SECTION A: CLASSIFICATION DATA (to be completed prior to interview)

A1. DATE: ____ ____ / ____ ____ / ________
       DAY    MONTH    YEAR

A3. SCHEDULED SAILING TIME (24-HOUR CLOCK): ____ ____:____ __________

A4. NAME OF VESSEL

Queen of Cowichan ............................................... 1
Queen of Alberni .................................................. 2
Queen of Coquitlam ............................................... 3
Queen of Cumberland ........................................... 4
Queen of New Westminster .................................... 5
Queen of Oak Bay ............................................... 6
Queen of Nanaimo ............................................... 8
Queen of Surrey .................................................. 9
Coastal Renaissance .......................................... 21
Coastal Celebration ........................................... 23

A5. ROUTE:

Tsawwassen → Swartz Bay ........................................ 1
Swartz Bay → Tsawwassen ...................................... 1
Horseshoe Bay → Nanaimo Departure Bay ................... 2
Nanaimo Departure Bay → Horseshoe Bay ................. 2
Horseshoe Bay → Langdale ...................................... 3
Langdale → Horseshoe Bay ..................................... 3
Nanaimo Harbour → Gabriola .................................. 19
Gabriola → Nanaimo Harbour .................................. 19

Tsawwassen → Nanaimo Duke Point ...................... 30
Nanaimo Duke Point → Tsawwassen ...................... 30
Swartz Bay → Fulford Harbour ............................ 4
Fulford Harbour → Swartz Bay ............................ 4
Swartz Bay → Southern Gulf Islands ........... 5/5
Tsawwassen → Southern Gulf Islands .................. 9

SECTION V: VERIFICATION OF DATA (to be completed AFTER EACH SAILING)

V1. Number of screeners completed this sailing: ___________

V2. Survey Numbers: ____________ to ___________

V3. Work Checked by Interviewer:  Yes  No

V4. Interviewer Name: _________________________________

V5. Interviewer Signature: ________________________________

V6. Work Edited by Supervisor:  Yes  No

V7. Supervisor Signature: _________________________________
CLASSIFICATION DATA (to be administered by interviewer to respondent)

Hello. I’m __________ of Mustel Research Group. We are doing a two-part survey on behalf of BC Ferries. We would like you to complete the second part of the survey later today or tomorrow after you finish this ferry trip. Then you can mail it back to us in this envelope. Is this OK with you? IF YES, CONTINUE - IF NO, THANK AND TERMINATE

LOCATION OF INTERVIEW:
1 □ Cafeteria
2 □ Snack Bar
3 □ Lounge / Corridor Area
4 □ Outer Deck
5 □ Vehicle Deck
6 □ Other (specify) __________________________

FOR ROUTES 5 / 5a / 9 ONLY:
What time did you walk/drive onto the ferry? 1 □ 5:15 – 11:59 2 □ 12:00 – 16:59 3 □ 17:00 – 23:59

B1. What is the main purpose of your ferry trip today, business or personal? ONE RESPONSE.
   IF “Going home”, ASK: What activity are you returning from?

   Business
1 □ Business trip or on company business
2 □ Commuting to or from work
3 □ Hauling freight or operating a commercial vehicle
4 □ Attending school, college or course

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

B2. Including today’s trip, how many return trips (i.e., two-way trips) have you taken on this route in the past 12 months?
   READ IF NECESSARY: Take time to think back over the past year, especially if you travel often. Calculate your best estimate of how many return trips you have taken on this route.

   ________ Return trips on this route in past 12 months

B3. How many return trips have you taken on other BC Ferries routes in the past 12 months?

   ________ Return trips on other BC Ferries routes in past 12 months

B4. What community were you in when you headed for this ferry?
   CLARIFY IF NECESSARY, IS THAT WITHIN BC OR ELSEWHERE. RECORD COMMUNITY AS WELL AS PROVINCE, STATE OR COUNTRY.

B5. When you get off this ferry, to which community are you heading?
   CLARIFY IF NECESSARY, IS THAT WITHIN BC OR ELSEWHERE. RECORD COMMUNITY AS WELL AS PROVINCE, STATE OR COUNTRY.

B6. In which community do you live?
   CLARIFY IF NECESSARY, IS THAT WITHIN BC OR ELSEWHERE. RECORD COMMUNITY AS WELL AS PROVINCE, STATE OR COUNTRY.

B7. Are you a vehicle passenger or a foot passenger on today’s trip? (If you boarded the ferry as a bus passenger or with a bicycle, please consider yourself a foot passenger.)

   1 □ VEHICLE PASSENGER (INCLUDING DRIVER)
   2 □ FOOT PASSENGER (INCLUDING BUS PASSENGERS AND BICYCLISTS)

B8. Are you travelling as part of an organized tour group or team?

   1 □ Yes ⇒ How many approximately are in the tour group or team? ________ GO TO QB8b
   2 □ No ⇒ CONTINUE TO B8a

Mustel Group  ________________________________
B8a. How many people in total are travelling together in your party today including yourself?

ENTER ________ TOTAL NUMBER IN PARTY, THEN PROBE

AND HOW MANY ARE: _______ ADULTS 19 YEARS OF AGE OR OLDER

_______ CHILDREN 6 TO 18 YEARS

_______ CHILDREN UNDER 6 YEARS

B8b. And for your own age, what is your year of birth? 19__ __

B9. GENDER

1 □ Male

2 □ Female

B10. Were you able to get on the ferry sailing that you arrived for? 1 □ Yes 2 □ No

B11. How long did you spend waiting in line before reaching the ticket booth or paying your fare?

_____ hours _____ minutes

B12. Was that wait acceptable? IF ZERO HOURS AND ZERO MINUTES, CHECK “YES” BELOW

1 □ Yes 2 □ No

B13. How long did you spend waiting to board the ferry after passing the ticket booth?

_____ hours _____ minutes

B14. Was that wait acceptable? 1 □ Yes 2 □ No

B15. Did the ferry you took today depart on schedule? 1 □ Yes 2 □ No 3 □ Not sure

B16. Are you connecting with another BC ferry vessel today? 1 □ Yes 2 □ No

B17a. Are you aware that BC Ferries has a vacations website?

1 □ Yes 2 □ No

B17b. Have you accessed the vacations website in the last six months? 1 □ Yes 2 □ No

2 □ No

B18. If my supervisor wishes to verify this survey, may I please have your email address or phone number?

Email: _____________________________________________@_________________________________________.___________

Phone: ___________________________________________ AREA CODE PHONE NUMBER

□ REFUSED

And your first Name or Initial: ___________________________________________

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?

1 □ YES 2 □ NO

Thank you very much for your help. This completes Part 1 of the survey.

GIVE RESPONDENT THE SURVEY PACKAGE. For Part 2 of the survey, please wait until you have completed your ferry trip today so you can evaluate all aspects of your experience on this ferry trip. Complete this confidential survey and return it to us in this envelope.

SHOW SURVEY ENVELOPE.

Please remember, we need you to complete the survey yourself based on your own personal experience on this ferry trip. Please complete this survey only after you have left the terminal area. Before you mail the survey back, make sure you have filled out all the sections.

BC Ferries is conducting this survey because it is dedicated to passenger satisfaction, and it wants your honest feedback on what it is doing well and what may need improvement.
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. Please be specific:

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
2. Drove to terminal and parked at or near the terminal
3. Bicycle
4. BC Transit bus / TransLink bus / local city bus
5. Non-charter bus (e.g. PCL, Greyhound, Lastlink, etc.)
6. Other

Foot Passengers skip to Q15.

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
2. Used vehicle that I parked at or near the terminal
3. Bicycle
4. BC Transit bus / TransLink bus / local city bus
5. Non-charter bus (e.g. PCL, Greyhound, Lastlink, etc.)
6. Other

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

Background

Your responses to these questions will help us group similar answers together.

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

1. Executive / Managerial
2. Professional
3. Sales / Supervisory
4. Clerical
5. Craftperson / Tradesperson
6. Manufacturing / Processing / Industrial worker
7. Labourer, Shop Assistant, etc.
8. Not employed
9. Retired
10. Homemaker
11. Student

Continue with Q16.

Skip to Q18.

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

1. Manufacturing or Construction
2. Transportation / Storage or Communications / Utilities
3. Wholesale / Retail
4. Finance / Insurance / Real Estate
5. Business services
6. Educational services
7. Health / Social services
8. Accommodation, Food and beverage service
9. Agricultural / related services
10. Fishing / Trapping
11. Logging / Forestry
12. Mining / Quarrying / Oil well
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 or individual

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

Q18. Which of the following broad categories best describes the total combined annual income for the household you are in before taxes?

1. Under $20,000
2. $20,000 to $39,999
3. $40,000 to $59,999
4. $60,000 to $79,999
5. $80,000 to $99,999
6. $100,000 to $159,999
7. $160,000 to $259,999
8. $260,000 to $399,999
9. $400,000 to $599,999
10. $600,000 to $999,999
11. $1,000,000 or over

Q19. Postal code: __________________________

Or

Q20. 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?

If so, please fill in your contact information below.

Note that the only contact information provided below would be passed on to BC Ferries. All responses and data from this survey are strictly confidential, and are separated from the contact information being reported. The actual surveys remain with Mustel Group for six months after which they are destroyed.

Mustel Group is a Gold Seal certified member of the Marketing Research and Intelligence Association (MRIA) and is in full compliance with the Personal Information Protection and Electronic Documents Acts (PIPEDA). Overview of the Mustel Group Privacy Policy can be found here: http://www.mustelgroup.com/privacy_policy.php

Phone number: __________________________

Email: __________________________

Fax: __________________________

First name: __________________________

Mailing address: __________________________

Thank you very much for your help. Your answers will help BC Ferries improve services and facilities!

Please place this completed survey in the postage-paid envelope, and put it in the mail as soon as you can within the next day or two.

Q21. How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries (i.e., the sailing on which you received this questionnaire.)

Q22. Please rate how satisfied or dissatisfied you were with each of the following.

If you did not use this service, please check “Not Used” / “Not Applicable” on the right.

Before arriving at terminal:

1. Usefulness of BC Ferries Web site
2. Ease of using on-line reservations
3. Usefulness of BC Ferries phone service
4. Ease of using automated phone system
5. Highway signage

Satisfaction Ratings

Overall satisfaction

Q1. How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries (i.e., the sailing on which you received this questionnaire.)

Q2. Please rate how satisfied or dissatisfied you were with each of the following.

If you did not use this service, please check “Not Used” / “Not Applicable” on the right.
Q3. Please rate how satisfied or dissatisfied you were with each of the following. If you did not use this service, please check "Not Used / Not Applicable" on the right.

### At the Terminal: All Passengers

<table>
<thead>
<tr>
<th>Terrace overall</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your overall experience at the terminal before boarding</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Outside appearance of the terminal you left from</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ticket purchase</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Efficiency of the transaction</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Clarity of staff directions</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Food / beverages offered</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Value for money</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>(If applicable) Food and beverage service at the terminal</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>(If applicable) Indoor Gift shop / newsstand/ kiosks at the terminal</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Value for money</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>(If applicable) Outdoor Market area at the terminal</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Variety / selection of merchandise</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Value for money</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
</tbody>
</table>

Other terminal services:

| Clarity of public address system | x | | | | | o |
| Announcements when you need to be informed | x | | | | | o |
| Overall look & décor inside the terminal you left from (if applicable) | x | | | | | o |
| Usability of TV info screens (if applicable) | x | | | | | o |
| Availability of washrooms | x | | | | | o |
| Cleanliness of washrooms | x | | | | | o |
| Procedures for loading | x | | | | | o |
| Professionalism of terminal staff | x | | | | | o |

Vehicle drivers / vehicle passengers skip to Q4.

<table>
<thead>
<tr>
<th>Food passengers only (i.e. Walkon, bus, bicycle)</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of parking spaces</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Parking value for money</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ease of using passenger drop-off / pick-up area</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Availability of seating in pre-boarding lounge at terminal</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Comfort of seating in pre-boarding lounge at terminal</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Cleanliness of pre-boarding lounge</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
</tbody>
</table>

Q4. Please rate how satisfied or dissatisfied you were with each of the following. If you did not use this service, please check "Not Used / Not Applicable" on the right.

### Onboard: All Passengers

<table>
<thead>
<tr>
<th>Terrace overall</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your overall experience onboard the ferry</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
</tbody>
</table>

Please open folder to "Q4 cont’d"

Q4. cont’d

<table>
<thead>
<tr>
<th>Gift shop / News stand</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variety / selection of merchandise</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Staff courtesy</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ease of moving around inside shop</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Value for money</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Food services</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Length of time in line for food service</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Food / beverages offered</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Staff courtesy</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Availability of seating</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Comfort of seating</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Cleanliness of seating area</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Value for money</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Washrooms</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Availability of washrooms</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Cleanliness of washrooms</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Lounge seating</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Comfort of indoor lounge seating</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Cleanliness of indoor lounge seating area</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
</tbody>
</table>

Other onboard facilities / services

<table>
<thead>
<tr>
<th>Play area for children</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video arcade</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Work stations</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Outside decks</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Outside appearance of the vessel overall</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Availability of tour &amp; travel information</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ease of access, overall, for people with disabilities</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ease of finding facilities/services</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Clarity of public address system</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Announcements when you need to be informed</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Atmosphere / environment</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Procedures for unlocking</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Professionalism of onboard staff</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
</tbody>
</table>

Q5. How satisfied or dissatisfied were you with each of the following? If you did not use this service, please check the "Not Used / Not Applicable" box on the right.

Experience with the Sailing Schedule

<table>
<thead>
<tr>
<th>Earliest ferry early enough</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latest ferry late enough</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ferry sailings frequent enough</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ability to get onto desired sailing</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ability to connect with other sailings</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
<tr>
<td>Ferry departing on time</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
</tbody>
</table>

Safety

<table>
<thead>
<tr>
<th>Safety of ferry operations</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety of loading / unloading</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o</td>
</tr>
</tbody>
</table>

OVERALL VALUE

<table>
<thead>
<tr>
<th>Value for money of fares</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
</table>

Q6a. Are you aware that in April 2003 BC Ferries changed from a crown corporation to an independent regulated company?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Used none</th>
<th>Not applicable</th>
</tr>
</thead>
</table>

Q6b. Since this change, would you say now the service at BC Ferries, overall, is...

<table>
<thead>
<tr>
<th>Much better</th>
<th>Somewhat better</th>
<th>The same as before</th>
<th>Somewhat worse</th>
<th>Much worse</th>
<th>No Opinion / Don’t know</th>
</tr>
</thead>
</table>

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

[ ] No > SKIP TO Q7b
[ ] Yes, before arriving at the terminal
[ ] Yes, at the terminal
[ ] Yes, onboard the ferry

Q7b. If Yes in Q7a, please explain.

Q7c. If Yes in Q7a, did you request assistance from BC Ferries’ staff to resolve this?

[ ] No > SKIP TO Q8
[ ] Yes > continue on to Q7d

Q7d. If Yes in Q7c, how satisfied or dissatisfied were you with the assistance you received from BC Ferries’ staff in resolving this?

<table>
<thead>
<tr>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
</table>

Q8. What is the main food service area that you used onboard the ferry?

- "Pacific Buffet" | Main cafeteria | Self-serve snack bar or coffee shop | Used none of these | | |

Expenditures and Services

Q9. Not including the cost of the fare for your ferry trip, what is the approximate amount you personally spent for yourself, and for any other members of your party, at the following facilities today?

Please include all purchases that you paid for before taxes. Do not include any purchases that someone else paid for you.

- Before boarding, at the terminal, food service area or news stand | $ |
- Food services onboard (if applicable) | $ |
- Gift shop / news-stand onboard (if applicable) | $ |
- Video arcade onboard (if applicable) | $ |

TOTAL for this trip | $ |

Please turn over
Route 19

Dear Ferry Traveller,

Please accept our thanks for agreeing to complete the enclosed survey. Your feedback is very important to us. We are conducting this survey to understand better how we can improve our service. Your participation is crucial to help us order for overall results to be truly representative, we need responses from everyone who agrees to participate, so please be sure to complete all parts of the survey. The professional BC research firm of Mustel Group has been commissioned to receive your responses and prepare the results. Please mail your completed survey to the address indicated below, or contact Evi Mustel at Mustel Group (tel. 866-742-2240) or Jackee Kasandy, Marketing Manager at BC Ferries (tel. 604-204-2228). Your opinions are important to us, and essential to improving service on BC Ferries. Thank you, again, for your help.

Sincerely,

Janet Carson
Vice President, Marketing and Travel Services
BC Ferries Inc.

---

**Transportation to and from the Terminal**

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

**Vehicle drivers / vehicle passengers skip to Q14.**

Q2. 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
2. Drove to terminal and parked at or near the terminal
3. Bicycle
4. BC Transit bus / TransLink bus / local city bus
5. Non-charter bus (e.g. PCL, Greyhound, Ladiee, etc.)
6. Other

Q3. 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
2. Used vehicle that I parked at or near the terminal
3. Bicycle
4. BC Transit bus / TransLink bus / local city bus
5. Non-charter bus (e.g. PCL, Greyhound, Ladiee, etc.)
6. 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
2. Van or pickup or SUV (up to 7 feet high / wide)
3. Overheight / Overwidth vehicle (over 7 feet high / wide and less than 5,500 kg or 6 tons, i.e., large van or pickup)
4. Recreational vehicle or camper

**Background**

Your responses to these questions will help us group similar answers together. Answer all sections applicable to you. Thank you very much.

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

1. Executive / Managerial
2. Professional
3. Sales / Supervisory
4. Clerical
5. Craftsperson / Tradesperson
6. Manufacturing / Processing / Industrial worker
7. Labourer, Shop Assistant, etc.
8. Not employed
9. Retired
10. Homemaker
11. Student

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

1. Manufacturing or Construction
2. Transportation / Storage or Warehousing
3. Wholesale / Retail
4. Finance / Insurance / Real Estate
5. Business services
6. Educational services
7. Health / Social services
8. Accommodation, Food and beverage service
9. Agricultural related services
10. Fishing / Fishing
11. Logging / Forestry
12. Mining / Quarrying / Oil well
13. Other

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

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

Q18. Which of the following broad categories best describes the total combined annual income for the household you are in before taxes?

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

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

Q19. Postal code: ____________

Or

Q20 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?

If so, please fill in your contact information below.

Note that only the contact information provided below would be passed on to BC Ferries. All responses and data from this survey are strictly confidential, and are separated from the contact information before being reported. The actual surveys remain with Mustel Group for six months after which they are destroyed.

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Phone number: ____________

Email: ____________

Fax: ____________

First name: ____________

Mailing address: ____________

Thank you very much for your help. Your answers will help BC Ferries to improve services and facilities!

Please place this completed survey in the postage-paid envelope, and put it in the mail as soon as you can within the next day or two.

---

Did you answer Q4 to Q17?
Q3. Please rate how satisfied or dissatisfied you were with each of the following. If you did not use this service, please check "Not Used / Not Applicable" on the right.

At the Terminal: All Passengers

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied</th>
<th>Dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your overall experience at the terminal before boarding</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside appearance of the terminal you left from</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ticket purchase</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Efficiency of the transaction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff courtesy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other terminal services

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied</th>
<th>Dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarity of public address system</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Announcements when you need to be informed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of washrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of washrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures for loading</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionalism of staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Vehicle drivers / vehicle passengers skip to Q4.

Q4. Please rate how satisfied or dissatisfied you were with each of the following. If you did not use this service, please check "Not Used / Not Applicable" on the right.

Onboard: All Passengers

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied</th>
<th>Dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your overall experience onboard the ferry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of washrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of washrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lounge Seating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comfort of indoor lounge seating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of indoor lounge seating area</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other onboard facilities / services

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied</th>
<th>Dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside decks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside appearance of the vessel overall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of tourist and travel information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of access, overall, for people with disabilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of finding facilities / services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clarity of public address system</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Announcements when you need to be informed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Atmosphere / environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures for unloading</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionalism of onboard staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q5. How satisfied or dissatisfied were you with each of the following? If you did not use this service, please check the "Not Used / Not Applicable" box on the right.

Experience with the Sailing schedule

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied</th>
<th>Dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earliest ferry early enough</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latest ferry late enough</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ferry sailings frequent enough</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to get onto desired seating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to connect with other sailings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ferry departing on time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Safety

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied</th>
<th>Dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety of ferry operations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety of loading / unloading</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

OVERALL VALUE

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied</th>
<th>Dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value for money of fares</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q6a. Are you aware that in April 2003 BC Ferries changed from a crown corporation to an independent regulated company?

1. Yes
2. No

Q6b. Since this change, would you say now the service at BC Ferries, overall, is . . .

1. Much better
2. Somewhat better
3. The same as before
4. Somewhat worse
5. Much worse
6. No Opinion / Don't know

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

1. No → SKIP TO Q9
2. Yes, before arriving at the terminal
3. Yes, at the terminal
4. Yes, onboard the ferry

Q7b. If Yes in Q7a, please explain ________________________________

Q7c. If Yes in Q7a, did you request assistance from BC Ferries’ staff to resolve this?

1. No → skip to Q9
2. Yes → continue on to Q7d

Q7d. If Yes in Q7c, how satisfied or dissatisfied were you with the assistance you received from BC Ferries’ staff in resolving this?

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied</th>
<th>Dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
</table>

Q8. (Omitted - not applicable to this route)

Expenditures and Services

<table>
<thead>
<tr>
<th>Facility</th>
<th>Value for money of fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before boarding, at the terminal, food service area or news stand</td>
<td>$</td>
</tr>
<tr>
<td>Food services onboard (if applicable)</td>
<td>$</td>
</tr>
<tr>
<td>Gift shop / news-stand onboard (if applicable)</td>
<td>$</td>
</tr>
<tr>
<td>Video arcade onboard (if applicable)</td>
<td>$</td>
</tr>
</tbody>
</table>

TOTAL for this trip $ 

Suggestions

Q10. Are there any facilities or services that you were not able to find onboard or before boarding, that should be available?

_________________________________________________________________________

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

_________________________________________________________________________

Please turn over
Please provide your responses to 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
2. Drove to terminal and parked at or near the terminal
3. Bicycle
4. BC Transit bus / TransLink bus / local city bus
5. Non-charter bus (e.g. PCL, Greyhound, LaRida, etc.)
6. Charter bus / school bus
7. Non-charter bus (e.g. PCL, Greyhound, LaRida, etc.)
8. Charter bus / school bus
9. Walked
10. Hitchhiked
11. Used vehicle that I parked at or near the terminal
12. Drove to terminal and parked at or near the terminal
13. Bicycle
14. BC Transit bus / TransLink bus / local city bus
15. Non-charter bus (e.g. PCL, Greyhound, LaRida, etc.)
16. Charter bus / school bus
17. Used vehicle that I parked at or near the terminal
18. Drove to terminal and parked at or near the terminal
19. Bicycle
20. BC Transit bus / TransLink bus / local city bus
21. Non-charter bus (e.g. PCL, Greyhound, LaRida, etc.)
22. Charter bus / school bus
23. Under $20,000
24. $20,000 to $39,999
25. $40,000 to $59,999
26. $60,000 to $79,999
27. $80,000 to $99,999
28. $100,000 to $119,999
29. $120,000 or over
30. Under $20,000
31. $20,000 to $39,999
32. $40,000 to $59,999
33. $60,000 to $79,999
34. $80,000 to $99,999
35. $100,000 to $119,999
36. $120,000 or over

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
2. Walked
3. Hitchhiked
4. Used vehicle that I parked at or near the terminal
5. Drove to terminal and parked at or near the terminal
6. Bicycle
7. BC Transit bus / TransLink bus / local city bus
8. Non-charter bus (e.g. PCL, Greyhound, LaRida, etc.)
9. Charter bus / school bus
10. Used vehicle that I parked at or near the terminal
11. Drove to terminal and parked at or near the terminal
12. Bicycle
13. BC Transit bus / TransLink bus / local city bus
14. Non-charter bus (e.g. PCL, Greyhound, LaRida, etc.)
15. Charter bus / school bus

**Background**

Your responses to these questions will help us group similar answers together.

Q15. Which of the following best describes your current occupation grouping? Continue with Q16.

1. Executive / Managerial
2. Professional
3. Sales / Supervisory
4. Clerical
5. Craftsperson / Tradesperson
6. Manufacturing / Processing / Industrial worker
7. Labourer, Shop Assistant, etc.
8. Not employed
9. Retired
10. Homemaker
11. Student
12. Other

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

1. Manufacturing or Construction
2. Transportation / Storage or Communications / Utilities
3. Wholesale / Retail
4. Finance / Insurance / Real Estate
5. Business services
6. Educational services
7. Health / Social services
8. Accommodation, Food and beverage service
9. Agricultural / related services
10. Fishing / Tripping
11. Logging / Forestry
12. Mining / Quarrying / Oil well
13. Other

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

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

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

Q18. Which of the following broad categories best describes the total combined annual income for the household you are in before taxes?

1. Under $20,000
2. $20,000 to $39,999
3. $40,000 to $59,999
4. $60,000 to $79,999
5. $80,000 to $99,999
6. $100,000 to $119,999
7. $120,000 or over
8. Under $20,000
9. $20,000 to $39,999
10. $40,000 to $59,999
11. $60,000 to $79,999
12. $80,000 to $99,999
13. $100,000 to $119,999
14. $120,000 or over

Q19. Postal code: ____________________________ @ ____________________________
Or Q20. 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? If so, please fill in your contact information below.

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Q21. How satisfied or dissatisfied were you with each of the following. Usefulness of BC Ferries Web site

1. Very satisfied
2. Satisfied
3. Not satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

Please place this completed survey in the postage-paid envelope, and put it in the mail as soon as you can within the next day or two.
### Q3.
Please rate how satisfied or dissatisfied you were with each of the following. If you did not use this service, please check “Not Used / Not Applicable” on the right.

#### At the Terminal: All Passengers

<table>
<thead>
<tr>
<th>TERMINAL OVERALL</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your overall experience at the terminal before boarding</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside appearance of the terminal you left from</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Ticket purchase</td>
<td></td>
<td></td>
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<tr>
<td>Efficiency of the transaction</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Staff courtesy</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Clarity of staff directions</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Food and beverage services at the terminal (before boarding, if applicable)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Food / beverages offered</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Value for money</td>
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<tr>
<td>Gift shop / news stand / kiosks at the terminal (before boarding, if applicable)</td>
<td></td>
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</tr>
<tr>
<td>Variety / selection of merchandise</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Value for money</td>
<td></td>
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</tr>
<tr>
<td>Outdoor market area at the terminal (before boarding, if applicable)</td>
<td></td>
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</tr>
<tr>
<td>Variety / selection of merchandise</td>
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<tr>
<td>Value for money</td>
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</tr>
</tbody>
</table>

#### Food and beverage services

<table>
<thead>
<tr>
<th>OTHER terminal services</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarity of public address system</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Announcements when you need to be informed</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Overall look &amp; décor inside the terminal you left from (if applicable)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Usefulness of TV info screens (if applicable)</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Availability of washrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of washrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures for loading</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Professionalism of terminal staff</td>
<td></td>
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</tr>
</tbody>
</table>

#### Vehicle drivers / vehicle passengers skip to Q4.

### Q4.
Please rate how satisfied or dissatisfied you were with each of the following. If you did not use this service, please check “Not Used / Not Applicable” on the right.

#### Foot Passengers ONLY

<table>
<thead>
<tr>
<th>Foot Passengers ONLY (i.e. Walk-on, bus, bicycle)</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of parking spaces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking value for money</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Ease of using passenger drop-off / pick-up area</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Availability of seating in pre-boarding lounge at terminal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comfort of seating in pre-boarding lounge at terminal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of pre-boarding lounge</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### Onboard: All Passengers

#### Onboard OVERALL

<table>
<thead>
<tr>
<th>Onboard OVERALL</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your overall experience onboard the ferry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washrooms</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Availability of washrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of washrooms</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### Q4. cont’d

#### Lounge Seating

<table>
<thead>
<tr>
<th>Lounge Seating</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfort of indoor lounge seating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of indoor lounge seating area</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

#### Other onboard facilities / services

<table>
<thead>
<tr>
<th>Other onboard facilities / services</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside decks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside appearance of the vessel overall</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Availability of tourist and travel information</td>
<td></td>
<td></td>
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<tr>
<td>Ease of access, overall, for people with disabilities</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Ease of finding facilities / services</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Clarity of public address system</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Announcements when you need to be informed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Atmosphere / environment</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Procedures for unloading</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionalism of onboard staff</td>
<td></td>
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</tr>
</tbody>
</table>

#### Q5.
How satisfied or dissatisfied were you with each of the following? If you did not use this service, please check the “Not Used / Not Applicable” box on the right.

### Experience with the Sailing schedule

<table>
<thead>
<tr>
<th>Experience with the Sailing schedule</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earliest ferry early enough</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Latest ferry late enough</td>
<td></td>
<td></td>
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<tr>
<td>Ferry sailings frequent enough</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Ability to get onto desired sailing</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Ability to connect with other sailings</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Ferry departing on time</td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Safety

<table>
<thead>
<tr>
<th>Safety</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not Used / Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety of ferry operations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety of loading / unloading</td>
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</tr>
</tbody>
</table>

### OVERALL VALUE

<table>
<thead>
<tr>
<th>OVERALL VALUE</th>
<th>Value for money of fares</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>

#### Q6a.
Are you aware that in April 2003 BC Ferries changed from a crown corporation to an independent regulated company?

1. Yes
2. No

#### Q6b.
Since this change, would you say now the service at BC Ferries, overall, is...

1. Much better
2. Somewhat better
3. The same as before
4. Somewhat worse
5. Much worse
6. No Opinion / Don’t know

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

1. No → SKIP TO Q9
2. Yes → CONTINUE ON TO Q7b

#### Q7b.
If Yes in Q7a, please explain.

### Q7c.
If Yes in Q7a, did you request assistance from BC Ferries’ staff to resolve this?

1. No → skip to Q9
2. Yes → continue on to Q7d

#### Q7d.
If Yes in Q7c, how satisfied or dissatisfied were you with the assistance you received from BC Ferries’ staff in resolving this?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

### Q8.
(OMITTED - not applicable to this route.)

#### Expenditures and Services

<table>
<thead>
<tr>
<th>Expenditures and Services</th>
<th>Value for money of fares</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenditures and Services</td>
<td>Value for money of fares</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenditures and Services</td>
<td>Value for money of fares</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenditures and Services</td>
<td>Value for money of fares</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

#### Suggestions

<table>
<thead>
<tr>
<th>Suggestions</th>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
</table>

#### Q10.
Are there any facilities or services that you were not able to find onboard or before boarding, that should be available?

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

Please turn over