

Customer Satisfaction Tracking

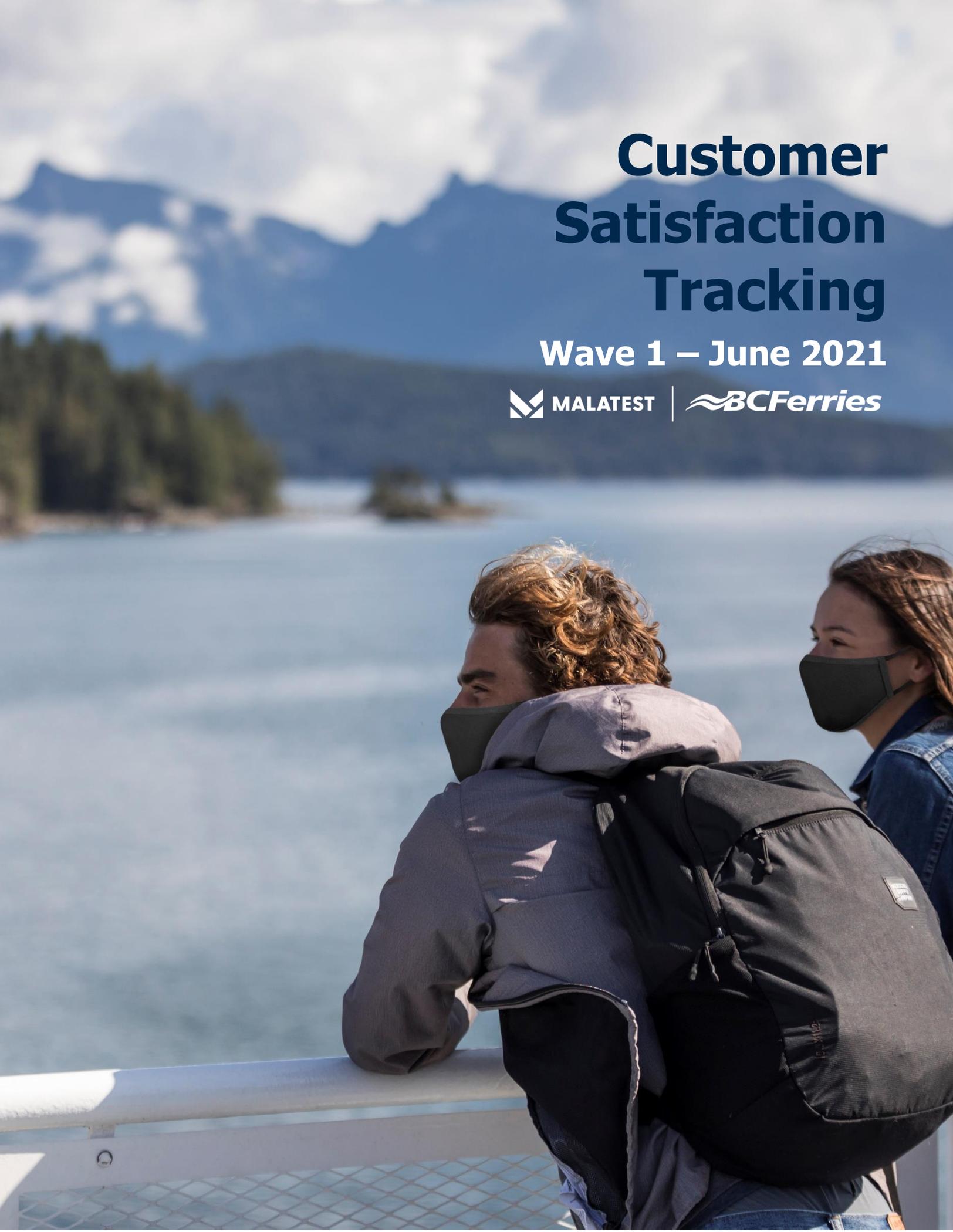
Wave 1 – June 2021



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.

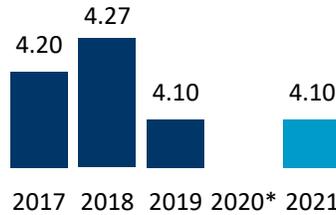
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year. This report presents findings from June 2021. Due to the COVID-19 pandemic, intercept surveying was not conducted in June of 2020. YOY comparisons in this report are made between June 2019 (pre-COVID-19 pandemic) and June 2021.

Passengers who were surveyed in June 2021 reported an overall satisfaction score of 4.10 out of a possible 5 (0.00 change since 2019), and 84% of passengers surveyed reported that they were satisfied with their overall experience (-1% change since 2019).

Customer Satisfaction Survey Highlights

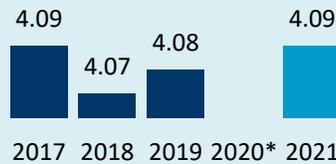
Overall Satisfaction

Despite continued restrictions due to the COVID-19 pandemic, the overall satisfaction score was unchanged when compared to the 2019 score.



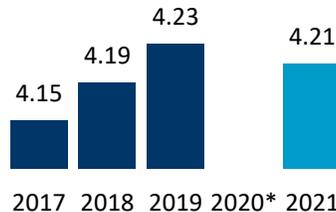
Terminal Satisfaction

Terminal satisfaction scores are slightly higher this year compared to 2019. The terminal satisfaction score has remained relatively consistent in recent years; fluctuating within a 0.02 point range.



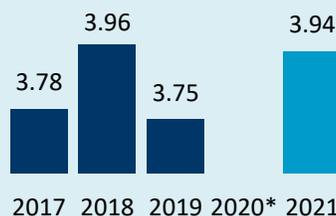
Onboard Satisfaction

Onboard satisfaction scores decreased this year compared to 2019. The decrease may in part be due to the impact of the COVID-19 pandemic on BC Ferries' onboard operations (e.g., restrictions to food services and lounge areas).



Ferry Running On Time

Passenger assessments of whether the ferry was running on time were higher this year compared to 2019.



Value for Money of Fares

Value for Money of Fares scores continue to increase year-over-year.



*Due to the COVID-19 pandemic, intercept surveying was not conducted in June of 2020. YOY comparisons have instead been made to June 2019.

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Impact of the COVID-19 Pandemic

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

As a result of these measures, the CST intercept survey methodology was also adjusted. These changes required adjustments to be made to the recruitment method, CST Survey Instrument, and reporting.

RECRUITMENT METHOD CHANGES

- **Use of Personal Protective Equipment**

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

- **Use of Postcards**

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

SURVEY INSTRUMENT CHANGES

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

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

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

YEAR OVER YEAR COMPARISONS

Intercept surveys were not conducted in June 2020 due to the COVID-19 pandemic. This report instead makes comparisons to the CST intercept scores reported in June 2019 (pre-pandemic scores).

CST Intercept Survey Method

Passengers travelling on select BC Ferries routes between June 16th and 30th, 2021 were eligible to participate in the 2021 Wave 1 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. 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 of the ship (e.g., upper vehicle decks, lounge areas, outer decks). Surveyors administered a demographic screener survey on an iPad and then offered passengers the option of completing the remainder of the survey online (via a secure email link) or on paper, which was provided along with a postage-paid return envelope.

Postcards: Surveyors also placed invitation postcards on windshields of empty cars on the upper vehicle decks. On occasion, postcards were also provided to passengers who did not wish to engage with surveyors long enough to complete the demographic screener.

Recruitment of Reservation holders: A survey invitation was emailed to a random selection of passengers who fulfilled a reservation on one of the intercept routes during June. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 113% more surveys were completed this year than in June 2019.

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

	June 2019	June 2021	Change (2019-21)
Major Routes (1, 2, 3, 30)	1,206	3,084	+1,878 (156%)
Route 1	411	934	+523 (127%)
Route 2	350	781	+431 (123%)
Route 3	186	544	+358 (192%)
Route 30	259	483	+224 (86%)
Minor Routes (4, 5/9, 19)	619	806	+187 (30%)
Route 4	146	232	+86 (59%)
Routes 5/9	294	749	+455 (155%)
Route 19	179	167	-12 (-7%)
Total	1,825	3,890	+2,065 (113%)

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

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

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

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	June 2017	June 2018	June 2019	June 2020	June 2021	Change (2019-21)
Major Routes (1, 2, 3, 30)	-	-	4.12	-	4.11	-0.01
Route 1	4.32	4.35	4.17	-	4.22	+0.05
Route 2	4.34	4.33	4.15	-	4.15	0.00
Route 3	3.74	4.12	3.86	-	3.74	-0.12 ↓
Route 30	4.15	4.24	4.25	-	4.23	-0.02
Minor Routes (4, 5/9, 19)	4.17	4.23	3.99	-	4.02	+0.03
Route 4	4.21	4.30	4.04	-	4.16	+0.12 ↑
Routes 5/9	4.16	4.09	4.00	-	4.04	+0.04
Route 19	4.13	4.11	3.91	-	3.81	-0.10
Total	4.20	4.27	4.10	-	4.10	0.00

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

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

Note: June data is unavailable for 2020 as CST intercept surveys were not conducted due to the COVID-19 pandemic.

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

Note: Weighted averages reported.

Despite COVID-19 still having an impact on services, and in particular services offered onboard, comparisons between 2019 and 2021 show that there was no change in overall customer satisfaction levels. Analysis by route shows that passengers on Route 30 (4.23) and Route 1 (4.22) were the most satisfied with their overall experience and passengers on Route 4 showed the greatest improvement in score (+0.12). Passengers travelling on Route 3 were the least satisfied with their experience (3.74). Route 3 also showed the most marked reduction in overall customer satisfaction (-0.12).

84% of passengers stated that they were satisfied with their overall experience.

Terminal Services Customer Satisfaction

The customer satisfaction score for overall experience at the terminal before boarding increased slightly compared to 2019 satisfaction levels (+0.01).

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

	June 2017	June 2018	June 2019	June 2020	June 2021	Change (2019-21)
BC Ferries Total	4.09	4.07	4.08	-	4.09	+0.01
Tsawwassen	4.17	4.13	4.19	-	4.23	+0.04
Swartz Bay	4.12	4.00	4.10	-	4.21	+0.11
Horseshoe Bay	4.03	4.02	4.01	-	3.85	-0.16
Departure Bay	4.16	4.25	4.04	-	4.17	+0.13
Langdale	3.81	3.87	3.89	-	3.89	0.00
Duke Point	4.01	4.28	4.26	-	4.16	-0.10
Fulford Harbour	4.05	4.01	3.89	-	3.93	+0.04
Nanaimo Harbour	-	4.00	4.36	-	3.87	-0.49 ↓
Gabriola	-	-	3.60	-	3.77	+0.17 ↑

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

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

Note: June data is unavailable for 2020; CST intercept surveys were not conducted due to the COVID-19 pandemic.

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

Note: Weighted averages reported.

Analysis by individual terminal shows that passengers sailing from Tsawwassen (4.23) were the most satisfied with their terminal experience while those departing from Gabriola were the least satisfied (3.77). Despite having the lowest overall score, when compared to other terminals, Gabriola presented the greatest improvement in YOY score (+0.17). Nanaimo Harbour presented the largest decrease in average score (-0.49).

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

“Parking options at the terminal” showed the greatest improvement in customer satisfaction when compared to June 2019 (+0.31) while “Quality and variety of food/beverages offered at the terminal” showed the biggest drop in score (-0.51) (Table 4). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	June 2019	June 2021	Change (2019-21)
Outside appearance of the terminal you left from	4.15	4.15	0.00
Overall appearance inside the terminal you left from	4.14	4.14	0.00
Wait time at terminal	3.82	3.85	+0.03
Efficiency of the check-in process	4.28	4.32	+0.04
Staff customer service	4.41	4.38	-0.03
Clarity of staff directions	4.37	4.33	-0.04
Announcements when you needed to be informed	4.07	3.97	-0.10
Usefulness of digital information screens	3.86	3.90	+0.04
Quality and variety of merchandise offered at the terminal	3.92	3.80	-0.12
Quality and variety of food/beverages offered at the terminal	4.12	3.61	-0.51 ↓
Washrooms	4.02	4.07	+0.05
Procedure for loading	4.15	4.17	+0.02
Professionalism of terminal staff	4.34	4.34	0.00
Parking options at the terminal	3.48	3.79	+0.31 ↑
Ease of using passenger pickup/drop-off area	3.96	4.23	+0.27
Pre-boarding passenger lounge at terminal	3.79	3.86	+0.07

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

Note: June data is unavailable for 2020; CST intercept surveys were not conducted due to the COVID-19 pandemic. Therefore, comparisons are made to June 2019 data.

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

Note: Weighted averages reported.

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

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services decreased when compared to the 2019 average (-0.6).

Table 5. Overall Satisfaction with Onboard Services

	June 2017	June 2018	June 2019	June 2020	June 2021	Change (2019-21)
Major Routes (1, 2, 3, 30)	-	-	4.23		4.22	-0.01
Route 1	4.19	4.26	4.24		4.28	+0.04
Route 2	4.21	4.19	4.24		4.25	+0.01
Route 3	3.97	4.12	4.06		4.01	-0.05
Route 30	4.20	4.19	4.35		4.30	-0.05
Minor Routes (4, 5/9, 19)	4.14	4.14	4.22		4.17	-0.05
Route 4	4.00	4.08	4.13		4.24	+0.11 ↑
Routes 5/9	4.21	4.21	4.28		4.17	-0.11 ↓
Route 19	4.14	4.02	4.05		4.12	+0.07
Total	4.15	4.19	4.23		4.17	-0.06

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

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

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

Note: June data is unavailable for 2020; CST intercept surveys were not conducted due to the COVID-19 pandemic.

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

Note: Weighted averages reported.

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

Analysis by route shows that passengers on Route 30 were the most satisfied with their onboard services experience (4.30) while passengers travelling on Route 3 were the least satisfied (4.01). Route 4 showed the greatest improvement in score since 2019 (+0.11), whereas Route 5/9 showed the most marked decrease (-0.11).

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

“Pet area” showed the greatest improvement when compared to June 2019 (+0.12), whereas “Quality and variety of food/beverages offered” showed the largest decline (-0.12). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	June 2019	June 2021	Change (2019-21)
Quality and variety of food/beverages offered	3.79	3.67	-0.12 ↓
Value for money (food services)	3.28	3.31	+0.03
Staff customer service	4.29	4.25	-0.04
Passages Retail Store	4.06	4.04	-0.02
Washrooms	4.06	4.15	+0.09
Play area for children*	3.54	-	-
Pet area	3.08	3.20	+0.12 ↑
Workstations	3.78	3.74	-0.04
Outside decks	4.25	4.23	-0.02
Lounge seating	4.16	4.16	0.00
The SeaWest Lounge experience*	3.94	-	-
Outside appearance of vessel overall	4.16	4.20	+0.04
Ease of access, overall	4.19	4.22	+0.03
Ease of finding facilities/services	4.20	4.19	-0.01
Announcements when you need to be informed	4.09	3.99	-0.10
Atmosphere on the ferry overall	4.21	4.14	-0.07
Procedures for unloading	4.19	4.21	+0.02
Professionalism of onboard staff	4.40	4.37	-0.02

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

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

Note: June data is unavailable for 2020; CST intercept surveys were not conducted due to the COVID-19 pandemic. Therefore, comparisons are made to June 2019 data.

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

Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” continue to show a steady improvement in scores YOY (increase of +0.19 from 2019). This trend has been constant for five years (2017-2021 comparison).

Table 7. Value for Money of Fares

	June 2017	June 2018	June 2019	June 2020	June 2021	Change (2019-21)
Major Routes (1, 2, 3, 30)	-	-	3.30	-	3.48	+0.18
Route 1	3.27	3.37	3.32	-	3.48	+0.16
Route 2	3.14	3.30	3.28	-	3.48	+0.20
Route 3	2.89	3.51	3.34	-	3.44	+0.10
Route 30	3.05	3.10	3.23	-	3.55	+0.32
Minor Routes (4, 5/9, 19)	3.13	3.49	3.49	-	3.73	+0.24
Route 4	3.09	3.43	3.35	-	3.68	+0.33 ↑
Routes 5/9	3.15	3.57	3.51	-	3.73	+0.22
Route 19	3.14	3.24	3.49	-	3.77	+0.28
Total	3.15	3.36	3.33	-	3.52	+0.19

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

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

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

Note: June data is unavailable for 2020; CST intercept surveys were not conducted due to the COVID-19 pandemic.

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

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

Note: Weighted averages reported.

All routes showed an increase in satisfaction for “Value for Money of Fares” in 2021. Analysis by route shows that passengers on Route 19 are the most satisfied with value for money of fares (3.77) while passengers travelling on Route 3 are the least satisfied (3.44). Route 4 demonstrated the largest positive change since 2019 (+0.33).

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

APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – WAVE 1 (JUNE) HISTORICAL DATA

Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	2021	4.10	4.22	4.15	3.74	4.23	4.16	4.04	3.81
	2020	-	-	-	-	-	-	-	-
	2019	4.10	4.17	4.15	3.86	4.25	4.04	4.00	3.91
	2018	4.27	4.35	4.33	4.12	4.24	4.30	4.09	4.11
	2017	4.20	4.32	4.34	3.74	4.15	4.21	4.16	4.13
<i>(2019-21 Comparison)</i>		<i>0.00</i>	<i>0.05</i>	<i>0.00</i>	<i>-0.12</i>	<i>-0.02</i>	<i>0.12</i>	<i>0.04</i>	<i>-0.10</i>
Terminal Overall									
	2021	4.09	4.26	4.09	3.74	4.22	4.03	4.03	3.82
	2020	-	-	-	-	-	-	-	-
	2019	4.08	4.14	4.05	3.89	4.26	4.01	4.04	3.91
	2018	4.07	4.07	4.24	3.84	4.19	4.03	4.06	3.97
	2017	4.09	4.15	4.16	3.84	4.08	4.02	4.13	3.98
<i>(2019-21 Comparison)</i>		<i>0.01</i>	<i>0.12</i>	<i>0.04</i>	<i>-0.15</i>	<i>-0.04</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.09</i>
Onboard Overall									
	2021	4.21	4.28	4.25	4.01	4.30	4.24	4.17	4.12
	2020	-	-	-	-	-	-	-	-
	2019	4.23	4.24	4.24	4.06	4.35	4.13	4.28	4.05
	2018	4.19	4.26	4.19	4.12	4.19	4.08	4.21	4.02
	2017	4.15	4.19	4.21	3.97	4.20	4.00	4.21	4.14
<i>(2019-21 Comparison)</i>		<i>-0.02</i>	<i>0.04</i>	<i>0.01</i>	<i>-0.05</i>	<i>-0.05</i>	<i>0.11</i>	<i>-0.11</i>	<i>0.07</i>
Value for money of fares									
	2021	3.52	3.48	3.48	3.44	3.55	3.68	3.73	3.77
	2020	-	-	-	-	-	-	-	-
	2019	3.33	3.32	3.28	3.34	3.23	3.35	3.51	3.49
	2018	3.36	3.37	3.30	3.51	3.10	3.43	3.57	3.24
	2017	3.15	3.27	3.14	2.89	3.05	3.09	3.15	3.14
<i>(2019-21 Comparison)</i>		<i>0.19</i>	<i>0.16</i>	<i>0.20</i>	<i>0.10</i>	<i>0.32</i>	<i>0.33</i>	<i>0.22</i>	<i>0.28</i>

Average Satisfaction Ratings by Route - Wave 2 (November) Historical Data – Cont.									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2021	3.92	4.05	4.00	3.61	4.10	3.75	3.63	3.91
	2020	-	-	-	-	-	-	-	-
	2019	4.11	4.13	4.10	3.99	4.15	4.08	4.15	4.11
	2018	4.08	4.12	4.18	3.94	4.14	4.05	3.85	3.85
	2017	4.12	4.17	4.22	3.94	4.13	4.13	3.94	4.09
<i>(2019-21 Comparison)</i>		<i>-0.19</i>	<i>-0.08</i>	<i>-0.10</i>	<i>-0.38</i>	<i>-0.05</i>	<i>-0.33</i>	<i>-0.52</i>	<i>-0.20</i>
Ease of using online reservations	2021	3.95	4.06	4.00	3.58	4.13	-	3.85	-
	2020	-	-	-	-	-	-	-	-
	2019	4.05	4.20	3.90	3.82	4.08	-	4.08	-
	2018	4.00	4.05	4.11	3.80	4.09	-	3.68	-
	2017	4.07	4.18	4.00	3.98	4.02	3.93	4.10	3.86
<i>(2019-21 Comparison)</i>		<i>-0.10</i>	<i>-0.14</i>	<i>0.10</i>	<i>-0.24</i>	<i>0.05</i>	<i>-</i>	<i>-0.23</i>	<i>-</i>
BC Ferries phone service <i>(2016-18 question wording: Usefulness of BC Ferries phone service)</i>	2021	3.64	3.76	3.69	3.24	3.49	3.41	3.89	3.67
	2020	-	-	-	-	-	-	-	-
	2019	3.52	3.67	3.47	3.07	3.68	3.44	3.67	3.03
	2018	3.21	3.23	3.51	2.97	3.24	2.88	2.84	3.50
	2017	3.67	3.85	3.58	3.36	3.69	3.61	3.93	3.47
<i>(2019-21 Comparison)</i>		<i>0.12</i>	<i>0.09</i>	<i>0.22</i>	<i>0.17</i>	<i>-0.19</i>	<i>-0.03</i>	<i>0.22</i>	<i>0.64</i>
Ease of using/understanding sailing schedules <i>(Question added in 2019)</i>	2021	4.16	4.32	4.23	3.94	4.37	3.99	3.70	4.03
	2020	-	-	-	-	-	-	-	-
	2019	4.24	4.33	4.25	4.06	4.34	4.08	4.07	4.36
<i>(2019-21 Comparison)</i>		<i>-0.08</i>	<i>-0.01</i>	<i>-0.02</i>	<i>-0.12</i>	<i>0.03</i>	<i>-0.09</i>	<i>-0.37</i>	<i>-0.33</i>
Effective communication of service updates <i>(Question added in 2019)</i>	2021	3.94	4.14	3.94	3.52	4.18	3.92	3.81	3.79
	2020	-	-	-	-	-	-	-	-
	2019	3.91	4.05	3.89	3.70	3.95	3.69	3.80	3.84
<i>(2019-21 Comparison)</i>		<i>0.03</i>	<i>0.09</i>	<i>0.05</i>	<i>-0.18</i>	<i>0.23</i>	<i>0.23</i>	<i>0.01</i>	<i>-0.05</i>

Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	2021	4.15	4.25	4.19	3.90	4.25	4.16	4.09	3.76
	2020	-	-	-	-	-	-	-	-
	2019	4.15	4.21	4.10	4.03	4.31	4.00	4.19	3.65
	2018	4.05	4.06	4.16	3.84	4.22	3.99	4.15	3.77
	2017	4.09	4.13	4.23	3.86	4.09	3.98	4.02	4.01
<i>(2019-21 Comparison)</i>		<i>0.00</i>	<i>0.04</i>	<i>0.09</i>	<i>-0.13</i>	<i>-0.06</i>	<i>0.16</i>	<i>-0.10</i>	<i>0.11</i>
Overall appearance inside the terminal <i>(2016-18 question wording: Overall look & décor inside the Terminal you left from (if applicable))</i>	2021	4.14	4.25	4.19	3.86	4.23	4.04	4.05	-
	2020	-	-	-	-	-	-	-	-
	2019	4.14	4.17	4.08	4.05	4.26	3.93	4.18	-
	2018	3.86	3.89	4.01	3.61	3.94	3.63	3.92	-
	2017	3.91	3.99	3.96	3.62	3.87	3.88	3.82	-
<i>(2019-21 Comparison)</i>		<i>0.00</i>	<i>0.08</i>	<i>0.11</i>	<i>-0.19</i>	<i>-0.03</i>	<i>0.11</i>	<i>-0.13</i>	-
Wait time at the terminal <i>(Question added in 2019)</i>	2021	3.85	4.06	3.92	3.39	4.01	3.87	3.73	3.32
	2020	-	-	-	-	-	-	-	-
	2019	3.82	4.00	3.82	3.44	3.97	3.65	3.62	3.43
<i>(2019-21 Comparison)</i>		<i>0.03</i>	<i>0.06</i>	<i>0.10</i>	<i>-0.05</i>	<i>0.04</i>	<i>0.22</i>	<i>0.11</i>	<i>-0.11</i>
Ticket Purchase									
Efficiency of the check-in process <i>(Question added in 2019)</i>	2021	4.32	4.46	4.30	4.06	4.40	4.27	4.35	4.08
	2020	-	-	-	-	-	-	-	-
	2019	4.28	4.29	4.24	4.16	4.38	4.25	4.37	4.24
<i>(2019-21 Comparison)</i>		<i>0.04</i>	<i>0.17</i>	<i>0.06</i>	<i>-0.10</i>	<i>0.02</i>	<i>0.02</i>	<i>-0.02</i>	<i>-0.16</i>
Staff customer service	2021	4.38	4.46	4.38	4.22	4.47	4.27	4.39	4.25
	2020	-	-	-	-	-	-	-	-
	2019	4.41	4.40	4.40	4.32	4.45	4.43	4.55	4.46
	2018	4.40	4.41	4.43	4.28	4.43	4.33	4.46	4.43
	2017	4.42	4.49	4.44	4.24	4.31	4.35	4.52	4.58
<i>(2019-21 Comparison)</i>		<i>-0.03</i>	<i>0.06</i>	<i>-0.02</i>	<i>-0.10</i>	<i>0.02</i>	<i>-0.16</i>	<i>-0.16</i>	<i>-0.21</i>
Clarity of staff directions	2021	4.33	4.43	4.34	4.12	4.40	4.28	4.32	4.20
	2020	-	-	-	-	-	-	-	-
	2019	4.37	4.35	4.40	4.30	4.42	4.48	4.41	4.45
	2018	4.39	4.44	4.43	4.20	4.43	4.34	4.43	4.44
	2017	4.40	4.48	4.43	4.21	4.32	4.21	4.43	4.53
<i>(2019-21 Comparison)</i>		<i>-0.04</i>	<i>0.08</i>	<i>-0.06</i>	<i>-0.18</i>	<i>-0.02</i>	<i>-0.20</i>	<i>-0.09</i>	<i>-0.25</i>

Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	2021	3.97	4.06	3.99	3.73	4.07	4.01	3.93	3.85
	2020	-	-	-	-	-	-	-	-
	2019	4.07	4.14	4.08	3.88	4.19	3.96	3.97	4.09
	2018	3.87	3.87	3.97	3.72	3.94	3.88	3.82	3.75
	2017	3.82	3.89	3.83	3.61	3.89	3.62	3.84	3.86
<i>(2019-21 Comparison)</i>		<i>-0.10</i>	<i>-0.08</i>	<i>-0.09</i>	<i>-0.15</i>	<i>-0.12</i>	<i>0.05</i>	<i>-0.04</i>	<i>-0.24</i>
Usefulness of digital information screens	2021	3.90	3.98	3.96	3.55	4.00	3.85	3.84	-
	2020	-	-	-	-	-	-	-	-
<i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2019	3.86	3.93	3.80	3.72	4.05	3.81	3.76	-
	2018	3.80	3.75	3.87	3.83	3.83	3.54	-	-
	2017	3.79	3.84	3.89	3.58	3.75	3.66	-	-
<i>(2019-21 Comparison)</i>		<i>0.04</i>	<i>0.05</i>	<i>0.16</i>	<i>-0.17</i>	<i>-0.05</i>	<i>0.04</i>	<i>0.08</i>	-
Quality and variety of merchandise offered at the terminal*	2021	3.80	3.82	3.81	-	3.96	3.15	3.56	-
	2020	-	-	-	-	-	-	-	-
<i>(2016-18 question wording: Variety / selection of merchandise)</i>	2019	3.92	3.93	3.74	-	4.11	-	3.86	-
	2018	3.87	3.92	3.86	3.90	3.79	3.53	3.64	-
	2017	3.85	3.82	3.86	3.97	4.03	3.09	3.53	-
<i>(2019-21 Comparison)</i>		<i>-0.10</i>	<i>-0.11</i>	<i>0.07</i>	-	<i>-0.15</i>	-	<i>-0.30</i>	-
Quality and variety of food/beverages offered at the terminal*	2021	3.61	3.59	3.68	-	3.82	3.32	3.38	-
	2020	-	-	-	-	-	-	-	-
<i>(2016-18 question wording: Food / beverages offered)</i>	2019	4.12	4.13	4.11	-	4.21	3.90	4.00	-
	2018	3.60	3.69	3.72	3.36	3.59	2.88	3.51	-
	2017	3.64	3.57	3.85	3.52	3.74	3.31	3.71	-
<i>(2019-21 Comparison)</i>		<i>-0.51</i>	<i>-0.54</i>	<i>-0.43</i>	-	<i>-0.39</i>	<i>-0.58</i>	<i>-0.62</i>	-
Washrooms	2021	4.07	4.15	4.06	3.84	4.22	4.00	4.10	3.85
<i>(Question added in 2019)</i>	2020	-	-	-	-	-	-	-	-
	2019	4.02	4.09	3.91	3.87	4.16	3.77	4.16	3.68
<i>(2019-21 Comparison)</i>		<i>0.05</i>	<i>0.06</i>	<i>0.15</i>	<i>-0.03</i>	<i>0.06</i>	<i>0.23</i>	<i>-0.06</i>	<i>0.17</i>
Procedure for loading	2021	4.17	4.28	4.21	3.89	4.31	4.23	4.05	3.96
	2020	-	-	-	-	-	-	-	-
	2019	4.15	4.21	4.08	4.08	4.26	3.98	4.08	4.00
	2018	4.07	4.17	4.11	3.82	4.07	4.17	4.05	3.97
	2017	4.07	4.17	4.16	3.77	4.02	4.02	3.92	4.12
<i>(2019-21 Comparison)</i>		<i>0.02</i>	<i>0.07</i>	<i>0.13</i>	<i>-0.19</i>	<i>0.05</i>	<i>0.25</i>	<i>-0.03</i>	<i>-0.04</i>
Professionalism of terminal staff	2021	4.34	4.43	4.36	4.16	4.40	4.38	4.33	4.07
	2020	-	-	-	-	-	-	-	-
	2019	4.34	4.34	4.34	4.27	4.37	4.21	4.46	4.30
	2018	4.24	4.29	4.30	4.07	4.20	4.21	4.30	4.25
	2017	4.25	4.30	4.27	4.05	4.21	4.21	4.33	4.42
<i>(2019-21 Comparison)</i>		<i>0.00</i>	<i>0.09</i>	<i>0.02</i>	<i>-0.11</i>	<i>0.03</i>	<i>0.17</i>	<i>-0.13</i>	<i>-0.23</i>

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

Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal <i>(Question added in 2019)</i>	2021	3.79	4.13	3.95	3.63	3.80	3.10	3.47	3.08
	2020	-	-	-	-	-	-	-	-
	2019	3.48	3.65	3.67	3.11	3.65	2.59	3.45	2.54
<i>(2019-21 Comparison)</i>		<i>0.31</i>	<i>0.48</i>	<i>0.28</i>	<i>0.52</i>	<i>0.15</i>	<i>0.51</i>	<i>0.02</i>	<i>0.54</i>
Ease of using passenger drop-off/pick-up area	2021	4.23	4.35	4.41	4.00	4.20	4.13	4.22	3.48
	2020	-	-	-	-	-	-	-	-
	2019	3.96	3.98	4.13	3.99	3.98	3.53	3.83	2.89
	2018	3.97	4.16	3.78	3.97	4.10	3.76	4.08	3.17
	2017	3.92	3.95	4.11	4.02	3.91	3.72	3.14	3.24
<i>(2019-21 Comparison)</i>		<i>0.27</i>	<i>0.37</i>	<i>0.28</i>	<i>0.01</i>	<i>0.22</i>	<i>0.60</i>	<i>0.39</i>	<i>0.59</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2021	3.86	3.97	4.03	3.64	3.77	4.21	3.49	3.79
	2020	-	-	-	-	-	-	-	-
	2019	3.79	3.79	3.87	3.78	3.85	3.85	3.73	3.06
<i>(2019-21 Comparison)</i>		<i>0.07</i>	<i>0.18</i>	<i>0.16</i>	<i>-0.14</i>	<i>-0.08</i>	<i>0.36</i>	<i>-0.24</i>	<i>0.73</i>
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered <i>(2016-18 question wording: Food / beverages offered)</i>	2021	3.67	3.62	3.70	3.73	3.85	-	3.42	-
	2020	-	-	-	-	-	-	-	-
	2019	3.79	3.89	3.77	3.71	3.90	-	3.42	-
	2018	3.73	3.78	3.76	3.60	3.73	-	3.69	-
	2017	3.62	3.58	3.74	3.58	3.66	-	3.42	-
<i>(2019-21 Comparison)</i>		<i>-0.12</i>	<i>-0.27</i>	<i>-0.07</i>	<i>0.02</i>	<i>-0.05</i>	-	<i>0.00</i>	-
Value for money	2021	3.31	3.27	3.31	3.26	3.40	-	3.38	-
	2020	-	-	-	-	-	-	-	-
	2019	3.28	3.30	3.27	3.22	3.30	-	3.24	-
	2018	3.29	3.34	3.34	3.26	3.25	-	3.05	-
	2017	3.16	3.15	3.19	3.07	3.30	-	3.20	-
<i>(2019-21 Comparison)</i>		<i>0.03</i>	<i>-0.03</i>	<i>0.04</i>	<i>0.04</i>	<i>0.10</i>	-	<i>0.14</i>	-
Staff customer service	2021	4.25	4.32	4.24	4.16	4.23	-	4.21	-
	2020	-	-	-	-	-	-	-	-
	2019	4.29	4.30	4.33	4.22	4.30	-	4.25	-
	2018	4.20	4.19	4.26	4.17	4.16	-	4.27	-
	2017	4.21	4.18	4.25	4.16	4.19	-	4.37	-
<i>(2019-21 Comparison)</i>		<i>-0.04</i>	<i>0.02</i>	<i>-0.09</i>	<i>-0.06</i>	<i>-0.07</i>	-	<i>-0.04</i>	-

Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services									
Passages Retail Store <i>(Question added in 2019)</i>	2021	4.04	4.06	4.05	4.02	4.12	-	3.86	-
	2020	-	-	-	-	-	-	-	-
	2019	4.06	4.02	4.10	4.01	4.24	-	3.97	-
<i>(2019-21 Comparison)</i>		<i>-0.02</i>	<i>0.04</i>	<i>-0.05</i>	<i>0.01</i>	<i>-0.12</i>	-	<i>-0.11</i>	-
Washrooms <i>(Question added in 2019)</i>	2021	4.15	4.18	4.13	4.05	4.23	3.90	4.29	3.73
	2020	-	-	-	-	-	-	-	-
	2019	4.06	4.12	4.00	3.94	4.16	3.56	4.19	3.54
<i>(2019-21 Comparison)</i>		<i>0.09</i>	<i>0.06</i>	<i>0.13</i>	<i>0.11</i>	<i>0.07</i>	<i>0.34</i>	<i>0.10</i>	<i>0.19</i>
Play area for children <i>(Question not asked in 2021 – service closed due to COVID-19 pandemic)</i>	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	3.54	3.68	3.48	3.48	3.47	-	3.28	-
	2018	3.45	3.74	3.35	3.13	3.60	-	2.34	-
	2017	3.72	3.95	3.48	3.96	3.45	-	2.91	-
<i>(2019-21 Comparison)</i>		-	-	-	-	-	-	-	-
Pet area	2021	3.20	3.15	3.18	3.47	3.33	-	2.83	-
	2020	-	-	-	-	-	-	-	-
	2019	3.08	3.05	3.21	2.62	3.39	-	3.25	-
	2018	2.31	2.46	2.29	1.67	2.00	-	-	-
	2017	3.09	3.00	2.90	4.15	3.70	-	1.77	-
<i>(2019-21 Comparison)</i>		<i>0.12</i>	<i>0.10</i>	<i>-0.03</i>	<i>0.85</i>	<i>-0.06</i>	-	<i>-0.42</i>	-
Workstations	2021	3.74	3.72	3.58	3.82	3.95	-	3.81	-
	2020	-	-	-	-	-	-	-	-
	2019	3.78	3.81	3.75	3.76	3.87	-	3.68	-
	2018	3.63	3.72	3.40	3.71	3.44	-	4.02	-
	2017	3.70	3.75	3.56	3.72	3.70	-	3.72	-
<i>(2019-21 Comparison)</i>		<i>-0.04</i>	<i>-0.09</i>	<i>-0.17</i>	<i>0.06</i>	<i>0.08</i>	-	<i>0.13</i>	-
Outside decks	2021	4.23	4.31	4.19	4.09	4.30	4.13	4.33	3.86
	2020	-	-	-	-	-	-	-	-
	2019	4.25	4.32	4.28	4.16	4.20	3.96	4.23	3.92
	2018	4.06	4.12	4.10	4.01	3.97	3.91	4.12	3.88
	2017	3.99	4.05	4.04	3.94	4.01	3.93	3.80	3.86
<i>(2019-21 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.09</i>	<i>-0.07</i>	<i>0.10</i>	<i>0.17</i>	<i>0.10</i>	<i>-0.06</i>
Lounge Seating <i>(Question added in 2019)</i>	2021	4.16	4.20	4.10	4.17	4.14	-	4.20	-
	2020	-	-	-	-	-	-	-	-
	2019	4.16	4.17	4.10	4.17	4.15	-	4.19	-
<i>(2019-21 Comparison)</i>		<i>0.00</i>	<i>0.03</i>	<i>0.00</i>	<i>0.00</i>	<i>-0.01</i>	-	<i>0.01</i>	-

Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – Cont.									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
SeaWest Lounge <i>(Question added in 2019)</i>	2021	-	-	-	-	-	-	-	-
<i>(Question not asked in 2021 – service closed due to COVID-19 pandemic)</i>	2020	-	-	-	-	-	-	-	-
	2019	3.94	4.02	3.91	-	3.86	-	-	-
<i>(2019-21 Comparison)</i>		-	-	-	-	-	-	-	-
Outside appearance of the vessel overall	2021	4.20	4.32	4.12	4.09	4.22	4.17	4.23	4.03
	2020	-	-	-	-	-	-	-	-
	2019	4.16	4.21	4.14	4.08	4.22	3.99	4.14	3.91
	2018	4.04	4.20	3.96	3.88	3.96	4.01	4.15	3.82
	2017	3.99	4.11	4.00	3.87	4.02	4.02	3.54	3.90
<i>(2019-21 Comparison)</i>		<i>0.04</i>	<i>0.11</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.00</i>	<i>0.18</i>	<i>0.09</i>	<i>0.12</i>
Ease of access, overall <i>(for people with accessibility requirements)</i>	2021	3.99	3.95	4.04	4.07	4.17	3.72	3.73	3.54
<i>† for all passengers</i>	2021 [†]	4.22	4.31	4.19	4.12	4.24	4.20	4.17	4.07
<i>(2016-18 question wording: Ease of access, overall, for people with disabilities)</i>	2020	-	-	-	-	-	-	-	-
	2020 [†]	-	-	-	-	-	-	-	-
	2019	3.97	3.92	4.32	3.58	4.02	4.18	3.74	3.78
	2019 [†]	4.19	4.23	4.19	4.13	4.27	4.04	4.15	3.98
	2018	3.70	3.89	3.73	3.56	3.69	3.08	3.54	3.02
	2017	3.68	4.00	3.65	3.70	3.81	3.10	2.73	3.28
<i>(2019-21 Comparison)</i>		<i>0.02</i>	<i>0.03</i>	<i>-0.28</i>	<i>0.49</i>	<i>0.15</i>	<i>-0.46</i>	<i>-0.01</i>	<i>-0.24</i>
<i>(2019-21† Comparison)</i>		<i>0.03</i>	<i>0.08</i>	<i>0.00</i>	<i>-0.01</i>	<i>-0.03</i>	<i>0.16</i>	<i>0.02</i>	<i>0.09</i>
Ease of finding facilities / services	2021	4.19	4.20	4.20	4.17	4.21	4.00	4.18	4.04
	2020	-	-	-	-	-	-	-	-
	2019	4.20	4.21	4.19	4.19	4.30	3.99	4.21	3.95
	2018	3.93	3.93	3.98	3.82	4.03	3.78	4.07	3.70
	2017	3.98	4.00	4.01	3.91	4.07	3.82	3.96	3.83
<i>(2019-21 Comparison)</i>		<i>-0.01</i>	<i>-0.01</i>	<i>0.01</i>	<i>-0.02</i>	<i>-0.09</i>	<i>0.01</i>	<i>-0.03</i>	<i>0.09</i>
Announcements when you need to be informed	2021	3.99	3.98	4.02	3.86	4.10	4.05	4.01	3.91
	2020	-	-	-	-	-	-	-	-
	2019	4.09	4.10	4.14	3.99	4.21	3.87	4.03	3.97
	2018	3.95	3.95	3.99	3.89	4.08	3.87	3.89	3.69
	2017	3.87	3.85	3.95	3.72	3.98	3.84	3.90	3.79
<i>(2019-21 Comparison)</i>		<i>-0.10</i>	<i>-0.12</i>	<i>-0.12</i>	<i>-0.13</i>	<i>-0.11</i>	<i>0.18</i>	<i>-0.02</i>	<i>-0.06</i>
Atmosphere on the ferry overall <i>(2016-18 question wording: Atmosphere / environment)</i>	2021	4.14	4.21	4.14	4.02	4.19	4.17	4.15	3.84
	2020	-	-	-	-	-	-	-	-
	2019	4.21	4.23	4.25	4.13	4.28	3.98	4.22	4.04
	2018	3.96	4.00	3.96	3.89	4.04	3.84	4.05	3.74
	2017	4.00	4.05	4.05	3.89	4.04	3.85	3.92	3.89
<i>(2019-21 Comparison)</i>		<i>-0.07</i>	<i>-0.02</i>	<i>-0.11</i>	<i>-0.11</i>	<i>-0.09</i>	<i>0.19</i>	<i>-0.07</i>	<i>-0.20</i>

Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – <i>Cont.</i>									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Procedures for unloading	2021	4.21	4.30	4.21	4.00	4.30	4.28	4.21	3.97
	2020	-	-	-	-	-	-	-	-
	2019	4.19	4.23	4.20	4.09	4.34	4.05	4.09	4.02
	2018	4.03	4.07	4.11	3.88	4.08	4.11	3.94	3.90
	2017	4.01	4.07	4.07	3.82	3.98	4.07	3.98	3.97
<i>(2019-21 Comparison)</i>		<i>0.02</i>	<i>0.07</i>	<i>0.01</i>	<i>-0.09</i>	<i>-0.04</i>	<i>0.23</i>	<i>0.12</i>	<i>-0.05</i>
Professionalism of onboard staff	2021	4.37	4.43	4.39	4.24	4.39	4.40	4.38	4.19
	2020	-	-	-	-	-	-	-	-
	2019	4.40	4.38	4.44	4.41	4.39	4.29	4.41	4.29
	2018	4.26	4.30	4.30	4.11	4.26	4.31	4.31	4.19
	2017	4.28	4.32	4.29	4.16	4.24	4.31	4.34	4.32
<i>(2019-21 Comparison)</i>		<i>-0.03</i>	<i>0.05</i>	<i>-0.05</i>	<i>-0.17</i>	<i>0.00</i>	<i>0.11</i>	<i>-0.03</i>	<i>-0.10</i>
Experience with the sailing schedule									
Earliest ferry early enough	2021	3.89	3.87	3.93	3.85	4.00	4.02	3.75	3.95
	2020	-	-	-	-	-	-	-	-
	2019	3.96	4.02	4.04	3.81	3.96	4.10	3.83	3.95
	2018	4.01	4.02	4.14	4.05	4.08	3.98	3.69	3.54
	2017	3.95	3.86	4.18	3.94	4.04	4.02	3.81	3.71
<i>(2019-21 Comparison)</i>		<i>-0.07</i>	<i>-0.15</i>	<i>-0.11</i>	<i>0.04</i>	<i>0.04</i>	<i>-0.08</i>	<i>-0.08</i>	<i>0.00</i>
Latest ferry late enough	2021	3.77	3.76	3.90	3.62	3.88	3.60	3.63	3.81
	2020	-	-	-	-	-	-	-	-
	2019	3.70	3.67	3.83	3.65	3.82	3.08	3.69	3.62
	2018	3.76	3.81	3.74	3.88	3.85	3.19	3.32	3.74
	2017	3.50	3.58	3.75	2.88	3.75	3.28	3.51	3.80
<i>(2019-21 Comparison)</i>		<i>0.07</i>	<i>0.09</i>	<i>0.07</i>	<i>-0.03</i>	<i>0.06</i>	<i>0.52</i>	<i>-0.06</i>	<i>0.19</i>
Ferry sailing frequent enough	2021	3.48	3.71	3.62	2.85	3.77	3.60	3.10	3.24
	2020	-	-	-	-	-	-	-	-
	2019	3.46	3.89	3.44	2.71	3.50	3.24	3.04	3.13
	2018	3.33	3.76	3.37	2.55	3.53	3.20	2.91	3.12
	2017	3.33	3.67	3.49	2.31	3.48	3.38	2.79	3.41
<i>(2019-21 Comparison)</i>		<i>0.02</i>	<i>-0.18</i>	<i>0.18</i>	<i>0.14</i>	<i>0.27</i>	<i>0.36</i>	<i>0.06</i>	<i>0.11</i>
Ability to get onto desired sailing	2021	4.02	4.19	4.07	3.60	4.16	4.07	4.00	3.31
	2020	-	-	-	-	-	-	-	-
	2019	3.60	3.89	3.57	2.95	3.65	3.34	3.60	2.86
	2018	3.64	3.88	3.76	3.04	3.78	3.51	3.71	3.15
	2017	3.73	3.87	3.90	3.20	3.92	3.64	3.51	3.42
<i>(2019-21 Comparison)</i>		<i>0.42</i>	<i>0.30</i>	<i>0.50</i>	<i>0.65</i>	<i>0.51</i>	<i>0.73</i>	<i>0.40</i>	<i>0.45</i>

Average Satisfaction Ratings by Route - Wave 1 (June) Historical Data – <i>Cont.</i>									
	Wave 1	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule – <i>Cont.</i>									
Ability to connect with other sailings (based on those connecting)	2021	3.28	3.52	3.34	2.80	3.47	3.43	3.57	3.34
	2020	-	-	-	-	-	-	-	-
	2019	3.45	3.85	2.81	3.30	3.76	3.65	3.41	3.03
	2018	3.17	3.36	3.11	3.15	3.44	3.26	3.16	2.17
	2017	3.34	4.00	3.17	2.74	4.22	3.54	3.72	3.68
<i>(2019-21 Comparison)</i>		<i>-0.17</i>	<i>-0.33</i>	<i>0.53</i>	<i>-0.50</i>	<i>-0.29</i>	<i>-0.22</i>	<i>0.16</i>	<i>0.31</i>
Ferry running on time <i>(2016-18 question wording: Ferry departing on time)</i>	2021	3.94	4.37	3.87	3.41	3.96	4.24	3.75	2.95
	2020	-	-	-	-	-	-	-	-
	2019	3.75	3.98	3.92	3.17	4.02	4.00	3.15	3.29
	2018	3.96	4.13	4.02	3.57	4.10	4.03	3.85	3.53
	2017	3.78	4.09	4.06	2.68	3.76	4.12	3.51	3.78
<i>(2019-21 Comparison)</i>		<i>0.19</i>	<i>0.39</i>	<i>-0.05</i>	<i>0.24</i>	<i>-0.06</i>	<i>0.24</i>	<i>0.60</i>	<i>-0.34</i>
Safety									
Safety of ferry operations	2021	4.36	4.45	4.37	4.21	4.32	4.46	4.34	4.26
	2020	-	-	-	-	-	-	-	-
	2019	4.32	4.37	4.31	4.15	4.35	4.29	4.37	4.18
	2018	4.27	4.32	4.28	4.17	4.29	4.29	4.29	4.21
	2017	4.24	4.25	4.26	4.16	4.23	4.25	4.36	4.30
<i>(2019-21 Comparison)</i>		<i>0.04</i>	<i>0.08</i>	<i>0.06</i>	<i>0.06</i>	<i>-0.03</i>	<i>0.17</i>	<i>-0.03</i>	<i>0.08</i>

APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - WAVE 1 (JUNE) HISTORICAL DATA

Average Satisfaction Ratings by Terminal - Wave 2 (November) Historical Data											
	Wave 1	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2021	4.10	4.22	4.18	3.91	4.19	3.89	4.19	4.04	3.88	3.74
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.10	4.23	4.15	4.05	4.15	3.79	4.23	3.91	4.12	3.74
	2018	4.27	4.30	4.38	4.23	4.31	4.19	4.31	4.20	4.18	-
	2017	4.20	4.26	4.34	4.10	4.29	3.75	4.12	4.27	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.00</i>	<i>-0.01</i>	<i>0.03</i>	<i>-0.14</i>	<i>0.04</i>	<i>0.10</i>	<i>-0.04</i>	<i>0.13</i>	<i>-0.24</i>	<i>0.00</i>
Terminal Overall											
	2021	4.09	4.23	4.21	3.85	4.17	3.89	4.16	3.93	3.87	3.77
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.08	4.19	4.10	4.01	4.04	3.89	4.26	3.89	4.36	3.60
	2018	4.07	4.13	4.00	4.02	4.25	3.87	4.28	4.01	4.00	-
	2017	4.09	4.17	4.12	4.03	4.16	3.81	4.01	4.05	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.01</i>	<i>0.04</i>	<i>0.11</i>	<i>-0.16</i>	<i>0.13</i>	<i>0.00</i>	<i>-0.10</i>	<i>0.04</i>	<i>-0.49</i>	<i>0.17</i>
Value for money of fares											
	2021	3.52	3.51	3.56	3.44	3.53	3.42	3.57	3.56	3.94	3.61
	2020	-	-	-	-	-	-	-	-	-	-
	2019	3.33	3.39	3.38	3.32	3.21	3.39	3.22	3.15	3.58	3.40
	2018	3.36	3.27	3.38	3.41	3.36	3.55	3.34	3.45	3.29	-
	2017	3.15	3.24	3.22	3.04	3.11	2.93	3.14	3.17	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.19</i>	<i>0.12</i>	<i>0.18</i>	<i>0.12</i>	<i>0.32</i>	<i>0.03</i>	<i>0.35</i>	<i>0.41</i>	<i>0.36</i>	<i>0.21</i>
At the Terminal											
Outside appearance of the terminal	2021	4.15	4.23	4.23	4.03	4.25	3.93	4.22	4.09	3.82	3.70
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.15	4.28	4.12	4.03	4.18	4.04	4.33	3.82	4.05	3.37
	2018	4.05	4.15	3.96	3.93	4.21	3.95	4.27	4.01	3.81	-
	2017	4.09	4.12	4.11	4.00	4.30	3.94	4.12	3.99	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.00</i>	<i>-0.05</i>	<i>0.11</i>	<i>0.00</i>	<i>0.07</i>	<i>-0.11</i>	<i>-0.11</i>	<i>0.27</i>	<i>-0.23</i>	<i>0.33</i>
Overall appearance inside the terminal <i>(Previous question wording: Overall look & décor inside the terminal you left from (if applicable))</i>	2021	4.14	4.25	4.19	3.97	4.31	3.88	4.17	4.02	-	-
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.14	4.23	4.12	4.01	4.20	4.05	4.20	3.76	-	-
	2018	3.86	4.02	3.69	3.75	4.04	3.61	3.95	3.64	-	-
	2017	3.91	3.96	3.98	3.75	4.04	3.64	3.93	3.83	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.00</i>	<i>0.02</i>	<i>0.07</i>	<i>-0.04</i>	<i>0.11</i>	<i>-0.17</i>	<i>-0.03</i>	<i>0.26</i>	-	-
Wait time at the terminal <i>(Question added in 2019)</i>	2021	3.85	4.03	3.96	3.60	4.02	3.52	3.97	3.88	3.40	3.25
	2020	-	-	-	-	-	-	-	-	-	-
	2019	3.82	4.02	3.91	3.62	3.93	3.47	3.99	3.45	3.97	3.08
<i>Change (2019-21 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.05</i>	<i>-0.02</i>	<i>0.09</i>	<i>0.05</i>	<i>-0.02</i>	<i>0.43</i>	<i>-0.57</i>	<i>0.17</i>

Average Satisfaction Ratings by Terminal - Wave 1 (June) Historical Data - Cont.

	Terminals										
	Wave 1	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
	2021	4.32	4.43	4.44	4.13	4.37	4.16	4.34	4.22	4.09	4.06
Efficiency of the check in process <i>(Question added in 2019)</i>	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.28	4.32	4.26	4.22	4.21	4.07	4.35	4.18	4.34	4.18
<i>Change (2019-21 Comparison)</i>		<i>0.04</i>	<i>0.11</i>	<i>0.18</i>	<i>-0.09</i>	<i>0.16</i>	<i>0.09</i>	<i>-0.01</i>	<i>0.04</i>	<i>-0.25</i>	<i>-0.12</i>
Staff customer service	2021	4.38	4.48	4.40	4.26	4.42	4.32	4.41	4.24	4.22	4.28
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.41	4.45	4.36	4.35	4.38	4.26	4.43	4.48	4.53	4.42
	2018	4.4	4.38	4.44	4.36	4.37	4.39	4.50	4.15	4.46	-
	2017	4.42	4.47	4.47	4.35	4.41	4.31	4.25	4.28	-	-
<i>Change (2019-21 Comparison)</i>		<i>-0.03</i>	<i>0.03</i>	<i>0.04</i>	<i>-0.09</i>	<i>0.04</i>	<i>0.06</i>	<i>-0.02</i>	<i>-0.24</i>	<i>-0.31</i>	<i>-0.14</i>
Clarity of staff directions	2021	4.33	4.44	4.38	4.18	4.40	4.22	4.32	4.26	4.13	4.27
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.37	4.40	4.35	4.34	4.31	4.30	4.37	4.60	4.51	4.41
	2018	4.39	4.43	4.43	4.33	4.36	4.31	4.51	4.24	4.41	-
	2017	4.40	4.47	4.44	4.29	4.46	4.27	4.29	4.23	-	-
<i>Change (2019-21 Comparison)</i>		<i>-0.04</i>	<i>0.04</i>	<i>0.03</i>	<i>-0.16</i>	<i>0.09</i>	<i>-0.08</i>	<i>-0.05</i>	<i>-0.34</i>	<i>-0.38</i>	<i>-0.14</i>
Terminal Services											
Announcements when you need to be informed	2021	3.97	4.06	4.02	3.79	4.06	3.90	4.02	4.05	3.86	3.85
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.07	4.14	4.08	4.00	4.15	3.81	4.16	4.05	4.26	3.98
	2018	3.87	3.90	3.82	3.79	3.97	3.80	4.09	3.92	3.63	-
	2017	3.82	3.94	3.82	3.73	3.84	3.61	3.86	3.53	-	-
<i>Change (2019-21 Comparison)</i>		<i>-0.10</i>	<i>-0.08</i>	<i>-0.06</i>	<i>-0.21</i>	<i>-0.09</i>	<i>0.09</i>	<i>-0.14</i>	<i>0.00</i>	<i>-0.40</i>	<i>-0.13</i>
Usefulness of digital information screens	2021	3.90	3.98	3.94	3.75	4.01	3.62	3.90	4.00	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>(2016-18 question wording: Usefulness of TV info screens (if Applicable))</i>	2019	3.86	3.97	3.90	3.71	3.79	3.95	3.97	3.75	-	-
	2018	3.8	3.62	3.88	3.83	3.81	3.96	4.20	3.56	-	-
	2017	3.79	3.76	3.86	3.69	3.95	3.67	3.86	3.88	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.04</i>	<i>0.01</i>	<i>0.04</i>	<i>0.04</i>	<i>0.22</i>	<i>-0.33</i>	<i>-0.07</i>	<i>0.25</i>	-	-
Quality and variety of merchandise offered at the terminal*	2021	3.80	3.88	3.66	-	3.81	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>(2016-18 question wording: Variety / selection of merchandise)</i>	2019	3.90	3.97	3.91	-	3.79	-	-	-	-	-
	2018	3.87	3.89	3.87	-	3.93	3.94	3.90	-	-	-
	2017	3.85	3.93	3.75	-	3.98	4.06	3.86	-	-	-
<i>Change (2019-21 Comparison)</i>		<i>-0.10</i>	<i>-0.09</i>	<i>-0.25</i>	-	<i>0.02</i>	-	-	-	-	-

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

Average Satisfaction Ratings by Terminal - Wave 1 (June) Historical Data - Cont.

		Terminals									
	Wave 1	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – Cont.											
Quality and variety of food/beverages offered at the terminal* <i>(2016-18 question wording: Food / beverages offered)</i>	2021	3.61	3.68	3.44	-	3.68	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.12	4.14	4.08	-	4.15	-	-	-	-	-
	2018	3.60	3.77	3.49	-	3.88	3.43	3.69	-	-	-
	2017	3.64	3.72	3.48	-	3.97	3.48	3.59	-	-	-
<i>Change (2019-21 Comparison)</i>		<i>-0.51</i>	<i>-0.46</i>	<i>-0.64</i>	-	<i>-0.47</i>	-	-	-	-	-
Washrooms <i>(Question added in 2019)</i>	2021	4.07	4.22	4.06	3.90	4.19	3.81	4.19	4.02	3.65	4.04
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.02	4.16	4.06	3.93	3.94	3.79	4.19	3.76	3.75	3.61
<i>Change (2019-21 Comparison)</i>		<i>0.05</i>	<i>0.06</i>	<i>0.00</i>	<i>-0.03</i>	<i>0.25</i>	<i>0.02</i>	<i>0.00</i>	<i>0.26</i>	<i>-0.10</i>	<i>0.43</i>
Procedure for loading	2021	4.17	4.30	4.18	4.02	4.25	4.02	4.25	4.17	3.88	4.04
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.15	4.23	4.18	4.14	4.10	4.00	4.26	3.96	4.10	3.97
	2018	4.07	4.12	4.16	3.92	4.20	3.84	4.36	4.18	3.93	-
	2017	4.07	4.11	4.18	4.03	4.11	3.76	4.06	4.17	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.02</i>	<i>0.07</i>	<i>0.00</i>	<i>-0.12</i>	<i>0.15</i>	<i>0.02</i>	<i>-0.01</i>	<i>0.21</i>	<i>-0.22</i>	<i>0.07</i>
Professionalism of terminal staff	2021	4.34	4.43	4.40	4.24	4.39	4.21	4.33	4.24	3.93	4.22
	2020	-	-	-	-	-	-	-	-	-	-
	2019	4.34	4.33	4.40	4.33	4.25	4.29	4.37	4.22	4.46	4.22
	2018	4.24	4.26	4.26	4.16	4.26	4.14	4.40	4.20	4.11	-
	2017	4.25	4.31	4.27	4.20	4.22	4.07	4.13	4.29	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.00</i>	<i>0.10</i>	<i>0.00</i>	<i>-0.09</i>	<i>0.14</i>	<i>-0.08</i>	<i>-0.04</i>	<i>0.02</i>	<i>-0.53</i>	<i>0.00</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal <i>(Question added in 2019)</i>	2021	3.79	3.89	3.92	3.79	3.98	3.63	4.10	2.32	2.51	3.41
	2020	-	-	-	-	-	-	-	-	-	-
	2019	3.48	3.67	3.47	2.94	4.14	3.26	3.53	2.30	2.48	2.58
<i>Change (2019-21 Comparison)</i>		<i>0.31</i>	<i>0.22</i>	<i>0.45</i>	<i>0.85</i>	<i>-0.16</i>	<i>0.37</i>	<i>0.57</i>	<i>0.02</i>	<i>0.03</i>	<i>0.83</i>
Ease of using passenger drop-off/pick-up area	2021	4.23	4.31	4.35	4.37	4.37	3.79	4.30	3.63	2.94	3.86
	2020	-	-	-	-	-	-	-	-	-	-
	2019	3.96	4.07	3.87	3.89	4.47	4.07	3.85	3.02	3.36	2.59
	2018	3.97	3.97	4.30	3.77	3.93	4.23	4.31	3.46	3.58	-
	2017	3.92	3.90	3.96	4.09	4.07	4.04	4.54	3.29	-	-
<i>Change (2019-21 Comparison)</i>		<i>0.27</i>	<i>0.24</i>	<i>0.48</i>	<i>0.48</i>	<i>-0.10</i>	<i>-0.28</i>	<i>0.45</i>	<i>0.61</i>	<i>-0.42</i>	<i>1.27</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2021	3.86	3.74	4.06	4.03	4.10	3.16	3.86	3.93	3.46	4.07
	2020	-	-	-	-	-	-	-	-	-	-
	2019	3.79	3.82	3.69	3.73	4.18	3.77	3.79	3.97	2.91	3.21
<i>Change (2019-21 Comparison)</i>		<i>0.07</i>	<i>-0.08</i>	<i>0.37</i>	<i>0.30</i>	<i>-0.08</i>	<i>-0.61</i>	<i>0.07</i>	<i>-0.04</i>	<i>0.55</i>	<i>0.86</i>

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