

Customer Satisfaction Tracking

Wave 3 - November 2024



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.

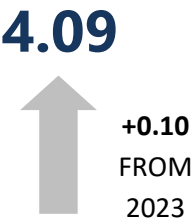
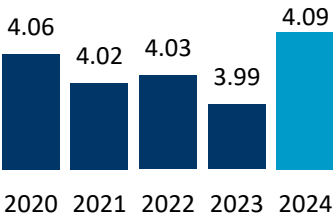
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August, and November each year. This report presents findings from November 2024.

Passengers who were surveyed in November 2024 reported an overall satisfaction score of 4.09 out of a possible 5 (+0.10 change since 2023), and 84% of passengers surveyed reported that they were satisfied with their overall experience (+3% change since 2023).

Customer Satisfaction Survey Highlights

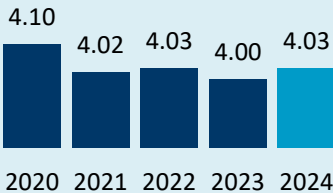
Overall Satisfaction

Overall satisfaction scores saw a sizeable increase this year compared to November 2023.



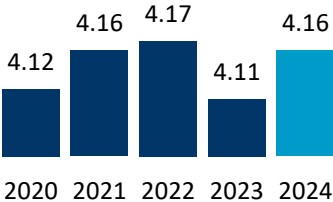
Terminal Satisfaction

Terminal satisfaction scores saw a slight increase this year compared to November 2023.



Onboard Satisfaction

Onboard satisfaction scores saw an increase this year compared to November 2023.



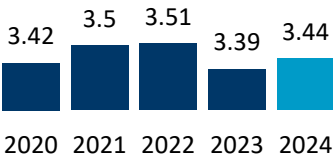
Ferry Running On Time

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 November 2023's score.



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CST Survey Method

Passengers travelling on select BC Ferries routes during the month of November 2024 were eligible to participate in the 2024 Wave 3 CST Survey. Intercept surveys were conducted with passengers onboard key intercept routes from November 3rd to 30th, 2024. 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 November 2024. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 5% fewer surveys were completed this year than in November 2023.

Table 1: Survey completions overall and by route (November 2024 – Wave 3)

	November 2023	November 2024	Change (2023-24)
Major Routes (1, 2, 3, 30)	6,329	6,158	-171 (-3%)
Route 1	1,861	1,954	+93 (+5%)
Route 2	1,856	1,503	-353 (-19%)
Route 3	1,282	1,337	+55 (+4%)
Route 30	1,330	1,364	+34 (+3%)
Minor Routes (4, 5/9, 19)	1,947	1,664	-283 (-15%)
Route 4	497	453	-44 (-9%)
Routes 5/9	822	887	+65 (+8%)
Route 19	628	324	-304 (-48%)
Total	8,276	7,822	-454 (-5%)

Source: November 2024 CST Survey (R.A. Malatest & Associates).

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

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

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	November 2020	November 2021	November 2022	November 2023	November 2024	Change (2023-24)
Major Routes (1, 2, 3, 30)	4.07	4.04	4.02	3.98	4.09	+0.11
Route 1	4.16	4.03	4.18	4.00	4.07	+0.07
Route 2	4.03	4.01	3.86	4.04	4.16	+0.12
Route 3	3.99	3.98	3.69	3.74	3.97	+0.23 ▲
Route 30	3.98	4.21	4.12	4.05	4.18	+0.13
Minor Routes (4, 5/9, 19)	4.01	3.88	4.11	4.05	4.05	0.00
Route 4	4.16	4.00	4.14	4.03	4.05	+0.02
Routes 5/9	4.04	3.99	4.05	3.99	4.04	+0.05
Route 19	3.83	3.45	4.23	4.19	4.06	-0.13 ▼
Total	4.06	4.02	4.03	3.99	4.09	+0.10

Source: November 2024 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 2023.

Note: Weighted averages reported.

Overall customer satisfaction experienced an increase compared to last year's score (a change of +0.11 points). Analysis by route shows that passengers on Route 30 are the most satisfied with their overall experience (4.18) while passengers travelling on Route 3 are the least satisfied (3.97). Route 19 showed the most marked reduction in overall customer satisfaction score since last year (-0.13), while Route 3 showed the largest increase over the same period (+0.23).

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 over the previous year's score (+0.03).

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

	November 2020	November 2021	November 2022	November 2023	November 2024	Change (2023-24)
BC Ferries Total	4.10	4.02	4.03	4.00	4.03	+0.03
Tsawwassen	4.17	4.06	4.14	4.03	4.08	+0.05
Swartz Bay	4.20	4.00	4.11	4.05	4.00	-0.05
Horseshoe Bay	4.07	4.01	3.84	3.94	4.00	+0.06
Departure Bay	4.06	4.06	4.01	4.06	4.11	+0.05
Langdale	3.96	3.87	3.63	3.64	3.80	+0.16 ▲
Duke Point	4.14	4.25	4.14	4.07	4.16	+0.09
Fulford Harbour	4.17	3.89	4.03	3.95	3.84	-0.11
Nanaimo Harbour	3.92	3.45	4.12	4.07	4.08	+0.01
Gabriola	3.18	3.38	4.11	3.98	3.84	-0.14 ▼

Source: November 2024 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 2023.

Note: Weighted averages reported.

Analysis by individual terminal shows that passengers sailing from Duke Point (4.16) were the most satisfied with their terminal experience while those departing from Langdale were the least satisfied (3.80). Langdale terminal passengers showed the greatest increase in terminal satisfaction scores compared to last year (+0.16) while Gabriola showed the largest decrease in average score since last year (-0.14).

Overall, 82% of passengers stated that they were satisfied with their terminal experience.

Compared to November 2023 levels, almost all terminal services experienced an increase in passenger satisfaction. “Washrooms at the terminal” showed the largest increase in score (+0.11) from the previous year. Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	November 2023	November 2024	Change (2023-24)
Wait time at terminal	3.78	3.86	+0.08
Efficiency of the check-in process	4.31	4.35	+0.04
Electronic boarding pass	4.30	4.37	+0.07
Clarity of staff directions	4.32	4.36	+0.04
Staff customer service	4.35	4.34	-0.01 ▼
Announcements when you needed to be informed	3.96	4.02	+0.06
Usefulness of digital information screens at the terminal	3.86	3.95	+0.09
Quality and variety of food/beverages/merchandise offered at the terminal*	-	3.55	-
Washrooms at the terminal	3.81	3.92	+0.11 ▲
Procedure for loading	4.02	4.12	+0.10
Parking options at the terminal	3.51	3.58	+0.07
Ease of using passenger pickup/drop-off area	4.01	4.03	+0.02
Self-serve kiosk (ticket purchase)	4.33	4.33	0.00
Pre-boarding passenger lounge at terminal	3.62	3.66	+0.04

Source: November 2024 CST Survey (R.A. Malatest & Associates).

*New question, added 2024.

Note: Arrows indicate the largest positive change in satisfaction scores since 2023.

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has increased compared to last year (+0.05).

Table 5. Overall Satisfaction with Onboard Services

	November 2020	November 2021	November 2022	November 2023	November 2024	Change (2023-24)
Major Routes (1, 2, 3, 30)	4.13	4.17	4.15	4.09	4.15	+0.06
Route 1	4.23	4.17	4.26	4.12	4.13	+0.01
Route 2	4.07	4.13	4.08	4.12	4.19	+0.07
Route 3	4.10	4.13	3.90	3.96	4.09	+0.13 ▲
Route 30	4.04	4.26	4.20	4.12	4.23	+0.11
Minor Routes (4, 5/9, 19)	4.08	4.07	4.23	4.22	4.18	-0.04
Route 4	4.25	4.18	4.21	4.11	4.10	-0.01
Routes 5/9	4.10	4.13	4.19	4.23	4.21	-0.02
Route 19	3.89	3.85	4.35	4.27	4.16	-0.11 ▼
Total	4.12	4.16	4.17	4.11	4.16	+0.05

Source: November 2024 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 2023.

Note: Weighted averages (passenger count) reported.

Analysis by route shows that passengers on Route 30 are the most satisfied with their onboard services experience (4.23) while passengers travelling on Route 3 are the least satisfied (4.09). Route 19 showed the most marked reduction in score (-0.11), while Route 3 experienced the largest increase in score (+0.13) year over year.

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

Table 6 shows that for all onboard services, passengers are more satisfied this year compared to last. The service area that experienced the largest increase was the “Play area for children” (+0.31). 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 2023	November 2024	Change (2023-24)
Quality and variety of food/beverages offered	3.65	3.68	+0.03
Value for money (food services)	3.12	3.14	+0.02
Staff customer service (food services)	4.22	4.27	+0.05
Passages Retail Store	4.02	4.06	+0.04
Washrooms	3.87	3.96	+0.09
Play area for children	3.27	3.46	+0.19 ▲
Pet area	3.07	3.19	+0.12
Outside decks	4.14	4.16	+0.02
Lounge seating	4.04	4.07	+0.03
The SeaWest Lounge experience	3.58	3.76	+0.18
Usefulness of digital information screens onboard	3.73	3.81	+0.08
Ease of access, overall	4.10	4.16	+0.06
Ease of finding facilities/services	4.11	4.16	+0.05
Announcements when you need to be informed	3.99	4.05	+0.06
Atmosphere on the ferry overall	4.07	4.13	+0.06
Procedures for unloading	4.06	4.15	+0.09
Professionalism of onboard staff	4.33	4.39	+0.06

Source: November 2024 CST Survey (R.A. Malatest & Associates).

Note: Arrow(s) indicate the largest positive change in satisfaction scores since 2023.

Note: Weighted averages reported.

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).

Table 7. Value for Money of Fares

	November 2020	November 2021	November 2022	November 2023	November 2024	Change (2023-24)
Major Routes (1, 2, 3, 30)	3.37	3.48	3.47	3.43	3.41	-0.02
Route 1	3.38	3.45	3.58	3.50	3.38	-0.12
Route 2	3.29	3.46	3.34	3.36	3.48	+0.12 ▲
Route 3	3.57	3.53	3.33	3.48	3.40	-0.08
Route 30	3.19	3.59	3.44	3.29	3.39	+0.01
Minor Routes (4, 5/9, 19)	3.64	3.58	3.74	3.84	3.68	-0.16
Route 4	3.78	3.49	3.75	3.73	3.71	-0.02
Routes 5/9	3.67	3.65	3.71	3.90	3.72	-0.18 ▼
Route 19	3.45	3.42	3.80	3.73	3.57	-0.16
Total	3.42	3.50	3.51	3.49	3.44	-0.05

Source: November 2024 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 2023.

Note: Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with value for money of fares (3.72) while passengers travelling on Route 1 are the least satisfied (3.38). Routes 5/9 experienced the largest negative change YOY (-0.18), while the largest positive change was experienced by Route 2 (+0.12).

Overall, 55% of passengers stated that they were satisfied with value for money of fares.

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

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	2024	4.09	4.07	4.16	3.97	4.18	4.05	4.04	4.06
	2023	3.99	4.00	4.04	3.74	4.05	4.03	3.99	4.19
	2022	4.03	4.18	3.86	3.69	4.12	4.14	4.05	4.23
	2021	4.02	4.03	4.01	3.98	4.21	4.00	3.99	3.45
	2020	4.06	4.16	4.03	3.99	3.98	4.16	4.04	3.83
Change (2023-24 Comparison)		0.10	0.07	0.12	0.23	0.13	0.02	0.05	-0.13
Terminal Overall									
Terminal Overall	2024	4.03	4.02	4.08	3.88	4.18	3.93	4.06	3.96
	2023	4.00	4.02	4.05	3.75	4.09	3.99	4.09	4.02
	2022	4.03	4.12	3.97	3.68	4.17	4.07	4.07	4.11
	2021	4.02	4.02	4.05	3.93	4.19	3.94	4.04	3.41
	2020	4.10	4.23	4.06	4.02	4.08	4.17	4.14	3.56
Change (2023-24 Comparison)		0.03	0.00	0.03	0.13	0.09	-0.06	-0.03	-0.06
Onboard Overall									
Onboard Overall	2024	4.16	4.13	4.19	4.09	4.23	4.10	4.21	4.16
	2023	4.11	4.12	4.12	3.96	4.12	4.11	4.23	4.27
	2022	4.17	4.26	4.08	3.90	4.20	4.21	4.19	4.35
	2021	4.16	4.17	4.13	4.13	4.26	4.18	4.13	3.85
	2020	4.12	4.23	4.07	4.10	4.04	4.25	4.10	3.89
Change (2023-24 Comparison)		0.05	0.01	0.07	0.13	0.11	-0.01	-0.02	-0.11
Value for money of fares									
Value for money of fares	2024	3.44	3.38	3.48	3.40	3.39	3.71	3.72	3.57
	2023	3.39	3.34	3.36	3.31	3.37	3.63	3.65	3.68
	2022	3.51	3.58	3.34	3.33	3.44	3.75	3.71	3.80
	2021	3.50	3.45	3.46	3.53	3.59	3.49	3.65	3.42
	2020	3.42	3.38	3.29	3.57	3.19	3.78	3.67	3.45
Change (2023-24 Comparison)		0.05	0.04	0.12	0.09	0.02	0.08	0.07	-0.11

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2024	4.12	4.16	4.20	3.98	4.21	3.83	4.04	3.82
	2023	3.98	4.07	4.06	3.73	4.07	3.75	3.81	3.72
	2022	3.96	4.11	4.01	3.58	4.10	3.76	3.66	3.92
	2021	3.96	4.05	4.03	3.80	4.11	3.91	3.56	3.57
	2020	3.86	4.06	3.83	3.77	3.84	3.87	3.59	3.63
<i>Change (2023-24 Comparison)</i>		<i>0.14</i>	<i>0.09</i>	<i>0.14</i>	<i>0.25</i>	<i>0.14</i>	<i>0.08</i>	<i>0.23</i>	<i>0.10</i>
Usefulness of BC Ferries Mobile App <i>(New question added 2023)</i>	2024	3.93	3.93	4.10	3.78	4.09	3.64	3.90	3.60
	2023	3.78	3.86	3.89	3.51	3.94	3.58	3.67	3.59
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		<i>0.15</i>	<i>0.07</i>	<i>0.21</i>	<i>0.27</i>	<i>0.15</i>	<i>0.06</i>	<i>0.23</i>	<i>0.01</i>
Ease of making a reservation <i>(2019-2022 question wording: Ease of using online reservations)</i>	2024	4.20	4.25	4.26	3.89	4.24	-	4.17	-
	2023	4.01	4.10	4.05	3.65	4.08	-	3.89	-
	2022	4.03	4.18	3.96	3.63	4.17	-	3.76	-
	2021	3.99	4.07	4.03	3.69	4.12	-	3.75	-
	2020	3.84	4.03	3.81	3.63	3.84	-	3.76	-
<i>Change (2023-24 Comparison)</i>		<i>0.19</i>	<i>0.15</i>	<i>0.21</i>	<i>0.24</i>	<i>0.16</i>	<i>-</i>	<i>0.28</i>	<i>-</i>
BC Ferries phone service	2024	3.60	3.61	3.73	3.40	3.77	3.28	3.69	3.31
	2023	3.44	3.44	3.43	3.18	3.58	3.12	3.68	3.33
	2022	3.43	3.67	3.35	2.87	3.46	3.33	3.39	3.36
	2021	3.22	3.31	3.11	2.99	3.36	3.28	3.33	2.96
	2020	3.59	3.61	3.42	3.89	3.42	3.57	3.60	3.51
<i>Change (2023-24 Comparison)</i>		<i>0.16</i>	<i>0.17</i>	<i>0.30</i>	<i>0.22</i>	<i>0.19</i>	<i>0.16</i>	<i>0.01</i>	<i>-0.02</i>
Ease of using/understanding sailing schedules	2024	4.25	4.29	4.32	4.15	4.35	3.95	4.02	3.94
	2023	4.14	4.23	4.22	3.95	4.27	3.90	3.82	4.06
	2022	4.14	4.31	4.15	3.82	4.28	4.04	3.64	4.09
	2021	4.16	4.25	4.26	4.07	4.37	3.95	3.53	3.91
	2020	4.09	4.29	4.13	4.01	4.10	4.00	3.62	4.06
<i>Change (2023-24 Comparison)</i>		<i>0.11</i>	<i>0.06</i>	<i>0.10</i>	<i>0.20</i>	<i>0.08</i>	<i>0.05</i>	<i>0.20</i>	<i>-0.12</i>
Effective communication of service updates and current conditions <i>(2019-2022 question wording: Effective communication of service updates)</i>	2024	3.92	3.95	4.01	3.77	4.06	3.76	3.74	3.54
	2023	3.72	3.82	3.78	3.28	3.85	3.63	3.46	3.47
	2022	3.81	4.05	3.75	3.20	4.00	3.73	3.65	3.61
	2021	3.87	3.95	3.94	3.69	4.10	3.69	3.61	3.19
	2020	3.95	4.12	3.89	3.97	3.96	4.00	3.73	3.59
<i>Change (2023-24 Comparison)</i>		<i>0.20</i>	<i>0.13</i>	<i>0.23</i>	<i>0.49</i>	<i>0.21</i>	<i>0.13</i>	<i>0.28</i>	<i>0.07</i>

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Wait time at the terminal	2024	3.86	3.87	3.96	3.64	4.00	3.81	3.74	3.83
	2023	3.78	3.83	3.81	3.21	3.92	3.79	3.74	3.93
	2022	3.83	4.02	3.64	3.36	4.03	3.89	3.73	4.04
	2021	3.73	3.76	3.76	3.54	4.02	3.45	3.70	2.94
	2020	3.93	4.12	3.85	3.85	4.04	3.86	3.85	3.42
<i>Change (2023-24 Comparison)</i>		<i>0.08</i>	<i>0.04</i>	<i>0.15</i>	<i>0.43</i>	<i>0.08</i>	<i>0.02</i>	<i>0.00</i>	<i>-0.10</i>
Ticket Purchase									
Efficiency of the check-in process	2024	4.35	4.35	4.40	4.19	4.41	4.17	4.44	4.23
	2023	4.31	4.34	4.33	4.12	4.35	4.26	4.40	4.33
	2022	4.32	4.37	4.32	4.11	4.34	4.28	4.45	4.30
	2021	4.32	4.34	4.34	4.17	4.43	4.27	4.37	4.09
	2020	4.32	4.43	4.29	4.22	4.35	4.42	4.35	3.83
<i>Change (2023-24 Comparison)</i>		<i>0.04</i>	<i>0.01</i>	<i>0.07</i>	<i>0.07</i>	<i>0.06</i>	<i>-0.09</i>	<i>0.04</i>	<i>-0.10</i>
Electronic boarding pass <i>(New question added 2023)</i>	2024	4.37	4.38	4.44	4.14	4.39	-	4.42	-
	2023	4.30	4.33	4.33	3.99	4.31	-	4.37	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		<i>0.07</i>	<i>0.05</i>	<i>0.11</i>	<i>0.15</i>	<i>0.08</i>	<i>-</i>	<i>0.05</i>	<i>-</i>
Clarity of staff directions	2024	4.36	4.37	4.40	4.26	4.39	4.16	4.41	4.25
	2023	4.32	4.37	4.31	4.13	4.34	4.25	4.37	4.46
	2022	4.36	4.42	4.32	4.17	4.42	4.35	4.37	4.44
	2021	4.35	4.36	4.35	4.24	4.49	4.27	4.34	4.32
	2020	4.39	4.42	4.36	4.38	4.35	4.42	4.41	4.45
<i>Change (2023-24 Comparison)</i>		<i>0.04</i>	<i>0.00</i>	<i>0.09</i>	<i>0.13</i>	<i>0.05</i>	<i>-0.09</i>	<i>0.04</i>	<i>-0.21</i>
Staff customer service	2024	4.34	4.34	4.41	4.24	4.37	4.23	4.41	4.26
	2023	4.35	4.38	4.34	4.17	4.37	4.28	4.47	4.48
	2022	4.40	4.43	4.37	4.21	4.45	4.32	4.50	4.40
	2021	4.37	4.36	4.37	4.28	4.49	4.30	4.39	4.42
	2020	4.39	4.43	4.40	4.25	4.38	4.48	4.43	4.37
<i>Change (2023-24 Comparison)</i>		<i>-0.01</i>	<i>-0.04</i>	<i>0.07</i>	<i>0.07</i>	<i>0.00</i>	<i>-0.05</i>	<i>-0.06</i>	<i>-0.22</i>

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	2024	4.02	4.03	4.11	3.86	4.12	3.95	3.95	3.88
	2023	3.96	4.01	4.01	3.71	4.04	3.90	3.95	3.91
	2022	3.99	4.05	3.95	3.74	4.11	3.99	3.96	4.03
	2021	3.96	3.97	4.00	3.86	4.14	3.81	3.79	3.84
	2020	3.93	3.97	3.92	3.93	3.81	4.07	3.91	3.85
<i>Change (2023-24 Comparison)</i>		<i>0.06</i>	<i>0.02</i>	<i>0.10</i>	<i>0.15</i>	<i>0.08</i>	<i>0.05</i>	<i>0.00</i>	<i>-0.03</i>
Usefulness of digital information screens at the terminal	2024	3.95	3.99	4.02	3.76	4.00	3.79	3.83	-
	2023	3.86	3.93	3.91	3.53	3.91	3.87	3.75	-
	2022	3.84	3.94	3.75	3.54	4.00	3.87	3.69	-
	2021	3.84	3.86	3.86	3.74	4.00	3.77	3.67	-
	2020	3.93	4.01	3.87	3.97	3.92	3.98	3.76	-
<i>Change (2023-24 Comparison)</i>		<i>0.09</i>	<i>0.06</i>	<i>0.11</i>	<i>0.23</i>	<i>0.09</i>	<i>-0.08</i>	<i>0.08</i>	<i>-</i>
Quality and variety of food/beverages/merchandise offered at the terminal <i>(Question added in 2024)</i>	2024	3.55	3.50	3.61	-	3.80	2.99	3.64	-
	2023	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Washrooms	2024	3.92	3.92	3.89	3.74	4.03	3.85	4.21	3.90
	2023	3.81	3.82	3.78	3.51	3.93	3.88	4.05	4.00
	2022	3.90	3.97	3.78	3.53	4.07	3.99	4.11	4.03
	2021	4.01	4.05	3.92	3.89	4.20	3.93	4.10	3.76
	2020	4.03	4.10	3.96	4.00	4.13	3.90	4.14	3.68
<i>Change (2023-24 Comparison)</i>		<i>0.11</i>	<i>0.10</i>	<i>0.11</i>	<i>0.23</i>	<i>0.10</i>	<i>-0.03</i>	<i>0.16</i>	<i>-0.10</i>
Procedure for loading	2024	4.12	4.10	4.17	4.02	4.22	4.06	4.10	4.09
	2023	4.02	4.02	4.05	3.68	4.07	4.11	4.07	4.29
	2022	4.13	4.20	4.08	3.86	4.26	4.13	4.06	4.33
	2021	4.12	4.13	4.15	4.01	4.29	4.02	4.04	3.74
	2020	4.18	4.32	4.14	4.05	4.25	4.21	4.12	3.79
<i>Change (2023-24 Comparison)</i>		<i>0.10</i>	<i>0.08</i>	<i>0.12</i>	<i>0.34</i>	<i>0.15</i>	<i>-0.05</i>	<i>0.03</i>	<i>-0.20</i>

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal	2024	3.58	3.62	3.74	3.57	3.69	2.94	3.44	2.79
	2023	3.51	3.48	3.69	3.21	3.72	2.87	3.81	2.88
	2022	3.78	3.87	3.69	3.82	4.03	3.22	3.84	2.93
	2021	3.60	3.72	3.71	3.64	3.66	3.08	3.84	2.34
	2020	3.73	3.82	4.25	3.79	-	3.44	3.78	2.40
<i>Change (2023-24 Comparison)</i>		<i>0.07</i>	<i>0.14</i>	<i>0.05</i>	<i>0.36</i>	<i>-0.03</i>	<i>0.07</i>	<i>-0.37</i>	<i>-0.09</i>
Ease of using passenger drop-off / pick-up area	2024	4.03	4.04	4.26	4.00	4.05	3.75	3.78	3.50
	2023	4.01	3.99	4.14	3.92	4.19	3.57	4.14	3.55
	2022	4.18	4.30	4.09	4.09	4.34	3.55	4.06	3.71
	2021	4.08	4.12	4.21	4.10	4.31	3.67	4.13	3.02
	2020	3.99	4.33	3.89	3.90	-	3.90	4.05	3.23
<i>Change (2023-24 Comparison)</i>		<i>0.02</i>	<i>0.05</i>	<i>0.12</i>	<i>0.08</i>	<i>-0.14</i>	<i>0.18</i>	<i>-0.36</i>	<i>-0.05</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2024	4.33	4.34	4.31	4.06	4.33	4.27	4.62	-
	2023	4.33	4.35	4.39	4.32	4.13	4.27	4.13	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		<i>0.00</i>	<i>-0.01</i>	<i>-0.08</i>	<i>-0.26</i>	<i>0.20</i>	<i>0.00</i>	<i>0.49</i>	<i>-</i>
Pre-boarding passenger lounge at terminal	2024	3.66	3.49	3.89	3.80	3.76	3.71	3.80	3.62
	2023	3.62	3.47	3.79	3.54	3.79	3.69	3.85	3.85
	2022	3.75	3.77	3.70	3.66	3.97	3.55	3.77	3.56
	2021	3.68	3.55	3.75	3.83	3.98	3.82	3.95	3.32
	2020	3.87	3.83	4.11	4.10	-	3.80	3.70	3.20
<i>Change (2023-24 Comparison)</i>		<i>0.04</i>	<i>0.02</i>	<i>0.10</i>	<i>0.26</i>	<i>-0.03</i>	<i>0.02</i>	<i>-0.05</i>	<i>-0.23</i>

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2024	3.68	3.61	3.78	3.68	3.78	-	3.61	-
	2023	3.65	3.65	3.68	3.56	3.74	-	3.54	-
	2022	3.70	3.72	3.67	3.68	3.79	-	3.50	-
	2021	3.66	3.60	3.66	3.81	3.85	-	3.40	-
	2020	3.66	3.70	3.56	3.84	3.79	-	3.47	-
<i>Change (2023-24 Comparison)</i>		<i>0.03</i>	<i>-0.04</i>	<i>0.10</i>	<i>0.12</i>	<i>0.04</i>	<i>-</i>	<i>0.07</i>	<i>-</i>
Value for money	2024	3.14	3.11	3.20	3.11	3.16	-	3.21	-
	2023	3.12	3.13	3.15	2.86	3.13	-	3.19	-
	2022	3.23	3.33	3.08	3.14	3.23	-	3.25	-
	2021	3.23	3.19	3.17	3.33	3.38	-	3.21	-
	2020	3.26	3.26	3.19	3.49	3.09	-	3.25	-
<i>Change (2023-24 Comparison)</i>		<i>0.02</i>	<i>-0.02</i>	<i>0.05</i>	<i>0.25</i>	<i>0.03</i>	<i>-</i>	<i>0.02</i>	<i>-</i>
Staff customer service	2024	4.27	4.24	4.32	4.20	4.28	-	4.37	-
	2023	4.22	4.25	4.21	4.08	4.22	-	4.33	-
	2022	4.25	4.26	4.23	4.14	4.33	-	4.25	-
	2021	4.26	4.24	4.26	4.27	4.35	-	4.22	-
	2020	4.24	4.29	4.25	4.18	4.20	-	4.22	-
<i>Change (2023-24 Comparison)</i>		<i>0.05</i>	<i>-0.01</i>	<i>0.11</i>	<i>0.12</i>	<i>0.06</i>	<i>-</i>	<i>0.04</i>	<i>-</i>
Onboard Facilities/Services									
Passages Retail Store	2024	4.06	4.04	4.12	4.06	4.10	-	3.97	-
	2023	4.02	4.03	4.05	3.91	4.05	-	3.92	-
	2022	4.10	4.17	4.05	4.02	4.12	-	3.90	-
	2021	4.07	4.08	4.06	4.12	4.14	-	3.83	-
	2020	4.01	4.02	4.01	4.02	4.20	-	3.76	-
<i>Change (2023-24 Comparison)</i>		<i>0.04</i>	<i>0.01</i>	<i>0.07</i>	<i>0.15</i>	<i>0.05</i>	<i>-</i>	<i>0.05</i>	<i>-</i>
Washrooms	2024	3.96	3.94	3.91	3.89	4.00	3.91	4.29	3.93
	2023	3.87	3.88	3.82	3.62	3.88	4.02	4.12	4.13
	2022	3.97	4.05	3.71	3.77	4.07	4.04	4.20	4.20
	2021	4.06	4.10	3.99	4.06	4.13	4.00	4.11	3.50
	2020	4.07	4.12	3.98	4.00	4.18	3.93	4.22	3.70
<i>Change (2023-24 Comparison)</i>		<i>0.09</i>	<i>0.06</i>	<i>0.09</i>	<i>0.27</i>	<i>0.12</i>	<i>-0.11</i>	<i>0.17</i>	<i>-0.20</i>
Play area for children <i>(Service closed in 2020 and 2021 due to COVID-19 pandemic)</i>	2024	3.46	3.46	3.45	3.38	3.45	-	3.56	-
	2023	3.27	3.37	3.13	2.88	3.51	-	3.07	-
	2022	3.62	3.80	3.49	3.31	3.62	-	3.50	-
	2021	3.51	3.59	3.39	3.54	3.69	-	3.06	-
	2020	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		<i>0.19</i>	<i>0.09</i>	<i>0.32</i>	<i>0.50</i>	<i>-0.06</i>	<i>-</i>	<i>0.49</i>	<i>-</i>

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Pet area	2024	3.19	3.06	3.27	3.47	3.21	-	3.10	-
	2023	3.07	3.01	3.03	3.07	3.21	-	3.16	-
	2022	3.17	3.24	3.11	2.88	3.31	-	3.29	-
	2021	3.00	3.15	2.68	3.08	3.10	-	2.83	-
	2020	3.17	2.93	2.90	3.74	3.00	-	3.12	-
<i>Change (2023-24 Comparison)</i>		<i>0.12</i>	<i>0.05</i>	<i>0.24</i>	<i>0.40</i>	<i>0.00</i>	-	<i>-0.06</i>	-
Outside decks	2024	4.16	4.17	4.15	4.13	4.15	3.93	4.24	4.31
	2023	4.14	4.18	4.07	3.98	4.10	3.98	4.22	4.33
	2022	4.19	4.29	4.10	4.04	4.13	4.01	4.17	4.40
	2021	4.16	4.22	4.15	4.18	4.18	3.95	4.17	3.72
	2020	4.11	4.30	3.93	4.08	4.07	4.14	4.15	3.69
<i>Change (2023-24 Comparison)</i>		<i>0.02</i>	<i>-0.01</i>	<i>0.08</i>	<i>0.15</i>	<i>0.05</i>	<i>-0.05</i>	<i>0.02</i>	<i>-0.02</i>
Lounge Seating	2024	4.07	4.03	4.06	4.13	4.07	-	4.13	-
	2023	4.04	4.04	3.99	4.02	4.05	-	4.17	-
	2022	4.13	4.18	3.97	4.09	4.19	-	4.21	-
	2021	4.10	4.06	4.04	4.22	4.16	-	4.15	-
	2020	4.03	4.14	3.82	4.13	4.17	-	4.04	-
<i>Change (2023-24 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.07</i>	<i>0.11</i>	<i>0.02</i>	-	<i>-0.04</i>	-
SeaWest Lounge <i>(Service closed from 2020 through 2022, due to COVID-19 pandemic. Reopened on Route 1 in 2023)</i>	2024	3.76	3.76	-	-	-	-	-	-
	2023	3.58	3.58	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		<i>0.18</i>	<i>0.18</i>	-	-	-	-	-	-
Usefulness of digital information screens onboard <i>(New question added 2023)</i>	2024	3.81	3.83	3.88	3.70	3.85	-	3.74	3.63
	2023	3.73	3.76	3.74	3.51	3.81	-	3.78	3.66
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		<i>0.08</i>	<i>0.07</i>	<i>0.14</i>	<i>0.19</i>	<i>0.04</i>	-	<i>-0.04</i>	<i>-0.03</i>

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Ease of access, overall (<i>all passengers</i>)	2024	4.16	4.16	4.18	4.09	4.20	4.05	4.17	4.08
	2023	4.10	4.15	4.10	3.91	4.11	4.06	4.14	4.26
	2022	4.18	4.27	4.09	3.98	4.26	4.10	4.14	4.34
	2021	4.18	4.21	4.18	4.15	4.24	4.05	4.14	3.72
	2020	4.15	4.33	4.06	4.05	4.15	4.21	4.08	3.90
<i>Change (2023-24 Comparison)</i>		<i>0.06</i>	<i>0.01</i>	<i>0.08</i>	<i>0.18</i>	<i>0.09</i>	<i>-0.01</i>	<i>0.03</i>	<i>-0.18</i>
Ease of access, overall (<i>for people with accessibility requirements</i>)	2024	3.98	4.06	4.05	3.64	4.08	3.74	4.12	3.48
	2023	3.86	3.96	3.91	3.51	3.82	3.87	4.11	3.92
	2022	3.94	4.14	3.83	3.61	3.91	4.29	4.00	3.82
	2021	3.94	4.07	3.96	3.81	3.91	3.95	3.84	3.83
	2020	3.95	4.00	4.02	3.73	4.14	4.28	3.68	4.50
<i>Change (2023-24 Comparison)</i>		<i>0.12</i>	<i>0.10</i>	<i>0.14</i>	<i>0.13</i>	<i>0.26</i>	<i>-0.13</i>	<i>0.01</i>	<i>-0.44</i>
Ease of finding facilities / services	2024	4.16	4.13	4.18	4.14	4.21	4.06	4.26	4.07
	2023	4.11	4.09	4.16	3.92	4.12	4.15	4.23	4.27
	2022	4.18	4.22	4.09	4.03	4.25	4.08	4.24	4.37
	2021	4.15	4.14	4.16	4.18	4.22	4.04	4.17	3.91
	2020	4.16	4.23	4.12	4.11	4.17	4.16	4.15	3.92
<i>Change (2023-24 Comparison)</i>		<i>0.05</i>	<i>0.04</i>	<i>0.02</i>	<i>0.22</i>	<i>0.09</i>	<i>-0.09</i>	<i>0.03</i>	<i>-0.20</i>
Announcements when you need to be informed	2024	4.05	4.02	4.11	4.00	4.13	3.94	4.06	3.88
	2023	3.99	4.01	4.03	3.86	4.05	3.94	3.99	3.99
	2022	4.05	4.11	4.00	3.83	4.18	4.03	4.04	4.14
	2021	4.02	4.03	4.06	3.96	4.15	3.83	3.86	3.81
	2020	3.96	4.04	3.97	3.95	3.86	3.91	3.91	3.89
<i>Change (2023-24 Comparison)</i>		<i>0.06</i>	<i>0.01</i>	<i>0.08</i>	<i>0.14</i>	<i>0.08</i>	<i>0.00</i>	<i>0.07</i>	<i>-0.11</i>
Atmosphere on the ferry overall	2024	4.13	4.09	4.14	4.11	4.18	3.98	4.28	4.16
	2023	4.07	4.07	4.10	3.87	4.08	4.08	4.13	4.28
	2022	4.15	4.19	4.04	4.00	4.22	4.12	4.21	4.35
	2021	4.11	4.09	4.10	4.15	4.22	4.06	4.14	3.80
	2020	4.01	4.11	3.95	4.00	3.94	4.07	4.05	3.81
<i>Change (2023-24 Comparison)</i>		<i>0.06</i>	<i>0.02</i>	<i>0.04</i>	<i>0.24</i>	<i>0.10</i>	<i>-0.10</i>	<i>0.15</i>	<i>-0.12</i>

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Procedures for unloading	2024	4.15	4.14	4.17	4.07	4.19	4.07	4.26	4.13
	2023	4.06	4.10	4.04	3.77	4.06	4.13	4.13	4.27
	2022	4.16	4.24	4.07	3.95	4.23	4.20	4.18	4.32
	2021	4.15	4.17	4.16	4.04	4.28	4.04	4.14	3.84
	2020	4.18	4.31	4.14	4.07	4.22	4.16	4.20	3.87
<i>Change (2023-24 Comparison)</i>		<i>0.09</i>	<i>0.04</i>	<i>0.13</i>	<i>0.30</i>	<i>0.13</i>	<i>-0.06</i>	<i>0.13</i>	<i>-0.14</i>
Professionalism of onboard staff	2024	4.39	4.39	4.40	4.33	4.39	4.24	4.47	4.37
	2023	4.33	4.36	4.33	4.20	4.32	4.29	4.41	4.46
	2022	4.38	4.43	4.32	4.25	4.42	4.47	4.39	4.50
	2021	4.38	4.40	4.36	4.31	4.47	4.34	4.35	4.35
	2020	4.32	4.41	4.27	4.22	4.27	4.34	4.35	4.31
<i>Change (2023-24 Comparison)</i>		<i>0.06</i>	<i>0.03</i>	<i>0.07</i>	<i>0.13</i>	<i>0.07</i>	<i>-0.05</i>	<i>0.06</i>	<i>-0.09</i>
Experience with the sailing schedule									
Earliest ferry early enough	2024	3.91	3.85	3.96	3.96	3.98	3.94	3.85	3.91
	2023	3.88	3.83	3.92	3.86	3.96	3.95	3.87	4.00
	2022	3.93	3.92	3.94	3.88	4.00	4.01	3.89	4.02
	2021	3.90	3.84	3.93	3.98	4.00	3.96	3.81	3.84
	2020	3.91	3.91	3.91	3.94	3.93	4.06	3.83	4.03
<i>Change (2023-24 Comparison)</i>		<i>0.03</i>	<i>0.02</i>	<i>0.04</i>	<i>0.10</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.02</i>	<i>-0.09</i>
Latest ferry late enough	2024	3.73	3.68	3.80	3.77	3.85	3.58	3.64	3.69
	2023	3.63	3.56	3.73	3.59	3.80	3.51	3.55	3.73
	2022	3.75	3.75	3.80	3.68	3.80	3.60	3.65	3.83
	2021	3.75	3.72	3.79	3.80	3.88	3.47	3.64	3.64
	2020	3.79	3.80	3.82	3.76	3.88	3.67	3.66	3.89
<i>Change (2023-24 Comparison)</i>		<i>0.10</i>	<i>0.12</i>	<i>0.07</i>	<i>0.18</i>	<i>0.05</i>	<i>0.07</i>	<i>0.09</i>	<i>-0.04</i>
Ferry sailing frequent enough	2024	3.40	3.51	3.49	2.91	3.59	3.55	3.08	3.62
	2023	3.31	3.39	3.37	2.57	3.51	3.49	2.90	3.72
	2022	3.38	3.62	3.22	2.72	3.59	3.63	2.97	4.00
	2021	3.34	3.42	3.36	3.00	3.71	3.51	2.98	3.16
	2020	3.45	3.72	3.47	3.18	3.53	3.79	3.10	3.20
<i>Change (2023-24 Comparison)</i>		<i>0.09</i>	<i>0.12</i>	<i>0.12</i>	<i>0.34</i>	<i>0.08</i>	<i>0.06</i>	<i>0.18</i>	<i>-0.10</i>
Ability to get onto desired sailing	2024	3.96	3.98	4.02	3.73	4.03	3.96	4.04	3.92
	2023	3.91	3.95	3.98	3.56	4.01	4.01	4.00	4.01
	2022	3.92	4.12	3.72	3.40	3.98	4.10	4.05	4.13
	2021	3.88	3.92	3.93	3.69	4.06	3.87	3.86	3.08
	2020	4.05	4.26	4.04	3.79	4.07	4.11	4.07	3.29
<i>Change (2023-24 Comparison)</i>		<i>0.05</i>	<i>0.03</i>	<i>0.04</i>	<i>0.17</i>	<i>0.02</i>	<i>-0.05</i>	<i>0.04</i>	<i>-0.09</i>

Average Satisfaction Ratings by Route - WAVE 3 (NOVEMBER) Historical Data – <i>Cont.</i>									
			Route						
	Wave 3	Total	1	2	3	30	4	5/9	19
Experience with the sailing schedule – <i>Cont.</i>									
Ability to connect with other sailings <i>(Based on those connecting)</i>	2024	3.21	3.26	3.30	2.93	3.38	3.33	3.31	3.46
	2023	3.22	3.26	3.02	2.86	3.53	3.47	3.44	3.49
	2022	3.37	3.79	3.15	3.01	3.71	3.67	3.43	3.52
	2021	3.36	3.51	3.09	3.20	3.77	3.58	3.50	2.85
	2020	3.37	3.47	3.16	3.47	2.96	3.53	3.67	2.57
<i>Change (2023-24 Comparison)</i>		<i>-0.01</i>	<i>0.00</i>	<i>0.28</i>	<i>0.07</i>	<i>-0.15</i>	<i>-0.14</i>	<i>-0.13</i>	<i>-0.03</i>
Ferry running on time	2024	3.92	4.01	4.05	3.64	4.09	3.95	3.47	3.61
	2023	3.80	3.96	3.88	3.23	3.95	3.95	3.58	3.82
	2022	3.90	4.21	3.64	3.26	4.09	4.20	3.66	3.94
	2021	3.82	3.96	3.82	3.63	4.12	3.31	3.66	2.53
	2020	4.09	4.32	4.11	3.87	4.12	4.20	4.00	3.16
<i>Change (2023-24 Comparison)</i>		<i>0.12</i>	<i>0.05</i>	<i>0.17</i>	<i>0.41</i>	<i>0.14</i>	<i>0.00</i>	<i>-0.11</i>	<i>-0.21</i>
Safety									
Safety of ferry operations	2024	4.37	4.40	4.38	4.26	4.38	4.29	4.37	4.28
	2023	4.29	4.33	4.31	4.13	4.28	4.28	4.35	4.37
	2022	4.34	4.41	4.28	4.14	4.36	4.44	4.38	4.44
	2021	4.35	4.39	4.35	4.27	4.41	4.30	4.32	4.18
	2020	4.30	4.39	4.28	4.17	4.27	4.38	4.33	4.19
<i>Change (2023-24 Comparison)</i>		<i>0.08</i>	<i>0.07</i>	<i>0.07</i>	<i>0.13</i>	<i>0.10</i>	<i>0.01</i>	<i>0.02</i>	<i>-0.09</i>

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

Average Satisfaction Ratings by Terminal - WAVE 3 (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	2024	4.09	4.12	4.05	4.10	4.18	3.89	4.19	3.99	4.07	4.05
	2023	3.99	4.01	4.02	3.95	4.00	3.62	4.03	3.99	4.15	4.22
	2022	4.03	4.20	4.13	3.80	3.87	3.65	4.10	4.11	4.20	4.26
	2021	4.02	4.06	4.01	4.03	4.02	3.90	4.25	3.96	3.39	3.50
	2020	4.06	4.07	4.16	4.07	3.98	3.98	4.06	4.14	3.79	3.87
Change (2023-24 Comparison)		0.10	0.11	0.03	0.15	0.18	0.27	0.16	0.00	-0.08	-0.17
Terminal Overall											
Terminal Overall	2024	4.03	4.08	4.00	4.00	4.11	3.80	4.16	3.84	4.08	3.84
	2023	4.00	4.03	4.05	3.94	4.06	3.64	4.07	3.95	4.07	3.98
	2022	4.03	4.14	4.11	3.84	4.01	3.63	4.14	4.03	4.12	4.11
	2021	4.02	4.06	4.00	4.01	4.06	3.87	4.25	3.89	3.45	3.38
	2020	4.10	4.17	4.20	4.07	4.06	3.96	4.14	4.17	3.92	3.18
Change (2023-24 Comparison)		0.03	0.05	-0.05	0.06	0.05	0.16	0.09	-0.11	0.01	-0.14
Value for money of fares											
Value for money of fares	2024	3.44	3.45	3.40	3.49	3.46	3.31	3.39	3.71	3.50	3.64
	2023	3.39	3.40	3.37	3.38	3.34	3.17	3.38	3.74	3.58	3.78
	2022	3.51	3.55	3.61	3.30	3.41	3.31	3.48	3.77	3.81	3.79
	2021	3.50	3.47	3.48	3.53	3.44	3.47	3.67	3.49	3.38	3.46
	2020	3.42	3.39	3.47	3.46	3.23	3.52	3.13	3.72	3.28	3.62
Change (2023-24 Comparison)		0.05	0.05	0.03	0.11	0.12	0.14	0.01	-0.03	-0.08	-0.14
At the Terminal											
Wait time at the terminal	2024	3.86	3.90	3.83	3.82	3.99	3.54	4.03	3.71	3.91	3.73
	2023	3.78	3.83	3.85	3.64	3.86	3.03	3.94	3.73	3.94	3.93
	2022	3.83	4.04	3.95	3.51	3.67	3.33	4.04	3.98	4.00	4.08
	2021	3.73	3.79	3.76	3.69	3.81	3.42	4.09	3.48	3.02	2.89
	2020	3.93	4.04	4.10	3.85	3.86	3.82	4.08	3.78	3.56	3.28
Change (2023-24 Comparison)		0.08	0.07	-0.02	0.18	0.13	0.51	0.09	-0.02	-0.03	-0.20
Ticket Purchase											
Efficiency of the check in process	2024	4.35	4.38	4.34	4.34	4.40	4.09	4.42	4.09	4.30	4.12
	2023	4.31	4.33	4.38	4.27	4.32	4.03	4.36	4.18	4.35	4.30
	2022	4.32	4.37	4.37	4.24	4.33	4.10	4.36	4.27	4.36	4.23
	2021	4.32	4.38	4.29	4.25	4.38	4.12	4.50	4.23	4.10	4.09
	2020	4.32	4.41	4.41	4.28	4.29	4.18	4.36	4.35	4.09	3.54
Change (2023-24 Comparison)		0.04	0.05	-0.04	0.07	0.08	0.06	0.06	-0.09	-0.05	-0.18
Electronic boarding pass (New question added 2023)	2024	4.37	4.40	4.37	4.34	4.41	4.10	4.38	-	-	-
	2023	4.30	4.29	4.40	4.25	4.32	3.91	4.33	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
Change (2023-24 Comparison)		0.07	0.11	-0.03	0.09	0.09	0.19	0.05	-	-	-

Average Satisfaction Ratings by Terminal - WAVE 3 (NOVEMBER) Historical Data - <i>Cont.</i>											
			Terminals								
	Wave 3	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase – <i>Cont.</i>											
Clarity of staff directions	2024	4.36	4.40	4.29	4.36	4.41	4.18	4.37	4.17	4.28	4.24
	2023	4.32	4.36	4.38	4.25	4.31	4.07	4.33	4.25	4.49	4.43
	2022	4.36	4.42	4.40	4.27	4.30	4.16	4.45	4.35	4.50	4.35
	2021	4.35	4.41	4.28	4.31	4.37	4.20	4.57	4.25	4.42	4.24
	2020	4.39	4.41	4.39	4.43	4.37	4.25	4.44	4.36	4.29	4.60
<i>Change (2023-24 Comparison)</i>		<i>0.04</i>	<i>0.04</i>	<i>-0.09</i>	<i>0.11</i>	<i>0.10</i>	<i>0.11</i>	<i>0.04</i>	<i>-0.08</i>	<i>-0.21</i>	<i>-0.19</i>
Staff customer service	2024	4.34	4.40	4.29	4.36	4.41	4.18	4.37	4.17	4.28	4.24
	2023	4.35	4.38	4.40	4.29	4.32	4.12	4.37	4.24	4.49	4.46
	2022	4.40	4.46	4.41	4.27	4.40	4.25	4.49	4.26	4.51	4.26
	2021	4.37	4.44	4.28	4.35	4.38	4.24	4.55	4.22	4.49	4.36
	2020	4.39	4.44	4.42	4.36	4.40	4.23	4.36	4.44	4.25	4.48
<i>Change (2023-24 Comparison)</i>		<i>-0.01</i>	<i>0.02</i>	<i>-0.11</i>	<i>0.07</i>	<i>0.09</i>	<i>0.06</i>	<i>0.00</i>	<i>-0.07</i>	<i>-0.21</i>	<i>-0.22</i>
Terminal Services											
Announcements when you need to be informed	2024	4.02	4.07	3.99	4.01	4.12	3.81	4.12	3.87	3.96	3.78
	2023	3.96	4.00	4.01	3.90	4.03	3.61	4.04	3.91	4.01	3.81
	2022	3.99	4.08	4.00	3.88	3.94	3.69	4.14	4.05	4.07	4.00
	2021	3.96	4.00	3.89	4.00	3.98	3.77	4.20	3.89	3.84	3.85
	2020	3.93	3.93	3.93	3.94	3.92	3.91	3.95	4.11	3.84	3.87
<i>Change (2023-24 Comparison)</i>		<i>0.06</i>	<i>0.07</i>	<i>-0.02</i>	<i>0.11</i>	<i>0.09</i>	<i>0.20</i>	<i>0.08</i>	<i>-0.04</i>	<i>-0.05</i>	<i>-0.03</i>
Usefulness of digital information screens at terminal	2024	3.95	4.02	3.94	3.89	4.06	3.70	3.98	3.84	-	-
	2023	3.86	3.91	3.93	3.75	3.96	3.39	3.91	3.81	-	-
	2022	3.84	3.99	3.86	3.71	3.72	3.48	4.01	4.00	-	-
	2021	3.84	3.85	3.85	3.83	3.88	3.65	4.04	3.85	-	-
	2020	3.93	3.95	3.99	3.92	3.88	3.94	3.95	3.93	-	-
<i>Change (2023-24 Comparison)</i>		<i>0.09</i>	<i>0.11</i>	<i>0.01</i>	<i>0.14</i>	<i>0.10</i>	<i>0.31</i>	<i>0.07</i>	<i>0.03</i>	-	-
Quality and variety of food/beverages/merchandise offered at the terminal	2024	3.55	3.61	3.44	-	3.61	-	-	-	-	-
	2023	-	-	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
<i>(Question added 2024)</i>	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		-	-	-	-	-	-	-	-	-	-
Washrooms	2024	3.92	4.01	3.89	3.81	3.93	3.71	3.99	3.86	3.94	3.85
	2023	3.81	3.82	3.88	3.65	3.83	3.43	3.99	3.92	4.03	3.96
	2022	3.90	4.02	3.95	3.60	3.88	3.53	4.13	4.07	4.13	3.92
	2021	4.01	4.12	3.98	3.90	3.95	3.84	4.24	4.17	3.78	3.75
	2020	4.03	4.12	4.08	4.03	3.95	3.90	4.14	3.67	3.60	3.74
<i>Change (2023-24 Comparison)</i>		<i>0.11</i>	<i>0.19</i>	<i>0.01</i>	<i>0.16</i>	<i>0.10</i>	<i>0.28</i>	<i>0.00</i>	<i>-0.06</i>	<i>-0.09</i>	<i>-0.11</i>

Average Satisfaction Ratings by Terminal - WAVE 3 (NOVEMBER) Historical Data- <i>Cont.</i>											
			Terminals								
	Wave 3	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Terminal Services – <i>Cont.</i>											
Procedure for loading	2024	4.12	4.14	4.09	4.13	4.17	3.94	4.21	3.99	4.10	4.07
	2023	4.02	3.98	4.07	3.91	4.10	3.64	4.10	4.02	4.29	4.29
	2022	4.13	4.20	4.20	3.99	4.08	3.86	4.26	4.16	4.29	4.36
	2021	4.12	4.15	4.11	4.13	4.13	3.95	4.35	4.05	3.75	3.74
	2020	4.18	4.25	4.29	4.16	4.14	3.96	4.30	4.24	3.87	3.71
<i>Change (2023-24 Comparison)</i>		<i>0.10</i>	<i>0.16</i>	<i>0.02</i>	<i>0.22</i>	<i>0.07</i>	<i>0.30</i>	<i>0.11</i>	<i>-0.03</i>	<i>-0.19</i>	<i>-0.22</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal	2024	3.58	3.63	3.58	3.62	3.81	3.59	3.78	2.47	2.92	2.64
	2023	3.51	3.53	3.51	3.74	3.52	2.58	3.67	2.48	2.76	3.01
	2022	3.78	3.84	3.90	3.69	3.80	3.76	4.06	2.71	3.22	2.65
	2021	3.60	3.69	3.73	3.57	3.83	3.65	3.76	2.78	2.63	2.14
	2020	3.73	3.68	3.98	4.25	3.80	3.63	-	2.85	2.50	2.33
<i>Change (2023-24 Comparison)</i>		<i>0.07</i>	<i>0.10</i>	<i>0.07</i>	<i>-0.12</i>	<i>0.29</i>	<i>1.01</i>	<i>0.11</i>	<i>-0.01</i>	<i>0.16</i>	<i>-0.37</i>
Ease of using passenger drop-off/pick-up area	2024	4.03	4.06	4.02	4.19	4.24	3.97	4.04	3.19	3.48	3.53
	2023	4.01	4.00	4.04	4.04	4.14	3.96	4.16	3.28	3.36	3.70
	2022	4.18	4.29	4.25	4.03	4.16	4.09	4.39	3.16	3.64	3.82
	2021	4.08	4.15	4.10	4.21	4.20	4.01	4.30	3.26	2.87	3.14
	2020	3.99	4.33	4.28	3.95	3.50	4.00	-	3.67	3.44	3.08
<i>Change (2023-24 Comparison)</i>		<i>0.02</i>	<i>0.06</i>	<i>-0.02</i>	<i>0.15</i>	<i>0.10</i>	<i>0.01</i>	<i>-0.12</i>	<i>-0.09</i>	<i>0.12</i>	<i>-0.17</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2024	4.33	4.38	4.35	4.26	4.19	-	4.23	-	-	-
	2023	4.33	4.32	4.32	4.37	4.39	-	4.20	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>Change (2023-24 Comparison)</i>		<i>0.00</i>	<i>0.06</i>	<i>0.03</i>	<i>-0.11</i>	<i>-0.20</i>	-	<i>0.03</i>	-	-	-
Pre-boarding passenger lounge at terminal	2024	3.66	3.59	3.51	3.82	3.98	3.76	3.70	3.70	3.73	3.48
	2023	3.62	3.53	3.58	3.64	3.92	3.32	3.74	3.49	3.94	3.77
	2022	3.75	3.78	3.80	3.65	3.81	3.52	4.13	3.22	3.62	3.47
	2021	3.68	3.51	3.76	3.79	3.77	3.73	3.97	3.70	3.49	3.18
	2020	3.87	3.82	3.90	4.05	4.30	4.06	-	3.57	3.09	3.29
<i>Change (2023-24 Comparison)</i>		<i>0.04</i>	<i>0.06</i>	<i>-0.07</i>	<i>0.18</i>	<i>0.06</i>	<i>0.44</i>	<i>-0.04</i>	<i>0.21</i>	<i>-0.21</i>	<i>-0.29</i>