

Customer Satisfaction Tracking

Wave 1 - June 2025



MALATEST



BC Ferries



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.

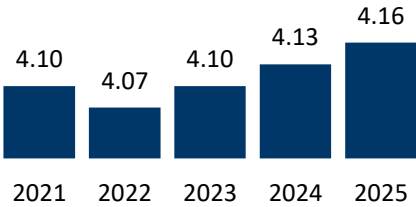
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August, and November each year. This report presents findings from June 2025.

Passengers who were surveyed in June 2025 reported an overall satisfaction score of 4.16 out of a possible 5 (+0.03 change since 2024), and 86% of passengers surveyed reported that they were satisfied with their overall experience (+2% change since 2024).

Customer Satisfaction Survey Highlights

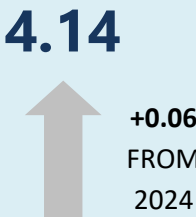
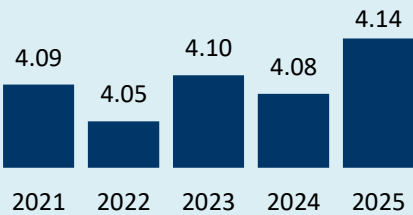
Overall Satisfaction

Overall satisfaction scores saw an increase this year compared to June 2024.



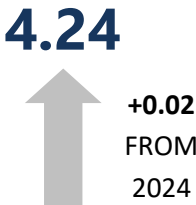
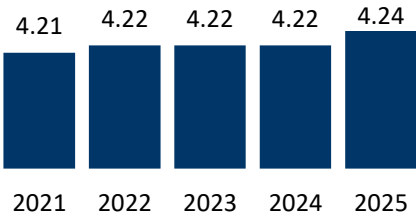
Terminal Satisfaction

Terminal satisfaction scores saw an increase this year compared to June 2024.



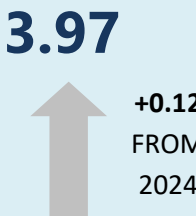
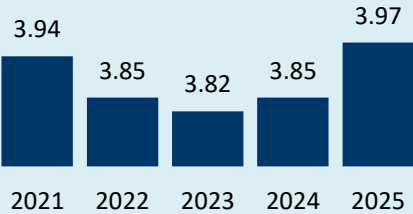
Onboard Satisfaction

Onboard satisfaction scores saw a slight increase this year compared to June 2024.



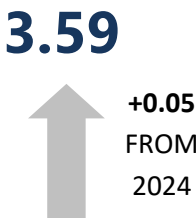
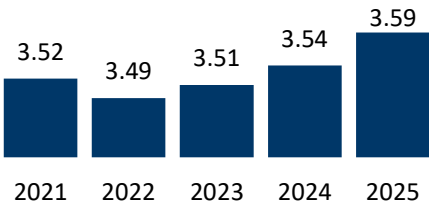
Ferry Running On Time

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



Value for Money of Fares

Value for Money of Fares scores saw an increase over June 2024's score.



*Due to the COVID-19 pandemic, intercept surveying was not conducted in June of 2020.

CONTENTS

CST SURVEY METHOD	2
OVERALL CUSTOMER SATISFACTION	3
TERMINAL SERVICES	4
ONBOARD SERVICES	6
VALUE FOR MONEY OF FARES	8
APPENDIX A – average satisfaction ratings by route – WAVE 1 (JUNE) HISTORICAL DATA.....	A1
APPENDIX B - Average Satisfaction Ratings by Terminal - WAVE 1 (JUNE) Historical Da	A11

CST Survey Method

Passengers travelling on select BC Ferries routes during the month of June 2025 were eligible to participate in the 2025 Wave 1 CST Survey. Intercept surveys were conducted with passengers onboard key intercept routes from June 2nd to 30th, 2025. Passengers who agreed to participate were able to rate their satisfaction with various aspects of their sailing experience, provide feedback on their perception of BC Ferries as a company, as well as make suggestions for possible improvements. To ensure that the research was as representative of passengers as possible, three surveying modes were used.

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

POSTCARDS Surveyors provided postcards (Appendix E) to passengers who did not wish to engage long enough to complete the 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 2025. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 27% more surveys were completed this year than in June 2024.

Table 1: Survey completions overall and by route (June 2025 – Wave 1)

	June 2024	June 2025	Change (2024-25)
Major Routes (1, 2, 3, 30)	5,768	8,631	+2,863 (+50%)
Route 1	1,832	2,977	+1,145 (+63%)
Route 2	1,640	2,374	+734 (+45%)
Route 3	1,173	1,818	+645 (+55%)
Route 30	1,123	1,462	+339 (+30%)
Minor Routes (4, 5/9, 19)	2,628	2,000	-628 (-24%)
Route 4	548	587	+39 (+7%)
Routes 5/9	1,220	881	-339 (-28%)
Route 19	860	532	-328 (-38%)
Total	8,396	10,631	+2,235 (+27%)

Source: June 2025 CST Survey (R.A. Malatest & Associates).

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

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

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	June 2021	June 2022	June 2023	June 2024	June 2025	Change (2024-25)
Major Routes (1, 2, 3, 30)	4.11	4.07	4.11	4.13	4.16	+0.03
Route 1	4.22	4.15	4.19	4.30	4.26	-0.04 ▼
Route 2	4.15	4.04	4.15	4.03	4.03	0.00
Route 3	3.74	3.86	3.80	3.74	4.05	+0.31 ▲
Route 30	4.23	4.14	4.12	4.20	4.18	-0.02
Minor Routes (4, 5/9, 19)	4.02	4.03	4.06	4.12	4.15	+0.03
Route 4	4.16	4.10	4.09	4.19	4.18	-0.01
Routes 5/9	4.04	3.97	4.07	4.11	4.14	+0.03
Route 19	3.81	4.32	4.00	4.09	4.13	+0.04
Total	4.10	4.07	4.10	4.13	4.16	+0.03

Source: June 2025 CST Survey (R.A. Malatest & Associates).

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

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

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2024.

Note: Weighted averages reported.

Overall customer satisfaction experienced an increase compared to last year's score (a change of +0.03 points). Analysis by route shows that passengers on Route 1 are the most satisfied with their overall experience (4.26) while passengers travelling on Route 2 are the least satisfied (4.03). Route 3 showed the most marked increase in overall customer satisfaction score since last year (+0.31), while route 1 showed the most marked drop (-0.04) in overall satisfaction compared to last year.

86% of passengers stated that they were satisfied with their overall experience.

Terminal Services Customer Satisfaction

TERMINAL SERVICES

The customer satisfaction score for overall experience at the terminal before boarding increased over the previous year's score (+0.06).

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

	June 2021	June 2022	June 2023	June 2024	June 2025	Change (2024-25)
BC Ferries Total	4.09	4.05	4.10	4.08	4.14	+0.06
Tsawwassen	4.23	4.12	4.15	4.17	4.23	+0.06
Swartz Bay	4.21	4.06	4.16	4.22	4.20	-0.02
Horseshoe Bay	3.85	3.95	3.98	3.83	4.02	+0.19
Departure Bay	4.17	4.04	4.18	4.05	4.08	+0.03
Langdale	3.89	3.84	3.79	3.74	4.01	+0.27 ▲
Duke Point	4.16	4.24	4.17	4.21	4.12	-0.09 ▼
Fulford Harbour	3.93	4.08	4.08	4.04	4.10	+0.06
Nanaimo Harbour	3.87	3.93	4.02	4.01	4.10	+0.09
Gabriola	3.77	4.03	3.89	3.94	4.01	+0.07

Source: June 2025 CST Survey (R.A. Malatest & Associates).

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

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2024.

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 Langdale and Gabriola were the least satisfied (4.01 for both). Langdale terminal passengers showed the greatest increase in terminal satisfaction scores compared to last year (+0.27) while Duke Point showed the largest decrease in average score since last year (-0.09).

Overall, 85% of passengers stated that they were satisfied with their terminal experience.

Compared to June 2024 levels, most of the terminal services experienced an increase in passenger satisfaction. “Wait time at terminal” and “Efficiency of the check-in process” showed the largest increase in score (+0.06) from the previous year. On the other hand, “Parking options at the terminal” showed the largest decrease from the previous year (-0.13). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	June 2024	June 2025	Change (2024-25)
Wait time at terminal	3.88	3.94	+0.06 ▲
Efficiency of the check-in process	4.34	4.40	+0.06 ▲
Electronic boarding pass	4.43	4.44	+0.01
Clarity of staff directions	4.39	4.41	+0.02
Staff customer service	4.38	4.41	+0.03
Announcements when you needed to be informed	4.07	4.11	+0.04
Usefulness of digital information screens at the terminal	3.97	3.98	+0.01
Quality and variety of food/beverages/merchandise offered at the terminal	3.69	3.66	-0.03
Washrooms at the terminal	4.01	3.98	-0.03
Procedure for loading	4.17	4.20	+0.03
Parking options at the terminal	3.75	3.62	-0.13 ▼
Ease of using passenger pickup/drop-off area	4.22	4.15	-0.07
Self-serve kiosk (ticket purchase)	4.41	4.36	-0.05
Pre-boarding passenger lounge at terminal	3.81	3.79	-0.02

Source: June 2025 CST Survey (R.A. Malatest & Associates).

Note: Arrows indicate the largest positive change in satisfaction scores since 2024.

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has increased compared to last year (+0.02). The increase is apparent in all the routes except Route 1, Route 4 and Route 30.

Table 5. Overall Satisfaction with Onboard Services

	June 2021	June 2022	June 2023	June 2024	June 2025	Change (2024-25)
Major Routes (1, 2, 3, 30)	4.22	4.22	4.22	4.21	4.23	+0.02
Route 1	4.28	4.27	4.28	4.31	4.28	-0.03
Route 2	4.25	4.16	4.23	4.13	4.15	+0.02
Route 3	4.01	4.11	4.05	4.02	4.19	+0.17 ▲
Route 30	4.30	4.28	4.23	4.26	4.25	-0.01
Minor Routes (4, 5/9, 19)	4.17	4.20	4.23	4.26	4.28	+0.02
Route 4	4.24	4.23	4.24	4.26	4.20	-0.06 ▼
Routes 5/9	4.17	4.16	4.24	4.26	4.29	+0.03
Route 19	4.12	4.42	4.20	4.24	4.29	+0.05
Total	4.21	4.22	4.22	4.22	4.24	+0.02

Source: June 2025 CST Survey (R.A. Malatest & Associates).

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

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

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2024.

Note: Weighted averages (passenger count) reported.

Analysis by route shows that passengers on Route 5/9 and Route 19 are the most satisfied with their onboard services experience (4.29 for both routes) while passengers travelling on Route 2 are the least satisfied (4.15). Route 4 showed the most marked reduction in score (-0.06), while Route 3 experienced the largest increase in score (+0.17) year over year.

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

Table 7 shows that for most of the onboard services (10/17), passengers are less satisfied this year compared to last. The service area that experienced the largest increase was the “Play area for children” (+0.13) while “Paid lounges onboard” noticed the largest decrease in satisfaction score (-0.21). 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 2024	June 2025	Change (2024-25)
Quality and variety of food/beverages offered	3.73	3.74	+0.01
Value for money (food services)	3.31	3.25	-0.06
Staff customer service (food services)	4.28	4.27	-0.01
Passages Retail Store	4.06	4.02	-0.04
Washrooms	4.03	4.01	-0.02
Play area for children	3.42	3.55	+0.13 ▲
Pet area	3.25	3.34	+0.09
Outside decks	4.30	4.28	-0.02
Lounge seating	4.20	4.16	-0.04
Paid lounges onboard*	3.91	3.70	-0.21 ▼
Usefulness of digital information screens onboard	3.84	3.85	+0.01
Ease of access, overall	4.19	4.20	+0.01
Ease of finding facilities/services	4.20	4.19	-0.01
Announcements when you need to be informed	4.11	4.12	+0.01
Atmosphere on the ferry overall	4.23	4.21	-0.02
Procedures for unloading	4.21	4.22	+0.01
Professionalism of onboard staff	4.42	4.41	-0.01

Source: June 2025 CST Survey (R.A. Malatest & Associates).

Note: Arrow(s) indicate the largest positive change in satisfaction scores since 2024.

Note: Weighted averages reported.

* in 2024, the question was only asking about SeaWest lounge services. In 2025 BC Ferries opened a second paid lounge (Seascapes Lounge) and the 2025 score is for both SeaWest and Seascapes lounges. As such the drop in the score may not necessarily indicate a drop in SeaWest lounge score between 2024 and 2025.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” have increased slightly compared to the previous year (up +0.05 from last year). The increase can be seen across all routes except Route 1.

Table 7. Value for Money of Fares

	June 2021	June 2022	June 2023	June 2024	June 2025	Change (2024-25)
Major Routes (1, 2, 3, 30)	3.48	3.45	3.48	3.51	3.56	+0.05
Route 1	3.48	3.46	3.53	3.61	3.57	-0.04 ▼
Route 2	3.48	3.34	3.48	3.46	3.53	+0.07
Route 3	3.44	3.47	3.40	3.34	3.52	+0.18 ▲
Route 30	3.55	3.59	3.45	3.48	3.61	+0.13
Minor Routes (4, 5/9, 19)	3.73	3.71	3.69	3.70	3.74	+0.04
Route 4	3.68	3.70	3.72	3.62	3.71	+0.09
Routes 5/9	3.73	3.71	3.74	3.76	3.78	+0.02
Route 19	3.77	3.73	3.50	3.57	3.64	+0.07
Total	3.52	3.49	3.51	3.54	3.59	+0.05

Source: June 2025 CST Survey (R.A. Malatest & Associates).

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

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

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2024.

Note: Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with value for money of fares (3.78) while passengers travelling on Route 3 are the least satisfied (3.52). The only route experiencing a negative YOY change is route 1 (-0.04), while the largest positive change was experienced by Route 3 (+0.18).

Overall, 61% 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	2025	4.16	4.26	4.03	4.05	4.18	4.18	4.14	4.13
	2024	4.13	4.3	4.03	3.74	4.20	4.19	4.11	4.09
	2023	4.10	4.19	4.15	3.8	4.12	4.09	4.07	4.0
	2022	4.07	4.15	4.04	3.86	4.14	4.10	3.97	4.32
	2021	4.10	4.22	4.15	3.74	4.23	4.16	4.04	3.81
<i>Change (2024-25 Comparison)</i>		<i>0.03</i>	<i>-0.04</i>	<i>0.00</i>	<i>0.31</i>	<i>-0.02</i>	<i>-0.01</i>	<i>0.03</i>	<i>0.04</i>
Terminal Overall	2025	4.14	4.24	4.04	4.03	4.18	4.09	4.13	4.06
	2024	4.08	4.22	3.98	3.72	4.18	4.09	4.08	3.98
	2023	4.10	4.18	4.14	3.84	4.13	4.06	4.12	3.96
	2022	4.05	4.08	4.03	3.85	4.23	4.13	4.01	3.97
	2021	4.09	4.26	4.09	3.74	4.22	4.03	4.03	3.82
<i>Change (2024-25 Comparison)</i>		<i>0.06</i>	<i>0.02</i>	<i>0.06</i>	<i>0.31</i>	<i>0.00</i>	<i>0.00</i>	<i>0.05</i>	<i>0.08</i>
Onboard Overall	2025	4.24	4.28	4.15	4.19	4.25	4.20	4.29	4.29
	2024	4.22	4.31	4.13	4.02	4.26	4.26	4.26	4.24
	2023	4.22	4.28	4.23	4.05	4.23	4.24	4.24	4.20
	2022	4.22	4.27	4.16	4.11	4.28	4.23	4.16	4.42
	2021	4.21	4.28	4.25	4.01	4.30	4.24	4.17	4.12
<i>Change (2024-25 Comparison)</i>		<i>0.02</i>	<i>-0.03</i>	<i>0.02</i>	<i>0.17</i>	<i>-0.01</i>	<i>-0.06</i>	<i>0.03</i>	<i>0.05</i>
Value for money of fares	2025	3.59	3.57	3.53	3.52	3.61	3.71	3.78	3.64
	2024	3.54	3.61	3.46	3.34	3.48	3.62	3.76	3.57
	2023	3.51	3.53	3.48	3.40	3.45	3.72	3.74	3.50
	2022	3.49	3.46	3.34	3.47	3.59	3.70	3.71	3.73
	2021	3.52	3.48	3.48	3.44	3.55	3.68	3.73	3.77
<i>Change (2024-25 Comparison)</i>		<i>0.05</i>	<i>-0.04</i>	<i>0.07</i>	<i>0.18</i>	<i>0.13</i>	<i>0.09</i>	<i>0.02</i>	<i>0.07</i>

Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.

			Route						
	Wave 1	Total	1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2025	4.16	4.24	4.17	3.97	4.22	3.89	4.05	3.95
	2024	4.12	4.24	4.14	3.85	4.23	3.97	3.97	3.84
	2023	4.05	4.16	4.13	3.82	4.10	3.86	3.85	3.69
	2022	4.00	4.09	4.11	3.77	4.14	3.78	3.61	3.89
	2021	3.92	4.05	4.00	3.61	4.10	3.75	3.63	3.91
<i>Change (2024-25 Comparison)</i>		<i>0.04</i>	<i>0.00</i>	<i>0.03</i>	<i>0.12</i>	<i>-0.01</i>	<i>-0.08</i>	<i>0.08</i>	<i>0.11</i>
Usefulness of BC Ferries Mobile App (New question added 2023)	2025	3.96	4.03	3.98	3.76	3.99	3.75	4.00	3.76
	2024	3.89	3.93	3.95	3.72	4.05	3.70	3.82	3.56
	2023	3.79	3.91	3.87	3.59	3.94	3.59	3.55	3.37
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>Change (2024-25 Comparison)</i>		<i>0.07</i>	<i>0.10</i>	<i>0.03</i>	<i>0.04</i>	<i>-0.06</i>	<i>0.05</i>	<i>0.18</i>	<i>0.20</i>
Ease of making a reservation (2019-2022 question wording: Ease of using online reservations)	2025	4.20	4.27	4.20	3.86	4.25	-	4.17	-
	2024	4.14	4.28	4.14	3.62	4.32	-	4.03	-
	2023	4.07	4.19	4.14	3.6	4.12	-	4.02	-
	2022	4.04	4.11	4.10	3.67	4.25	-	3.81	-
	2021	3.95	4.06	4.00	3.58	4.13	-	3.85	-
<i>Change (2024-25 Comparison)</i>		<i>0.06</i>	<i>-0.01</i>	<i>0.06</i>	<i>0.24</i>	<i>-0.07</i>	<i>-</i>	<i>0.14</i>	<i>-</i>
BC Ferries phone service	2025	3.74	3.86	3.67	3.33	3.83	3.43	3.92	3.42
	2024	3.72	3.90	3.70	3.36	3.70	3.45	3.83	3.12
	2023	3.60	3.72	3.79	3.17	3.70	3.38	3.58	3.10
	2022	3.35	3.36	3.21	3.09	3.82	3.54	3.41	3.03
	2021	3.64	3.76	3.69	3.24	3.49	3.41	3.89	3.67
<i>Change (2024-25 Comparison)</i>		<i>0.02</i>	<i>-0.04</i>	<i>-0.03</i>	<i>-0.03</i>	<i>0.13</i>	<i>-0.02</i>	<i>0.09</i>	<i>0.30</i>
Ease of using/understanding sailing schedules	2025	4.29	4.38	4.31	4.12	4.36	4.02	4.06	4.08
	2024	4.25	4.37	4.26	4.02	4.39	4.12	3.92	4.13
	2023	4.20	4.31	4.29	4.01	4.27	4.06	3.85	4.05
	2022	4.14	4.23	4.27	4.01	4.28	4.06	3.59	4.17
	2021	4.16	4.32	4.23	3.94	4.37	3.99	3.70	4.03
<i>Change (2024-25 Comparison)</i>		<i>0.04</i>	<i>0.01</i>	<i>0.05</i>	<i>0.10</i>	<i>-0.03</i>	<i>-0.10</i>	<i>0.14</i>	<i>-0.05</i>
Effective communication of service updates and current conditions (2019-2022 question wording: Effective communication of service updates)	2025	4.00	4.17	3.92	3.76	4.10	3.78	3.80	3.75
	2024	3.92	4.07	3.85	3.52	4.16	3.77	3.74	3.55
	2023	3.88	4.04	3.99	3.54	3.98	3.70	3.62	3.20
	2022	3.86	3.94	3.92	3.63	4.04	3.70	3.6	3.75
	2021	3.94	4.14	3.94	3.52	4.18	3.92	3.81	3.79
<i>Change (2024-25 Comparison)</i>		<i>0.08</i>	<i>0.10</i>	<i>0.07</i>	<i>0.24</i>	<i>-0.06</i>	<i>0.01</i>	<i>0.06</i>	<i>0.20</i>

Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.

			Route						
	Wave 1	Total	1	2	3	30	4	5/9	19
At the Terminal									
	2025	3.94	4.12	3.81	3.71	3.98	3.78	3.82	3.66
Wait time at the terminal	2024	3.88	4.14	3.64	3.28	4.00	3.86	3.75	3.66
	2023	3.83	3.95	3.95	3.44	3.80	3.80	3.76	3.73
	2022	3.81	3.87	3.82	3.49	4.03	3.76	3.69	4.05
	2021	3.85	4.06	3.92	3.39	4.01	3.87	3.73	3.32
<i>Change (2024-25 Comparison)</i>		<i>0.06</i>	<i>-0.02</i>	<i>0.17</i>	<i>0.43</i>	<i>-0.02</i>	<i>-0.08</i>	<i>0.07</i>	<i>0.00</i>
Ticket Purchase									
	2025	4.40	4.44	4.36	4.24	4.43	4.42	4.44	4.29
Efficiency of the check-in process	2024	4.34	4.43	4.26	4.04	4.42	4.36	4.44	4.27
	2023	4.33	4.38	4.38	4.12	4.30	4.35	4.33	4.27
	2022	4.32	4.35	4.33	4.11	4.39	4.45	4.37	4.33
	2021	4.32	4.46	4.30	4.06	4.40	4.27	4.35	4.08
<i>Change (2024-25 Comparison)</i>		<i>0.06</i>	<i>0.01</i>	<i>0.10</i>	<i>0.20</i>	<i>0.01</i>	<i>0.06</i>	<i>0.00</i>	<i>0.02</i>
	2025	4.44	4.45	4.47	4.30	4.47	-	4.49	-
Electronic boarding pass (New question added 2023)	2024	4.43	4.50	4.31	4.11	4.54	-	4.43	-
	2023	4.30	4.39	4.29	4.10	4.25	-	4.24	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>Change (2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.05</i>	<i>0.16</i>	<i>0.19</i>	<i>-0.07</i>	<i>-</i>	<i>0.06</i>	<i>-</i>
	2025	4.41	4.47	4.36	4.29	4.47	4.32	4.38	4.40
Clarity of staff directions	2024	4.39	4.48	4.32	4.15	4.45	4.39	4.39	4.33
	2023	4.36	4.39	4.39	4.22	4.36	4.36	4.36	4.34
	2022	4.36	4.38	4.36	4.18	4.43	4.53	4.38	4.35
	2021	4.33	4.43	4.34	4.12	4.40	4.28	4.32	4.20
<i>Change (2024-25 Comparison)</i>		<i>0.02</i>	<i>-0.01</i>	<i>0.04</i>	<i>0.14</i>	<i>0.02</i>	<i>-0.07</i>	<i>-0.01</i>	<i>0.07</i>
	2025	4.41	4.43	4.36	4.33	4.44	4.38	4.45	4.39
Staff customer service	2024	4.38	4.43	4.35	4.18	4.42	4.37	4.43	4.39
	2023	4.40	4.43	4.43	4.22	4.40	4.36	4.46	4.39
	2022	4.39	4.40	4.40	4.23	4.46	4.60	4.45	4.40
	2021	4.38	4.46	4.38	4.22	4.47	4.27	4.39	4.25
<i>Change (2024-25 Comparison)</i>		<i>0.03</i>	<i>0.00</i>	<i>0.01</i>	<i>0.15</i>	<i>0.02</i>	<i>0.01</i>	<i>0.02</i>	<i>0.00</i>

Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.

		Route							
	Wave 1	Total	1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	2025	4.11	4.19	4.02	3.99	4.15	4.08	4.07	4.03
	2024	4.07	4.17	4.04	3.76	4.23	4.12	3.99	3.86
	2023	4.04	4.06	4.13	3.86	4.08	4.06	4.01	3.73
	2022	4.01	4.05	4.03	3.91	4.09	4.13	3.86	3.82
	2021	3.97	4.06	3.99	3.73	4.07	4.01	3.93	3.85
<i>Change (2024-25 Comparison)</i>		<i>0.04</i>	<i>0.02</i>	<i>-0.02</i>	<i>0.23</i>	<i>-0.08</i>	<i>-0.04</i>	<i>0.08</i>	<i>0.17</i>
Usefulness of digital information screens at the terminal	2025	3.98	4.07	3.89	3.78	4.04	3.99	3.88	-
	2024	3.97	4.14	3.92	3.55	4.10	3.95	3.80	-
	2023	3.95	4.02	4.06	3.65	3.95	3.98	3.83	-
	2022	3.88	3.92	3.87	3.70	4.00	3.95	3.74	-
	2021	3.90	3.98	3.96	3.55	4.00	3.85	3.84	-
<i>Change (2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.07</i>	<i>-0.03</i>	<i>0.23</i>	<i>-0.06</i>	<i>0.04</i>	<i>0.08</i>	<i>-</i>
Quality and variety of food/beverages/merchandise offered at the terminal	2025	3.66	3.64	3.66	-	3.89	3.17	3.50	-
	2024	3.69	3.72	3.66	-	3.81	3.22	3.48	-
	2023	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>Change (2024-25 Comparison)</i>		<i>-0.03</i>	<i>-0.08</i>	<i>0.00</i>	<i>-</i>	<i>0.08</i>	<i>-0.05</i>	<i>0.02</i>	<i>-</i>
Washrooms	2025	3.98	3.96	3.90	3.82	4.09	4.02	4.19	4.04
	2024	4.01	4.05	3.90	3.80	4.11	4.01	4.19	4.02
	2023	3.91	3.96	3.83	3.68	4.01	3.87	4.10	3.91
	2022	3.97	4.00	3.87	3.79	4.10	3.99	4.08	4.10
	2021	4.07	4.15	4.06	3.84	4.22	4.00	4.10	3.85
<i>Change (2024-25 Comparison)</i>		<i>-0.03</i>	<i>-0.09</i>	<i>0.00</i>	<i>0.02</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.00</i>	<i>0.02</i>
Procedure for loading	2025	4.20	4.27	4.09	4.07	4.24	4.23	4.17	4.21
	2024	4.17	4.29	4.04	3.88	4.29	4.22	4.08	4.12
	2023	4.14	4.21	4.19	3.93	4.12	4.23	4.10	4.16
	2022	4.18	4.24	4.15	3.98	4.29	4.25	4.09	4.12
	2021	4.17	4.28	4.21	3.89	4.31	4.23	4.05	3.96
<i>Change (2024-25 Comparison)</i>		<i>0.03</i>	<i>-0.02</i>	<i>0.05</i>	<i>0.19</i>	<i>-0.05</i>	<i>0.01</i>	<i>0.09</i>	<i>0.09</i>

Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.

			Route						
	Wave 1	Total	1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal	2025	3.62	3.75	3.70	3.26	3.57	3.08	3.91	2.77
	2024	3.75	3.80	3.81	3.61	3.87	3.6	4.03	2.48
	2023	3.76	3.96	3.74	3.5	3.77	3.73	3.86	2.47
	2022	3.73	4.01	3.36	3.62	4.04	3.35	3.90	2.36
	2021	3.79	4.13	3.95	3.63	3.80	3.10	3.47	3.08
<i>Change (2024-25 Comparison)</i>		<i>-0.13</i>	<i>-0.05</i>	<i>-0.11</i>	<i>-0.35</i>	<i>-0.30</i>	<i>-0.52</i>	<i>-0.12</i>	<i>0.29</i>
Ease of using passenger drop-off / pick-up area	2025	4.15	4.19	4.22	4.06	4.19	3.92	4.15	3.47
	2024	4.22	4.29	4.26	4.04	4.29	4.21	4.27	3.41
	2023	4.17	4.29	4.13	4.07	4.15	4.10	4.16	3.10
	2022	4.21	4.26	4.17	4.19	4.38	4.04	4.18	3.48
	2021	4.23	4.35	4.41	4.00	4.20	4.13	4.22	3.48
<i>Change (2024-25 Comparison)</i>		<i>-0.07</i>	<i>-0.10</i>	<i>-0.04</i>	<i>0.02</i>	<i>-0.10</i>	<i>-0.29</i>	<i>-0.12</i>	<i>0.06</i>
Self-serve kiosk (ticket purchase) (New question added 2023)	2025	4.36	4.41	4.39	4.09	4.20	4.29	4.31	-
	2024	4.41	4.43	4.40	4.21	4.38	4.56	4.30	-
	2023	4.35	4.46	4.26	4.15	4.28	4.16	4.08	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>Change (2024-25 Comparison)</i>		<i>-0.05</i>	<i>-0.02</i>	<i>-0.01</i>	<i>-0.12</i>	<i>-0.18</i>	<i>-0.27</i>	<i>0.01</i>	<i>-</i>
Pre-boarding passenger lounge at terminal	2025	3.79	3.74	3.87	3.75	3.81	3.98	3.88	3.59
	2024	3.81	3.80	3.96	3.70	3.75	4.02	3.79	3.61
	2023	3.83	3.84	3.89	3.77	3.82	3.94	3.80	3.45
	2022	3.80	3.69	3.93	3.79	4.07	4.15	3.82	3.5
	2021	3.86	3.97	4.03	3.64	3.77	4.21	3.49	3.79
<i>Change (2024-25 Comparison)</i>		<i>-0.02</i>	<i>-0.06</i>	<i>-0.09</i>	<i>0.05</i>	<i>0.06</i>	<i>-0.04</i>	<i>0.09</i>	<i>-0.02</i>

Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.

			Route						
	Wave 1	Total	1	2	3	30	4	5/9	19
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2025	3.74	3.72	3.73	3.70	3.85	-	3.69	-
	2024	3.73	3.77	3.69	3.67	3.83	-	3.63	-
	2023	3.70	3.66	3.76	3.67	3.83	-	3.62	-
	2022	3.68	3.67	3.67	3.72	3.89	-	3.38	-
	2021	3.67	3.62	3.70	3.73	3.85	-	3.42	-
<i>Change (2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.05</i>	<i>0.04</i>	<i>0.03</i>	<i>0.02</i>	-	<i>0.06</i>	-
Value for money	2025	3.25	3.26	3.22	3.13	3.27	-	3.38	-
	2024	3.31	3.40	3.17	3.17	3.26	-	3.38	-
	2023	3.25	3.27	3.25	3.09	3.27	-	3.30	-
	2022	3.28	3.29	3.21	3.21	3.40	-	3.32	-
	2021	3.31	3.27	3.31	3.26	3.40	-	3.38	-
<i>Change (2024-25 Comparison)</i>		<i>-0.06</i>	<i>-0.14</i>	<i>0.05</i>	<i>-0.04</i>	<i>0.01</i>	-	<i>0.00</i>	-
Staff customer service	2025	4.27	4.28	4.23	4.23	4.30	-	4.35	-
	2024	4.28	4.32	4.24	4.15	4.31	-	4.34	-
	2023	4.27	4.30	4.28	4.15	4.25	-	4.32	-
	2022	4.24	4.23	4.28	4.21	4.29	-	4.20	-
	2021	4.25	4.32	4.24	4.16	4.23	-	4.21	-
<i>Change (2024-25 Comparison)</i>		<i>-0.01</i>	<i>-0.04</i>	<i>-0.01</i>	<i>0.08</i>	<i>-0.01</i>	-	<i>0.01</i>	-
Onboard Facilities/Services									
Passages Retail Store	2025	4.02	4.03	3.99	4.06	4.06	-	3.93	-
	2024	4.06	4.09	3.98	4.04	4.14	-	3.99	-
	2023	4.04	4.10	4.04	3.94	4.04	-	3.91	-
	2022	4.03	4.02	4.04	4.08	4.11	-	3.87	-
	2021	4.04	4.06	4.05	4.02	4.12	-	3.86	-
<i>Change (2024-25 Comparison)</i>		<i>-0.04</i>	<i>-0.06</i>	<i>0.01</i>	<i>0.02</i>	<i>-0.08</i>	-	<i>-0.06</i>	-
Washrooms	2025	4.01	4.00	3.89	3.94	4.10	3.95	4.29	4.04
	2024	4.03	4.06	3.89	3.91	4.12	3.97	4.28	3.96
	2023	3.97	4.02	3.83	3.88	4.00	4.00	4.19	3.92
	2022	4.03	4.05	3.90	4.01	4.10	3.96	4.13	4.18
	2021	4.15	4.18	4.13	4.05	4.23	3.90	4.29	3.73
<i>Change (2024-25 Comparison)</i>		<i>-0.02</i>	<i>-0.06</i>	<i>0.00</i>	<i>0.03</i>	<i>-0.02</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.08</i>
Play area for children (Service closed in 2021 due to COVID-19 pandemic)	2025	3.55	3.67	3.36	3.33	3.61	-	3.56	-
	2024	3.42	3.54	3.32	3.28	3.38	-	3.32	-
	2023	3.66	3.84	3.51	3.48	3.58	-	3.41	-
	2022	3.46	3.54	3.33	3.47	3.59	-	3.29	-
	2021	-	-	-	-	-	-	-	-
<i>Change (2024-25 Comparison)</i>		<i>0.13</i>	<i>0.13</i>	<i>0.04</i>	<i>0.05</i>	<i>0.23</i>	-	<i>0.24</i>	-

Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.

			Route						
	Wave 1	Total	1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Pet area	2025	3.34	3.43	3.21	3.28	3.33	-	3.27	-
	2024	3.25	3.18	3.37	3.55	3.04	-	2.95	-
	2023	3.24	3.29	3.35	3.34	3.08	-	2.88	-
	2022	3.07	2.98	2.92	3.28	3.36	-	2.97	-
	2021	3.20	3.15	3.18	3.47	3.33	-	2.83	-
<i>Change (2024-25 Comparison)</i>		<i>0.09</i>	<i>0.25</i>	<i>-0.16</i>	<i>-0.27</i>	<i>0.29</i>	<i>-</i>	<i>0.32</i>	<i>-</i>
Outside decks	2025	4.28	4.30	4.22	4.23	4.26	4.18	4.38	4.38
	2024	4.30	4.38	4.20	4.18	4.31	4.19	4.32	4.34
	2023	4.24	4.29	4.18	4.16	4.22	4.20	4.27	4.29
	2022	4.22	4.26	4.18	4.15	4.20	4.28	4.18	4.47
	2021	4.23	4.31	4.19	4.09	4.30	4.13	4.33	3.86
<i>Change (2024-25 Comparison)</i>		<i>-0.02</i>	<i>-0.08</i>	<i>0.02</i>	<i>0.05</i>	<i>-0.05</i>	<i>-0.01</i>	<i>0.06</i>	<i>0.04</i>
Lounge Seating	2025	4.16	4.17	4.08	4.20	4.14	-	4.25	-
	2024	4.2	4.26	4.08	4.16	4.20	-	4.23	-
	2023	4.15	4.17	4.11	4.15	4.14	-	4.20	-
	2022	4.17	4.18	4.10	4.21	4.22	-	4.17	-
	2021	4.16	4.20	4.10	4.17	4.14	-	4.2	-
<i>Change (2024-25 Comparison)</i>		<i>-0.04</i>	<i>-0.09</i>	<i>0.00</i>	<i>0.04</i>	<i>-0.06</i>	<i>-</i>	<i>0.02</i>	<i>-</i>
Paid lounges onboard Service closed in 2021 and 2022, due to the COVID-19 pandemic. Reopened on Route 1 in 2023. A new paid lounge opened on Route 1 in 2025. (Question label prior to 2025: SeaWest Lounge)	2025	3.70	3.70	-	-	-	-	-	-
	2024	3.91	3.91	-	-	-	-	-	-
	2023	3.93	3.93	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>Change (2024-25 Comparison)</i>		<i>-0.21</i>	<i>-0.21</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Usefulness of digital information screens onboard (New question added 2023)	2025	3.85	3.92	3.77	3.72	3.90	-	3.84	3.61
	2024	3.84	3.96	3.77	3.65	3.89	-	3.74	3.66
	2023	3.82	3.90	3.86	3.57	3.87	-	3.67	3.61
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
<i>Change (2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.04</i>	<i>0.00</i>	<i>0.07</i>	<i>0.01</i>	<i>-</i>	<i>0.10</i>	<i>-0.05</i>

Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.

			Route						
	Wave 1	Total	1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Ease of access, overall <i>(all passengers)</i>	2025	4.20	4.25	4.15	4.12	4.19	4.12	4.20	4.19
	2024	4.19	4.28	4.12	4.03	4.24	4.15	4.18	4.12
	2023	4.19	4.26	4.19	3.99	4.16	4.19	4.17	4.21
	2022	4.22	4.29	4.21	4.11	4.23	4.24	4.12	4.33
	2021	4.22	4.31	4.19	4.12	4.24	4.20	4.17	4.07
<i>(2020-21 Comparison)</i>		<i>0.01</i>	<i>-0.03</i>	<i>0.03</i>	<i>0.09</i>	<i>-0.05</i>	<i>-0.03</i>	<i>0.02</i>	<i>0.07</i>
Ease of access, overall <i>(for people with accessibility requirements)</i>	2025	3.99	4.06	3.95	3.93	3.98	3.90	3.85	4.04
	2024	3.92	3.96	3.80	3.70	4.04	3.97	4.08	3.83
	2023	3.94	4.03	4.09	3.53	4.12	3.94	3.75	3.69
	2022	3.95	3.99	4.10	3.93	4.16	3.66	3.34	4.24
	2021	3.99	3.95	4.04	4.07	4.17	3.72	3.73	3.54
<i>Change (2024-25 Comparison)</i>		<i>0.07</i>	<i>0.10</i>	<i>0.15</i>	<i>0.23</i>	<i>-0.06</i>	<i>-0.07</i>	<i>-0.23</i>	<i>0.21</i>
Ease of finding facilities / services	2025	4.19	4.21	4.16	4.12	4.21	4.13	4.31	4.19
	2024	4.20	4.26	4.09	4.07	4.25	4.10	4.22	4.15
	2023	4.18	4.22	4.18	4.04	4.16	4.14	4.20	4.19
	2022	4.19	4.20	4.21	4.12	4.21	4.12	4.19	4.31
	2021	4.19	4.20	4.20	4.17	4.21	4.00	4.18	4.04
<i>Change (2024-25 Comparison)</i>		<i>-0.01</i>	<i>-0.05</i>	<i>0.07</i>	<i>0.05</i>	<i>-0.04</i>	<i>0.03</i>	<i>0.09</i>	<i>0.04</i>
Announcements when you need to be informed	2025	4.12	4.15	4.07	4.03	4.16	4.02	4.17	4.03
	2024	4.11	4.18	4.06	3.91	4.21	4.08	4.06	3.90
	2023	4.03	4.06	4.09	3.87	4.09	4.06	4.02	3.83
	2022	4.08	4.09	4.09	3.99	4.18	4.08	3.97	4.01
	2021	3.99	3.98	4.02	3.86	4.10	4.05	4.01	3.91
<i>Change (2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.03</i>	<i>0.01</i>	<i>0.12</i>	<i>-0.05</i>	<i>-0.06</i>	<i>0.11</i>	<i>0.13</i>
Atmosphere on the ferry overall	2025	4.21	4.22	4.15	4.15	4.26	4.15	4.31	4.29
	2024	4.23	4.28	4.13	4.09	4.27	4.20	4.29	4.22
	2023	4.18	4.21	4.15	4.06	4.18	4.14	4.23	4.23
	2022	4.20	4.21	4.17	4.14	4.25	4.15	4.18	4.43
	2021	4.14	4.21	4.14	4.02	4.19	4.17	4.15	3.84
<i>Change (2024-25 Comparison)</i>		<i>-0.02</i>	<i>-0.06</i>	<i>0.02</i>	<i>0.06</i>	<i>-0.01</i>	<i>-0.05</i>	<i>0.02</i>	<i>0.07</i>

**Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.**

			Route						
	Wave 1	Total	1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Procedures for unloading	2025	4.22	4.26	4.14	4.09	4.26	4.22	4.27	4.27
	2024	4.21	4.30	4.07	4.01	4.27	4.27	4.22	4.18
	2023	4.17	4.23	4.18	3.99	4.17	4.17	4.20	4.16
	2022	4.24	4.31	4.20	4.10	4.28	4.19	4.21	4.33
	2021	4.21	4.3	4.21	4.00	4.30	4.28	4.21	3.97
<i>Change (2024-25 Comparison)</i>		<i>0.01</i>	<i>-0.04</i>	<i>0.07</i>	<i>0.08</i>	<i>-0.01</i>	<i>-0.05</i>	<i>0.05</i>	<i>0.09</i>
Professionalism of onboard staff	2025	4.41	4.43	4.36	4.35	4.43	4.39	4.46	4.48
	2024	4.42	4.48	4.35	4.30	4.44	4.41	4.48	4.42
	2023	4.38	4.42	4.38	4.28	4.36	4.34	4.42	4.41
	2022	4.38	4.40	4.41	4.28	4.37	4.39	4.38	4.46
	2021	4.37	4.43	4.39	4.24	4.39	4.40	4.38	4.19
<i>Change (2024-25 Comparison)</i>		<i>-0.01</i>	<i>-0.05</i>	<i>0.01</i>	<i>0.05</i>	<i>-0.01</i>	<i>-0.02</i>	<i>-0.02</i>	<i>0.06</i>
Experience with the sailing schedule									
Earliest ferry early enough	2025	3.99	4.03	3.95	3.95	4.04	4.05	3.89	4.00
	2024	3.96	4.01	3.93	3.89	4.01	4.03	3.85	3.97
	2023	3.92	3.92	3.95	3.89	3.95	4.00	3.87	3.90
	2022	3.92	3.89	3.96	3.88	3.97	4.06	3.87	4.02
	2021	3.89	3.87	3.93	3.85	4.00	4.02	3.75	3.95
<i>Change (2024-25 Comparison)</i>		<i>0.03</i>	<i>0.02</i>	<i>0.02</i>	<i>0.06</i>	<i>0.03</i>	<i>0.02</i>	<i>0.04</i>	<i>0.03</i>
Latest ferry late enough	2025	3.83	3.85	3.84	3.82	3.92	3.54	3.71	3.84
	2024	3.77	3.82	3.70	3.73	3.91	3.52	3.64	3.71
	2023	3.74	3.75	3.78	3.77	3.82	3.52	3.61	3.61
	2022	3.75	3.76	3.71	3.78	3.89	3.55	3.64	3.78
	2021	3.77	3.76	3.90	3.62	3.88	3.60	3.63	3.81
<i>Change (2024-25 Comparison)</i>		<i>0.06</i>	<i>0.03</i>	<i>0.14</i>	<i>0.09</i>	<i>0.01</i>	<i>0.02</i>	<i>0.07</i>	<i>0.13</i>
Ferry sailing frequent enough	2025	3.66	3.97	3.50	3.17	3.68	3.50	3.22	3.63
	2024	3.61	3.98	3.40	2.81	3.72	3.53	3.14	3.55
	2023	3.51	3.84	3.50	2.81	3.55	3.47	3.15	3.59
	2022	3.52	3.82	3.43	2.93	3.67	3.49	3.13	3.92
	2021	3.48	3.71	3.62	2.85	3.77	3.60	3.10	3.24
<i>Change (2024-25 Comparison)</i>		<i>0.05</i>	<i>-0.01</i>	<i>0.10</i>	<i>0.36</i>	<i>-0.04</i>	<i>-0.03</i>	<i>0.08</i>	<i>0.08</i>
Ability to get onto desired sailing	2025	4.04	4.24	3.90	3.61	4.05	3.99	4.12	3.81
	2024	4.00	4.28	3.90	3.33	4.04	4.03	4.06	3.80
	2023	3.92	4.06	4.00	3.43	3.93	3.96	3.98	3.74
	2022	3.90	3.99	3.89	3.48	4.06	3.88	3.93	4.15
	2021	4.02	4.19	4.07	3.60	4.16	4.07	4.00	3.31
<i>Change (2024-25 Comparison)</i>		<i>0.04</i>	<i>-0.04</i>	<i>0.00</i>	<i>0.28</i>	<i>0.01</i>	<i>-0.04</i>	<i>0.06</i>	<i>0.01</i>

Average Satisfaction Ratings by Route
- WAVE 1 (JUNE) Historical Data – Cont.

			Route						
	Wave 1	Total	1	2	3	30	4	5/9	19
Experience with the sailing schedule – Cont.									
	2025	3.53	3.74	3.35	3.30	4.01	3.33	3.59	3.49
Ability to connect with other sailings (Based on those connecting)	2024	3.42	3.59	3.36	3.02	3.71	3.53	3.53	3.63
	2023	3.52	3.60	3.81	3.18	3.58	3.49	3.61	3.40
	2022	3.35	3.19	3.44	3.33	3.83	3.49	3.24	3.48
	2021	3.28	3.52	3.34	2.80	3.47	3.43	3.57	3.34
Change (2024-25 Comparison)		0.11	0.15	-0.01	0.28	0.30	-0.20	0.06	-0.14

	2025	3.97	4.27	3.80	3.63	3.98	3.94	3.53	3.72
Ferry running on time	2024	3.85	4.28	3.67	2.95	3.90	4.12	3.68	3.62
	2023	3.82	4.05	3.93	3.20	3.82	3.98	3.60	3.57
	2022	3.85	3.98	3.81	3.56	4.02	4.06	3.50	3.95
	2021	3.94	4.37	3.87	3.41	3.96	4.24	3.75	2.95
Change (2024-25 Comparison)		0.12	-0.01	0.13	0.68	0.08	-0.18	-0.15	0.10

Safety

	2025	4.39	4.45	4.33	4.30	4.38	4.39	4.38	4.38
Safety of ferry operations	2024	4.39	4.49	4.30	4.17	4.42	4.42	4.41	4.33
	2023	4.34	4.40	4.34	4.19	4.31	4.37	4.33	4.24
	2022	4.35	4.40	4.33	4.29	4.31	4.38	4.33	4.45
	2021	4.36	4.45	4.37	4.21	4.32	4.46	4.34	4.26
Change (2024-25 Comparison)		0.00	-0.04	0.03	0.13	-0.04	-0.03	-0.03	0.05

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

Average Satisfaction Ratings by Terminal - WAVE 1 (JUNE) Historical Data											
			Terminals								
	Wave 1	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2025	4.16	4.25	4.23	4.05	4.02	4.03	4.16	4.20	4.12	4.15
	2024	4.13	4.26	4.27	3.89	4.06	3.75	4.21	4.12	4.11	4.06
	2023	4.10	4.18	4.16	4.01	4.14	3.71	4.14	3.99	4.03	3.96
	2022	4.07	4.14	4.13	4.01	4.04	3.75	4.12	3.94	4.27	4.39
	2021	4.10	4.22	4.18	3.91	4.19	3.89	4.19	4.04	3.88	3.74
Change (2024-25 Comparison)		0.03	-0.01	-0.04	0.16	-0.04	0.28	-0.05	0.08	0.01	0.09
Terminal Overall	2025	4.14	4.23	4.20	4.02	4.08	4.01	4.12	4.10	4.10	4.01
	2024	4.08	4.17	4.22	3.83	4.05	3.74	4.21	4.04	4.01	3.94
	2023	4.10	4.15	4.16	3.98	4.18	3.79	4.17	4.08	4.02	3.89
	2022	4.05	4.12	4.06	3.95	4.04	3.84	4.24	4.08	3.93	4.03
	2021	4.09	4.23	4.21	3.85	4.17	3.89	4.16	3.93	3.87	3.77
Change (2024-25 Comparison)		0.06	0.06	-0.02	0.19	0.03	0.27	-0.09	0.06	0.09	0.07
Value for money of fares	2025	3.59	3.61	3.60	3.53	3.56	3.44	3.55	3.79	3.65	3.63
	2024	3.54	3.63	3.60	3.40	3.47	3.36	3.45	3.57	3.55	3.58
	2023	3.51	3.54	3.57	3.49	3.44	3.31	3.47	3.65	3.49	3.52
	2022	3.49	3.57	3.47	3.43	3.32	3.41	3.49	3.60	3.72	3.75
	2021	3.52	3.51	3.56	3.44	3.53	3.42	3.57	3.56	3.94	3.61
Change (2024-25 Comparison)		0.05	-0.02	0.00	0.13	0.09	0.08	0.10	0.22	0.10	0.05
At the Terminal											
Wait time at the terminal	2025	3.94	4.08	4.05	3.78	3.86	3.57	3.93	3.81	3.74	3.57
	2024	3.88	4.03	4.16	3.44	3.79	3.23	4.04	3.64	3.69	3.63
	2023	3.83	3.90	3.92	3.71	3.93	3.40	3.80	3.75	3.77	3.69
	2022	3.81	3.91	3.83	3.69	3.84	3.42	4.06	3.59	4.01	4.11
	2021	3.85	4.03	3.96	3.60	4.02	3.52	3.97	3.88	3.40	3.25
Change (2024-25 Comparison)		0.06	0.05	-0.11	0.34	0.07	0.34	-0.11	0.17	0.05	-0.06
Ticket Purchase											
Efficiency of the check in process	2025	4.40	4.45	4.42	4.32	4.39	4.15	4.45	4.39	4.29	4.30
	2024	4.34	4.43	4.43	4.16	4.32	3.98	4.41	4.33	4.27	4.26
	2023	4.33	4.36	4.34	4.25	4.39	4.08	4.36	4.34	4.36	4.16
	2022	4.32	4.37	4.34	4.23	4.35	4.09	4.43	4.37	4.32	4.35
	2021	4.32	4.43	4.44	4.13	4.37	4.16	4.34	4.22	4.09	4.06
Change (2024-25 Comparison)		0.06	0.02	-0.01	0.16	0.07	0.17	0.04	0.06	0.02	0.04
Electronic boarding pass (New question added 2023)	2025	4.44	4.48	4.43	4.42	4.48	4.21	4.44	-	-	-
	2024	4.43	4.49	4.52	4.28	4.33	3.94	4.55	-	-	-
	2023	4.30	4.35	4.37	4.25	4.24	4.07	4.28	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
Change (2024-25 Comparison)		0.01	-0.01	-0.09	0.14	0.15	0.27	-0.11	-	-	-

Average Satisfaction Ratings by Terminal - WAVE 1 (JUNE) Historical Data

			Terminals								
	Wave 1	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Clarity of staff directions	2025	4.41	4.48	4.42	4.34	4.37	4.20	4.48	4.35	4.40	4.43
	2024	4.39	4.45	4.48	4.25	4.34	4.12	4.46	4.42	4.36	4.30
	2023	4.36	4.38	4.37	4.31	4.39	4.20	4.41	4.34	4.43	4.23
	2022	4.36	4.42	4.34	4.30	4.34	4.15	4.47	4.47	4.27	4.48
	2021	4.33	4.44	4.38	4.18	4.40	4.22	4.32	4.26	4.13	4.27
Change (2024-25 Comparison)		0.02	0.03	-0.06	0.09	0.03	0.08	0.02	-0.07	0.04	0.13
Staff customer service	2025	4.41	4.44	4.41	4.35	4.40	4.23	4.45	4.44	4.36	4.43
	2024	4.38	4.41	4.45	4.28	4.36	4.15	4.42	4.39	4.41	4.37
	2023	4.40	4.43	4.40	4.34	4.41	4.20	4.44	4.40	4.50	4.24
	2022	4.39	4.41	4.40	4.37	4.36	4.18	4.54	4.52	4.38	4.44
	2021	4.38	4.48	4.40	4.26	4.42	4.32	4.41	4.24	4.22	4.28
Change (2024-25 Comparison)		0.03	0.03	-0.04	0.07	0.04	0.08	0.03	0.05	-0.05	0.06
Terminal Services											
Announcements when you need to be informed	2025	4.11	4.20	4.14	4.01	4.05	3.90	4.14	4.11	4.03	4.02
	2024	4.07	4.19	4.11	3.89	4.08	3.80	4.24	4.15	3.84	3.88
	2023	4.04	4.12	3.98	3.98	4.17	3.81	4.09	4.16	3.73	3.73
	2022	4.01	4.10	3.96	4.01	4.02	3.85	4.05	4.12	3.77	3.89
	2021	3.97	4.06	4.02	3.79	4.06	3.90	4.02	4.05	3.86	3.85
Change (2024-25 Comparison)		0.04	0.01	0.03	0.12	-0.03	0.10	-0.10	-0.04	0.19	0.14
Usefulness of digital information screens at terminal	2025	3.98	4.08	4.01	3.83	3.93	3.75	3.98	4.03	-	-
	2024	3.97	4.09	4.09	3.77	3.89	3.55	4.10	3.85	-	-
	2023	3.95	4.03	3.98	3.87	4.07	3.55	3.93	4.00	-	-
	2022	3.88	3.98	3.86	3.79	3.91	3.64	3.95	3.91	-	-
	2021	3.90	3.98	3.94	3.75	4.01	3.62	3.90	4.00	-	-
Change (2024-25 Comparison)		0.01	-0.01	-0.08	0.06	0.04	0.20	-0.12	0.18	-	-
Quality and variety of food/beverages/merchandise offered at the terminal	2025	3.66	3.71	3.57	-	3.66	-	-	-	-	-
	2024	3.69	3.78	3.58	-	3.66	-	-	-	-	-
	2023	-	-	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
Change (2024-25 Comparison)		-0.03	-0.07	-0.01	-	0.00	-	-	-	-	-
Washrooms	2025	3.98	4.04	3.95	3.85	3.95	3.79	4.06	4.05	4.08	3.99
	2024	4.01	4.09	4.05	3.83	3.99	3.76	4.14	4.02	3.96	4.10
	2023	3.91	4.04	3.91	3.77	3.82	3.64	4.01	3.84	3.96	3.86
	2022	3.97	4.06	3.98	3.81	3.92	3.77	4.02	3.96	4.06	4.15
	2021	4.07	4.22	4.06	3.90	4.19	3.81	4.19	4.02	3.65	4.04
Change (2024-25 Comparison)		-0.03	-0.05	-0.10	0.02	-0.04	0.03	-0.08	0.03	0.12	-0.11

Average Satisfaction Ratings by Terminal - WAVE 1 (JUNE) Historical Data

	Wave 1	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Procedure for loading	2025	4.20	4.27	4.24	4.10	4.10	4.00	4.19	4.32	4.24	4.18
	2024	4.17	4.23	4.30	4.00	4.05	3.78	4.37	4.14	4.19	4.04
	2023	4.14	4.18	4.19	4.10	4.18	3.82	4.17	4.23	4.22	4.07
	2022	4.18	4.26	4.19	4.08	4.16	3.93	4.32	4.13	4.09	4.16
	2021	4.17	4.30	4.18	4.02	4.25	4.02	4.25	4.17	3.88	4.04
<i>Change (2024-25 Comparison)</i>		<i>0.03</i>	<i>0.04</i>	<i>-0.06</i>	<i>0.10</i>	<i>0.05</i>	<i>0.22</i>	<i>-0.18</i>	<i>0.18</i>	<i>0.05</i>	<i>0.14</i>

Terminal (Foot Passengers ONLY)											
Parking options at the terminal	2025	3.62	3.60	3.85	3.47	3.78	3.33	3.84	2.85	2.96	2.61
	2024	3.75	3.72	3.88	3.63	3.91	3.78	4.07	3.53	2.45	2.51
	2023	3.76	3.87	3.96	3.64	3.76	3.39	3.85	3.67	2.49	2.46
	2022	3.73	3.98	4.05	3.44	3.42	3.57	3.74	3.13	2.39	2.29
	2021	3.79	3.89	3.92	3.79	3.98	3.63	4.10	2.32	2.51	3.41
<i>Change (2024-25 Comparison)</i>		<i>-0.13</i>	<i>-0.12</i>	<i>-0.03</i>	<i>-0.16</i>	<i>-0.13</i>	<i>-0.45</i>	<i>-0.23</i>	<i>-0.68</i>	<i>0.51</i>	<i>0.10</i>

Ease of using passenger drop-off/pick-up area	2025	4.15	4.15	4.23	4.17	4.21	4.06	4.29	3.65	3.50	3.45
	2024	4.22	4.29	4.27	4.16	4.24	4.06	4.35	4.14	3.25	3.59
	2023	4.17	4.33	4.20	4.15	4.12	3.93	4.17	3.92	3.10	3.09
	2022	4.21	4.25	4.30	4.16	4.24	4.13	4.27	3.62	3.56	3.33
	2021	4.23	4.31	4.35	4.37	4.37	3.79	4.30	3.63	2.94	3.86
<i>Change (2024-25 Comparison)</i>		<i>-0.07</i>	<i>-0.14</i>	<i>-0.04</i>	<i>0.01</i>	<i>-0.03</i>	<i>0.00</i>	<i>-0.06</i>	<i>-0.49</i>	<i>0.25</i>	<i>-0.14</i>

Self-serve kiosk (ticket purchase) (New question added 2023)	2025	4.36	4.37	4.41	4.24	4.42	-	4.18	-	-	-
	2024	4.41	4.39	4.48	4.30	4.44	-	4.39	-	-	-
	2023	4.35	4.43	4.37	4.25	4.19	-	4.29	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
<i>Change (2024-25 Comparison)</i>		<i>-0.05</i>	<i>-0.02</i>	<i>-0.07</i>	<i>-0.06</i>	<i>-0.02</i>	<i>-</i>	<i>-0.21</i>	<i>-</i>	<i>-</i>	<i>-</i>

Pre-boarding passenger lounge at terminal	2025	3.79	3.69	3.87	3.78	3.98	3.59	3.87	3.94	3.71	3.46
	2024	3.81	3.72	3.86	3.83	4.02	3.60	3.86	4.05	3.62	3.59
	2023	3.83	3.74	3.93	3.78	4.00	3.69	3.89	4.08	3.54	3.37
	2022	3.80	3.60	3.92	3.84	4.06	3.65	4.21	3.99	3.45	3.64
	2021	3.86	3.74	4.06	4.03	4.10	3.16	3.86	3.93	3.46	4.07
<i>Change (2024-25 Comparison)</i>		<i>-0.02</i>	<i>-0.03</i>	<i>0.01</i>	<i>-0.05</i>	<i>-0.04</i>	<i>-0.01</i>	<i>0.01</i>	<i>-0.11</i>	<i>0.09</i>	<i>-0.13</i>