	2.97
Change (2022-23 Comparison)		*-0.15*	*-0.53*	*-0.13*	*-0.15*	*-0.18*	*-0.20*	*0.01*	*-0.03*
Ferry running on time	**2023**	**3.80**	**3.96**	**3.88**	**3.23**	**3.95**	**3.95**	**3.58**	**3.82**
	2022	3.90	4.21	3.64	3.26	4.09	4.20	3.66	3.94
	2021	3.82	3.96	3.82	3.63	4.12	3.31	3.66	2.53
	2020	4.09	4.32	4.11	3.87	4.12	4.20	4.00	3.16
	2019	4.11	4.18	4.26	3.91	4.28	3.78	3.82	3.98
Change (2022-23 Comparison)		*-0.10*	*-0.25*	*0.24*	*-0.03*	*-0.14*	*-0.25*	*-0.08*	*-0.12*
Safety									
Safety of ferry operations	**2023**	**4.29**	**4.33**	**4.31**	**4.13**	**4.28**	**4.28**	**4.35**	**4.37**
	2022	4.34	4.41	4.28	4.14	4.36	4.44	4.38	4.44
	2021	4.35	4.39	4.35	4.27	4.41	4.30	4.32	4.18
	2020	4.30	4.39	4.28	4.17	4.27	4.38	4.33	4.19
	2019	4.35	4.34	4.38	4.31	4.37	4.37	4.36	4.27
Change (2022-23 Comparison)		*-0.05*	*-0.08*	*0.03*	*-0.01*	*-0.08*	*-0.16*	*-0.03*	*-0.07*

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

Average Satisfaction Ratings by Terminal - WAVE 3 (NOV) HISTORICAL Data											
			Terminals								
	Wave 3	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	**2023**	**3.99**	**4.01**	**4.02**	**3.95**	**4.00**	**3.62**	**4.03**	**3.99**	**4.15**	**4.22**
	2022	4.03	4.20	4.13	3.80	3.87	3.65	4.10	4.11	4.20	4.26
	2021	4.02	4.06	4.01	4.03	4.02	3.90	4.25	3.96	3.39	3.50
	2020	4.06	4.07	4.16	4.07	3.98	3.98	4.06	4.14	3.79	3.87
	2019	4.07	4.09	4.05	4.08	4.10	3.97	4.12	4.21	4.17	3.98
Change (2022-23 Comparison)		*-0.04*	*-0.19*	*-0.11*	*0.15*	*0.13*	*-0.03*	*-0.07*	*-0.12*	*-0.05*	*-0.04*
Terminal Overall	**2023**	**4.00**	**4.03**	**4.05**	**3.94**	**4.06**	**3.64**	**4.07**	**3.95**	**4.07**	**3.98**
	2022	4.03	4.14	4.11	3.84	4.01	3.63	4.14	4.03	4.12	4.11
	2021	4.02	4.06	4.00	4.01	4.06	3.87	4.25	3.89	3.45	3.38
	2020	4.10	4.17	4.20	4.07	4.06	3.96	4.14	4.17	3.92	3.18
	2019	4.03	4.06	3.99	4.00	4.17	3.85	4.10	4.07	4.03	3.82
Change (2022-23 Comparison)		*-0.03*	*-0.11*	*-0.06*	*0.10*	*0.05*	*0.01*	*-0.07*	*-0.08*	*-0.05*	*-0.13*
Value for money of fares	**2023**	**3.39**	**3.40**	**3.37**	**3.38**	**3.34**	**3.17**	**3.38**	**3.74**	**3.58**	**3.78**
	2022	3.51	3.55	3.61	3.30	3.41	3.31	3.48	3.77	3.81	3.79
	2021	3.50	3.47	3.48	3.53	3.44	3.47	3.67	3.49	3.38	3.46
	2020	3.42	3.39	3.47	3.46	3.23	3.52	3.13	3.72	3.28	3.62
	2019	3.30	3.27	3.24	3.29	3.22	3.44	3.25	3.70	3.44	3.59
Change (2022-23 Comparison)		*-0.12*	*-0.15*	*-0.24*	*0.08*	*-0.07*	*-0.14*	*-0.10*	*-0.03*	*-0.23*	*-0.01*
At the Terminal											
Outside appearance of the terminal	**2023**	**4.03**	**4.13**	**4.06**	**3.93**	**4.09**	**3.58**	**4.14**	**3.89**	**3.85**	**3.85**
	2022	4.07	4.18	4.09	3.91	4.11	3.77	4.22	4.09	4.02	3.88
	2021	4.12	4.21	4.10	4.05	4.17	3.91	4.31	4.03	3.64	3.51
	2020	4.13	4.21	4.19	4.04	4.18	3.96	4.29	4.03	3.97	3.40
	2019	4.09	4.20	4.10	4.05	4.18	3.76	4.13	3.84	3.84	3.65
Change (2022-23 Comparison)		*-0.04*	*-0.05*	*-0.03*	*0.02*	*-0.02*	*-0.19*	*-0.08*	*-0.20*	*-0.17*	*-0.03*
Overall appearance inside the terminal	**2023**	**3.98**	**4.00**	**4.01**	**3.87**	**4.09**	**3.30**	**4.17**	**3.90**	**-**	**-**
	2022	4.04	4.15	4.07	3.87	4.06	3.60	4.23	4.04	-	-
	2021	4.12	4.16	4.07	4.04	4.19	3.93	4.35	4.03	-	-
	2020	4.12	4.19	4.15	4.01	4.15	4.10	4.20	3.99	-	-
	2019	4.09	4.20	4.08	4.06	4.20	3.68	4.08	3.89	-	-
Change (2022-23 Comparison)		*-0.06*	*-0.15*	*-0.06*	*0.00*	*0.03*	*-0.30*	*-0.06*	*-0.14*	*-*	*-*
Wait time at the terminal	**2023**	**3.78**	**3.83**	**3.85**	**3.64**	**3.86**	**3.03**	**3.94**	**3.73**	**3.94**	**3.93**
	2022	3.83	4.04	3.95	3.51	3.67	3.33	4.04	3.98	4.00	4.08
	2021	3.73	3.79	3.76	3.69	3.81	3.42	4.09	3.48	3.02	2.89
	2020	3.93	4.04	4.10	3.85	3.86	3.82	4.08	3.78	3.56	3.28
	2019	3.86	3.92	3.85	3.74	4.12	3.71	3.97	3.61	3.80	3.64
Change (2022-23 Comparison)		*-0.05*	*-0.21*	*-0.10*	*0.13*	*0.19*	*-0.30*	*-0.10*	*-0.25*	*-0.06*	*-0.15*

Average Satisfaction Ratings by Terminal - WAVE 3 (NOV) HISTORICAL Data- *Cont.*											
			Terminals								
	Wave 3	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Efficiency of the check in process	**2023**	**4.31**	**4.33**	**4.38**	**4.27**	**4.32**	**4.03**	**4.36**	**4.18**	**4.35**	**4.30**
	2022	4.32	4.37	4.37	4.24	4.33	4.10	4.36	4.27	4.36	4.23
	2021	4.32	4.38	4.29	4.25	4.38	4.12	4.50	4.23	4.10	4.09
	2020	4.32	4.41	4.41	4.28	4.29	4.18	4.36	4.35	4.09	3.54
	2019	4.34	4.29	4.34	4.36	4.45	4.21	4.35	4.44	4.42	4.30
Change (2022-23 Comparison)		*-0.01*	*-0.04*	*0.01*	*0.03*	*-0.01*	*-0.07*	*0.00*	*-0.09*	*-0.01*	*0.07*
Electronic boarding pass *(New question added 2023)*	**2023**	**4.30**	**4.29**	**4.40**	**4.25**	**4.32**	**3.91**	**4.33**	**-**	**-**	**-**
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-	-	-
Change (2022-23 Comparison)		-	-	-	-	-	-	-	-	-	-
Staff customer service	**2023**	**4.35**	**4.38**	**4.40**	**4.29**	**4.32**	**4.12**	**4.37**	**4.24**	**4.49**	**4.46**
	2022	4.40	4.46	4.41	4.27	4.40	4.25	4.49	4.26	4.51	4.26
	2021	4.37	4.44	4.28	4.35	4.38	4.24	4.55	4.22	4.49	4.36
	2020	4.39	4.44	4.42	4.36	4.40	4.23	4.36	4.44	4.25	4.48
	2019	4.39	4.43	4.39	4.37	4.42	4.18	4.42	4.56	4.36	4.39
Change (2022-23 Comparison)		*-0.05*	*-0.08*	*-0.01*	*0.02*	*-0.08*	*-0.13*	*-0.12*	*-0.02*	*-0.02*	*0.20*
Clarity of staff directions	**2023**	**4.32**	**4.36**	**4.38**	**4.25**	**4.31**	**4.07**	**4.33**	**4.25**	**4.49**	**4.43**
	2022	4.36	4.42	4.40	4.27	4.30	4.16	4.45	4.35	4.50	4.35
	2021	4.35	4.41	4.28	4.31	4.37	4.20	4.57	4.25	4.42	4.24
	2020	4.39	4.41	4.39	4.43	4.37	4.25	4.44	4.36	4.29	4.60
	2019	4.38	4.38	4.38	4.35	4.46	4.23	4.37	4.44	4.32	4.42
Change (2022-23 Comparison)		*-0.04*	*-0.06*	*-0.02*	*-0.02*	*0.01*	*-0.09*	*-0.12*	*-0.10*	*-0.01*	*0.08*
Terminal Services											
Announcements when you need to be informed	**2023**	**3.96**	**4.00**	**4.01**	**3.90**	**4.03**	**3.61**	**4.04**	**3.91**	**4.01**	**3.81**
	2022	3.99	4.08	4.00	3.88	3.94	3.69	4.14	4.05	4.07	4.00
	2021	3.96	4.00	3.89	4.00	3.98	3.77	4.20	3.89	3.84	3.85
	2020	3.93	3.93	3.93	3.94	3.92	3.91	3.95	4.11	3.84	3.87
	2019	4.04	4.05	3.89	4.11	4.24	4.01	4.08	4.08	4.12	3.86
Change (2022-23 Comparison)		*-0.03*	*-0.08*	*0.01*	*0.02*	*0.09*	*-0.08*	*-0.10*	*-0.14*	*-0.06*	*-0.19*
Usefulness of digital information screens at terminal	**2023**	**3.86**	**3.91**	**3.93**	**3.75**	**3.96**	**3.39**	**3.91**	**3.81**	**-**	**-**
	2022	3.84	3.99	3.86	3.71	3.72	3.48	4.01	4.00	-	-
	2021	3.84	3.85	3.85	3.83	3.88	3.65	4.04	3.85	-	-
	2020	3.93	3.95	3.99	3.92	3.88	3.94	3.95	3.93	-	-
	2019	3.90	3.89	3.86	3.89	4.05	3.86	3.94	3.84	-	-
Change (2022-23 Comparison)		*0.02*	*-0.08*	*0.07*	*0.04*	*0.24*	*-0.09*	*-0.10*	*-0.19*	*-*	*-*

Average Satisfaction Ratings by Terminal - WAVE 3 (NOV) HISTORICAL Data - *Cont.*											
			Terminals								
	Wave 3	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Terminal Services (cont.)											
Quality and variety of merchandise offered at the terminal*	**2023**	**3.66**	**3.70**	**3.60**	**-**	**3.70**	**-**	**-**	**-**	**-**	**-**
	2022	3.72	3.79	3.70	-	3.60	-	-	-	-	-
	2021	3.69	3.76	3.58	-	3.74	-	-	-	-	-
	2020	3.66	3.75	3.65	-	3.52	-	-	-	-	-
	2019	3.66	3.69	3.48	-	3.91	3.26	3.72	-	-	-
Change (2022-23 Comparison)		*-0.06*	*-0.09*	*-0.10*	*-*	*0.10*	*-*	*-*	*-*	*-*	*-*
Quality and variety of food/beverages offered at the terminal*	**2023**	**3.49**	**3.57**	**3.36**	**-**	**3.54**	**-**	**-**	**-**	**-**	**-**
	2022	3.58	3.69	3.48	-	3.51	-	-	-	-	-
	2021	3.50	3.65	3.30	-	3.48	-	-	-	-	-
	2020	3.55	3.60	3.53	-	3.47	-	-	-	-	-
	2019	3.51	3.66	3.28	-	3.59	3.20	3.53	-	-	-
Change (2022-23 Comparison)		*-0.09*	*-0.12*	*-0.12*	*-*	*0.03*	*-*	*-*	*-*	*-*	*-*
Washrooms	**2023**	**3.81**	**3.82**	**3.88**	**3.65**	**3.83**	**3.43**	**3.99**	**3.92**	**4.03**	**3.96**
	2022	3.90	4.02	3.95	3.60	3.88	3.53	4.13	4.07	4.13	3.92
	2021	4.01	4.12	3.98	3.90	3.95	3.84	4.24	4.17	3.78	3.75
	2020	4.03	4.12	4.08	4.03	3.95	3.90	4.14	3.67	3.60	3.74
	2019	3.95	3.93	4.00	3.85	4.03	3.92	4.02	4.17	3.77	3.66
Change (2022-23 Comparison)		*-0.09*	*-0.20*	*-0.07*	*0.05*	*-0.05*	*-0.10*	*-0.14*	*-0.15*	*-0.10*	*0.04*
Procedure for loading	**2023**	**4.02**	**3.98**	**4.07**	**3.91**	**4.10**	**3.64**	**4.10**	**4.02**	**4.29**	**4.29**
	2022	4.13	4.20	4.20	3.99	4.08	3.86	4.26	4.16	4.29	4.36
	2021	4.12	4.15	4.11	4.13	4.13	3.95	4.35	4.05	3.75	3.74
	2020	4.18	4.25	4.29	4.16	4.14	3.96	4.30	4.24	3.87	3.71
	2019	4.09	4.10	4.09	4.06	4.16	3.92	4.09	4.02	4.28	4.03
Change (2022-23 Comparison)		*-0.11*	*-0.22*	*-0.13*	*-0.08*	*0.02*	*-0.22*	*-0.16*	*-0.14*	*0.00*	*-0.07*
Professionalism of terminal staff	**2023**	**4.30**	**4.31**	**4.34**	**4.18**	**4.31**	**4.03**	**4.25**	**4.30**	**4.54**	**4.47**
	2022	4.34	4.38	4.40	4.23	4.28	4.13	4.42	4.39	4.42	4.48
	2021	4.34	4.39	4.30	4.30	4.33	4.17	4.51	4.40	4.42	4.22
	2020	4.31	4.38	4.39	4.24	4.35	4.12	4.23	4.45	4.20	4.31
	2019	4.35	4.35	4.33	4.34	4.44	4.22	4.28	4.38	4.54	4.47
Change (2022-23 Comparison)		*-0.04*	*-0.07*	*-0.06*	*-0.05*	*0.03*	*-0.10*	*-0.17*	*-0.09*	*0.12*	*-0.01*
Terminal (Foot Passengers ONLY)											
Parking options at the terminal	**2023**	**3.51**	**3.53**	**3.51**	**3.74**	**3.52**	**2.58**	**3.67**	**2.48**	**2.76**	**3.01**
	2022	3.78	3.84	3.90	3.69	3.80	3.76	4.06	2.71	3.22	2.65
	2021	3.60	3.69	3.73	3.57	3.83	3.65	3.76	2.78	2.63	2.14
	2020	3.73	3.68	3.98	4.25	3.80	3.63	-	2.85	2.50	2.33
	2019	3.46	3.37	3.50	3.60	3.58	3.47	3.50	2.97	2.75	2.42
Change (2022-23 Comparison)		*-0.27*	*-0.31*	*-0.39*	*0.05*	*-0.28*	*-1.18*	*-0.39*	*-0.23*	*-0.46*	*0.36*

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

Average Satisfaction Ratings by Terminal - WAVE 3 (NOV) HISTORICAL Data - *Cont.*											
			Terminals								
	Wave 3	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Terminal (Foot Passengers ONLY) (Continued)											
Ease of using passenger drop-off/pick-up area	**2023**	**4.01**	**4.00**	**4.04**	**4.04**	**4.14**	**3.96**	**4.16**	**3.28**	**3.36**	**3.70**
	2022	4.18	4.29	4.25	4.03	4.16	4.09	4.39	3.16	3.64	3.82
	2021	4.08	4.15	4.10	4.21	4.20	4.01	4.30	3.26	2.87	3.14
	2020	3.99	4.33	4.28	3.95	3.50	4.00	-	3.67	3.44	3.08
	2019	3.83	3.87	3.77	4.07	3.95	3.60	3.95	3.66	3.19	2.46
Change (2022-23 Comparison)		*-0.17*	*-0.29*	*-0.21*	*0.01*	*-0.02*	*-0.13*	*-0.23*	*0.12*	*-0.28*	*-0.12*
Self-serve kiosk (ticket purchase) *(New question added 2023)*	**2023**	**4.33**	**4.32**	**4.32**	**4.37**	**4.39**	**-**	**4.20**	**-**	**-**	**-**
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-	-	-
Change (2022-23 Comparison)		-	-	-	-	-	-	-	-	-	-
Pre-boarding passenger lounge at terminal	**2023**	**3.62**	**3.53**	**3.58**	**3.64**	**3.92**	**3.32**	**3.74**	**3.49**	**3.94**	**3.77**
	2022	3.75	3.78	3.80	3.65	3.81	3.52	4.13	3.22	3.62	3.47
	2021	3.68	3.51	3.76	3.79	3.77	3.73	3.97	3.70	3.49	3.18
	2020	3.87	3.82	3.90	4.05	4.30	4.06	-	3.57	3.09	3.29
	2019	3.66	3.55	3.62	3.85	3.93	3.40	3.62	3.98	3.68	2.69
Change (2022-23 Comparison)		*-0.13*	*-0.25*	*-0.22*	*-0.01*	*0.11*	*-0.20*	*-0.39*	*0.27*	*0.32*	*0.30*