BC Ferries Customer Satisfaction Tracking Survey – SAILING HEADER

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

A1. DATE: ____ ____ / ____ ____ / _______

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

A4. NAME OF VESSEL

<table>
<thead>
<tr>
<th>Name of Vessel</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queen of Cowichan</td>
<td>1</td>
</tr>
<tr>
<td>Queen of Alberni</td>
<td>2</td>
</tr>
<tr>
<td>Queen of Coquitlam</td>
<td>3</td>
</tr>
<tr>
<td>Queen of Cumberland</td>
<td>4</td>
</tr>
<tr>
<td>Queen of New Westminster</td>
<td>5</td>
</tr>
<tr>
<td>Queen of Oak Bay</td>
<td>6</td>
</tr>
<tr>
<td>Queen of Nanaimo</td>
<td>8</td>
</tr>
<tr>
<td>Queen of Surrey</td>
<td>9</td>
</tr>
<tr>
<td>Quinsam</td>
<td>11</td>
</tr>
<tr>
<td>Spirit of Vancouver Island</td>
<td>12</td>
</tr>
<tr>
<td>Bowen Queen</td>
<td>13</td>
</tr>
<tr>
<td>Skeena Queen</td>
<td>15</td>
</tr>
<tr>
<td>Powell River Queen</td>
<td>16</td>
</tr>
<tr>
<td>Spirit of British Columbia</td>
<td>17</td>
</tr>
<tr>
<td>Mayne Queen</td>
<td>18</td>
</tr>
<tr>
<td>Coastal Renaissance</td>
<td>21</td>
</tr>
<tr>
<td>Coastal Inspiration</td>
<td>22</td>
</tr>
<tr>
<td>Coastal Celebration</td>
<td>23</td>
</tr>
</tbody>
</table>

A5. ROUTE:

<table>
<thead>
<tr>
<th>Route</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tsawwassen → Swartz Bay</td>
<td>1a</td>
</tr>
<tr>
<td>Swartz Bay → Tsawwassen</td>
<td>1b</td>
</tr>
<tr>
<td>Nanaimo Departure Bay → Horseshoe Bay</td>
<td>2</td>
</tr>
<tr>
<td>Horseshoe Bay → Nanaimo Departure Bay</td>
<td>2a</td>
</tr>
<tr>
<td>Nanaimo Departure Bay → Horseshoe Bay</td>
<td>2b</td>
</tr>
<tr>
<td>Horseshoe Bay → Langdale</td>
<td>3a</td>
</tr>
<tr>
<td>Langdale → Horseshoe Bay</td>
<td>3b</td>
</tr>
<tr>
<td>Nanaimo Harbour → Gabriola</td>
<td>9</td>
</tr>
<tr>
<td>Gabriola → Nanaimo Harbour</td>
<td>19a</td>
</tr>
<tr>
<td>Tsawwassen → Nanaimo Duke Point</td>
<td>30a</td>
</tr>
<tr>
<td>Nanaimo Duke Point → Tsawwassen</td>
<td>30b</td>
</tr>
<tr>
<td>Swartz Bay → Fulford Harbour</td>
<td>4a</td>
</tr>
<tr>
<td>Fulford Harbour → Swartz Bay</td>
<td>4b</td>
</tr>
<tr>
<td>Swartz Bay → Southern Gulf Islands</td>
<td>5</td>
</tr>
<tr>
<td>Southern Gulf Islands → Tsawwassen</td>
<td>9</td>
</tr>
</tbody>
</table>

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: ___________________________________________________
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. 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.

   __________________________

B3. How many return trips have you taken on other BC Ferries routes in the 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 on bicycle, please consider yourself a foot passenger.) IF FOOT PASSENGER, PROBE IF ON BI CYCLE

   1. VEHICLE PASSENGER (INCLUDING DRIVER)
   2. FOOT PASSENGER (INCLUDING BUS PASSENGERS AND CYCLISTS)

   IF FOOT PASSENGER → B7a. Are you on bicycle?
   1. YES
   2. NO

B7b. Are you travelling with a pet on today’s trip?

   1. YES
   2. NO
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? [ ]
2 [ ] No → ASK ALL REMAINING QUESTIONS

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

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 → IF Email NOT PROVIDED IN B18 ABOVE, SOFT PROBE TO OBTAIN

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

GIVE RESPONDENT PT 2 SURVEY PACKAGE.

Note that you can complete this survey online by using your unique link found on the first page of the survey.

POINT TO WEB ADDRESS ON RETURN SURVEY

Thanks once more for your participation and we look forward to receiving your completed survey within the next two days.
Dear Ferry Traveller,

Please accept our thanks for agreeing to complete the enclosed survey. Your feedback is very important to BC Ferries and we are delighted that you are participating in this important study. By your ratings and comments, please let us know what things we are doing well and what things need further attention.

Your answers will be held in strict confidence and will be combined with those of other passengers. In 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. Mustel Group, a professional BC research firm, has been commissioned to receive your responses and prepare the results.

Please mail your completed survey in the enclosed pre-paid return envelope to Mustel Group in the next one or two days. You also have the option to complete the survey online, as described below. If you have any questions about the survey, please do not hesitate to contact Phil Gborski at Mustel Group (1-888-733-4213) or Rosa Marinelli, Director, Marketing at BC Ferries (1-604-204-2233). Your opinions are important to us, and essential to improving service on BC Ferries.

Thank you, again, for your help.

Sincerely,
Jen Caron
Vice President, Marketing and Travel Services
BC Ferry Services Inc.

Prefer to complete this survey online?
Go to this website: www.mustelgroup.com/ferries
Enter this code: __@________

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

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

November 1, 2016

Q15. Are there any facilities or services that you were not able to find onboard or before boarding, that should be available?

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

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

Q18. Which of the following broad categories best describes the total combined annual income for the household in which you reside?

Q19. Postal code: __________

Q20. Zip code: __________

Q21. How satisfied were you with each of the following services?

Q22. How satisfied were you with each of the following services?

Q23. How satisfied were you with each of the following services?

Q24. How satisfied were you with each of the following services?

Q25. How satisfied were you with each of the following services?

Q26. How satisfied were you with each of the following services?

Q27. How satisfied were you with each of the following services?

Q28. How satisfied were you with each of the following services?

Q29. How satisfied were you with each of the following services?

Q30. How satisfied were you with each of the following services?

Q31. How satisfied were you with each of the following services?

Q32. How satisfied were you with each of the following services?

Q33. How satisfied were you with each of the following services?

Q34. How satisfied were you with each of the following services?

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Q73. How satisfied were you with each of the following services?

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Q76. How satisfied were you with each of the following services?

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Q93. How satisfied were you with each of the following services?

Q94. How satisfied were you with each of the following services?

Q95. How satisfied were you with each of the following services?

Q96. How satisfied were you with each of the following services?

Q97. How satisfied were you with each of the following services?

Q98. How satisfied were you with each of the following services?

Q99. How satisfied were you with each of the following services?

Q100. How satisfied were you with each of the following services?
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**

### TERMINAL OVERALL

**Your overall experience at the terminal before boarding**

<table>
<thead>
<tr>
<th></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></td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

**Ticket purchase**

- Efficiency of the transaction
- Staff customer service
- Clarity of staff directions

<table>
<thead>
<tr>
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<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
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</tr>
</tbody>
</table>

**(if applicable) Food and beverage services at the terminal**

- Food / beverages ordered
- Vending machines
- Value for money

<table>
<thead>
<tr>
<th></th>
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</tr>
</tbody>
</table>

**(if applicable) INDOOR Gift shop / news stand/ kiosks at the terminal**

- Variety / selection of merchandise
- Value for money

<table>
<thead>
<tr>
<th></th>
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</tr>
</tbody>
</table>

**(if applicable) OUTDOOR Gift shop / news stand/ kiosks at the terminal**

- Variety / selection of merchandise
- Value for money

<table>
<thead>
<tr>
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</tr>
</tbody>
</table>

**Other terminal services**

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

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</table>

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

### GAMING OPTIONS (i.e. Walk-on, bus, bicycle)

- Availability of parking spaces
- Parking value for money
- Ease of using passenger drop-off / pick-up area

<table>
<thead>
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</table>

**Other onboard facilities / services**

- Play area for children (if applicable)
- Pet area (if applicable)
- Video arcade
- Work stations
- Outside decks
- Outside appearance of the vessel overall

<table>
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</table>

### Expenditures and Services

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**

### ONBOARD OVERALL

**Your overall experience onboard the ferry**

<table>
<thead>
<tr>
<th></th>
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</tbody>
</table>

Please open folder to "Q4 cont’d"
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.

Q1. Foot Passengers ONLY (i.e. Walk-on, etc.): How did you get to the terminal?

Check only one

[ ] Dropped off by friend or relative
[ ] Drove to terminal and parked at or near the terminal
[ ] Bicycle
[ ] BC Transit bus / TransLink bus / local city bus
[ ] Non-charter bus (e.g. PCL, Greyhound, Laidlaw, etc.)

or

[ ] Other

Q12. Did you answer Q4 to Q11?

[ ] Yes
[ ] No

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

Check only one

[ ] Walk
[ ] Taxi
[ ] Hitchhike
[ ] Charter bus / school bus
[ ] Other

-or-

[ ] Other

Q15. Which of the following best describes the industry in which you are employed?

Check only one

[ ] Executive / Management
[ ] Professional
[ ] Sales / Supervisory
[ ] Clerical
[ ] Craftsperson / Tradesperson
[ ] Manufacturing / Processing / Industrial worker
[ ] Labourer, Shop Assistant, etc.
[ ] Retired
[ ] Homemaker
[ ] Student

-or-

[ ] Other

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.

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

Check only one

[ ] Manufacturing or Construction
[ ] Transportation / Storage or Communications / Utilities
[ ] Wholesale / Retail
[ ] Finance / Insurance / Real Estate
[ ] Business services
[ ] Educational services
[ ] Health / Social services
[ ] Accommodation, Food and beverage service
[ ] Agricultural / related services
[ ] Fishing / Trapping
[ ] Logging / Forestry
[ ] Mining / Quarrying / Oil well
[ ] Other

-or-

[ ] Other

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

Private sector: [ ] Self employed
[ ] Employed by another organization of individual

Public sector: [ ] Municipal or local government / agency
[ ] Provincial government / agency
[ ] 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?

Check only one

[ ] Under $20,000
[ ] $20,000 to $39,999
[ ] $40,000 to $59,999
[ ] $60,000 to $79,999
[ ] $80,000 to $99,999
[ ] $100,000 to $119,999
[ ] $120,000 or over

-or-

[ ] Other

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: ________________________________

Q20. Zip code: ________________________________

BC Ferries Customer Satisfaction Survey

Thinking only of the sailing on which you received this questionnaire, please answer all sections applicable to you. Thank you very much.

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.)

[ ] Very satisfied
[ ] Satisfied
[ ] Not satisfied nor dissatisfied
[ ] Dissatisfied
[ ] Very dissatisfied

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.

Before arriving at terminal

Usefulness of BC Ferries Web site

Ease of using on-line reservations

Usefulness of BC Ferries phone service

Ease of using automated phone system

Highway signage

-same as your participating in this important study. Please let me know what things we are doing well and what things need further attention.

Your answers will be held in strict confidence and will be combined with those of other passengers. In 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. Mustel Group, a professional BC research firm, has been commissioned to receive your responses and prepare the results.

Please mail your completed survey in the enclosed pre-paid return envelope to Mustel Group in the next one or two days. You also have the option to complete the survey online, as described below. If you have any questions about the survey, please do not hesitate to contact Phil Gborski at Mustel Group (1-888-733-4013) or Rosanna Malnoli, Director, Marketing at BC Ferries (604-204-2232). Your opinions are important to us, and essential to improving service on BC Ferries.

Thank you, again, for your help.

Sincerely,

Janet Caron
Vice President, Marketing and Travel Services
BC Ferry Services Inc.

Prefer to complete this survey online?

Go to this website: www.mustelgroup.com/ferries

Enter this code: [ ]

-November 1, 2016

Dear Ferry Traveller,

Please accept our thanks for agreeing to complete the enclosed survey. Your feedback is very important to BC Ferries and we are delighted that you are participating in this important study. By your ratings and comments, please let us know what things we are doing well and what things need further attention.

Your answers will be held in strict confidence and will be combined with those of other passengers. In 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. Mustel Group, a professional BC research firm, has been commissioned to receive your responses and prepare the results.

Please mail your completed survey in the enclosed pre-paid return envelope to Mustel Group in the next one or two days. You also have the option to complete the survey online, as described below. If you have any questions about the survey, please do not hesitate to contact Phil Gborski at Mustel Group (1-888-733-4013) or Rosanna Malnoli, Director, Marketing at BC Ferries (604-204-2232). Your opinions are important to us, and essential to improving service on BC Ferries.

Thank you, again, for your help.

Sincerely,

Janet Caron
Vice President, Marketing and Travel Services
BC Ferry Services Inc.

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Enter this code: [ ]

Thank you very much.

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Janet Caron
Vice President, Marketing and Travel Services
BC Ferry Services Inc.

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Enter this code: [ ]

Thank you very much.
Q.4 (cont'd). Please rate how satisfied or dissatisfied you were with each of the following.

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating Options</th>
<th>Value for Money of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of washrooms</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Location of washrooms</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Cleanliness of pre-cruise lounge</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Store/Shop availability</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Value for money of time for parking</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Value for money of time for lounge seat</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Cleanliness of ferry terminal</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Cleanliness of onboard lounge</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Length of the waiting line</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Cleanliness of boarding lounge</td>
<td>Satisfied, Dissatisfied</td>
<td></td>
</tr>
</tbody>
</table>

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

Q7b. If no, skip to Q9.

Q7c. If yes, please provide complete details in the space below.

Please open folder to Q4

Please turn over...
Dear Ferry Traveller,

Please accept our thanks for agreeing to complete the enclosed survey. Your feedback is very important to BC Ferries and we are delighted that you are participating in this important study. By your ratings and comments, please let us know what things we are doing well and what things need further attention.

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Thank you, again, for your help.

Sincerely,

Jaret Caron
Vice President, Marketing and Travel Services

BC Ferry Services Inc.

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Go to this website: www.mustelgroup.com/ferries
Enter this code:

BC Ferries Customer Satisfaction Survey

Thinking only of the sailing on which you received this questionnaire, please answer all sections applicable to you. Thank you very much.

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?)

Please open folder to Q3

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.

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

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

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

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.

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 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.

November 1, 2016
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>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Outside appearance of the terminal you left from</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

**Ticket Purchase**

<table>
<thead>
<tr>
<th>Efficiency of the transaction</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></td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Food and Beverage Services at the Terminal (before boarding)**

<table>
<thead>
<tr>
<th>Vending machines</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>Value for money</td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other Terminal Services**

<table>
<thead>
<tr>
<th>Announcements when you need to be informed</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></td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of washrooms</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Cleanliness of washrooms</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Procedures for loading</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Professionalism of terminal staff</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

**Vehicle Drivers / Vehicle Passengers Skip to Q4.**

**Foot Passengers Only (i.e. Walk-on, bus, bicycle)**

<table>
<thead>
<tr>
<th>Availability of parking spaces</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></td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking value for money</td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of using passenger drop-off / pick-up area</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Availability of seating in pre-boarding lounge at terminal</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></td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comfort of seating in pre-boarding lounge at terminal</td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of pre-boarding lounge</td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></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>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>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

**Washrooms**

<table>
<thead>
<tr>
<th>Availability of washrooms</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>Cleanliness of washrooms</td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Lounge Seating**

<table>
<thead>
<tr>
<th>Comfort of indoor 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>Cleanliness of indoor lounge seating area</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

**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></td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latest ferry late enough</td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ferry sailings frequent enough</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Ability to get onto desired sailing</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Ability to connect with others</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Ferry departing on time</td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></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>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</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>

**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.**

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

- [ ] No
- [ ] $50.0 P TO Q9
- [ ] 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 Q9
- [ ] 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></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>

**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?**

- Include all purchases that you paid for before taxes. Do not include any purchases that someone else paid for you. Please indicate in Canadian dollars (CDN)

<table>
<thead>
<tr>
<th>Facility</th>
<th>Amount</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.**

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**Please open folder to Q4**