What is your overall impression of I	BC Ferries? [Q22]			Vehicle drivers / vehicle passengers ONLY: What kind of vehicle did you travel in for the	MALAIESI	L//
Very Negative Negative	Neutral Pos	sitive Very Positive	Prefer not to	sailing on which you received this questionnaire? Please select only one. [Q17]		
Negative		□ 5 □	Answer 99 O	 Standard Vehicle (under 7 ft. high and under 20 ft. in length) Oversize Vehicle (over 7 ft. high and over 20 ft. in length) 	Dear Ferry Customer,	
If someone asked you whether you	ı would rocommone	d BC Earrias haw like	ly would you	3 □ Van / Recreational Vehicle 4 □ Commercial vehicle (over 5,500 kg in weight)	Thank you for participating in our survey. Your feedback is invaluservices. We appreciate the time you've taken to share your thou	
be to [Q11]	i would recomment	d be reifles, flow like	iy would you	⁵ Motorcycle	Your responses will be kept confidential and will contribute to a passengers' experiences. We encourage you to complete the ent	
•	Very unlikely		Very likely	6 ☐ Semi-trailer 7 ☐ Bus	accurately reflect our community's views.	life survey to ensure the results
-	1 2 3 4	5 6 7 8	9 10		R.A. Malatest & Associates Ltd., a reputable research firm based	in BC, is handling the collection and
Recommend BC Ferries, based on your most recent			пп	Demographics	analysis of your responses. You can return the completed su	
experience				Do you, or does someone you are travelling with, have accessibility requirements (e.g., a physical condition that affects your mobility or requires the use of an aid such as a	member on board or use the enclosed pre-paid envelope one or two days.	
What fare type did you purchase fo	or this sailing? [Q13	b]		wheelchair, cane, or walker)? [Q18]	Should you have any questions about the survey, please feel fre 1-855-412-1930 or BC Ferries' Customer Service at 1-888-223-3'	
¹ □ Saver fare - Best value fare,	e, includes free reservation	n. Paid in full at time of book	king.	1 ☐ Yes 2 ☐ No 99 ☐ Prefer not to disclose		
² Prepaid fare - Paid in full at	t time of booking, includes	s reservation.		Which of the following <u>best</u> describes your current occupational status? Please select <u>only</u> <u>one</u> . [Q19]	Your opinions are important to us, and fundamental for enhancing you once again for your interest and participation in this researc	
³ ☐ Reservation Only fare - Pa			the terminal	1 □ Employed full-time	Sincerely,	
4 □ At Terminal fare - Did not I	book in advance. Fare pu	rchased at the terminal		² ☐ Employed part-time	British Columbia Ferry Services Inc.	
 Group fare Travel Assistance Progran 	m /TAD)			3 □ Self-employed		
7 □ BC Senior's fare (weekday	• •			⁴ □ Not currently employed	Trip Details	
9 □ Not applicable – <i>Travelled</i> of	, ,	te		⁵ □ Retired	(To be completed by Malatest surveyor) Thinking o	nly of the LAST sailing you took
99 □ I don't know	, , ,			6 ☐ Homemaker		
			<i>cc</i>	7 □ Student 99 □ Prefer not to disclose	Which route was your last sailing? Indicate the departure	r <u>e</u> terminal:
Do you have any suggestions on ho Ferries? If yes, please explain. Please			offered by BC		¹ □ Tsawwassen <-> Swartz Bay □ 5 □ Swartz E	Bay <-> Southern Gulf Islands □
remest if yes, pieuse explain. Trea	ase be specific. [Q1]	']		Which of the following categories best describes the <u>total combined annual income</u> for your household, before taxes? [Q20]	to the state of th	ssen <-> Southern Gulf Islands Harbour <-> Gabriola Island
				¹ □ Under \$30,000		ssen <-> Duke Point
				² □ \$30,000 to \$59,999		
				³ □ \$60,000 to \$99,999	On which day was that sailing?	
				99 ☐ Prefer not to disclose	-	ovember □
				The BC Ferries Research Panel	1	8
				BC Ferries conducts a variety of different online surveys from time to time.	12	19 20 21 1
				Would it be okay for BC Ferries, or their appointed research firm, to contact you for a	22	29 🗆 30 🗆 31 🗖
				future survey? If so, please fill in your contact information below and join our research		29 🗀 30 🗀 31 🗀
				panel.	What was the scheduled departure time?	
				As a panel member, you will contribute to decision-making processes that will help shape BC Ferries products and services.	Hour: 1	8
				You will also be eligible for prize draws when you complete online surveys!	Minute: 00 □ 05 □ 10 □ 15 □ 20 □ 25 □ 30 □	35
					Time of Day: □ am □ pm	
Transportation To and From the Te	rminal			All responses and data from this survey are strictly confidential and are separated from the contact information before being reported.		
•					What was the main purpose of your last ferry trip, busine	ess or nersonal? Please provide
Foot Passengers ONLY (i.e., walk-o from the terminal? Please select on			ou get to and	Phone number:	one response. If you were going home, what activity we	
Travel TO departure terminal [Q15]		ROM arrival terminal	O16]	AND TO BE THOUSE THE PERSON OF	Business Personal	
¹ □ Dropped off by friend or relative	-	ked up by friend or relat		Email:		ired personal travel (e.g., doctor's
² ☐ Drove private vehicle to terminal	and ² \square Us	ed private vehicle that I		First name:	business appt, m ² □ Commuting to or from work ⁶ □ Shop	oving, funeral, etc.)
parked at / near terminal		ar the terminal	d maniford at /			ng friends / relatives
Drove car share vehicle to termin parked at / near terminal		ove car share vehicle an ar terminal	a parked at /	Postal Code:	commercial vehicle	
⁴ □ Bicycle	⁴ □ Bio	cycle		Your privacy is important to us. Contact information you provide will only be used to invite you to	⁴ ☐ Attending school, college or course ⁸ ☐ Vaca ⁹ ☐ Atter	tion / getaway / recreation ding special event / entertainment
⁵ ☐ BC Transit bus / TransLink bus / city bus	local ⁵ \square BC bus	Transit bus / TransLink s	bus / local city	participate in future research, and for no other purpose.	¹⁰ □ Othe	r (specify)
6 □ Non-chartered bus (e.g., BC Ferr		n-chartered bus (e.g., B		Thank you for your participation in this research	Including your last trip, how many return trips (i.e., two	-way trips) have you taken with
Connector operated by Wilsons) ⁷ □ Walked	Co ⁷ □ Wa	nnector operated by Wil	sons)	Thank you for your participation in this research.	BC Ferries in the past 12 months? Take time to think back of travel often. [S2]	over the past year, especially if you
⁸ □ Taxi	8 □ Ta:				1 □ 0-2 trips 4 □ 13-26 trips	
10 ☐ Chartered bus / school bus		artered bus / school bus		Cum ou ID:	2 □ 3-6 trips 5 □ 27 or more tr	ips
¹¹ □ Other	¹¹ □ Otl	her		Survey ID:	3 □ 7-12 trins	r -



MM / DD / YYYY	
//	

Trip De		nlotod	hu Ma	latost	curvo	<i>yor</i>) Th	inkina d	only of t	tha LAS	T cailing	a vou t	ook			
(10 00	COIII	лесеи	оу ма	ialest	sui ve	<i>yoi</i>) 111	ilikiliy (Jilly OI	LIE LAS	ı Saiiiig	you t	00K			
Which	route v	vas you	r last s	ailing?	Indic	ate the	departu	ıre tern	ninal:						
		ssen <->		_						rn Gulf Is	slands				
		oe Bay <								ern Gulf					
		oe Bay < Say <->	•	_	_				·> Duke	Gabriola I Point	ISIanu				
		,													
On whi	ch dav	was th	at saili	na?											
Month:	On which day was that sailing? **Tonth: June \(\text{ August } \text{ November } \text{ November } \(\text{ November } \text{ November } \)														
1 🗆	2 🗆	3 🗆	4 🗆] 5		6 🗆	7 🗆	8 🗆	9 🗆	10] 11				
12 🗆	13 🗆	14 🗆	15 C	1 6		17 🗆	18 🗆	19 🗆	20 🗆	21 🗆]				
22 🗆	23 🗆	24 🔲	25 🛭] 26		27 🗆	28 🗆	29 🗆	30 🗆	31]				
What w	vas the	schedu	led de	parture	time?	•									
Hour:	1 🗆	2 🔲	3 🗆	4 🗆	5 🗆	6 🗆	7 🗆	8 🗆	9 🔲	10	11 🗆	12 🗆			
Minute	: 00 □	05 🗆	10 🗆	15 🗆	20 🗆	25 🗆	30 🗆	35 🗆	40 🗆	45 🔲	50 🗆	55 🗆			
Time of	f Day:		am	□ pm											

Personal
 Required personal travel (e.g., doctor's appt, moving, funeral, etc.) Shopping Visiting friends / relatives
 8 □ Vacation / getaway / recreation 9 □ Attending special event / entertainment 10 □ Other (specify)

¹ □ 0-2 trips	⁴ □ 13-26 trips
² □ 3-6 trips	5 □ 27 or more t
3 □ 7-12 trips	

What city or community	did you <u>lea</u>	ave from w	vhen you he	eaded to th	e ferry teri	minal? [S4]	Please rate how satisfied o terminal before your trip. I on the right. [Q2]							How satisfied or [Q5]	dissatisfied we	ere you with yo	our <u>overall</u> exp	perience on b	pard the ferry?
When you got off the fer	rry, which o	city or com	– nmunity we	ere you <u>hea</u>	ded to ? [S5	5]		Very	d Dissatisfied	Neither Satisfied nor	Satisfied	Very Satisfied	Not Used / Not Applicable	Very Dissatisfied 1 □	Dissatisfied	Satisfied nor Dissatisfied	Satisfied ₄ □	Very Satisfied ₅ □	Not Used / Not Applicable
In which city or commun	nity do you	live2 [S6]	_				At the terminal: All Passer		a Dissatisfica	Dissatisfica	Odtioned	Odlistica	Applicable	10	2 🗖	3 🗀	4 🗀	5 🗀	99 🔾
-							Wait time at terminal [2c]						0	How satisfied or					did <u>not</u> use this
Were you a vehicle passe						s a bus	Ticket Purchase Efficiency of the check in							service, please cl	eck "Not Used	l / Not Applica		ght. [Q6]	
passenger or on bicycle,	-	-	rseir a root	passenger.	[5/]		process [2d]						0		,	/ery	Neither Satisfied nor		Not Used Very Not
 Vehicle passeng Foot passenger 			ers and cyclic	sts)			Electronic boarding pass [2q]						0			atisfied Dissatist			Satisfied Applicab
	`		•	•	127		Clarity of staff directions [2f]						0	Experience with	the sailing sch				
Did you book your sailing	g in advand	ce (i.e., ma			[3]		Staff customer service [2e] Terminal Services						0	Ability to get onto	desired				
¹ □ Yes			² □ No				Announcements when you							sailing [6d] Ferry running on ti	me [6f]				
If "Yes", how did	d you book	?		o", why did	l you not m	nake a	needed to be informed [2g]						0	Safety	ne [oi]				
6 □ I called the BC F	Forrios Custo	omor	booki	ing? ried to make	a booking b	ut none	Usefulness of digital	_	_	_	_	_	_	Safety of ferry ope	rations [6g]				
Service line	remes cusic	Jillei		re available	a booking b	ut none	information screens at the						0	Overall value			_	_	
⁷ □ I used the BC Fe	erries websit	te		avelled on a	non-bookab	ole route	terminal [2h] Quality and variety of							Value for money of	fares [6h]				
8 ☐ I used the BC Fe			5 □ I di	id not want t	to make a bo	ooking	food/beverages/merchandise						0						
IF FOOT PASSENGER: W	ere vou on	a hicycle?	[\$7a]				offered at the terminal [2j]							Thinking about the	nis ferry route	only, how sati	sfied or dissat	tisfied are you	with each of the
1 ☐ Yes 2 ☐ No	-	a bicycle:	[5/4]				Washrooms [2k]						0	following? [Q6B]			- N1 - 541		<u> </u>
							Procedure for loading [21]				,		0		,	/ery	Neither Satisfied nor	,	Not Used Very Not
Were you travelling with	• -	8]					At the terminal: Foot Pass next question [Q3])	sengers	(Foot Passen	gers ONLY, veh	icle drivers /	passenge	ers skip to			atisfied Dissatist			Satisfied Applicab
1 ☐ Yes 2 ☐ No							Parking options at the termina	al n					0	Experience with					
Were you travelling as p	art of an o	rganized to	our group?	[S9]			[2n]	🛚	Ш	Ш	Ш	Ц	O	Earliest ferry early	enough [6a]				
¹ □ Yes → About h		-			S	kip to [S11]	Ease of using passenger						0	Latest ferry late en					
² □ No	, ,	,		3.04P.	=		pickup / drop off area [20] Self-serve kiosk (ticket							Ferry sailings frequ	ent				
How many people were	vou travelli	ina with?	[510]				purchase) [2r]						0	enough [6c] Ability to connect v	ith other				
	-	iiig widi:	[310]				Pre-boarding lounge at						0	sailings [6e]	vidi odilei				
☐ I was travelling by	mysell ere traveling						terminal [2p]	Ш				Ц	O	• • • • • • • • • • • • • • • • • • •					
5-17 ye	rs, or older ears of age	_	with you w	ere:			How satisfied or dissatisfied boarding? [Q3] Very Dissatisfied Dissatis	sfied S	Neither Satisfied nor	Satisfied	Very Satisfied	Not	: Used / Not Applicable	with BC Ferries? Very Dissatisfied 1 □	Dissatisfied	Neither Satisfied nor Dissatisfied 3 □	Satisfied 4 □	Very Satisfie	Not Used / Not Applicable
Younge	er than 5 yea	ars of age					1 □ 2 □		Dissatisfied ₃ □	4 🗆	5 🗆		99 O						
What is your year of birt	: h? [S11] ◀	1					Please rate how satisfied o ferry. If you did not use this s	or dissati	isfied you w	ere with eac	h of the follo		n board the	Did BC Ferries sta [Q9] 1 □ Yes		ou during your	trip (e.g., to	greet you or o	ffer assistance?)
I identify as [S12]	_									Neither			Not Used /	Thinking about y	our entire jour	ney, do you fe	el you were w	ell-supported	l by BC Ferries
1 □ Male 2 □ Fema		,	,	r to self-desc	cribe:		Food Services	Very Dissatisfied	d Dissatisfied	Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Applicable	digital products ($_1 \square Yes$	_	app, service u /A (I did not use			_
Did you connect with and		erries vess	sel? [S16]				Quality and variety of food / beverages offered [4a]						0	Thinking of your the following sta		th BC Ferries h	ow much wou	uld you agree	or disagree with
Satisfaction with BC Ferr	ries Service	es					Value for money [4b] Staff customer service [4c]						0	-		nvironmentall	v conscious m	nanner ″ [∩10:	al
			wore with	anch of the	following	[01]	Onboard Facilities / Service				_			Strongly		oiiiiiciitaii	,	LQ10	Prefer not to
Please rate how satisfied If you did not use this service						[Áī]	Passages Store [4d]						0	Disagree				Strongly Agree	Answer
i you did <u>liot</u> use this service	cc, picase Ci	IICCK INULU	Neither	PIICADIC UII	are rigill.	Not Used /	Washrooms [4e]						0	1 🗆	2 🔲	3 🗆	4 🔲	5 🗆	99 🔘
	Very		Neither Satisfied nor		Very	Not Used / Not	Play area for children [4f]						0						
		Dissatisfied	Dissatisfied		Satisfied	Applicable	Pet area [4g] Outside decks [4i]						0	"I trust BC Fe	rries to provid	le an essential	public transp	ortation servi	ce." [Q10b]
Usefulness of BC Ferries						0	Lounge seating [4i]						0	Strongly				Strongly Agree	Prefer not to
website [1a]				ت	u u	Ŭ	SeaWest Lounge [4k]						0	Disagree	_	_	_		Answer
Usefulness of BC Ferries						0	Usefulness of digital	_						1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
mobile app [1f] Ease of making a							information screens onboard						0		_	_			
reservation [1b]						0	[4s]						0	"BC Ferries se	ervices meet m	y travel needs	and lifestyle.	" [Q10c]	
BC Ferries phone service							Ease of access, overall [4m] Ease of finding facilities /							Strongly				Strongly Agree	Prefer not to
[1c]	Ц					0	services [4n]						0	Disagree	_	_	_		Answer
Ease of using / understanding sailing						0	Announcements when you need to be informed [40]						0	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 🔾
schedules [1d] Effective communication							Atmosphere on the ferry						0	"BC Ferries is	forward think	<i>ing."</i> [Q10d]			
of service updates and						0	overall [4p]							Strongly				Strongly Agree	Prefer not to
current conditions [1e]	_	_				Ü	Procedures for unloading [4q] Professionalism of onboard staff [4r]						0	Disagree	2 🗆	3 🗆	4 🗆	5 🗆	Answer
							STATE (4r)												