

Customer Satisfaction Tracking

Wave 3 – November 2020

 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.

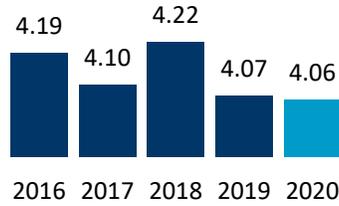
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year.

This report presents findings from November 2020. Passengers who were surveyed in November reported an overall satisfaction score of 4.06 out of a possible 5 (-0.01 YOY), and 84% of passengers surveyed reported that they were satisfied with their overall experience (-2% YOY).

Customer Satisfaction Survey Highlights

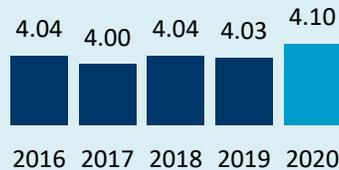
Overall Satisfaction

Overall satisfaction scores decreased slightly this year compared to November 2019. It is reasonable to assume that the overall satisfaction score for November 2020 would have been higher if not for the COVID-19 pandemic (fewer tourists who often provide higher satisfaction scores).



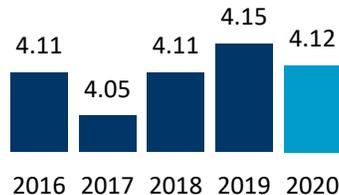
Terminal Satisfaction

Terminal satisfaction scores increased this year compared to November 2019. This year's score is the highest score achieved in the 2016-2020 period.



Onboard Satisfaction

Onboard satisfaction scores decreased this year compared to November 2019. It is reasonable to assume that the decrease is due to onboard service restrictions implemented by BC Ferries in response to the COVID-19 pandemic.



Ferry Running On Time

Passenger assessments of whether the ferry was running on time were slightly lower this year compared to last. This year's score is higher than passenger assessments of on time performance for the 2016-2018 period.



Value for Money of Fares

Value for Money of Fares scores have steadily increased YOY since 2016. The November 2020 score is the highest score achieved in the past 5 years.



CONTENTS

IMPACT OF COVID-19 PANDEMIC..... 2

OVERALL CUSTOMER SATISFACTION 5

TERMINAL SERVICES 6

ONBOARD SERVICES 8

VALUE FOR MONEY OF FARES 10

APPENDIX A - Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data.....A-1

APPENDIX B - Average Satisfaction Ratings by Terminal - Wave 3 (November) Historical Data.....A-10

Impact of the COVID-19 Pandemic

Starting in early 2020, the COVID-19 pandemic 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 data weighting.

RECRUITMENT METHOD CHANGES

- **Use of Personal Protective Equipment**

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

- **Use of Postcards**

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

- **Engaging Reservation Holders**

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

SURVEY INSTRUMENT CHANGES

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

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

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

DATA WEIGHTING CHANGES

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

CST Intercept Survey Method

Passengers travelling on select BC Ferries routes between November 5th and November 19th, 2020 were eligible to participate in the 2020 Wave 3 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.

On November 7th, the Province of British Columbia ordered a stop to all non-essential travel to Vancouver Coastal Health Authority, thus impacting surveying efforts that made contact with the Mainland. Intercept surveying continued on Routes 4 and 9 until November 19th. To supplement intercept efforts, a sample of reservation holders on Routes 1, 2, 3, 9, and 30 who sailed during the survey period were emailed an invitation to complete the survey.

Surveyors moved throughout the vessel and engaged passengers in various areas of the ship (e.g. upper vehicle decks, lounge areas, outer decks). Surveyors administered a demographic screener survey on an iPad and then offered passengers the option of completing the remainder of the survey online (via a secure email link) or on paper, which was provided along with a postage-paid return envelope. Surveyors also placed invitation postcards on windshields of empty cars on the upper vehicle decks. On occasion, postcards were also provided to passengers who did not wish to engage with surveyors long enough to complete the demographic screener.

As shown in the table below, 5% more surveys were completed this year than in November 2019.

Table 1: Survey completions overall and by route (November 2020 – Wave 3)

	November 2019	November 2020	Change (2019-20)
Major Routes (1, 2, 3, 30)	1,460	1,456	-4 (0%)
Route 1	438	574	+109 (31%)
Route 2	329	504	+175 (53%)
Route 3	293	227	-66 (-23%)
Route 30	400	151	-249 (-62%)
Minor Routes (4, 5/9, 19)	646	749	+103 (16%)
Route 4	177	230	+53 (30%)
Routes 5/9	296	464	+168 (57%)
Route 19	173	55	-118 (-68%)
Total	2,106	2,205	+99 (5%)

Source: November 2020 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
- Passenger type (walk-on vs. vehicle), and
- Reservation status (reservation holders vs. non-reservation holders).

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

	November 2016	November 2017	November 2018	November 2019	November 2020	Change (2019-20)
Major Routes (1, 2, 3, 30)	-	-	-	4.06	4.07	+0.01
Route 1	4.27	4.23	4.31	4.06	4.16	+0.10
Route 2	4.19	4.10	4.04	4.14	4.03	-0.11
Route 3	4.02	3.94	4.22	3.96	3.99	+0.03
Route 30	4.13	4.02	4.32	4.10	3.98	-0.12
Minor Routes (4, 5/9, 19)	-	-	-	4.09	4.01	-0.08
Route 4	4.35	4.21	4.24	4.03	4.16	+0.13 ↑
Routes 5/9	4.22	4.12	4.25	4.10	4.04	-0.06
Route 19	4.21	3.72	4.15	4.09	3.83	-0.26 ↓
Total	4.19	4.10	4.22	4.07	4.06	-0.01

QUESTION: How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries?

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

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

Note: Weighted averages (passenger count) reported.

Source: November 2020 CST Survey (R.A. Malatest & Associates)

The overall customer satisfaction score experienced a small decline when compared to last year's score (change of -0.01 points). Analysis by route shows that passengers on Route 1 and Route 4 are the most satisfied with their overall experience (4.16) while passengers travelling on Route 19 are the least satisfied (3.83). Route 19 also showed the most marked reduction in overall customer satisfaction score since last year (-0.26).

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 from the previous year (+0.07 YOY).

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

	November 2016	November 2017	November 2018	November 2019	November 2020	Change (2019-20)
BC Ferries Total	4.04	4.00	4.04	4.03	4.10	+0.07
Tsawwassen	4.04	4.08	4.29	4.06	4.17	+0.11
Swartz Bay	4.06	4.04	3.95	3.99	4.20	+0.21 ↑
Horseshoe Bay	3.98	3.82	3.90	4.00	4.07	+0.07
Departure Bay	4.27	4.17	4.13	4.17	4.06	-0.11
Langdale	3.80	3.85	3.82	3.85	3.96	+0.11
Duke Point	4.01	4.03	4.23	4.10	4.14	+0.04
Fulford Harbour	3.85	3.87	3.73	4.07	4.17	+0.10
Nanaimo Harbour	-	-	4.14	4.03	3.92	-0.11
Gabriola	-	-	3.44	3.82	3.18	-0.64 ↓

QUESTION: How satisfied or dissatisfied were you with your overall experience at the terminal before boarding?

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

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

Note: Weighted averages (passenger count) reported.

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

Source: November 2020 CST Survey (R.A. Malatest & Associates)

Analysis by individual terminal shows that passengers sailing from Swartz Bay (4.20) are the most satisfied with their terminal experience while those departing from Gabriola are the least satisfied (3.18). When compared to other terminal scores, Swartz Bay presented the greatest positive change YOY (+0.21) while Gabriola presented the largest decrease in average score (-0.64).

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

For specific aspects of service within terminals, overall, passenger satisfaction has increased across the majority of measures. “Parking options at the terminal” showed the largest increase when compared to November 2019 (+0.27) while “Announcements when you needed to be informed” showed the biggest drop in score (-0.11) (Table 4). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	November 2019	November 2020	Change (2019-20)
Outside appearance of the terminal you left from	4.09	4.13	+0.04
Overall appearance inside the terminal you left from	4.09	4.12	+0.03
Wait time at terminal	3.86	3.93	+0.07
Efficiency of the check-in process	4.34	4.32	-0.02
Staff customer service	4.39	4.39	0.00
Clarity of staff directions	4.38	4.39	+0.01
Announcements when you needed to be informed	4.04	3.93	-0.11 ↓
Usefulness of digital information screens	3.90	3.93	+0.03
Quality and variety of merchandise offered at the terminal	3.66	3.66	0.00
Quality and variety of food/beverages offered at the terminal	3.51	3.55	+0.04
Washrooms	3.95	4.03	+0.08
Procedure for loading	4.09	4.18	+0.09
Professionalism of terminal staff	4.35	4.31	-0.04
Parking options at the terminal	3.46	3.73	+0.27 ↑
Ease of using passenger pickup/drop-off area	3.83	3.99	+0.16
Pre-boarding passenger lounge at terminal	3.66	3.87	+0.21

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

Note: Weighted averages (passenger count) reported.

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

Source: November 2020 CST Survey (R.A. Malatest & Associates)

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services experienced a small decrease when compared to last year's score (-0.03). The November 2020 score is in-line with the score achieved in 2018.

Table 5. Overall Satisfaction with Onboard Services

	November 2016	November 2017	November 2018	November 2019	November 2020	Change (2019-20)
Major Routes (1, 2, 3, 30)	-	-	-	4.14	4.13	-0.01
Route 1	4.19	4.13	4.21	4.13	4.23	+0.10 ↑
Route 2	4.10	4.03	3.96	4.20	4.07	-0.13
Route 3	4.00	3.99	4.10	4.10	4.10	0.00
Route 30	4.05	4.00	4.20	4.15	4.04	-0.11
Minor Routes (4, 5/9, 19)	4.12	3.99	4.13	4.19	4.08	-0.09
Route 4	4.19	4.02	4.03	4.22	4.25	+0.03
Routes 5/9	4.07	4.04	4.11	4.20	4.10	-0.10
Route 19	4.13	3.90	4.00	4.14	3.89	-0.25 ↓
Total	4.11	4.05	4.11	4.15	4.12	-0.03

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

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

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

Note: Weighted averages (passenger count) reported.

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

Source: November 2020 CST Survey (R.A. Malatest & Associates)

Analysis by route shows that passengers on Route 4 are the most satisfied with their onboard services experience (4.25) while passengers travelling on Route 19 are the least satisfied (3.89). Route 19 also showed the most marked decrease in score (-0.25).

Overall, 87% of passengers stated that they were satisfied with their onboard experience.

Passenger satisfaction with individual onboard services was mixed this year when compared to the scores achieved in 2019. “Value for money (food services)” showed the largest increase when compared to November 2019 (+0.13), whereas “Atmosphere on the ferry overall” showed the largest decline (-0.12). The drop in score for “Atmosphere on the ferry overall” is not surprising given the number of onboard service restrictions BC Ferries had to implement as a result of the COVID-19 pandemic. 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 2019	November 2020	Change (2019-20)
Quality and variety of food/beverages offered	3.70	3.66	-0.04
Value for money (food services)	3.13	3.26	+0.13 ↑
Staff customer service	4.29	4.24	-0.05
Passages Retail Store	4.00	4.01	+0.01
Washrooms	4.00	4.07	+0.07
Play area for children*	3.54	-	-
Pet area	3.07	3.17	+0.10
Workstations	3.74	3.70	-0.04
Outside decks	4.08	4.11	+0.03
Lounge seating	3.99	4.03	+0.04
The SeaWest Lounge experience*	3.58	-	-
Outside appearance of vessel overall	4.12	4.15	+0.03
Ease of access, overall	4.17	4.15	-0.02
Ease of finding facilities/services	4.18	4.16	-0.02
Announcements when you need to be informed	4.04	3.96	-0.08
Atmosphere on the ferry overall	4.13	4.01	-0.12 ↓
Procedures for unloading	4.09	4.18	+0.09
Professionalism of onboard staff	4.36	4.32	-0.04

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

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

Note: Weighted averages (passenger count) reported.

Source: November 2020 CST Survey (R.A. Malatest & Associates)

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” continue to show a steady improvement in scores YOY since 2015 (increase of +0.12 from last year).

Table 7. Value for Money of Fares

	November 2016	November 2017	November 2018	November 2019	November 2020	Change (2019-20)
Major Routes (1, 2, 3, 30)	-	-	-	3.26	3.37	+0.11
Route 1	3.01	3.13	3.17	3.23	3.38	+0.15
Route 2	2.87	2.97	2.97	3.24	3.29	+0.05
Route 3	2.97	2.97	3.33	3.38	3.57	+0.19
Route 30	2.83	2.84	3.13	3.15	3.19	+0.04
Minor Routes (4, 5/9, 19)	3.10	2.95	3.47	3.56	3.64	+0.08
Route 4	3.12	2.81	3.50	3.54	3.78	+0.24 ↑
Routes 5/9	3.01	3.13	3.43	3.58	3.67	+0.09
Route 19	3.18	2.80	3.39	3.50	3.45	-0.05 ↓
Total	2.97	3.01	3.20	3.30	3.42	+0.12

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

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

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

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

Note: Weighted averages (passenger count) reported.

Source: November 2020 CST Survey (R.A. Malatest & Associates).

Analysis by route shows that passengers on Route 4 are the most satisfied with value for money of fares (3.78) while passengers travelling on Route 30 are the least satisfied (3.19). Even though Route 30 had the lowest average, it did experience a small positive gain since last year (+0.04). The largest positive change however, was experienced by Route 4 (+0.24). Route 19 experienced the largest drop in satisfaction with value for money of fares since last year (-0.05).

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

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

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	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
	2018	4.22	4.31	4.04	4.22	4.32	4.24	4.25	4.15
	2017	4.10	4.23	4.10	3.94	4.02	4.21	4.12	3.72
	2016	4.19	4.27	4.19	4.02	4.13	4.35	4.22	4.21
<i>(2019-20 Comparison)</i>		<i>-0.01</i>	<i>0.10</i>	<i>-0.11</i>	<i>0.03</i>	<i>-0.12</i>	<i>0.13</i>	<i>-0.06</i>	<i>-0.26</i>
Terminal Overall									
	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
	2018	4.04	4.10	4.00	3.89	4.31	3.94	4.07	3.80
	2017	4.00	4.04	3.99	3.86	4.10	4.00	4.15	3.84
	2016	4.04	4.03	4.14	3.90	4.06	4.05	4.08	4.01
<i>(2019-20 Comparison)</i>		<i>0.07</i>	<i>0.24</i>	<i>-0.08</i>	<i>0.16</i>	<i>-0.04</i>	<i>0.09</i>	<i>-0.05</i>	<i>-0.39</i>
Onboard Overall									
	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
	2018	4.11	4.21	3.96	4.10	4.20	4.03	4.11	4.00
	2017	4.05	4.13	4.03	3.99	4.00	4.02	4.04	3.90
	2016	4.11	4.19	4.10	4.00	4.05	4.19	4.07	4.13
<i>(2019-20 Comparison)</i>		<i>-0.03</i>	<i>0.10</i>	<i>-0.13</i>	<i>0.00</i>	<i>-0.11</i>	<i>0.03</i>	<i>-0.10</i>	<i>-0.25</i>
Value for money of fares									
	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
	2018	3.20	3.17	2.97	3.33	3.13	3.50	3.43	3.39
	2017	3.01	3.13	2.97	2.97	2.84	2.81	3.13	2.80
	2016	2.97	3.01	2.87	2.97	2.83	3.12	3.01	3.18
<i>(2019-20 Comparison)</i>		<i>0.12</i>	<i>0.15</i>	<i>0.05</i>	<i>0.19</i>	<i>0.04</i>	<i>0.24</i>	<i>0.09</i>	<i>-0.05</i>

Average Satisfaction Ratings by Route - Wave 2 (November) Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	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
	2018	4.16	4.20	4.08	4.12	4.26	4.22	4.08	4.20
	2017	4.14	4.17	4.08	4.16	4.23	4.17	4.21	3.82
	2016	4.13	4.13	4.13	4.12	4.20	4.19	4.07	4.04
<i>(2019-20 Comparison)</i>		<i>-0.28</i>	<i>-0.06</i>	<i>-0.33</i>	<i>-0.37</i>	<i>-0.42</i>	<i>-0.26</i>	<i>-0.56</i>	<i>-0.25</i>
Ease of using online reservations	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	-
	2018	3.96	4.12	4.00	3.82	3.80	-	3.66	-
	2017	4.00	4.05	3.92	4.02	3.93	3.81	4.12	3.80
	2016	3.93	4.00	3.82	3.93	4.08	4.29	3.89	3.52
<i>(2019-20 Comparison)</i>		<i>-0.16</i>	<i>0.01</i>	<i>-0.26</i>	<i>-0.28</i>	<i>-0.21</i>	<i>-</i>	<i>-0.03</i>	<i>-</i>
BC Ferries phone service <i>(2016-18 question wording: Usefulness of BC Ferries phone service)</i>	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
	2018	3.35	3.47	3.16	3.08	3.33	3.90	3.36	3.74
	2017	3.50	3.81	3.49	3.24	2.97	3.45	3.45	3.13
	2016	3.52	3.90	3.21	3.39	3.49	3.78	3.70	3.15
<i>(2019-20 Comparison)</i>		<i>0.07</i>	<i>0.10</i>	<i>0.09</i>	<i>0.46</i>	<i>-0.20</i>	<i>0.24</i>	<i>-0.28</i>	<i>0.01</i>
Ease of using/understanding sailing schedules <i>(Question added in 2019)</i>	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
<i>(2019-20 Comparison)</i>		<i>-0.17</i>	<i>0.04</i>	<i>-0.27</i>	<i>-0.22</i>	<i>-0.30</i>	<i>-0.02</i>	<i>-0.35</i>	<i>-0.28</i>
Effective communication of service updates <i>(Question added in 2019)</i>	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
<i>(2019-20 Comparison)</i>		<i>0.08</i>	<i>0.31</i>	<i>-0.15</i>	<i>0.17</i>	<i>-0.11</i>	<i>0.33</i>	<i>0.01</i>	<i>-0.17</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	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
	2018	4.02	4.16	4.07	3.81	4.13	3.84	4.04	3.72
	2017	3.98	4.04	3.95	3.74	4.14	4.07	4.11	3.81
	2016	4.00	4.04	4.12	3.82	3.95	3.88	4.09	3.95
<i>(2019-20 Comparison)</i>		<i>0.04</i>	<i>0.03</i>	<i>-0.05</i>	<i>0.15</i>	<i>0.08</i>	<i>0.23</i>	<i>0.08</i>	<i>-0.07</i>
Overall appearance inside the terminal	2020	4.12	4.18	4.07	4.09	4.21	4.09	4.09	-
<i>(2016-18 question wording:</i>	2019	4.09	4.14	4.14	3.86	4.17	3.97	4.10	-
<i>Overall look & décor inside the</i>	2018	3.84	3.86	3.89	3.65	4.08	3.69	3.82	-
<i>Terminal you left from (if applicable))</i>	2017	3.78	3.83	3.78	3.53	3.89	3.66	3.97	-
	2016	3.80	3.80	3.92	3.60	3.85	3.63	3.82	-
<i>(2019-20 Comparison)</i>		<i>0.03</i>	<i>0.04</i>	<i>-0.07</i>	<i>0.23</i>	<i>0.04</i>	<i>0.12</i>	<i>-0.01</i>	<i>-</i>
Wait time at the terminal	2020	3.93	4.12	3.85	3.85	4.04	3.86	3.85	3.42
<i>(Question added in 2019)</i>	2019	3.86	3.90	4.03	3.61	3.93	3.63	3.82	3.74
<i>(2019-20 Comparison)</i>		<i>0.07</i>	<i>0.22</i>	<i>-0.18</i>	<i>0.24</i>	<i>0.11</i>	<i>0.23</i>	<i>0.03</i>	<i>-0.32</i>
Ticket Purchase									
Efficiency of the check-in process	2020	4.32	4.43	4.29	4.22	4.35	4.42	4.35	3.83
<i>(Question added in 2019)</i>	2019	4.34	4.29	4.46	4.23	4.36	4.37	4.42	4.38
<i>(2019-20 Comparison)</i>		<i>-0.02</i>	<i>0.14</i>	<i>-0.17</i>	<i>-0.01</i>	<i>-0.01</i>	<i>0.05</i>	<i>-0.07</i>	<i>-0.55</i>
Staff customer service	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
	2018	4.46	4.47	4.49	4.37	4.51	4.46	4.46	4.45
	2017	4.42	4.47	4.35	4.36	4.39	4.45	4.52	4.44
	2016	4.44	4.46	4.47	4.31	4.44	4.48	4.36	4.62
<i>(2019-20 Comparison)</i>		<i>0.00</i>	<i>0.03</i>	<i>-0.01</i>	<i>-0.02</i>	<i>-0.05</i>	<i>0.05</i>	<i>-0.08</i>	<i>0.00</i>
Clarity of staff directions	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
	2018	4.41	4.43	4.46	4.37	4.45	4.20	4.37	4.38
	2017	4.37	4.41	4.32	4.31	4.31	4.41	4.47	4.40
	2016	4.39	4.46	4.43	4.22	4.33	4.42	4.32	4.52
<i>(2019-20 Comparison)</i>		<i>0.01</i>	<i>0.05</i>	<i>-0.08</i>	<i>0.13</i>	<i>-0.04</i>	<i>0.15</i>	<i>-0.09</i>	<i>0.10</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	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
	2018	3.81	3.86	3.82	3.63	4.03	3.76	3.75	3.69
	2017	3.78	3.80	3.78	3.62	3.85	3.73	3.98	3.62
	2016	3.86	3.83	3.94	3.78	3.96	3.87	3.79	3.67
<i>(2019-20 Comparison)</i>		<i>-0.11</i>	<i>0.02</i>	<i>-0.29</i>	<i>-0.09</i>	<i>-0.29</i>	<i>0.09</i>	<i>-0.11</i>	<i>-0.17</i>
Usefulness of digital information screens	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	-
	2018	3.78	3.75	3.72	3.82	3.90	3.77	-	-
	2017	3.77	3.74	3.89	3.82	3.64	3.65	-	-
	2016	3.73	3.78	3.79	3.51	3.86	3.44	-	-
<i>(2019-20 Comparison)</i>		<i>0.03</i>	<i>0.15</i>	<i>-0.16</i>	<i>0.17</i>	<i>-0.05</i>	<i>0.24</i>	<i>-0.10</i>	-
Quality and variety of merchandise offered at the terminal*	2020	3.66	3.76	3.52	-	3.67	3.63	3.51	-
	2019	3.66	3.62	3.87	3.34	3.72	3.22	3.46	-
	2018	3.86	3.89	3.88	3.89	4.03	2.78	3.31	-
	2017	3.96	3.93	3.94	4.08	4.00	3.51	3.95	-
	2016	3.85	3.80	3.94	3.83	3.96	3.41	3.39	-
<i>(2019-20 Comparison)</i>		<i>0.00</i>	<i>0.14</i>	<i>-0.35</i>	-	<i>-0.05</i>	<i>0.41</i>	<i>0.05</i>	-
Quality and variety of food/beverages offered at the terminal*	2020	3.55	3.62	3.47	-	3.51	3.52	3.36	-
	2019	3.51	3.53	3.57	3.23	3.59	2.91	3.25	-
	2018	3.53	3.62	3.44	3.27	3.91	2.93	3.30	-
	2017	3.56	3.67	3.57	3.29	3.65	3.41	3.43	-
	2016	3.60	3.68	3.74	3.45	3.56	3.26	3.20	-
<i>(2019-20 Comparison)</i>		<i>0.04</i>	<i>0.09</i>	<i>-0.10</i>	-	<i>-0.08</i>	<i>0.61</i>	<i>0.11</i>	-
Washrooms	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
<i>(2019-20 Comparison)</i>		<i>0.08</i>	<i>0.17</i>	<i>0.00</i>	<i>0.15</i>	<i>0.11</i>	<i>-0.11</i>	<i>0.00</i>	<i>-0.05</i>
Procedure for loading	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
	2018	4.03	4.08	4.04	3.93	4.17	3.90	3.99	3.98
	2017	3.97	4.07	3.96	3.72	4.10	4.05	4.00	3.84
	2016	4.05	4.07	4.08	3.89	4.14	4.12	4.01	4.13
<i>(2019-20 Comparison)</i>		<i>0.09</i>	<i>0.24</i>	<i>0.00</i>	<i>0.09</i>	<i>0.12</i>	<i>0.22</i>	<i>-0.05</i>	<i>-0.39</i>
Professionalism of terminal staff	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
	2018	4.22	4.23	4.27	4.11	4.30	4.16	4.23	4.26
	2017	4.19	4.25	4.11	4.06	4.18	4.32	4.29	4.30
	2016	4.20	4.20	4.19	4.11	4.18	4.24	4.22	4.52
<i>(2019-20 Comparison)</i>		<i>-0.04</i>	<i>0.08</i>	<i>-0.12</i>	<i>-0.09</i>	<i>-0.08</i>	<i>0.09</i>	<i>-0.09</i>	<i>-0.25</i>

*2019 total score has been updated. Total scores for 2019 and 2020 reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal	2020	3.73	3.82	4.25	3.79	-	3.44	3.78	2.40
<i>(Question added in 2019)</i>	2019	3.46	3.42	3.75	3.30	3.47	2.72	3.65	2.60
<i>(2019-20 Comparison)</i>		<i>0.27</i>	<i>0.40</i>	<i>0.50</i>	<i>0.49</i>	-	<i>0.72</i>	<i>0.13</i>	<i>-0.20</i>
Ease of using passenger drop-off/pick-up area	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
	2018	3.95	4.15	3.82	3.92	4.06	3.79	4.12	3.17
	2017	3.82	3.92	3.76	3.75	4.06	3.65	4.21	3.05
	2016	3.97	4.21	3.98	3.94	4.09	3.38	3.72	3.10
<i>(2019-20 Comparison)</i>		<i>0.16</i>	<i>0.54</i>	<i>-0.16</i>	<i>0.15</i>	-	<i>0.31</i>	<i>0.10</i>	<i>0.32</i>
Pre-boarding passenger lounge at terminal	2020	3.87	3.83	4.11	4.10	-	3.80	3.70	3.20
<i>(Question added in 2019)</i>	2019	3.66	3.54	3.95	3.52	3.72	3.71	3.76	3.29
<i>(2019-20 Comparison)</i>		<i>0.21</i>	<i>0.29</i>	<i>0.16</i>	<i>0.58</i>	-	<i>0.09</i>	<i>-0.06</i>	<i>-0.09</i>
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	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	-
<i>(2016-18 question wording: Food / beverages offered)</i>	2018	3.58	3.59	3.50	3.59	3.90	-	3.25	-
	2017	3.58	3.66	3.56	3.48	3.47	-	3.59	-
	2016	3.65	3.70	3.68	3.57	3.66	-	3.45	-
<i>(2019-20 Comparison)</i>		<i>-0.04</i>	<i>-0.04</i>	<i>-0.12</i>	<i>0.12</i>	<i>0.04</i>	-	<i>0.03</i>	-
Value for money	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	-
	2018	3.05	3.13	2.88	3.03	3.22	-	3.05	-
	2017	3.16	3.32	2.98	3.00	2.96	-	3.43	-
	2016	3.10	3.16	3.18	3.05	2.96	-	2.88	-
<i>(2019-20 Comparison)</i>		<i>0.13</i>	<i>0.11</i>	<i>0.06</i>	<i>0.36</i>	<i>0.07</i>	-	<i>0.10</i>	-
Staff customer service	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	-
	2018	4.21	4.20	4.22	4.17	4.34	-	4.10	-
	2017	4.16	4.17	4.11	4.11	4.17	-	4.35	-
	2016	4.19	4.20	4.24	4.19	4.10	-	4.15	-
<i>(2019-20 Comparison)</i>		<i>-0.05</i>	<i>0.01</i>	<i>-0.03</i>	<i>-0.13</i>	<i>-0.09</i>	-	<i>-0.10</i>	-

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services									
Passages Retail Store	2020	4.01	4.02	4.01	4.02	4.20	-	3.76	-
<i>(Question added in 2019)</i>	2019	4.00	3.97	4.07	3.97	4.13	-	3.76	-
<i>(2019-20 Comparison)</i>		0.01	0.05	-0.06	0.05	0.07	-	0.00	-
Washrooms	2020	4.07	4.12	3.98	4.00	4.18	3.93	4.22	3.70
<i>(Question added in 2019)</i>	2019	4.00	3.98	3.98	3.96	4.05	4.12	4.16	3.65
<i>(2019-20 Comparison)</i>		0.07	0.14	0.00	0.04	0.13	-0.19	0.06	0.05
Play area for children	2020	-	-	-	-	-	-	-	-
<i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>	2019	3.54	3.66	3.55	3.50	3.47	-	3.27	-
	2018	3.29	3.57	2.54	3.24	3.61	-	3.60	-
	2017	3.65	3.73	3.83	3.55	3.30	-	3.15	-
	2016	3.25	3.24	3.40	2.99	3.33	-	3.08	-
<i>(2019-20 Comparison)</i>		-	-	-	-	-	-	-	-
Pet area	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	-
	2018	2.55	2.41	2.46	2.48	2.00	-	3.54	-
	2017	2.39	3.09	2.27	1.00	1.00	-	3.60	-
	2016	2.57	3.13	1.96	3.25	1.66	-	1.00	-
<i>(2019-20 Comparison)</i>		0.10	-0.12	-0.34	0.66	-0.01	-	0.30	-
Workstations	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	-
	2018	3.69	3.80	3.40	3.66	3.89	-	3.76	-
	2017	3.62	3.67	3.16	3.78	3.73	-	3.90	-
	2016	3.65	3.66	3.67	3.61	3.73	-	3.46	-
<i>(2019-20 Comparison)</i>		-0.04	0.24	-0.29	0.01	-0.04	-	-0.42	-
Outside decks	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
	2018	3.99	4.10	3.84	4.03	4.07	3.84	4.04	3.77
	2017	3.93	4.00	3.84	3.82	3.93	3.86	4.03	3.98
	2016	3.97	4.11	3.88	3.94	4.00	3.88	3.96	3.89
<i>(2019-20 Comparison)</i>		0.03	0.17	-0.11	0.10	-0.07	0.18	0.03	-0.18
Lounge Seating	2020	4.03	4.14	3.82	4.13	4.17	-	4.04	-
<i>(Question added in 2019)</i>	2019	3.99	3.95	3.96	4.09	4.07	-	3.99	-
<i>(2019-20 Comparison)</i>		0.04	0.19	-0.14	0.04	0.10	-	0.05	-
SeaWest Lounge	2020	-	-	-	-	-	-	-	-
<i>(Question added in 2019)</i>	2019	3.58	3.68	3.49	-	3.09	-	-	-
<i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>									
<i>(2019-20 Comparison)</i>		-	-	-	-	-	-	-	-

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Outside appearance of the vessel overall	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
	2018	3.98	4.10	3.85	3.86	4.06	3.93	4.12	3.90
	2017	3.93	4.05	3.82	3.78	3.92	3.85	4.13	3.86
	2016	3.94	4.04	3.92	3.88	3.91	3.93	3.84	3.95
<i>(2019-20 Comparison)</i>		<i>0.03</i>	<i>0.09</i>	<i>-0.01</i>	<i>0.02</i>	<i>0.06</i>	<i>0.08</i>	<i>0.00</i>	<i>0.13</i>
Ease of access, overall <i>(for people with accessibility requirements)</i> <i>↑ for all passengers</i> <i>(2016-18 question wording: Ease of access, overall, for people with disabilities)</i>	2020	3.95	4.00	4.02	3.73	4.14	4.28	3.68	4.50
	2020[†]	4.15	4.33	4.06	4.05	4.15	4.21	4.08	3.90
	2019	3.92	4.18	3.73	3.86	4.18	4.55	3.30	4.01
	2019 [†]	4.17	4.26	4.15	4.10	4.18	4.13	4.00	3.96
	2018	3.67	3.86	3.58	3.75	3.73	3.50	3.63	2.96
	2017	3.40	3.64	3.47	3.28	3.88	3.47	3.60	2.13
	2016	3.61	3.74	3.52	3.61	3.81	3.52	3.26	3.45
<i>(2019-20 Comparison)</i>		<i>0.03</i>	<i>-0.18</i>	<i>0.29</i>	<i>-0.13</i>	<i>-0.04</i>	<i>-0.27</i>	<i>0.38</i>	<i>0.49</i>
<i>(2019-20[†] Comparison)</i>		<i>-0.02</i>	<i>0.07</i>	<i>-0.09</i>	<i>-0.05</i>	<i>-0.03</i>	<i>0.08</i>	<i>0.08</i>	<i>-0.06</i>
Ease of finding facilities / services	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
	2018	3.88	3.85	3.85	3.92	3.99	3.72	4.01	3.83
	2017	3.86	3.86	3.84	3.81	3.96	3.84	4.08	3.60
	2016	3.91	3.88	3.96	3.89	4.01	3.81	3.82	3.89
<i>(2019-20 Comparison)</i>		<i>-0.02</i>	<i>0.07</i>	<i>-0.11</i>	<i>-0.07</i>	<i>0.00</i>	<i>0.00</i>	<i>0.02</i>	<i>-0.17</i>
Announcements when you need to be informed	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
	2018	3.91	3.96	3.87	3.83	4.02	3.75	3.94	3.85
	2017	3.88	3.84	3.93	3.83	4.04	3.73	4.05	3.71
	2016	3.94	3.97	4.02	3.87	3.99	3.71	3.91	3.64
<i>(2019-20 Comparison)</i>		<i>-0.08</i>	<i>0.04</i>	<i>-0.16</i>	<i>-0.10</i>	<i>-0.29</i>	<i>-0.11</i>	<i>-0.05</i>	<i>-0.06</i>
Atmosphere on the ferry overall <i>(2016-18 question wording: Atmosphere / environment)</i>	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
	2018	3.93	3.97	3.89	3.90	4.06	3.81	3.91	3.77
	2017	3.88	3.88	3.84	3.80	4.01	3.69	4.13	3.83
	2016	3.94	3.97	3.96	3.83	4.03	3.77	3.97	3.93
<i>(2019-20 Comparison)</i>		<i>-0.12</i>	<i>-0.01</i>	<i>-0.21</i>	<i>-0.10</i>	<i>-0.25</i>	<i>-0.10</i>	<i>-0.11</i>	<i>-0.18</i>
Procedures for unloading	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
	2018	3.97	4.04	3.90	3.87	4.06	3.93	3.97	3.94
	2017	3.90	3.96	3.86	3.72	3.94	4.03	4.04	3.81
	2016	3.99	4.07	3.98	3.82	4.06	4.03	4.04	3.99
<i>(2019-20 Comparison)</i>		<i>0.09</i>	<i>0.21</i>	<i>0.06</i>	<i>0.03</i>	<i>0.10</i>	<i>0.10</i>	<i>0.05</i>	<i>-0.25</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.

	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Professionalism of onboard staff	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
	2018	4.25	4.29	4.25	4.17	4.26	4.13	4.26	4.26
	2017	4.20	4.22	4.15	4.11	4.19	4.20	4.35	4.29
	2016	4.23	4.26	4.24	4.13	4.18	4.25	4.22	4.33
<i>(2019-20 Comparison)</i>		<i>-0.04</i>	<i>0.03</i>	<i>-0.13</i>	<i>-0.10</i>	<i>-0.05</i>	<i>-0.01</i>	<i>-0.01</i>	<i>-0.04</i>

Experience with the sailing schedule									
Earliest ferry early enough	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
	2018	4.00	3.91	4.05	4.11	4.12	4.04	3.86	3.87
	2017	3.90	3.89	3.97	3.93	3.94	3.92	3.77	3.62
	2016	3.92	3.95	4.06	3.83	4.00	3.92	3.67	3.63
<i>(2019-20 Comparison)</i>		<i>0.04</i>	<i>0.08</i>	<i>-0.03</i>	<i>0.08</i>	<i>-0.07</i>	<i>0.08</i>	<i>0.05</i>	<i>0.10</i>

Latest ferry late enough	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
	2018	3.64	3.71	3.48	3.69	3.90	3.14	3.57	3.71
	2017	3.49	3.65	3.46	3.08	3.80	3.09	3.46	3.71
	2016	3.27	3.36	3.56	2.64	3.33	3.36	3.22	3.63
<i>(2019-20 Comparison)</i>		<i>0.12</i>	<i>0.16</i>	<i>-0.03</i>	<i>0.12</i>	<i>0.04</i>	<i>0.14</i>	<i>0.28</i>	<i>0.14</i>

Ferry sailing frequent enough	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
	2018	3.03	3.21	2.98	2.47	3.47	3.36	2.95	3.06
	2017	3.21	3.40	3.39	2.43	3.54	3.38	2.89	3.22
	2016	3.27	3.37	3.53	2.65	3.44	3.66	2.78	3.47
<i>(2019-20 Comparison)</i>		<i>0.27</i>	<i>0.37</i>	<i>0.20</i>	<i>0.54</i>	<i>0.12</i>	<i>0.33</i>	<i>0.17</i>	<i>-0.17</i>

Ability to get onto desired sailing	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
	2018	3.52	3.56	3.60	3.18	3.81	3.59	3.69	3.23
	2017	3.68	3.81	3.74	3.15	3.88	3.67	3.96	3.30
	2016	3.75	3.86	3.84	3.39	3.83	3.91	3.83	3.52
<i>(2019-20 Comparison)</i>		<i>0.01</i>	<i>0.18</i>	<i>-0.09</i>	<i>-0.03</i>	<i>-0.03</i>	<i>0.10</i>	<i>-0.06</i>	<i>-0.58</i>

Ability to connect with other sailings (based on those connecting)	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
	2018	3.29	2.59	2.95	3.65	4.67	3.06	3.55	2.39
	2017	3.26	4.00	2.88	3.03	3.06	3.28	3.16	3.00
	2016	3.10	4.00	2.59	2.98	3.50	3.41	3.64	2.60
<i>(2019-20 Comparison)</i>		<i>0.04</i>	<i>-0.05</i>	<i>0.00</i>	<i>0.31</i>	<i>-1.06</i>	<i>0.51</i>	<i>0.29</i>	<i>-0.40</i>

Average Satisfaction Ratings by Route - Wave 3 (November) Historical Data – Cont.

		Route							
	Wave 3	Total	1	2	3	30	4	5/9	19
Experience with the sailing schedule – Cont.									
Ferry running on time	2020	4.09	4.32	4.11	3.87	4.12	4.20	4.00	3.16
<i>(2016-18 question wording: Ferry departing on time)</i>	2019	4.11	4.18	4.26	3.91	4.28	3.78	3.82	3.98
	2018	3.95	4.25	3.73	3.67	4.12	4.08	3.74	3.77
	2017	3.69	4.04	3.65	3.13	3.72	4.13	3.73	2.66
	2016	3.86	4.08	3.85	3.20	4.17	4.11	3.94	3.90
<i>(2019-20 Comparison)</i>		<i>-0.02</i>	<i>0.14</i>	<i>-0.15</i>	<i>-0.04</i>	<i>-0.16</i>	<i>0.42</i>	<i>0.18</i>	<i>-0.82</i>

Safety									
Safety of ferry operations	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
	2018	4.27	4.36	4.24	4.16	4.26	4.18	4.28	4.27
	2017	4.21	4.24	4.21	4.09	4.21	4.24	4.30	4.19
	2016	4.22	4.24	4.23	4.10	4.29	4.26	4.19	4.29
<i>(2019-20 Comparison)</i>		<i>-0.05</i>	<i>0.05</i>	<i>-0.10</i>	<i>-0.14</i>	<i>-0.10</i>	<i>0.01</i>	<i>-0.03</i>	<i>-0.08</i>

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

Average Satisfaction Ratings by Terminal - Wave 2 (November) Historical Data											
	Wave 3	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	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
	2018	4.22	4.34	4.28	4.10	4.05	4.30	4.32	4.12	-	-
	2017	4.10	4.22	4.19	4.03	4.09	3.95	3.93	4.16	-	-
	2016	4.19	4.30	4.21	4.09	4.23	4.03	4.10	4.22	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.01</i>	<i>-0.02</i>	<i>0.11</i>	<i>-0.01</i>	<i>-0.12</i>	<i>0.01</i>	<i>-0.06</i>	<i>-0.07</i>	<i>-0.38</i>	<i>-0.11</i>
Terminal Overall											
	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
	2018	4.04	4.29	3.95	3.90	4.13	3.82	4.23	3.73	-	-
	2017	4.00	4.08	4.04	3.82	4.17	3.85	4.03	3.87	-	-
	2016	4.04	4.04	4.06	3.98	4.27	3.80	4.01	3.85	-	-
<i>Change (2019-20 Comparison)</i>		<i>0.07</i>	<i>0.11</i>	<i>0.21</i>	<i>0.07</i>	<i>-0.11</i>	<i>0.11</i>	<i>0.04</i>	<i>0.10</i>	<i>-0.11</i>	<i>-0.64</i>
Value for money of fares											
	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
	2018	3.20	3.21	3.20	3.29	2.93	3.38	3.00	3.36	-	-
	2017	3.01	3.06	3.15	2.88	3.04	3.07	2.64	2.51	-	-
	2016	2.97	3.02	2.96	2.87	2.98	2.91	2.89	2.95	-	-
<i>Change (2019-20 Comparison)</i>		<i>0.12</i>	<i>0.12</i>	<i>0.23</i>	<i>0.17</i>	<i>0.01</i>	<i>0.08</i>	<i>-0.12</i>	<i>0.02</i>	<i>-0.16</i>	<i>0.03</i>
At the Terminal											
Outside appearance of the terminal	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
	2018	4.02	4.22	4.06	3.90	4.17	3.72	4.07	3.70	-	-
	2017	3.98	4.03	4.09	3.75	4.15	3.72	4.14	3.97	-	-
	2016	4.00	4.08	4.00	3.98	4.24	3.64	3.84	3.63	-	-
<i>Change (2019-20 Comparison)</i>		<i>0.04</i>	<i>0.01</i>	<i>0.09</i>	<i>-0.01</i>	<i>0.00</i>	<i>0.20</i>	<i>0.16</i>	<i>0.19</i>	<i>0.13</i>	<i>-0.25</i>
Overall appearance inside the terminal <i>(Previous question wording: Overall look & décor inside the terminal you left from (if applicable))</i>	2020	4.12	4.19	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	-	-
	2018	3.84	3.94	3.80	3.79	4.01	3.44	4.13	3.60	-	-
	2017	3.78	3.88	3.79	3.52	4.03	3.49	3.77	3.77	-	-
	2016	3.80	3.79	3.84	3.70	4.08	3.42	3.80	3.43	-	-
<i>Change (2019-20 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.07</i>	<i>-0.05</i>	<i>-0.05</i>	<i>0.42</i>	<i>0.12</i>	<i>0.10</i>	-	-
Wait time at the terminal <i>(Question added in 2019)</i>	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
<i>Change (2019-20 Comparison)</i>		<i>0.07</i>	<i>0.12</i>	<i>0.25</i>	<i>0.11</i>	<i>-0.26</i>	<i>0.11</i>	<i>0.11</i>	<i>0.17</i>	<i>-0.24</i>	<i>-0.36</i>

Average Satisfaction Ratings by Terminal - Wave 3 (November) 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	2020	4.32	4.41	4.41	4.28	4.29	4.18	4.36	4.35	4.09	3.54
<i>(Question added in 2019)</i>	2019	4.34	4.29	4.34	4.36	4.45	4.21	4.35	4.44	4.42	4.30
<i>Change (2019-20 Comparison)</i>		-0.02	0.12	0.07	-0.08	-0.16	-0.03	0.01	-0.09	-0.33	-0.76
Staff customer service	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
	2018	4.46	4.51	4.45	4.38	4.59	4.40	4.49	4.40	-	-
	2017	4.42	4.41	4.50	4.26	4.53	4.33	4.45	4.27	-	-
	2016	4.44	4.50	4.42	4.39	4.50	4.28	4.42	4.43	-	-
<i>Change (2019-20 Comparison)</i>		0.00	0.01	0.03	-0.01	-0.02	0.05	-0.06	-0.12	-0.11	0.09
Clarity of staff directions	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
	2018	4.41	4.50	4.33	4.31	4.54	4.36	4.46	4.16	-	-
	2017	4.37	4.36	4.42	4.21	4.48	4.35	4.38	4.31	-	-
	2016	4.39	4.46	4.39	4.33	4.46	4.20	4.36	4.44	-	-
<i>Change (2019-20 Comparison)</i>		0.01	0.03	0.01	0.08	-0.09	0.02	0.07	-0.08	-0.03	0.18
Terminal Services											
Announcements when you need to be informed	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
	2018	3.81	3.98	3.73	3.78	3.81	3.55	4.07	3.73	-	-
	2017	3.78	3.87	3.76	3.57	3.95	3.67	3.81	3.62	-	-
	2016	3.86	3.87	3.83	3.80	4.01	3.80	4.06	3.66	-	-
<i>Change (2019-20 Comparison)</i>		-0.11	-0.12	0.04	-0.17	-0.32	-0.10	-0.13	0.03	-0.28	0.01
Usefulness of digital information screens	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	-	-
<i>(2016-18 question wording: Usefulness of TV info screens (if Applicable))</i>	2018	3.78	3.77	3.78	3.64	3.83	4.03	3.86	3.82	-	-
	2017	3.77	3.73	3.78	3.66	4.06	3.94	3.48	3.46	-	-
	2016	3.73	3.87	3.65	3.61	3.91	3.36	3.83	3.57	-	-
<i>Change (2019-20 Comparison)</i>		0.03	0.06	0.13	0.03	-0.17	0.08	0.01	0.09	-	-
Quality and variety of merchandise offered at the terminal*	2020	3.66	3.75	3.65	-	3.52	-	-	-	-	-
	2019	3.66	3.69	3.48	-	3.91	3.26	3.72	-	-	-
<i>(2016-18 question wording: Variety / selection of merchandise)</i>	2018	3.86	4.05	3.58	-	3.95	3.90	4.01	-	-	-
	2017	3.96	4.04	3.81	-	3.84	4.11	3.84	-	-	-
	2016	3.85	3.91	3.74	-	3.90	3.71	3.96	-	-	-
<i>Change (2019-20 Comparison)</i>		0.00	0.06	0.17	-	-0.39	-	-	-	-	-

*2019 total score has been updated. Total scores for 2019 and 2020 reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

Average Satisfaction Ratings by Terminal - Wave 3 (November) Historical Data - Cont.

		Terminals									
	Wave 3	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*	2020	3.55	3.60	3.53	-	3.47	-	-	-	-	-
	2019	3.51	3.66	3.28	-	3.59	3.20	3.53	-	-	-
	2018	3.53	3.97	3.13	-	3.53	3.09	3.82	-	-	-
<i>(2016-18 question wording: Food / beverages offered)</i>	2017	3.56	3.84	3.49	-	3.72	3.32	3.44	-	-	-
	2016	3.60	3.78	3.53	-	3.83	3.29	3.42	-	-	-
<i>Change (2019-20 Comparison)</i>		<i>0.04</i>	<i>-0.06</i>	<i>0.25</i>	-	<i>-0.12</i>	-	-	-	-	-
Washrooms <i>(Question added in 2019)</i>	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
<i>Change (2019-20 Comparison)</i>		<i>0.08</i>	<i>0.19</i>	<i>0.08</i>	<i>0.18</i>	<i>-0.08</i>	<i>-0.02</i>	<i>0.12</i>	<i>-0.50</i>	<i>-0.17</i>	<i>0.08</i>
Procedure for loading	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
	2018	4.03	4.10	4.06	3.99	4.01	3.93	4.23	3.81	-	-
	2017	3.97	4.09	4.05	3.83	4.09	3.61	4.12	3.99	-	-
	2016	4.05	4.11	4.05	3.98	4.10	3.89	4.17	4.01	-	-
<i>Change (2019-20 Comparison)</i>		<i>0.09</i>	<i>0.15</i>	<i>0.2</i>	<i>0.10</i>	<i>-0.02</i>	<i>0.04</i>	<i>0.21</i>	<i>0.22</i>	<i>-0.41</i>	<i>-0.32</i>
Professionalism of terminal staff	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
	2018	4.22	4.32	4.13	4.15	4.32	4.11	4.32	4.08	-	-
	2017	4.19	4.24	4.25	4.03	4.22	4.04	4.20	4.24	-	-
	2016	4.20	4.20	4.20	4.18	4.18	4.07	4.18	4.25	-	-
<i>Change (2019-20 Comparison)</i>		<i>-0.04</i>	<i>0.03</i>	<i>0.06</i>	<i>-0.10</i>	<i>-0.09</i>	<i>-0.10</i>	<i>-0.05</i>	<i>0.07</i>	<i>-0.34</i>	<i>-0.16</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal <i>(Question added in 2019)</i>	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
<i>Change (2019-20 Comparison)</i>		<i>0.27</i>	<i>0.31</i>	<i>0.48</i>	<i>0.65</i>	<i>0.22</i>	<i>0.16</i>	-	<i>-0.12</i>	<i>-0.25</i>	<i>-0.09</i>
Ease of using passenger drop-off/pick-up area	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
	2018	3.95	4.03	4.17	3.84	3.92	4.03	4.19	3.56	-	-
	2017	3.82	4.05	3.76	3.73	3.73	3.83	4.18	3.38	-	-
	2016	3.97	4.16	4.17	3.81	4.11	3.98	4.33	3.25	-	-
<i>Change (2019-20 Comparison)</i>		<i>0.16</i>	<i>0.46</i>	<i>0.51</i>	<i>-0.12</i>	<i>-0.45</i>	<i>0.40</i>	-	<i>0.01</i>	<i>0.25</i>	<i>0.62</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	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
<i>Change (2019-20 Comparison)</i>		<i>0.21</i>	<i>0.27</i>	<i>0.28</i>	<i>0.20</i>	<i>0.37</i>	<i>0.66</i>	-	<i>-0.41</i>	<i>-0.59</i>	<i>0.60</i>

*2019 total score has been updated. Total scores for 2019 and 2020 reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.