Q10. Are there any facilities or services that you were not able to find onboard or before boarding, that should be offered by BC Ferries? If yes, explain. Please be specific.

Q11. Do you have any specific suggestions on how to improve the services and facilities offered by BC Ferries? If yes, explain.

Transportation to and from the Terminal

Please answer the following questions thinking only of the sailing on which you received this questionnaire.

Vehicle drivers/vehicle passengers skip to Q14.

Q12. Foot Passengers ONLY (i.e. Walk-on, etc.): How did you get to the terminal? Check only one

1. Dropped off by friend or relative 6. Walked
2. Drove to terminal and parked at or near the terminal 7. Taxi
4. BC Transit bus / TransLink bus / local city bus 9. Charter bus / school bus
5. Non-charter bus (e.g. PCL, Greyhound, Ladaw, etc.) 10. Other

Q13. Foot Passengers ONLY (i.e. Walk-on, etc.): How did you leave the terminal after your trip? Check only one

1. Picked up by friend or relative 6. Walk
2. Used vehicle that I parked at or near the terminal 7. Taxi
4. BC Transit bus / TransLink bus / local city bus 9. Charter bus / school bus
5. Non-charter bus (e.g. PCL, Greyhound, Ladaw, etc.) 10. Other

Foot Passengers skip to Q15.

Q14. Vehicle drivers / vehicle passengers ONLY! What kind of vehicle did you travel in for the sailing on which you received this questionnaire? Check only one

1. Car 5. Semi
2. Van or pickup or SUV (up to 7 feet high / wide) 6. Commercial vehicle (over 5,500 kg or 6 tons) other than a semi
3. Overheight / Overwidth vehicle (over 7 feet high / wide and less than 5,500 kg or 6 tons; i.e., large van or pickup) 7. Motorcycle
4. Recreational vehicle or camper

Q15. Which of the following best describes your current occupation group? Check only one

1. Executive / Managerial 4. Clerical
2. Professional 5. Craftsperson / Tradesperson
4. Labourer, Shop Assistant, etc. 7. Not employed
5. Retired 8. Homemaker
6. Student 9. Other

Q16. Which of the following best describes the industry in which you are employed? Check only one

1. Manufacturing or Construction 7. Health / Social services
2. Transportation / Storage or Communications / Utilities 8. Accommodation, Food and beverage service
3. Wholesale / Retail 9. Agricultural / related services
5. Business services 11. Logging / Forestry
6. Educational services 12. Mining / Quarrying / Oil well
7. Entertainment / Recreation / Hospitality 13. Other

Q17. Are you employed in the private sector or the public sector? Check only one

Private sector:
1. Self employed
2. Employed by another organization

Public sector:
3. Municipal or local government / agency
4. Provincial government / agency
5. Federal government / agency
6. Employment Ind.:

Q18. Which of the following broad categories best describes the total combined annual income for the household you are in before taxes? State in Canadian dollars (CAD); ($1.00 US = $1.50 CAD approx.)

1. Under $20,000 5. $80,000 to $99,999
2. $20,000 to $39,999 6. $100,000 to $119,999
3. $40,000 to $59,999 7. $120,000 or over
4. $60,000 to $79,999

For classification purposes only could we have the first 3 digits of your Canadian postal code, or your zip code if you live in the USA?

Q19. Postal code: — — — — —

Or

Q.20 Zip code: — — — —

LAST QUESTION:

BC Ferries conducts a variety of different surveys from time to time. Would it be okay for BC Ferries, or their appointed research firm, to contact you for a future survey?

Yes, BC Ferries may contact me at some time in the future, for the purpose of research.

No, please do not pass my contact information to BC Ferries.

Fax: __ __ __ __ __ — __ __ __ __

Send this completed survey to Mustel Group in the next day or two. Please open folder to Q3.

Thank you very much for your help. Your answers will help BC Ferries to improve services and facilities!
Q.4. Are you pleased that BC Ferries charged from a Crown corporation to an independent regulated company?

Yes No, I don't see any reason to charge from a Crown corporation to an independent regulated company

Q7a. Did you encounter any problems, difficulty or concern related to ferry service before or during your trip today?

Yes No, I did not encounter any problems, difficulty or concern related to ferry service before or during my trip today

Q7b. If Yes in Q7a, did you receive satisfactory or unsatisfactory assistance from BC Ferries staff to resolve the problem?

Satisfactory Unsatisfactory

Q.7c. If Yes in Q7b, how satisfied or dissatisfied were you with the assistance you received from BC Ferries staff in resolving this?

Very Satisfied Very Dissatisfied

Experience had an Effect on the Overall Satisfaction

Q9. Would you have used the ferry service for the same length of time had the following things not been the case?

Yes No, I would have used the service for a shorter amount of time

Please use this service, please check "Not Used / Not Applicable" on the right.

Q.10. What would you estimate the fare for the ferry service was for the trip that you personally spent for yourself, and for any other members of your party, at the following dates today? Please indicate in Canadian dollars (CAD)

Total for the trip

Please turn over.

Please open folder to "Q4 cont'd"