

Customer Satisfaction Tracking

All Waves - 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.

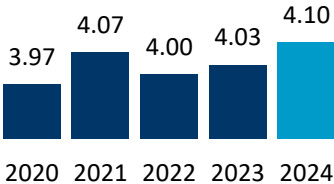
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year. This report presents findings from 2024.

Passengers who were surveyed reported an overall satisfaction score of 4.10 (+0.07 compared to 2023), and 84% of passengers surveyed reported that they were satisfied with their overall experience (+2% compared to 2023).

Customer Satisfaction Survey Highlights

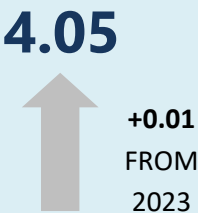
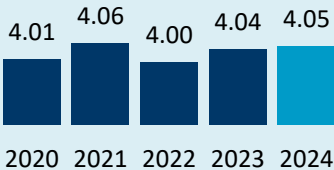
Overall Satisfaction

Overall satisfaction scores increased this year compared to 2023. The 2024 score is the highest score achieved in the past 5 years.



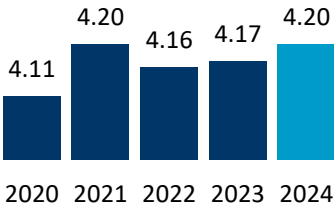
Terminal Satisfaction

Terminal satisfaction scores increased this year compared to 2023.



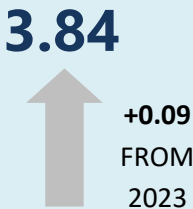
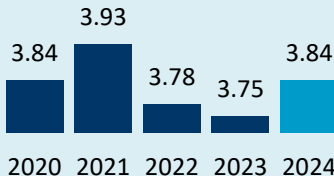
Onboard Satisfaction

Onboard satisfaction scores increased this year compared to 2023.



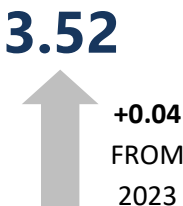
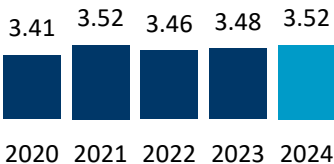
Ferry Running On Time

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



Value for Money of Fares

Value for Money of Fares scores increased this year compared to 2023.



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 - ALL WAVES HISTORICAL DATA	A-1
APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - ALL WAVES HISTORICAL DATA	A-11

CST Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 2024), Wave 2 (August 2024) and Wave 3 (November 2024) data collection periods, were eligible to complete a 2024 CST Survey.

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 demographic 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 demographic screener.

RECRUITMENT OF RESERVATION HOLDERS A survey invitation was emailed to a random selection of passengers who fulfilled a reservation on one of the intercept routes during each Wave. Selection of these passengers was carried out once the sailings already covered by the intercept schedule were removed.

As shown in the table below, 9% more surveys were completed this year than in 2023.

Table 1: Survey Completions Overall and by Route (2024 – All Waves)

	All Waves 2023	All Waves 2024	Change (2023-24)
Major Routes (1, 2, 3, 30)	17,339	19,164	1,825 (+11%)
Route 1	5,117	5,953	836 (+16%)
Route 2	4,620	4,989	369 (+8%)
Route 3	3,470	3,929	459 (+13%)
Route 30	4,132	4,293	161 (+4%)
Minor Routes (4, 5/9, 19)	6,712	7,012	300 (+4%)
Route 4	1,396	1,575	179 (+13%)
Routes 5/9	3,336	3,808	472 (+14%)
Route 19	1,980	1,629	-351 (-18%)
Total	24,051	26,176	2125 (+9%)

Source: 2024 CST Survey – All Waves (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 also asked to rate their overall satisfaction with their recent experience travelling with BC Ferries.

Table 2. Overall Customer Satisfaction

	2020	2021	2022	2023	2024	Change (2023-24)
Major Routes (1, 2, 3, 30)	3.96	4.08	3.99	4.01	4.11	+0.10
Route 1	4.07	4.15	4.09	4.12	4.15	+0.03
Route 2	3.94	4.09	3.94	3.99	4.06	+0.07
Route 3	3.70	3.93	3.69	3.75	3.99	+0.24 ▲
Route 30	4.08	4.06	4.09	3.98	4.15	+0.17
Minor Routes (4, 5/9, 19)	4.03	4.00	4.03	4.14	4.07	-0.07
Route 4	4.18	4.15	4.11	4.13	4.14	+0.01
Routes 5/9	4.09	4.06	3.95	4.15	4.06	-0.09 ▼
Route 19	3.76	3.62	4.25	4.10	4.05	-0.05
Total	3.97	4.07	4.00	4.03	4.10	+0.07

Source: 2024 CST Survey – All Waves (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 negatives changes in satisfaction scores since 2023.

Note: Weighted averages reported.

Overall customer satisfaction scores increased compared to last year's score (change of +0.07 points). Analysis by route shows the passengers on Routes 1 and 30 are the most satisfied with their overall experiences (4.15) while passengers travelling on Route 3 are the least satisfied (3.99). Routes 5/9 showed the most marked reduction in overall customer satisfaction score since last year (-0.09), while Route 3 showed the largest increase over the same period (+0.24).

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 (+0.01).

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

	2020	2021	2022	2023	2024	Change (2023-24)
BC Ferries Total	4.01	4.06	4.00	4.04	4.05	+0.01
Tsawwassen	4.13	4.11	4.07	4.10	4.09	-0.01
Swartz Bay	4.10	4.13	4.06	4.13	4.06	-0.07 ▼
Horseshoe Bay	3.88	4.00	3.85	3.87	3.97	+0.10
Departure Bay	3.96	4.08	3.98	4.06	4.04	-0.02
Langdale	3.75	3.87	3.68	3.69	3.92	+0.23 ▲
Duke Point	4.09	4.10	4.12	4.06	4.13	+0.07
Fulford Harbour	4.13	4.03	4.14	4.06	4.01	-0.05
Nanaimo Harbour	3.81	3.68	4.03	4.05	3.99	-0.06
Gabriola	3.54	3.50	4.12	3.97	3.94	-0.03

Source: 2024 CST Survey – All Waves (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 negatives changes in satisfaction scores since 2023.

Note: Weighted averages reported.

Analysis by individual terminal shows that passengers at most of the terminals are less satisfied this year with their overall terminal experience compared to 2023. The Swartz Bay terminal passengers showed the greatest negative change compared to last year (-0.07) while Langdale passengers showed the greatest positive change over the same period (+0.23). Passengers sailing from Duke Point reported the highest levels of satisfaction (4.13) with their terminal experience while those departing from the Langdale terminal appear to be the least satisfied (3.92).

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

For specific aspects of service within terminals, overall, passenger satisfaction has increased for almost all measures, compared to 2023. “Washrooms at the terminal” showed the biggest increase in score (+0.09) while “Staff customer service” showed the only decrease compared to 2023 (-0.01). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2023	2024	Change (2023-24)
Wait time at terminal	3.78	3.82	+0.04
Efficiency of the check-in process	4.30	4.33	+0.03
Electronic boarding pass	4.28	4.38	+0.01
Clarity of staff directions	4.33	4.36	+0.03
Staff customer service	4.37	4.36	-0.01 ▼
Announcements when you needed to be informed	4.00	4.05	+0.05
Usefulness of digital information screens at the terminal	3.90	3.95	+0.05
Quality and variety of food/beverages/merchandise offered at the terminal*	-	3.63	-
Washrooms at the terminal	3.87	3.96	+0.09 ▲
Procedure for loading	4.11	4.15	+0.04
Parking options at the terminal	3.64	3.66	+0.02
Ease of using passenger pickup/drop-off area	4.11	4.15	+0.04
Self-serve kiosk (ticket purchase)	4.27	4.29	+0.02
Pre-boarding passenger lounge at terminal	3.74	3.78	+0.04

Source: 2024 CST Survey – All Waves (R.A. Malatest & Associates)

*New question, added 2024.

Note: Arrows indicate the largest positive and negative changes 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 (increase of +0.03).

Table 5. Overall Satisfaction with Onboard Services

	2020	2021	2022	2023	2024	Change (2023-24)
Major Routes (1, 2, 3, 30)	4.10	4.20	4.15	4.15	4.20	+0.05
Route 1	4.17	4.24	4.22	4.22	4.22	0.00
Route 2	4.03	4.18	4.10	4.13	4.16	+0.03
Route 3	3.99	4.14	3.99	4.01	4.14	+0.13 ▲
Route 30	4.17	4.19	4.22	4.14	4.23	+0.09
Minor Routes (4, 5/9, 19)	4.17	4.17	4.19	4.28	4.22	-0.06
Route 4	4.31	4.25	4.23	4.24	4.21	-0.03
Routes 5/9	4.20	4.19	4.14	4.30	4.23	-0.07 ▼
Route 19	3.98	4.01	4.36	4.27	4.22	-0.05
Total	4.11	4.20	4.16	4.17	4.20	+0.03

Source: 2024 CST Survey – All Waves (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 negatives changes in satisfaction scores since 2023.

Note: Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 and 30 are the most satisfied with their onboard services experience (4.23). While passengers travelling on Route 3 are the least satisfied (4.14), they showed the most marked increase in score since 2023 (+0.13).

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

Table 6 shows that passenger satisfaction with onboard services has increased for almost all measures, compared to 2023. The service area that experienced the largest increase since 2023 was the “Pet area” (+0.17). The only service area with a decrease in satisfaction levels compared to 2023 was the “Play area for children” (-0.05). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2023	2024	Change (2023-24)
Quality and variety of food/beverages offered	3.69	3.71	+0.02
Value for money (food services)	3.21	3.23	+0.02
Staff customer service (food services)	4.24	4.25	+0.01
Passages Retail Store	4.02	4.04	+0.02
Washrooms	3.94	3.99	+0.05
Play area for children	3.54	3.49	-0.05 ▼
Pet area	3.18	3.35	+0.17 ▲
Outside decks	4.23	4.28	+0.05
Lounge seating	4.12	4.16	+0.04
The SeaWest Lounge experience	3.83	3.89	+ 0.06
Usefulness of digital information screens onboard	3.78	3.83	+0.05
Ease of access, overall	4.16	4.19	+0.03
Ease of finding facilities/services	4.15	4.18	+0.03
Announcements when you need to be informed	4.02	4.09	+0.07
Atmosphere on the ferry overall	4.16	4.19	+0.03
Procedures for unloading	4.15	4.19	+0.04
Professionalism of onboard staff	4.36	4.41	+0.05

Source: 2024 CST Survey – All Waves (R.A. Malatest & Associates)

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2023.

Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” has climbed since 2023 (increase of +0.04).

Table 7. Value for Money of Fares

	2020	2021	2022	2023	2024	Change (2023-24)
Major Routes (1, 2, 3, 30)	3.36	3.50	3.43	3.43	3.49	+0.06
Route 1	3.36	3.49	3.47	3.48	3.51	+0.03
Route 2	3.29	3.49	3.36	3.40	3.49	+0.09 ▲
Route 3	3.51	3.55	3.40	3.42	3.49	+0.07
Route 30	3.28	3.46	3.44	3.36	3.44	+0.08
Minor Routes (4, 5/9, 19)	3.68	3.70	3.69	3.75	3.70	-0.05
Route 4	3.71	3.72	3.73	3.70	3.69	-0.01
Routes 5/9	3.74	3.73	3.67	3.80	3.72	-0.08 ▼
Route 19	3.47	3.56	3.76	3.64	3.63	-0.01
Total	3.41	3.52	3.46	3.48	3.52	+0.04

Source: 2024 CST Survey – All Waves (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 negatives 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 30 are the least satisfied (3.44). The largest positive change was experienced by Route 2 (+0.09), while Routes 5/9 passengers experienced the largest drop in satisfaction with value for money of fares compared to 2023 (-0.08).

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

APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – ALL WAVES HISTORICAL DATA

Average Satisfaction Ratings by Route - All Waves Historical Data									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	2024	4.10	4.15	4.06	3.99	4.15	4.14	4.06	4.05
	2023	4.03	4.12	3.99	3.75	3.98	4.13	4.15	4.10
	2022	4.00	4.09	3.94	3.69	4.09	4.11	3.95	4.25
	2021	4.07	4.15	4.09	3.93	4.06	4.15	4.06	3.62
	2020	3.97	4.07	3.94	3.70	4.08	4.18	4.09	3.76
<i>(2023-24 Comparison)</i>		<i>0.07</i>	<i>0.03</i>	<i>0.07</i>	<i>0.24</i>	<i>0.17</i>	<i>0.01</i>	<i>-0.09</i>	<i>-0.05</i>
Terminal Overall	2024	4.05	4.09	4.01	3.93	4.11	4.05	4.02	3.97
	2023	4.04	4.11	4.00	3.76	4.05	4.07	4.16	4.01
	2022	4.00	4.06	3.96	3.71	4.13	4.11	4.00	4.07
	2021	4.06	4.14	4.07	3.89	4.07	4.10	4.06	3.60
	2020	4.01	4.12	3.96	3.75	4.09	4.18	4.15	3.68
<i>(2023-24 Comparison)</i>		<i>0.01</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.17</i>	<i>0.06</i>	<i>-0.02</i>	<i>-0.14</i>	<i>-0.04</i>
Onboard Overall	2024	4.20	4.22	4.16	4.14	4.23	4.21	4.23	4.22
	2023	4.17	4.22	4.13	4.01	4.14	4.24	4.30	4.27
	2022	4.16	4.22	4.10	3.99	4.22	4.23	4.14	4.36
	2021	4.20	4.24	4.18	4.14	4.19	4.25	4.19	4.01
	2020	4.11	4.17	4.03	3.99	4.17	4.31	4.20	3.98
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>0.00</i>	<i>0.03</i>	<i>0.13</i>	<i>0.09</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.05</i>
Value for money of fares	2024	3.52	3.51	3.49	3.49	3.44	3.69	3.72	3.63
	2023	3.48	3.48	3.40	3.42	3.36	3.70	3.80	3.64
	2022	3.46	3.47	3.36	3.40	3.44	3.73	3.67	3.76
	2021	3.52	3.49	3.49	3.55	3.46	3.72	3.73	3.56
	2020	3.41	3.36	3.29	3.51	3.28	3.71	3.74	3.47
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.03</i>	<i>0.09</i>	<i>0.07</i>	<i>0.08</i>	<i>-0.01</i>	<i>-0.08</i>	<i>-0.01</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2024	4.14	4.22	4.16	3.99	4.21	3.94	4.03	3.87
	2023	4.00	4.12	4.02	3.75	4.03	3.86	3.94	3.82
	2022	3.94	4.05	4.01	3.62	4.08	3.82	3.64	3.88
	2021	3.96	4.10	4.01	3.73	4.00	3.90	3.70	3.76
	2020	3.96	4.01	3.93	3.83	4.09	4.07	3.89	3.76
<i>(2023-24 Comparison)</i>		<i>0.14</i>	<i>0.10</i>	<i>0.14</i>	<i>0.24</i>	<i>0.18</i>	<i>0.08</i>	<i>0.09</i>	<i>0.05</i>
Usefulness of BC Ferries Mobile App <i>(New question added 2023)</i>	2024	3.93	3.95	3.97	3.84	4.05	3.75	3.86	3.61
	2023	3.75	3.87	3.78	3.47	3.84	3.56	3.77	3.55
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.18</i>	<i>0.08</i>	<i>0.19</i>	<i>0.37</i>	<i>0.21</i>	<i>0.19</i>	<i>0.09</i>	<i>0.06</i>
Ease of making a reservation <i>(2019-2022 question wording: Ease of using online reservations)</i>	2024	4.17	4.28	4.16	3.81	4.24	-	4.12	-
	2023	4.01	4.15	3.99	3.56	4.02	-	4.10	-
	2022	3.99	4.10	3.99	3.57	4.15	-	3.86	-
	2021	3.99	4.09	4.03	3.69	4.03	-	3.85	-
	2020	3.88	4.02	3.86	3.59	4.01	-	3.70	-
<i>(2023-24 Comparison)</i>		<i>0.16</i>	<i>0.13</i>	<i>0.17</i>	<i>0.25</i>	<i>0.22</i>	-	<i>0.02</i>	-
BC Ferries phone service	2024	3.70	3.77	3.73	3.48	3.77	3.42	3.75	3.23
	2023	3.45	3.54	3.45	3.06	3.42	3.28	3.74	3.22
	2022	3.31	3.42	3.25	2.89	3.47	3.43	3.40	3.25
	2021	3.38	3.45	3.45	3.10	3.28	3.28	3.53	3.23
	2020	3.32	3.42	3.27	3.02	3.48	3.45	3.40	3.31
<i>(2023-24 Comparison)</i>		<i>0.25</i>	<i>0.23</i>	<i>0.28</i>	<i>0.42</i>	<i>0.35</i>	<i>0.14</i>	<i>0.01</i>	<i>0.01</i>
Ease of using/understanding sailing schedules	2024	4.26	4.34	4.31	4.16	4.35	4.04	3.98	4.06
	2023	4.18	4.28	4.22	3.99	4.23	4.04	3.95	4.12
	2022	4.12	4.22	4.21	3.89	4.29	4.03	3.62	4.14
	2021	4.19	4.33	4.27	4.06	4.29	4.03	3.70	3.97
	2020	4.20	4.32	4.23	4.06	4.28	4.22	3.91	4.16
<i>(2023-24 Comparison)</i>		<i>0.08</i>	<i>0.06</i>	<i>0.09</i>	<i>0.17</i>	<i>0.12</i>	<i>0.00</i>	<i>0.03</i>	<i>-0.06</i>
Effective communication of service updates and current conditions <i>(2019-2022 question wording: Effective communication of service updates)</i>	2024	3.93	3.99	3.94	3.81	4.06	3.78	3.71	3.58
	2023	3.79	3.94	3.83	3.41	3.79	3.70	3.76	3.46
	2022	3.77	3.90	3.81	3.35	3.94	3.74	3.54	3.60
	2021	3.93	4.08	3.97	3.67	3.95	3.90	3.78	3.48
	2020	3.94	4.05	3.95	3.74	4.03	4.14	3.81	3.70
<i>(2023-24 Comparison)</i>		<i>0.14</i>	<i>0.05</i>	<i>0.11</i>	<i>0.40</i>	<i>0.27</i>	<i>0.08</i>	<i>-0.05</i>	<i>0.12</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Wait time at the terminal	2024	3.82	3.92	3.78	3.71	3.84	3.82	3.66	3.73
	2023	3.78	3.94	3.74	3.30	3.77	3.82	3.89	3.77
	2022	3.74	3.86	3.70	3.35	3.89	3.79	3.63	3.95
	2021	3.82	3.96	3.84	3.59	3.83	3.82	3.75	3.03
	2020	3.73	3.90	3.75	3.33	3.87	3.94	3.80	3.03
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>-0.02</i>	<i>0.04</i>	<i>0.41</i>	<i>0.07</i>	<i>0.00</i>	<i>-0.23</i>	<i>-0.04</i>
Ticket Purchase									
Efficiency of the check-in process	2024	4.33	4.35	4.33	4.23	4.33	4.32	4.38	4.28
	2023	4.30	4.35	4.30	4.10	4.28	4.34	4.38	4.32
	2022	4.27	4.30	4.28	4.05	4.31	4.33	4.36	4.34
	2021	4.32	4.39	4.32	4.14	4.34	4.34	4.37	4.14
	2020	4.22	4.30	4.21	4.03	4.27	4.38	4.30	3.98
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>0.00</i>	<i>0.03</i>	<i>0.13</i>	<i>0.05</i>	<i>-0.02</i>	<i>0.00</i>	<i>-0.04</i>
Electronic boarding pass <i>(New question added 2023)</i>	2024	4.38	4.40	4.38	4.23	4.42	-	4.34	-
	2023	4.28	4.35	4.25	4.06	4.26	-	4.29	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.10</i>	<i>0.05</i>	<i>0.13</i>	<i>0.17</i>	<i>0.16</i>	-	<i>0.05</i>	-
Staff customer service	2024	4.36	4.38	4.37	4.29	4.36	4.32	4.40	4.38
	2023	4.37	4.41	4.33	4.21	4.36	4.37	4.49	4.47
	2022	4.34	4.36	4.35	4.16	4.39	4.42	4.42	4.44
	2021	4.39	4.43	4.38	4.26	4.40	4.38	4.43	4.37
	2020	4.31	4.32	4.29	4.18	4.35	4.44	4.40	4.34
<i>(2023-24 Comparison)</i>		<i>-0.01</i>	<i>-0.03</i>	<i>0.04</i>	<i>0.08</i>	<i>0.00</i>	<i>-0.05</i>	<i>-0.09</i>	<i>-0.09</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Clarity of staff directions	2024	4.36	4.39	4.35	4.29	4.40	4.30	4.35	4.34
	2023	4.33	4.38	4.31	4.17	4.33	4.32	4.39	4.43
	2022	4.32	4.36	4.31	4.13	4.39	4.42	4.35	4.43
	2021	4.36	4.42	4.37	4.21	4.36	4.37	4.35	4.30
	2020	4.30	4.35	4.26	4.16	4.35	4.37	4.33	4.33
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.04</i>	<i>0.12</i>	<i>0.07</i>	<i>-0.02</i>	<i>-0.04</i>	<i>-0.09</i>
Announcements when you need to be informed	2024	4.05	4.07	4.08	3.93	4.16	4.06	3.93	3.89
	2023	4.00	4.05	4.02	3.77	4.04	4.05	4.01	3.90
	2022	3.98	4.03	4.02	3.77	4.03	4.10	3.87	3.94
	2021	4.01	4.07	4.03	3.88	3.98	4.05	3.93	3.87
	2020	3.96	3.98	3.96	3.83	4.08	4.14	3.93	3.82
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.02</i>	<i>0.06</i>	<i>0.16</i>	<i>0.12</i>	<i>0.01</i>	<i>-0.08</i>	<i>-0.01</i>
Usefulness of digital information screens	2024	3.95	4.02	3.96	3.75	4.03	3.88	3.79	-
	2023	3.90	3.99	3.93	3.58	3.90	3.94	3.90	-
<i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2022	3.81	3.88	3.82	3.53	3.92	3.95	3.68	-
	2021	3.89	3.95	3.96	3.69	3.87	3.95	3.81	-
	2020	3.88	3.95	3.84	3.67	4.03	4.06	3.85	-
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.03</i>	<i>0.03</i>	<i>0.17</i>	<i>0.13</i>	<i>-0.06</i>	<i>-0.11</i>	<i>-</i>
Quality and variety of food/beverages/merchandise offered at the terminal	2024	3.63	3.63	3.66	-	3.77	3.13	3.47	-
<i>(Question added in 2024)</i>	2023	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Washrooms	2024	3.96	3.97	3.88	3.84	4.03	3.96	4.13	4.02
	2023	3.87	3.91	3.76	3.61	3.94	3.92	4.12	3.97
	2022	3.90	3.93	3.83	3.62	4.03	3.97	4.05	4.05
	2021	4.01	4.05	3.97	3.88	4.13	4.00	4.07	3.76
	2020	4.01	4.10	3.97	3.73	4.17	4.05	4.13	3.70
<i>(2023-24 Comparison)</i>		<i>0.09</i>	<i>0.06</i>	<i>0.12</i>	<i>0.23</i>	<i>0.09</i>	<i>0.04</i>	<i>0.01</i>	<i>0.05</i>
Procedure for loading	2024	4.15	4.17	4.13	4.07	4.23	4.18	4.08	4.16
	2023	4.11	4.17	4.08	3.91	4.11	4.21	4.15	4.20
	2022	4.12	4.19	4.09	3.88	4.23	4.19	4.05	4.22
	2021	4.17	4.25	4.18	4.03	4.21	4.22	4.08	3.89
	2020	4.12	4.23	4.07	3.86	4.25	4.22	4.14	4.05
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.00</i>	<i>0.05</i>	<i>0.16</i>	<i>0.12</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.04</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services – <i>Cont.</i> (Foot Passengers ONLY)									
Parking options at the terminal	2024	3.66	3.73	3.77	3.59	3.79	3.43	3.53	2.70
	2023	3.64	3.71	3.55	3.52	3.64	3.52	4.00	2.62
	2022	3.67	3.82	3.51	3.63	3.95	3.44	3.78	2.64
	2021	3.67	3.82	3.77	3.66	3.61	3.38	3.70	2.57
	2020	3.70	3.94	3.72	3.59	4.01	3.77	3.97	2.31
<i>(2023-24 Comparison)</i>		<i>0.02</i>	<i>0.02</i>	<i>0.22</i>	<i>0.07</i>	<i>0.15</i>	<i>-0.09</i>	<i>-0.47</i>	<i>0.08</i>
Ease of using passenger drop-off/pick-up area	2024	4.15	4.17	4.27	4.08	4.20	4.05	4.08	3.52
	2023	4.11	4.16	4.12	4.07	4.16	3.85	4.22	3.42
	2022	4.13	4.24	4.08	4.07	4.25	3.87	4.09	3.48
	2021	4.20	4.28	4.28	4.11	4.24	4.05	4.29	3.25
	2020	4.10	4.33	4.12	3.94	4.18	4.13	4.33	2.94
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.01</i>	<i>0.15</i>	<i>0.01</i>	<i>0.04</i>	<i>0.20</i>	<i>-0.14</i>	<i>0.10</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2024	4.29	4.32	4.31	4.21	4.28	4.30	4.00	-
	2023	4.27	4.34	4.23	4.19	4.21	4.21	4.11	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.02</i>	<i>-0.02</i>	<i>0.08</i>	<i>0.02</i>	<i>0.07</i>	<i>0.09</i>	<i>-0.11</i>	<i>-</i>
Pre-boarding passenger lounge at terminal	2024	3.78	3.72	3.93	3.81	3.77	3.93	3.72	3.67
	2023	3.74	3.70	3.77	3.73	3.69	3.80	3.95	3.71
	2022	3.76	3.76	3.76	3.74	3.82	3.92	3.75	3.64
	2021	3.80	3.78	3.87	3.83	3.79	4.02	3.80	3.47
	2020	3.86	3.83	3.87	3.90	3.77	3.96	4.25	3.13
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.02</i>	<i>0.16</i>	<i>0.08</i>	<i>0.08</i>	<i>0.13</i>	<i>-0.23</i>	<i>-0.04</i>
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2024	3.71	3.69	3.74	3.71	3.80	-	3.58	-
	2023	3.69	3.67	3.72	3.66	3.77	-	3.68	-
	2022	3.67	3.68	3.67	3.67	3.79	-	3.41	-
	2021	3.69	3.68	3.71	3.74	3.82	-	3.44	-
	2020	3.60	3.70	3.54	3.61	3.62	-	3.43	-
<i>(2023-24 Comparison)</i>		<i>0.02</i>	<i>0.02</i>	<i>0.02</i>	<i>0.05</i>	<i>0.03</i>	<i>-</i>	<i>-0.10</i>	<i>-</i>
Value for money	2024	3.23	3.26	3.21	3.18	3.23	-	3.26	-
	2023	3.21	3.25	3.16	3.09	3.13	-	3.39	-
	2022	3.21	3.25	3.15	3.14	3.25	-	3.23	-
	2021	3.29	3.30	3.24	3.31	3.31	-	3.33	-
	2020	3.23	3.29	3.14	3.26	3.16	-	3.36	-
<i>(2023-24 Comparison)</i>		<i>0.02</i>	<i>0.01</i>	<i>0.05</i>	<i>0.09</i>	<i>0.10</i>	<i>-</i>	<i>-0.13</i>	<i>-</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Food Services – <i>Cont.</i>									
Staff customer service (Food services)	2024	4.25	4.25	4.26	4.19	4.26	-	4.30	-
	2023	4.24	4.27	4.21	4.13	4.21	-	4.36	-
	2022	4.20	4.19	4.21	4.13	4.27	-	4.19	-
	2021	4.27	4.30	4.25	4.20	4.28	-	4.24	-
	2020	4.14	4.15	4.12	4.13	4.18	-	4.13	-
<i>(2023-24 Comparison)</i>		<i>0.01</i>	<i>-0.02</i>	<i>0.05</i>	<i>0.06</i>	<i>0.05</i>	<i>-</i>	<i>-0.06</i>	<i>-</i>
Onboard Facilities/Services									
Passages Retail Store	2024	4.04	4.04	4.04	4.06	4.07	-	3.92	-
	2023	4.02	4.06	4.00	3.96	3.98	-	4.03	-
	2022	4.01	4.03	4.00	4.01	4.05	-	3.85	-
	2021	4.05	4.08	4.05	4.05	4.05	-	3.86	-
	2020	3.88	3.98	3.84	3.78	3.98	-	3.66	-
<i>(2023-24 Comparison)</i>		<i>0.02</i>	<i>-0.02</i>	<i>0.04</i>	<i>0.10</i>	<i>0.09</i>	<i>-</i>	<i>-0.11</i>	<i>-</i>
Washrooms	2024	3.99	3.98	3.86	3.97	4.06	4.00	4.25	4.03
	2023	3.94	3.98	3.78	3.87	3.90	3.98	4.23	4.02
	2022	3.96	3.99	3.82	3.88	4.05	3.94	4.11	4.15
	2021	4.08	4.09	4.05	4.07	4.10	4.01	4.19	3.62
	2020	4.07	4.17	4.00	3.97	4.16	3.95	4.16	3.65
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.00</i>	<i>0.08</i>	<i>0.10</i>	<i>0.16</i>	<i>0.02</i>	<i>0.02</i>	<i>0.01</i>
Play area for children	2024	3.49	3.58	3.43	3.38	3.51	-	3.28	-
<i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>	2023	3.54	3.66	3.42	3.38	3.45	-	3.62	-
	2022	3.43	3.54	3.27	3.36	3.52	-	3.25	-
	2021	3.48	3.64	3.39	3.51	3.38	-	3.18	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>-0.05</i>	<i>-0.08</i>	<i>0.01</i>	<i>0.00</i>	<i>0.06</i>	<i>-</i>	<i>-0.34</i>	<i>-</i>
Pet area	2024	3.35	3.37	3.38	3.52	3.32	-	3.02	-
	2023	3.18	3.11	3.25	3.20	3.12	-	3.31	-
	2022	3.06	3.05	2.99	3.13	3.17	-	2.99	-
	2021	3.00	3.09	2.82	3.21	2.97	-	2.87	-
	2020	3.21	3.07	3.15	3.45	3.19	-	3.29	-
<i>(2023-24 Comparison)</i>		<i>0.17</i>	<i>0.26</i>	<i>0.13</i>	<i>0.32</i>	<i>0.20</i>	<i>-</i>	<i>-0.29</i>	<i>-</i>
Outside decks	2024	4.28	4.31	4.22	4.22	4.29	4.12	4.31	4.38
	2023	4.23	4.28	4.15	4.14	4.16	4.12	4.33	4.36
	2022	4.23	4.27	4.20	4.11	4.21	4.17	4.21	4.47
	2021	4.24	4.29	4.22	4.21	4.24	4.11	4.30	3.83
	2020	4.18	4.31	4.08	4.12	4.22	4.21	4.20	3.74
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.03</i>	<i>0.07</i>	<i>0.08</i>	<i>0.13</i>	<i>0.00</i>	<i>-0.02</i>	<i>0.02</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Lounge Seating	2024	4.16	4.16	4.09	4.20	4.15	-	4.22	-
	2023	4.12	4.14	4.03	4.13	4.09	-	4.27	-
	2022	4.14	4.17	4.05	4.13	4.17	-	4.18	-
	2021	4.17	4.18	4.12	4.22	4.15	-	4.22	-
	2020	4.05	4.15	3.86	4.09	4.09	-	4.13	-
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.02</i>	<i>0.06</i>	<i>0.07</i>	<i>0.06</i>	<i>-</i>	<i>-0.05</i>	<i>-</i>
SeaWest Lounge <i>(Service closed from 2020 through 2022, due to COVID-19 pandemic. Reopened on Route 1 in 2023)</i>	2024	3.89	3.89	-	-	-	-	-	-
	2023	3.83	3.83	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.06</i>	<i>0.06</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Usefulness of digital information screens onboard <i>(New question added 2023)</i>	2024	3.83	3.88	3.83	3.71	3.88	-	3.73	3.70
	2023	3.78	3.84	3.76	3.59	3.79	-	3.83	3.70
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.04</i>	<i>0.07</i>	<i>0.12</i>	<i>0.09</i>	<i>-</i>	<i>-0.10</i>	<i>0</i>
Ease of access, overall <i>(all passengers)</i>	2024	4.19	4.22	4.16	4.12	4.22	4.15	4.15	4.17
	2023	4.16	4.23	4.11	3.98	4.11	4.15	4.22	4.26
	2022	4.19	4.25	4.15	4.03	4.23	4.17	4.14	4.32
	2021	4.22	4.28	4.20	4.16	4.23	4.19	4.17	3.88
	2020	4.17	4.29	4.11	4.02	4.22	4.25	4.19	3.98
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.14</i>	<i>0.11</i>	<i>0.00</i>	<i>-0.07</i>	<i>-0.09</i>
Ease of access, overall <i>(for people with accessibility requirements)</i>	2024	3.98	4.02	3.92	3.80	4.05	4.03	4.07	3.80
	2023	3.92	4.01	3.93	3.61	3.94	4.07	3.99	3.85
	2022	3.96	4.09	3.97	3.74	4.03	4.05	3.76	3.92
	2021	3.95	3.99	3.98	3.87	4.06	3.93	3.80	3.72
	2020	3.85	3.89	3.77	3.68	4.25	3.91	3.60	3.77
<i>(2023-24 Comparison)</i>		<i>-0.04</i>	<i>-0.08</i>	<i>-0.04</i>	<i>-0.13</i>	<i>-0.09</i>	<i>0.02</i>	<i>0.23</i>	<i>-0.07</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Ease of finding facilities / services	2024	4.18	4.18	4.18	4.16	4.22	4.11	4.22	4.17
	2023	4.15	4.17	4.12	4.03	4.13	4.15	4.24	4.24
	2022	4.17	4.18	4.14	4.06	4.21	4.09	4.20	4.34
	2021	4.17	4.18	4.17	4.17	4.19	4.10	4.20	3.98
	2020	4.16	4.23	4.11	4.08	4.18	4.12	4.24	3.97
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.06</i>	<i>0.13</i>	<i>0.09</i>	<i>-0.04</i>	<i>-0.02</i>	<i>-0.07</i>
Announcements when you need to be informed	2024	4.09	4.09	4.11	4.04	4.17	4.04	4.04	3.97
	2023	4.02	4.04	4.03	3.86	4.05	4.02	4.07	3.97
	2022	4.04	4.06	4.06	3.89	4.13	4.04	3.99	4.06
	2021	4.04	4.06	4.06	3.97	4.07	4.01	4.01	3.87
	2020	3.96	3.97	3.96	3.86	4.07	4.07	3.94	3.85
<i>(2023-24 Comparison)</i>		<i>0.07</i>	<i>0.05</i>	<i>0.08</i>	<i>0.18</i>	<i>0.12</i>	<i>0.02</i>	<i>-0.03</i>	<i>0.00</i>
Atmosphere on the ferry overall	2024	4.19	4.18	4.15	4.17	4.22	4.15	4.27	4.23
	2023	4.16	4.19	4.10	4.05	4.12	4.17	4.28	4.30
	2022	4.15	4.18	4.10	4.05	4.21	4.15	4.18	4.39
	2021	4.15	4.16	4.14	4.12	4.18	4.12	4.21	3.90
	2020	4.04	4.08	3.96	3.98	4.07	4.16	4.17	3.97
<i>(2023-24 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.12</i>	<i>0.10</i>	<i>-0.02</i>	<i>-0.01</i>	<i>-0.07</i>
Procedures for unloading	2024	4.19	4.21	4.14	4.13	4.24	4.20	4.24	4.22
	2023	4.15	4.21	4.09	3.98	4.13	4.19	4.24	4.24
	2022	4.19	4.26	4.13	4.00	4.25	4.20	4.18	4.30
	2021	4.21	4.27	4.19	4.10	4.23	4.21	4.22	3.96
	2020	4.17	4.28	4.14	3.94	4.24	4.27	4.18	3.95
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.00</i>	<i>0.05</i>	<i>0.15</i>	<i>0.11</i>	<i>0.01</i>	<i>0.00</i>	<i>-0.02</i>
Professionalism of onboard staff	2024	4.41	4.42	4.39	4.35	4.41	4.35	4.47	4.44
	2023	4.36	4.40	4.33	4.26	4.33	4.35	4.45	4.46
	2022	4.36	4.39	4.35	4.23	4.37	4.39	4.36	4.48
	2021	4.39	4.45	4.37	4.31	4.39	4.37	4.40	4.34
	2020	4.30	4.36	4.25	4.18	4.33	4.39	4.37	4.31
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.02</i>	<i>0.06</i>	<i>0.09</i>	<i>0.08</i>	<i>0.00</i>	<i>0.02</i>	<i>-0.02</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule									
Earliest ferry early enough	2024	3.95	3.95	3.93	3.96	3.96	4.01	3.89	3.94
	2023	3.91	3.91	3.89	3.87	3.93	4.02	3.93	3.97
	2022	3.91	3.90	3.93	3.85	3.99	4.04	3.85	4.05
	2021	3.92	3.94	3.92	3.92	3.94	3.98	3.83	3.92
	2020	3.89	3.89	3.89	3.85	3.96	3.94	3.86	3.97
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.04</i>	<i>0.04</i>	<i>0.09</i>	<i>0.03</i>	<i>-0.01</i>	<i>-0.04</i>	<i>-0.03</i>
Latest ferry late enough	2024	3.78	3.77	3.79	3.83	3.86	3.65	3.72	3.67
	2023	3.73	3.71	3.74	3.75	3.79	3.66	3.75	3.69
	2022	3.75	3.74	3.77	3.73	3.87	3.53	3.65	3.85
	2021	3.80	3.82	3.84	3.76	3.86	3.61	3.71	3.74
	2020	3.77	3.77	3.79	3.77	3.89	3.52	3.67	3.76
<i>(2023-24 Comparison)</i>		<i>0.05</i>	<i>0.06</i>	<i>0.05</i>	<i>0.08</i>	<i>0.07</i>	<i>-0.01</i>	<i>-0.03</i>	<i>-0.02</i>
Ferry sailing frequent enough	2024	3.59	3.85	3.41	3.23	3.62	3.62	3.24	3.59
	2023	3.49	3.78	3.33	2.87	3.46	3.61	3.32	3.66
	2022	3.47	3.76	3.39	2.87	3.56	3.55	3.10	3.93
	2021	3.52	3.79	3.52	3.08	3.61	3.62	3.15	3.17
	2020	3.36	3.74	3.26	2.71	3.52	3.70	3.15	3.23
<i>(2023-24 Comparison)</i>		<i>0.10</i>	<i>0.07</i>	<i>0.08</i>	<i>0.36</i>	<i>0.16</i>	<i>0.01</i>	<i>-0.08</i>	<i>-0.07</i>
Ability to get onto desired sailing	2024	3.93	4.07	3.83	3.64	3.90	4.01	4.06	3.78
	2023	3.85	4.00	3.77	3.44	3.78	4.03	4.09	3.83
	2022	3.80	3.93	3.72	3.30	3.91	3.98	3.92	4.06
	2021	3.91	4.04	3.91	3.67	3.89	3.99	4.00	3.16
	2020	3.81	4.03	3.76	3.34	3.87	4.06	4.04	3.33
<i>(2023-24 Comparison)</i>		<i>0.08</i>	<i>0.07</i>	<i>0.06</i>	<i>0.2</i>	<i>0.12</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.05</i>
Ability to connect with other sailings <i>(based on those connecting)</i>	2024	3.41	3.50	3.40	3.11	3.63	3.38	3.53	3.54
	2023	3.41	3.56	3.40	3.05	3.39	3.49	3.62	3.50
	2022	3.32	3.28	3.30	3.22	3.63	3.59	3.25	3.62
	2021	3.40	3.62	3.32	3.14	3.42	3.58	3.61	2.95
	2020	3.36	3.44	3.25	3.17	3.51	3.46	3.51	3.32
<i>(2023-24 Comparison)</i>		<i>0.00</i>	<i>-0.06</i>	<i>0.00</i>	<i>0.06</i>	<i>0.24</i>	<i>-0.11</i>	<i>-0.09</i>	<i>0.04</i>
Ferry running on time	2024	3.84	4.05	3.83	3.55	3.84	3.88	3.47	3.60
	2023	3.75	3.99	3.79	3.10	3.69	3.97	3.72	3.65
	2022	3.78	3.99	3.73	3.33	3.89	4.04	3.45	3.91
	2021	3.93	4.18	3.95	3.67	3.82	3.91	3.75	2.62
	2020	3.84	3.94	3.97	3.54	3.97	4.23	3.71	2.88
<i>(2023-24 Comparison)</i>		<i>0.09</i>	<i>0.06</i>	<i>0.04</i>	<i>0.45</i>	<i>0.15</i>	<i>-0.09</i>	<i>-0.25</i>	<i>-0.05</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
			Route						
	All Waves	Total	1	2	3	30	4	5/9	19
Safety									
Safety of ferry operations	2024	4.37	4.43	4.34	4.29	4.36	4.37	4.39	4.34
	2023	4.31	4.37	4.29	4.16	4.27	4.33	4.37	4.34
	2022	4.33	4.37	4.32	4.19	4.33	4.38	4.32	4.44
	2021	4.37	4.42	4.38	4.29	4.32	4.38	4.37	4.26
	2020	4.28	4.32	4.23	4.17	4.32	4.33	4.36	4.35
<i>(2023-24 Comparison)</i>		<i>0.06</i>	<i>0.06</i>	<i>0.05</i>	<i>0.13</i>	<i>0.09</i>	<i>0.04</i>	<i>0.02</i>	<i>0.00</i>

APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - ALL WAVES HISTORICAL DATA

Average Satisfaction Ratings by Terminal - All Waves Historical Data											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2024	4.10	4.15	4.13	4.03	4.06	3.99	4.15	4.10	4.05	4.04
	2023	4.03	4.10	4.13	3.90	4.00	3.64	3.98	4.08	4.12	4.09
	2022	4.00	4.08	4.08	3.87	3.93	3.62	4.09	4.10	4.20	4.32
	2021	4.07	4.14	4.12	4.05	4.06	3.90	4.05	4.11	3.64	3.61
	2020	3.97	4.06	4.10	3.83	3.91	3.79	4.07	4.08	3.84	3.67
(2023-24 Comparison)		0.07	0.05	0.00	0.13	0.06	0.35	0.17	0.02	-0.07	-0.05
Terminal Overall	2024	4.05	4.09	4.06	3.97	4.04	3.92	4.13	4.01	3.99	3.94
	2023	4.04	4.10	4.13	3.87	4.06	3.69	4.06	4.06	4.05	3.97
	2022	4.00	4.07	4.06	3.85	3.98	3.68	4.12	4.14	4.03	4.12
	2021	4.06	4.11	4.13	4.00	4.08	3.87	4.10	4.03	3.68	3.50
	2020	4.01	4.13	4.10	3.88	3.96	3.75	4.09	4.13	3.81	3.54
(2023-24 Comparison)		0.01	-0.01	-0.07	0.10	-0.02	0.23	0.07	-0.05	-0.06	-0.03
Value for money of fares	2024	3.52	3.53	3.53	3.50	3.47	3.48	3.42	3.71	3.60	3.67
	2023	3.48	3.50	3.53	3.44	3.39	3.32	3.34	3.69	3.61	3.68
	2022	3.46	3.47	3.52	3.38	3.38	3.36	3.43	3.73	3.74	3.78
	2021	3.52	3.52	3.52	3.56	3.45	3.50	3.44	3.66	3.62	3.49
	2020	3.41	3.35	3.51	3.41	3.18	3.57	3.24	3.55	3.39	3.55
(2023-24 Comparison)		0.04	0.03	0.00	0.06	0.08	0.16	0.08	0.02	-0.01	-0.01
At the Terminal											
Wait time at the terminal	2024	3.82	3.87	3.88	3.74	3.82	3.65	3.88	3.75	3.73	3.72
	2023	3.78	3.89	3.94	3.53	3.79	3.23	3.79	3.82	3.83	3.72
	2022	3.74	3.84	3.84	3.57	3.71	3.30	3.91	3.75	3.87	4.06
	2021	3.82	3.89	3.95	3.75	3.86	3.51	3.84	3.79	3.05	3.00
	2020	3.73	3.88	3.87	3.62	3.72	3.30	3.89	3.88	3.25	2.79
(2023-24 Comparison)		0.04	-0.02	-0.06	0.21	0.03	0.42	0.09	-0.07	-0.10	0.00
Efficiency of the check in process	2024	4.33	4.35	4.34	4.29	4.35	4.18	4.34	4.29	4.32	4.22
	2023	4.30	4.33	4.37	4.21	4.33	4.04	4.29	4.35	4.39	4.23
	2022	4.27	4.32	4.29	4.17	4.30	4.02	4.34	4.34	4.32	4.37
	2021	4.32	4.39	4.37	4.24	4.33	4.13	4.36	4.23	4.18	4.08
	2020	4.22	4.32	4.26	4.12	4.23	4.07	4.25	4.31	4.05	3.87
(2023-24 Comparison)		0.03	0.02	-0.03	0.08	0.02	0.14	0.05	-0.06	-0.07	-0.01

Average Satisfaction Ratings by Terminal - All Waves Historical Data - <i>Cont.</i>											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Electronic boarding pass <i>(New question added 2023)</i>	2024	4.38	4.41	4.39	4.35	4.37	4.17	4.41	-	-	-
	2023	4.28	4.31	4.38	4.16	4.28	4.04	4.26	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		0.10	0.10	0.01	0.19	0.09	0.13	0.15	-	-	-
Staff customer service	2024	4.36	4.38	4.37	4.34	4.37	4.28	4.36	4.33	4.43	4.33
	2023	4.37	4.40	4.42	4.28	4.33	4.17	4.37	4.37	4.52	4.40
	2022	4.34	4.37	4.35	4.25	4.37	4.17	4.41	4.40	4.44	4.44
	2021	4.39	4.43	4.41	4.34	4.36	4.25	4.41	4.31	4.42	4.30
	2020	4.31	4.34	4.33	4.26	4.28	4.18	4.34	4.46	4.32	4.35
<i>(2023-24 Comparison)</i>		-0.01	-0.02	-0.05	0.06	0.04	0.11	-0.01	-0.04	-0.09	-0.07
Clarity of staff directions	2024	4.36	4.39	4.37	4.33	4.34	4.26	4.41	4.31	4.37	4.31
	2023	4.33	4.37	4.38	4.25	4.32	4.11	4.35	4.33	4.47	4.39
	2022	4.32	4.38	4.33	4.22	4.32	4.13	4.41	4.40	4.41	4.46
	2021	4.36	4.39	4.40	4.32	4.35	4.20	4.39	4.34	4.34	4.25
	2020	4.30	4.35	4.32	4.21	4.29	4.18	4.38	4.38	4.37	4.29
<i>(2023-24 Comparison)</i>		0.03	0.02	-0.01	0.08	0.02	0.15	0.06	-0.02	-0.10	-0.08
Terminal Services											
Announcements when you need to be informed	2024	4.05	4.11	4.00	4.01	4.10	3.92	4.19	4.06	3.90	3.87
	2023	4.00	4.07	4.02	3.90	4.06	3.70	4.05	4.09	3.95	3.84
	2022	3.98	4.03	3.98	3.95	4.00	3.73	4.03	4.09	3.90	3.98
	2021	4.01	4.00	4.06	4.01	4.00	3.85	4.05	4.07	3.88	3.85
	2020	3.96	4.02	3.91	3.95	3.85	3.87	4.16	4.16	3.83	3.82
<i>(2023-24 Comparison)</i>		0.05	0.04	-0.02	0.11	0.04	0.22	0.14	-0.03	-0.05	0.03
Usefulness of digital information screens	2024	3.95	4.01	3.98	3.87	3.96	3.75	4.03	3.86	-	-
	2023	3.90	3.97	3.98	3.75	4.00	3.49	3.91	3.92	-	-
	2022	3.81	3.90	3.83	3.72	3.82	3.47	3.91	3.94	-	-
	2021	3.89	3.87	3.97	3.86	3.95	3.69	3.87	3.98	-	-
	2020	3.88	3.96	3.93	3.85	3.71	3.66	4.05	4.06	-	-
<i>(2023-24 Comparison)</i>		0.05	0.04	0.00	0.12	-0.04	0.26	0.12	-0.06	-	-
Quality and variety of food/beverages/merchandise offered at the terminal* <i>(Question added in 2024)</i>	2024	3.63	3.69	3.53	-	3.66	-	-	-	-	-
	2023	-	-	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		-	-	-	-	-	-	-	-	-	-

Average Satisfaction Ratings by Terminal - All Waves Historical Data - <i>Cont.</i>											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – <i>Cont.</i>											
Washrooms	2024	3.96	4.03	3.95	3.86	3.91	3.82	4.02	3.96	4.01	4.03
	2023	3.87	3.95	3.94	3.67	3.80	3.59	3.95	3.95	4.02	3.92
	2022	3.90	3.98	3.93	3.72	3.87	3.60	4.01	3.99	4.04	4.06
	2021	4.01	4.09	4.01	3.90	4.03	3.87	4.14	3.99	3.79	3.73
	2020	4.01	4.18	4.03	3.84	4.00	3.77	4.14	4.03	3.60	3.79
<i>(2023-24 Comparison)</i>		<i>0.09</i>	<i>0.08</i>	<i>0.01</i>	<i>0.19</i>	<i>0.11</i>	<i>0.23</i>	<i>0.07</i>	<i>0.01</i>	<i>-0.01</i>	<i>0.11</i>
Procedure for loading	2024	4.15	4.18	4.16	4.12	4.11	4.02	4.25	4.15	4.18	4.13
	2023	4.11	4.15	4.18	4.02	4.10	3.82	4.14	4.18	4.28	4.12
	2022	4.12	4.20	4.15	4.00	4.11	3.86	4.23	4.19	4.18	4.26
	2021	4.17	4.23	4.22	4.14	4.16	3.98	4.21	4.24	3.91	3.87
	2020	4.12	4.22	4.21	4.00	4.04	3.87	4.27	4.27	4.14	3.95
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.03</i>	<i>-0.02</i>	<i>0.10</i>	<i>0.01</i>	<i>0.20</i>	<i>0.11</i>	<i>-0.03</i>	<i>-0.10</i>	<i>0.01</i>
Terminal Services (Foot Passengers ONLY)											
Parking options at the terminal	2024	3.66	3.70	3.72	3.66	3.84	3.58	3.85	3.10	2.57	2.84
	2023	3.64	3.64	3.82	3.53	3.55	3.52	3.76	3.33	2.62	2.62
	2022	3.67	3.78	3.87	3.50	3.54	3.72	3.87	3.34	2.83	2.44
	2021	3.67	3.75	3.78	3.71	3.74	3.75	3.59	2.61	2.57	2.56
	2020	3.70	3.84	3.96	3.69	3.65	3.60	4.04	3.92	2.27	2.35
<i>(2023-24 Comparison)</i>		<i>0.02</i>	<i>0.06</i>	<i>-0.10</i>	<i>0.13</i>	<i>0.29</i>	<i>0.06</i>	<i>0.09</i>	<i>-0.23</i>	<i>-0.05</i>	<i>0.22</i>
Ease of using passenger drop-off/pick-up area	2024	4.15	4.18	4.17	4.20	4.27	4.04	4.19	3.86	3.41	3.63
	2023	4.11	4.14	4.18	4.10	4.11	4.06	4.17	3.63	3.32	3.50
	2022	4.13	4.23	4.21	4.06	4.13	4.03	4.21	3.75	3.44	3.54
	2021	4.20	4.27	4.28	4.24	4.27	4.07	4.25	3.47	3.05	3.43
	2020	4.10	4.40	4.19	4.06	4.12	3.93	4.21	4.21	3.00	2.88
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.04</i>	<i>-0.01</i>	<i>0.10</i>	<i>0.16</i>	<i>-0.02</i>	<i>0.02</i>	<i>0.23</i>	<i>0.09</i>	<i>0.13</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2024	4.29	4.28	4.31	4.30	4.25	-	4.32	-	-	-
	2023	4.27	4.25	4.36	4.24	4.19	-	4.24	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
<i>(2023-24 Comparison)</i>		<i>0.02</i>	<i>0.03</i>	<i>-0.05</i>	<i>0.06</i>	<i>0.06</i>	<i>-</i>	<i>0.08</i>	<i>-</i>	<i>-</i>	<i>-</i>
Pre-boarding passenger lounge at terminal	2024	3.78	3.69	3.75	3.84	4.03	3.76	3.82	3.98	3.77	3.54
	2023	3.74	3.63	3.85	3.71	3.90	3.62	3.74	3.70	3.82	3.61
	2022	3.76	3.73	3.83	3.68	3.89	3.69	3.81	3.86	3.68	3.59
	2021	3.80	3.68	3.95	3.88	3.90	3.65	3.73	3.74	3.47	3.48
	2020	3.86	3.83	3.99	3.91	3.98	3.74	3.71	3.87	3.21	3.06
<i>(2023-24 Comparison)</i>		<i>0.04</i>	<i>0.06</i>	<i>-0.10</i>	<i>0.13</i>	<i>0.13</i>	<i>0.14</i>	<i>0.08</i>	<i>0.28</i>	<i>-0.05</i>	<i>-0.07</i>