
British Columbia Ferry Services Inc.

Annual Report
to the
British Columbia Ferries Commissioner

Year Ended March 31, 2023



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Introduction

In accordance with section 66 of the *Coastal Ferry Act* (the “Act”), British Columbia Ferry Services Inc. (“BC Ferries” or the “Company”) is pleased to submit its annual report for the year ended March 31, 2023 (the “fiscal year” or “fiscal 2023”),¹ to the British Columbia Ferries Commissioner (the “Commissioner”).

In fiscal 2023, BC Ferries delivered coastal ferry services on 25 designated ferry routes (the “Designated Routes”) pursuant to the Coastal Ferry Services Contract (the “Contract”) between BC Ferries and the Province of British Columbia (the “Province”), as represented by the Ministry of Transportation and Infrastructure.² The Designated Routes are regulated under the Act.³ In accordance with the Contract, BC Ferries also manages ferry transportation services on other unregulated routes through contracts with alternative service providers.

This report is a compilation of information on the services BC Ferries has provided on the Designated Routes during the fiscal year. It responds to the specific information requirements conveyed to BC Ferries by the Commissioner and as identified in the Act, and is structured in two parts:

- Part 1 – Services on Designated Routes: Describes the services provided on designated routes during the fiscal year, including information on traffic levels, operating and performance statistics on the Designate routes and financial statistics;⁴ and
- Part 2 – Customer Feedback: Includes a copy of the 2022 Customer Satisfaction Tracking report, completed by an independent professional consulting organization commissioned by the Company to conduct and document a comprehensive Customer Satisfaction survey.

¹ Fiscal years at BC Ferries are from April 1 to March 31.

² As amended, including for performance term five (April 1, 2020 – March 31, 2024).

³ In this report, the “Major Routes” refer to the three regulated routes connecting Metro Vancouver with mid and southern Vancouver Island and one regulated route connecting Horseshoe Bay and Langdale; the “Northern Routes” refer to the three regulated routes operating on the British Columbia coast north of Port Hardy on Vancouver Island; and the “Minor Routes” refer to the 18 regulated routes primarily serving the northern and southern Gulf Islands and the northern Sunshine Coast (also known as the “Inter-Island Routes”). One of the Minor Routes is operated under contract by an alternative service provider.

⁴ Unless otherwise stated, the reports included in this Annual Report were prepared by the Company and are unaudited.

Part 1

Services on Designated Routes



Part 1: Services on Designated Routes

Overview

This part contains financial statistics as well as information on traffic levels and operating and performance statistics for fiscal 2023 for each of the Designated Routes.

The following three reports are included:

1.1 Operations Report

The Operations Report provides the following information for the Designated Routes, presented in numeric format for each route:

i. Round Trips

This report shows the total number of round trips BC Ferries delivered on each of the Designated Routes. Service levels in the Contract have been adjusted by the Contribution Agreement of November 11, 2020 between BC Ferries and the Province (the "Contribution Agreement") as a result of impacts to traffic from the COVID-19 pandemic.⁵ This agreement identified a number of Minor and Northern route sailings, typically delivered at the discretion of BC Ferries, to be delivered by the Company for the remainder of the performance term.

On a system-wide basis, BC Ferries delivered a total of 86,835.0 round trips during fiscal 2023, which exceeded by 7,855.5 the annual number of round trips required to be delivered under the Contract. BC Ferries met all core service levels during the fiscal year, in terms of the delivery of the minimum required round trips under the Contract and taking into account the Contribution Agreement.

ii. Vessel Capacity

For each Designated Route, the vessel capacity BC Ferries provided in the fiscal year is presented along with the calculation of capacity utilization. Capacity is calculated on the basis of automobile equivalents ("AEQs"). An AEQ represents the amount of vessel capacity occupied by a particular vehicle type, expressed as the number of under height vehicles it displaces (e.g. a bus which displaces three under height vehicles – or cars – would have an AEQ of three). Capacity utilization is impacted by the number of vehicles carried, the mix of vehicle types, the size of the vessels utilized and the number of round trips in each period.⁶

In fiscal 2023, BC Ferries provided capacity sufficient to carry the previous year's traffic. Average capacity utilization on the Designated Routes ranged from 32.3% to 90.3%. As compared to the prior fiscal year, capacity utilization in fiscal 2023

⁵ As amended by the Letter Agreement effective March 22, 2023.

⁶ Typically, capacity utilization is highest when traffic levels peak during the summer months and lowest during the winter months. Capacity utilization on the Minor Routes, which is lower than the capacity utilization on the Major and Northern Routes, is mainly due to the traffic demand being directional based on the time of day or the day of the week, and under utilized in the other direction at the same time or day of the week (daily commuters and/or weekend visitors), and most Minor Routes are serviced by one vessel and are non-reservable.

increased by 3.6% system-wide, primarily as a result of a higher number of AEQs carried from higher traffic levels, somewhat offset by an increase in capacity provided from additional round trips.

iii. Traffic and Revenue

This report presents vehicle traffic (AEQs) and passenger traffic carried on each of the Designated Routes during fiscal 2023 and compares it to the traffic carried in the previous fiscal year. The associated tariff revenue generated from each route is also shown.

During fiscal 2023, BC Ferries carried 9.4 million vehicles, the highest vehicle traffic level on record in a fiscal year, and 21.6 million passengers. Vehicle and passenger traffic increased 11% and 21%, respectively, compared to fiscal 2022, primarily as a result of travel restrictions being in place through most of the first quarter of fiscal 2022.⁷

Compared to fiscal 2019, which was a pre-COVID-19 period, passenger traffic was down 3% and vehicle traffic was up 5%.

iv. On-Time Performance

On-time performance is defined as the percentage of sailings departing or arriving, as applicable, within 10 minutes of the scheduled time and is provided for each of the Designated Routes.⁸ On-time performance can be impacted by delays including those caused by weather, vessel substitution, terminal dock maintenance or closures and periods of unusually high traffic demand. Meeting customer service expectations in a safe and reliable manner is an important factor in the focus on on-time performance.

In fiscal 2023, BC Ferries' overall on-time performance decreased from 85.6% to 85.0% compared to the prior year, declining on the Major Routes, the Northern Routes and the Minor Routes. On-time year-to-date performance decreased primarily as a result of delays due to the impact of increased traffic demand and being unsuccessful in securing the required crew on some sailings.

1.2 Temporary Service Disruptions Report

This report describes how the services provided by BC Ferries during the fiscal year compared to the core service levels set out in the Contract, as amended for performance term five.⁹ There are four sections of this report, showing for each designated route and route grouping:

⁷ 9.4 million vehicles are equivalent to 10.7 million AEQs. The increase in vehicles is equivalent to 9.5% when calculated on the basis of AEQs.

⁸ On-time performance on the non-Northern routes is defined as the percentage of sailings *departing* within 10 minutes of the scheduled time; on the Northern routes it is the percentage of sailings *arriving* within 10 minutes of the scheduled time.

⁹ This report describes compliance with the minimum or 'core' service levels required by the Contract. It does not include cancellations of round trips above these minimums where the core service levels were met.

1. Cancelled Round Trips, inclusive of the number of cancellations of minimum required round trips for reasons permitted by the Contract as well as any others that were not allowable under the Contract;
2. Cancelled and Extra Round Trips, with overall positive or negative variance to Contract-required minimum service levels, taking into account the adjustments to required service levels as a result of the Contribution Agreement with the Province;
3. Cancelled Round Trips by Days, noting the cumulative and consecutive number of days for which round trips were missed; and
4. Round Trip Service Delivery and On-Time Performance, graphically presenting scheduled and actual round trips, on-time performance (percentage of sailings departing or arriving, as applicable, within 10 minutes of the scheduled time), and the reasons for the delays. This report also provides information on "overload sailings" (sailings for which one or more vehicles waiting to travel could not be accommodated).

As noted above, in fiscal 2023 BC Ferries delivered 7,855.5 more round trips than required under the Contract. Many of these additional round trips were delivered on the Major Routes (routes 1, 2, 3 and 30), on the routes connecting Langdale with Gambier and Keats islands (route 13), Nanaimo Harbour with Gabriola Island (route 19) and Campbell River with Quadra Island (route 23), and in the summer on the routes connecting Buckley Bay with Denman Island (route 21) and Denman Island with Hornby Island (route 22).

Overall, 14.5% of the sailings on the Designated Routes were overloaded during the fiscal year, an increase of 0.7% over the previous fiscal year.

1.3 Route Financial Report

This report provides financial information for the fiscal year with comparative figures for the previous fiscal year for each of the Designated Routes.

The information is provided by individual route and is also summarized for the Company as a whole and by Major, Northern and Minor routes. Revenues and expenses are assigned directly to a route where possible or allocated to routes where direct assignment is not possible. Allocation to routes is based on various factors which reflect the activity that gave rise to the revenue or expense.

Operations Report

Year Ended March 31, 2023





Operations Summary Report for the Year Ended March 31, 2023

	A	B	C	D	E	F	G	H	I	J	
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried F2023	Capacity Utilization F2023 (C / B)	Capacity Utilization F2022	AEQ's Carried Fiscal 2022	AEQ Growth (C - F)	AEQ Tariff Revenue Fiscal 2023 Note 2	AEQ Tariff Revenue Fiscal 2022 Note 2	AEQ Tariff Revenue Growth (H - I)	
1	4,176.5	2,779,004	2,509,449	90.3%	81.6%	2,094,653	414,796	\$ 172,293,549	\$ 140,580,973	31,712,576	Note 5
2	2,921.5	1,804,200	1,326,577	73.5%	67.7%	1,256,731	69,846	89,064,355	83,394,695	5,669,660	
3	3,185.0	1,977,594	1,341,126	67.8%	66.2%	1,294,686	46,440	34,706,632	32,444,224	2,262,408	
30	2,711.0	1,633,392	1,186,328	72.6%	62.9%	996,911	189,417	88,120,846	75,593,455	12,527,391	
Major Routes	12,994.0	8,194,190	6,363,480	77.7%	70.8%	5,642,981	720,499	384,185,382	332,013,347	52,172,035	
10	112.5	24,864	19,971	80.3%	73.6%	15,314	4,657	5,816,758	4,056,704	1,760,054	Note 1, 4
11	188.5	36,166	26,796	74.1%	69.7%	22,566	4,230	4,132,506	3,517,808	614,698	
28	100.0	5,608	2,921	52.1%	42.4%	2,494	427	714,938	553,786	161,152	
Northern Routes	401.0	66,638	49,688	74.6%	68.3%	40,374	9,314	10,664,202	8,128,298	2,535,904	
4	2,875.5	519,792	362,816	69.8%	64.8%	349,596	13,220	4,223,707	4,018,984	204,723	
5	3,494.0	727,922	329,796	45.3%	50.1%	322,378	7,418	4,186,878	3,959,490	227,388	Note 1, 4
6	4,713.0	536,269	300,721	56.1%	59.9%	300,271	450	3,769,580	3,705,210	64,370	
7	2,863.5	641,536	233,127	36.3%	34.7%	223,316	9,811	5,323,250	5,187,105	136,145	
8	5,566.5	1,016,158	606,939	59.7%	60.2%	596,877	10,062	6,740,525	6,513,334	227,191	
9	1,011.0	332,580	236,925	71.2%	67.3%	218,542	18,383	10,454,563	9,588,932	865,631	
12	3,128.0	118,864	97,018	81.6%	72.9%	88,948	8,070	1,115,968	1,014,975	100,993	
13	5,364.0	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	Pass. Only	(921)	653	(268)	
17	1,441.0	397,716	217,202	54.6%	49.6%	196,209	20,993	8,458,447	7,752,384	706,063	
18	2,957.5	278,052	121,281	43.6%	42.1%	115,684	5,597	1,009,648	951,249	58,399	
19	8,179.0	778,644	466,111	59.9%	62.4%	408,875	57,236	3,996,075	3,566,908	429,167	
20	3,708.0	189,748	103,170	54.4%	52.9%	100,785	2,385	791,821	769,432	22,389	
21	5,995.5	539,154	326,275	60.5%	60.6%	316,935	9,340	2,396,663	2,289,530	107,133	
22	4,777.0	206,568	140,295	67.9%	66.8%	138,451	1,844	1,063,184	1,049,912	13,272	
23	6,948.0	771,013	457,560	59.3%	60.3%	441,319	16,241	3,611,423	3,446,745	164,678	
24	2,178.0	113,256	75,066	66.3%	67.1%	74,331	735	745,336	731,972	13,364	
25	3,950.0	371,300	119,922	32.3%	31.3%	115,540	4,382	1,220,345	1,196,219	24,126	
26	4,290.5	141,840	57,617	40.6%	35.8%	50,703	6,914	525,091	418,889	106,202	
Minor Routes	73,440.0	7,680,412	4,251,841	55.4%	55.1%	4,058,760	193,081	59,631,583	56,160,617	3,470,966	
Total	86,835.0	15,941,240	10,665,009	66.9%	63.3%	9,742,115	922,894	454,481,167	396,302,262	58,178,905	

Obligation deferred (settled)	4,305,677	1,858,588
Total vehicle fare revenue	458,786,844	398,160,850

Note 1) Revenue arises from bike traffic and freight.

Note 2) At March 31, 2023, the routes were below price cap with \$6.3 million (Vehicles \$4.3 million and Passengers \$2.0 million) of the obligation deferred in the first quarter. At March 31, 2022, the routes were over price cap by \$2.7 million (Vehicles \$1.9 million and Passengers \$0.8 million) with \$0.8 million (Vehicles \$0.6 million and Passengers \$0.2 million) of the obligation deferred in the quarter. Price cap overage was transferred to the fuel deferred account in accordance with Memorandums 47 and 48, dated February 25 and July 25, 2022, respectively.

Note 3) Indicates percentage of sailings departing within 10 minutes of scheduled departure for the Major and Minor Routes, and arriving within 10 minutes of scheduled arrival for the Northern Routes.

Note 4) Negative AEQ tariff revenue on Route 13 pertains to a discount provided for ferry travel on this route.

Note 5) Route 1 includes one Swartz Bay to Duke Point round trip operated on November 18, 2021. Revenue was \$545.60 for Passengers, and \$1,742.75 for vehicles.



Operations Summary Report for the Year Ended March 31, 2023

Routes	K	L	M	N	O	P	% Sailings Within 10 Min. (Note 3)		
	Passengers Fiscal 2023	Passengers Fiscal 2022	Passenger Growth (K - L)	Passenger Tariff Revenue Fiscal 2023 Note 2	Passenger Tariff Revenue Fiscal 2022 Note 2	Passenger Tariff Revenue Growth (N - O)	YE Fiscal 2021	YE Fiscal 2022	YE Fiscal 2023
1	5,963,647	4,239,155	1,724,492	93,031,789	65,117,129	27,914,660	86.6%	84.3%	80.5%
2	3,119,186	2,657,186	462,000	47,903,042	40,419,883	7,483,159	86.2%	78.9%	73.4%
3	2,570,733	2,284,998	285,735	13,232,017	12,173,709	1,058,308	83.7%	74.6%	73.6%
30	1,961,657	1,447,392	514,265	29,602,713	21,656,199	7,946,514	80.6%	75.8%	75.6%
Major Routes	13,615,223	10,628,731	2,986,492	183,769,561	139,366,920	44,402,641	84.3%	78.8%	76.2%
10	43,691	29,205	14,486	5,078,011	3,005,948	2,072,063	92.4%	77.1%	73.6%
11	48,680	36,190	12,490	1,605,133	1,179,191	425,942	93.8%	86.7%	86.7%
28	6,087	4,690	1,397	705,355	519,583	185,772	60.2%	75.4%	69.2%
Northern Routes	98,458	70,085	28,373	7,388,499	4,704,722	2,683,777	82.8%	79.0%	75.2%
4	623,719	567,613	56,106	2,583,781	2,367,325	216,456	96.4%	91.0%	92.5%
5	504,536	486,980	17,556	1,968,353	1,860,587	107,766	82.3%	73.8%	68.4%
6	495,263	483,419	11,844	1,772,236	1,719,736	52,500	96.1%	89.5%	86.8%
7	381,249	355,825	25,424	2,033,107	1,895,916	137,191	93.8%	86.5%	80.4%
8	1,269,890	1,143,492	126,398	4,015,427	3,471,635	543,792	95.5%	84.9%	76.2%
9	558,431	490,544	67,887	5,927,042	5,223,667	703,375	77.0%	75.2%	72.7%
12	184,312	167,285	17,027	781,271	674,917	106,354	95.0%	92.0%	85.9%
13	48,657	44,696	3,961	189,984	169,758	20,226	98.5%	99.7%	99.5%
17	410,487	348,914	61,573	4,272,252	3,656,210	616,042	94.4%	88.6%	91.1%
18	184,978	176,298	8,680	505,084	481,533	23,551	90.8%	91.4%	92.7%
19	829,766	714,732	115,034	2,236,140	1,921,945	314,195	77.7%	69.6%	87.7%
20	244,362	220,288	24,074	529,614	493,241	36,373	64.2%	65.9%	74.7%
21	547,587	527,040	20,547	1,381,614	1,321,222	60,392	98.4%	96.7%	97.2%
22	246,366	241,056	5,310	682,517	679,037	3,480	97.5%	97.8%	96.2%
23	852,925	788,783	64,142	2,103,579	1,921,668	181,911	97.3%	93.9%	90.4%
24	121,561	119,827	1,734	391,492	376,283	15,209	83.9%	80.9%	78.1%
25	240,818	222,696	18,122	788,323	718,736	69,587	82.1%	88.8%	87.3%
26	99,858	81,882	17,976	278,209	223,774	54,435	98.7%	97.8%	97.2%
Minor Routes	7,844,765	7,181,370	663,395	32,440,025	29,177,190	3,262,835	89.8%	86.7%	86.5%
Total	21,558,446	17,880,186	3,678,260	223,598,085	173,248,832	50,349,253	89.1%	85.6%	85.0%
Obligation deferred (settled)				2,003,398	812,507				
Total passenger revenue				225,601,483	174,061,339				
Total vehicle and passenger revenue				684,388,327	572,222,189				

Temporary Service Disruptions Report

Year Ended March 31, 2023





CANCELLED ROUND TRIPS BY ROUTES

Performance Against CFSC Requirements - Annual Core Service Levels

Year Ended March 31, 2023

		Cancellations of Required Round Trips for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract														Cancellations of Required Round Trips for Other Reasons			Total				
Grouping	Route	Terminal 1	Terminal 2	Major Incident	Weather	Emerg. Response	Medical Emerg.	Regulatory Issue	Terminal / Dock Maint.	Terminal / Dock Mech. Failure	Vessel Maint.	Vessel Mech. Failure	Fire	Labour Dispute	Safety (2)	Total	Community Event	Traffic	Total	Region	Route	% of Annual Core Round Trips Cancelled	
Major	1	Swartz Bay	Tsawwassen		6.0											6.0			6.0	Major	1	0.17%	
	2	Horseshoe Bay	Departure Bay		20.0							15.5			8.0	43.5			43.5		2	1.60%	
	3	Langdale	Horseshoe Bay									0.5				0.5			0.5		3	0.02%	
	30	Duke Point	Tsawwassen	3.0	6.0		0.5					7.0				16.5			16.5		30	0.69%	
	Total			3.0	32.0		0.5					23.0			8.0	66.5			66.5		Total	0.58%	
North	10	Port Hardy	Prince Rupert		0.5										1.0	1.5	0.5	0.5	2.0	North	10	1.83%	
	11	Skidegate	Prince Rupert		1.0											1.0			1.0		11	0.57%	
	28	Port Hardy	Bella Coola									2.0				2.0			2.0		28	2.26%	
	Total				1.5							2.0			1.0	4.5	0.5	0.5	5.0		Total	1.34%	
Minor	4	Fulford Harbour	Swartz Bay		3.0											3.0			3.0	Minor	4	0.10%	
	5	Swartz Bay	Four SGIs		10.0							4.0			19.0	33.0			33.0		5	0.95%	
	6	Crofton	Vesuvius Bay	1.0	6.0			3.0	0.5	0.5		3.5			5.5	20.0			20.0		6	0.43%	
	7	Earls Cove	Saltery Bay		1.0							1.0			2.5	4.5			4.5		7	0.16%	
	8	Horseshoe Bay	Bowen Island		2.0							1.0			0.5	3.5			3.5		8	0.06%	
	9	Tsawwassen	Long Harbour		5.0										4.0	9.0			9.0		9	1.08%	
	12	Mill Bay	Brentwood Bay		22.0			3.0				4.0			60.0	89.0			89.0		12	2.77%	
	13	Langdale	Gambier/Keats		2.0											2.0			2.0		13	0.05%	
	17	Little River	Powell River		7.0										3.0	10.0			10.0		17	0.73%	
	18	Texada	Powell River		8.5										1.0	9.5			9.5		18	0.33%	
	19	Nanaimo Harbour	Gabriola Island																		19		
	20	Chemainus	Thetis Island		4.0							1.0				5.0			5.0		20	0.14%	
	21	Buckley Bay	Denman West		6.0							3.0				9.0			9.0		21	0.17%	
	22	Denman East	Hornby Island		3.0							3.0			2.0	8.0			8.0		22	0.20%	
	23	Campbell River	Quadra Island		11.0							2.5			2.0	15.5			15.5		23	0.25%	
	24	Quadra Island	Cortes Island		5.0										7.0	12.0			12.0		24	0.55%	
	25	Port McNeill	Alert Bay		2.0			8.0		1.0						11.0		2.0	13.0		25	0.33%	
	26	Skidegate	Alliford Bay		59.5						129				1.0	189.5			189.5		26	4.55%	
	Total			1.0	157.0			14.0	0.5	1.5	129	23.0			107.5	433.5		2.0	2.0	435.5	Total	0.66%	
Total				4.0	190.5		0.5	14.0	0.5	1.5	129	48.0			116.5	504.5	0.5	2.0	2.5	507.0	Total	0.64%	

Notes:
(1) Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
(2) Includes sailings that were cancelled due to not meeting Transport Canada minimum safe manning crew levels.
(3) Route 10: A sailing planned for April 1, 2022 was rescheduled to March 31, 2022 for the All Native Basketball Tournament. As the rescheduled sailing fell within the previous quarter (and previous fiscal year), this occurrence was reported as a Community Event cancellation for this quarter, but a penalty assessment is not warranted because the minimum weekly core service levels were met as permitted for this route by Appendix 1 of Schedule “A” of the Coastal Ferry Services Contract.

CANCELLED & EXTRA TRIPS BY ROUTES

Performance Against Annual Core Service Levels

Year Ended March 31, 2023

Region	Route	Terminal 1	Terminal 2	Actual Round Trips	Round Trips Required	Variance (Actual to Required)	Required Round Trips Cancelled	Contribution Agreement Round Trips (2)	Total Extra / Short Round Trips
Major	1	Swartz Bay	Tsawwassen	4,176.5	3,512.0	664.5	6.0		670.5
	2	Horseshoe Bay	Departure Bay	2,921.5	2,723.0	198.5	43.5		242.0
	3	Langdale	Horseshoe Bay	3,185.0	2,945.0	240.0	0.5		240.5
	30	Duke Point	Tsawwassen	2,711.0	2,379.0	332.0	16.5		348.5
	Total			12,994.0	12254.0	740.0	66.5		806.5
North	10	Port Hardy	Prince Rupert	112.5	109.0	3.5	2.0	3.0	2.5
	11	Skidegate	Prince Rupert	188.5	175.5	13.0	1.0	2.0	12.0
	28	Port Hardy	Bella Coola	100.0	88.5	11.5	2.0		13.5
	Total			401.0	373.0	28.0	5.0	5.0	28.0
Minor	4	Fulford Harbour	Swartz Bay	2,875.5	2,878.0	-2.5	3.0		0.5
	5	Swartz Bay	Four SGIs	3,494.0	3,470.0	24.0	33.0		57.0
	6	Crofton	Vesuvius Bay	4,713.0	4,670.0	43.0	20.0	63.0	0.0
	7	Earls Cove	Saltery Bay	2,863.5	2,731.0	132.5	4.5	137.0	0.0
	8	Horseshoe Bay	Bowen Island	5,566.5	5,452.5	114.0	3.5	104.0	13.5
	9	Tsawwassen	Long Harbour	1,011.0	830.0	181.0	9.0		190.0
	12	Mill Bay	Brentwood Bay	3,128.0	3,217.0	-89.0	89.0		0.0
	13	Langdale	Gambier/Keats	5,364.0	4,062.0	1,302.0	2.0		1,304.0
	17	Little River	Powell River	1,441.0	1,364.0	77.0	10.0	42.0	45.0
	18	Texada	Powell River	2,957.5	2,898.0	59.5	9.5	69.0	0.0
	19	Nanaimo Harbour	Gabriola Island	8,179.0	5,203.0	2,976.0	0.0	62.0	2,914.0
	20	Chemainus	Thetis Island	3,708.0	3,701.0	7.0	5.0		12.0
	21	Buckley Bay	Denman West	5,995.5	5,261.0	734.5	9.0	296.0	447.5
	22	Denman East	Hornby Island	4,777.0	4,064.0	713.0	8.0	296.0	425.0
	23	Campbell River	Quadra Island	6,948.0	6,248.0	700.0	15.5	7.0	708.5
	24	Quadra Island	Cortes Island	2,178.0	2,172.0	6.0	12.0	16.0	2.0
	25	Port McNeill	Alert Bay	3,950.0	3,963.0	-13.0	13.0		0.0
	26	Skidegate	Alliford Bay	4,290.5	4,168.0	122.5	189.5	312.0	0.0
	Total			73,440.0	66,352.5	7,087.5	435.5	1,404.0	6,119.0
Total				86,835.0	78,979.5	7,855.5	507.0	1,409.0	6,953.5

Notes:

- (1) In certain circumstances (e.g. vessel or dock breakdown, mechanical failure or maintenance) round trips may be provided by contracted service providers (e.g. water taxi, tug & barge, flights).
- (2) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.
- (3) Route 10: A sailing planned for April 1, 2022 was rescheduled to March 31, 2022 for the All Native Basketball Tournament. As the rescheduled sailing fell within the previous quarter (and previous fiscal year), this occurrence was reported as a Community Event cancellation for this quarter, but a penalty assessment is not warranted because the minimum weekly core service levels were met as permitted for this route by Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

CANCELLED ROUND TRIPS BY ROUTES

For Cancellations of Minimum Required Round Trips for Reasons Specified in Schedule A, Section 2(a) of the Coastal Ferry Services Contract

Performance Against Minimum (Daily) Core Service Levels

Year Ended March 31, 2023

Region	Route	Route Description	Cumulative Days When Round Trips Missed Allowed 30 Days / Route	Highest Consecutive Days when Round Trips Missed Allowed 20 Days / Route
Major	1	Swartz Bay-Tsawwassen	2	1
	2	Horseshoe Bay-Departure Bay	22	5
	3	Langdale-Horseshoe Bay	1	1
	30	Duke Point-Tsawwassen	10	4
North	10	Port Hardy-Prince Rupert	3	2
	11	Skidegate-Prince Rupert	2	2
	28	Port Hardy-Bella Coola	4	2
Minor	4	Fulford Harbour-Swartz Bay	2	1
	5	Swartz Bay-Four SGIs	14	4
	6	Crofton-Vesuvius Bay	12	2
	7	Earls Cove-Salter Bay	5	2
	8	Horseshoe Bay-Bowen Island	4	2
	9	Tsawwassen-Long Harbour	6	2
	12	Mill Bay-Brentwood Bay	23	3
	13	Langdale-Gambier/Keats	1	1
	17	Little River-Powell River	8	1
	18	Texada-Powell River	8	1
	19	Nanaimo Harbour-Gabriola Island	0	0
	20	Chemainus-Thetis Island	3	1
	21	Buckley Bay-Denman West	4	1
	22	Denman East-Hornby Island	3	1
	23	Campbell River-Quadra Island	6	1
	24	Quadra Island-Cortes Island	6	1
	25	Port McNeill-Alert Bay	8	2
	26	Skidegate-Alliford Bay	16	2

Notes:

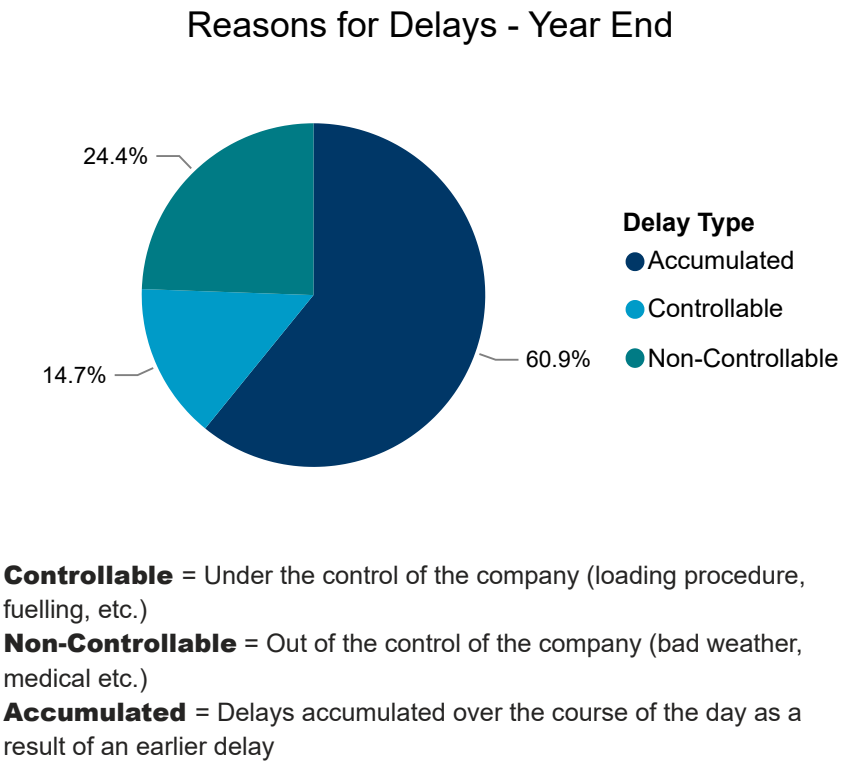
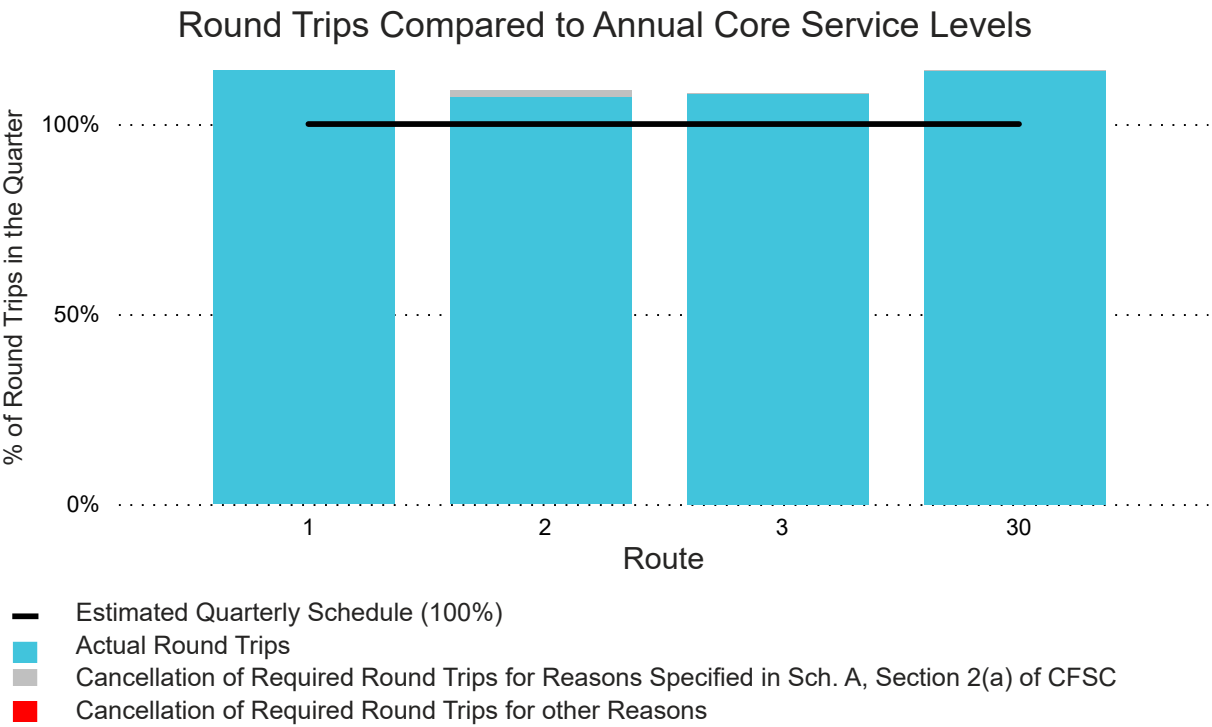
(1) Route 10: The Community Event cancellation dated April 1, 2022 was excluded from the cumulative and consecutive days with Round Trips missed because while the rescheduled sailing fell within the previous quarter (and previous fiscal year), it was still within the same week as permitted for this route by Appendix 1 of Schedule "A" of the Coastal Ferry Services Contract.

(2) Schedule A, paragraph 2(c) of the Coastal Ferry Services Contract includes an allowance for a temporary service disruption on Route 26 of up to 65 consecutive days once every four years for the purposes of carrying out quadrennial surveys and refits. Any such service disruptions are therefore not reflected in the table above.



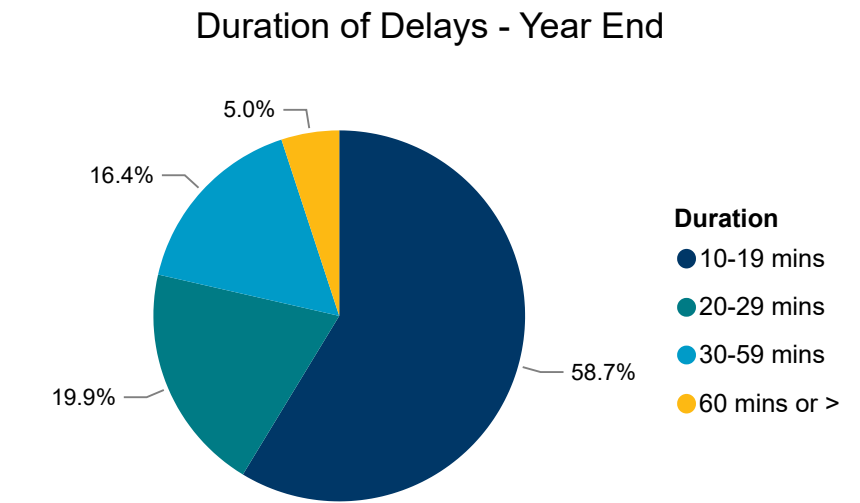
Round Trip Service Delivery and On Time Performance

Major Routes - Year Ended March 31, 2023

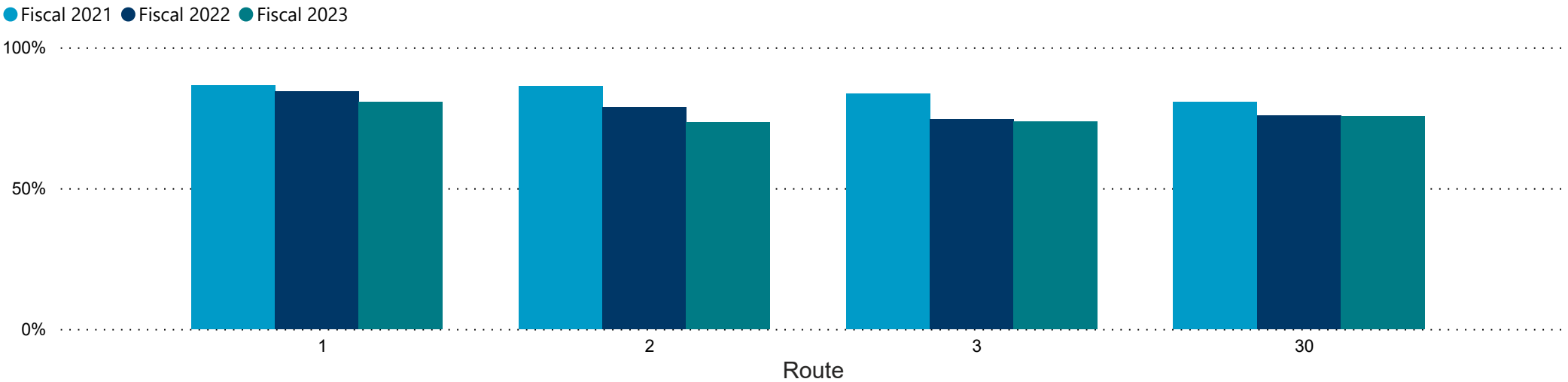


Route	Terminal 1	Terminal 2	Actual Round Trips	Core Round Trips Required	Variance (Actual to Required)	% Sailings Overloaded
1	Swartz Bay	Tsawwassen	4,176.5	3,512.0	664.5	58.5%
2	Horseshoe Bay	Departure Bay	2,921.5	2,723.0	198.5	35.4%
3	Langdale	Horseshoe Bay	3,185.0	2,945.0	240.0	31.3%
30	Duke Point	Tsawwassen	2,711.0	2,379.0	332.0	40.5%
Total			12,994.0	12,254.0	740.0	42.9%

Notes:
(1) For the Major Routes, the annual number of round trips required under the Coastal Ferry Services Contract includes minimums for each individual route as well as an aggregate total for the four routes (Route 1, 2, 3 and 30).



On Time Performance - % That Sailed Within 10 Mins of Scheduled Departure - Year End

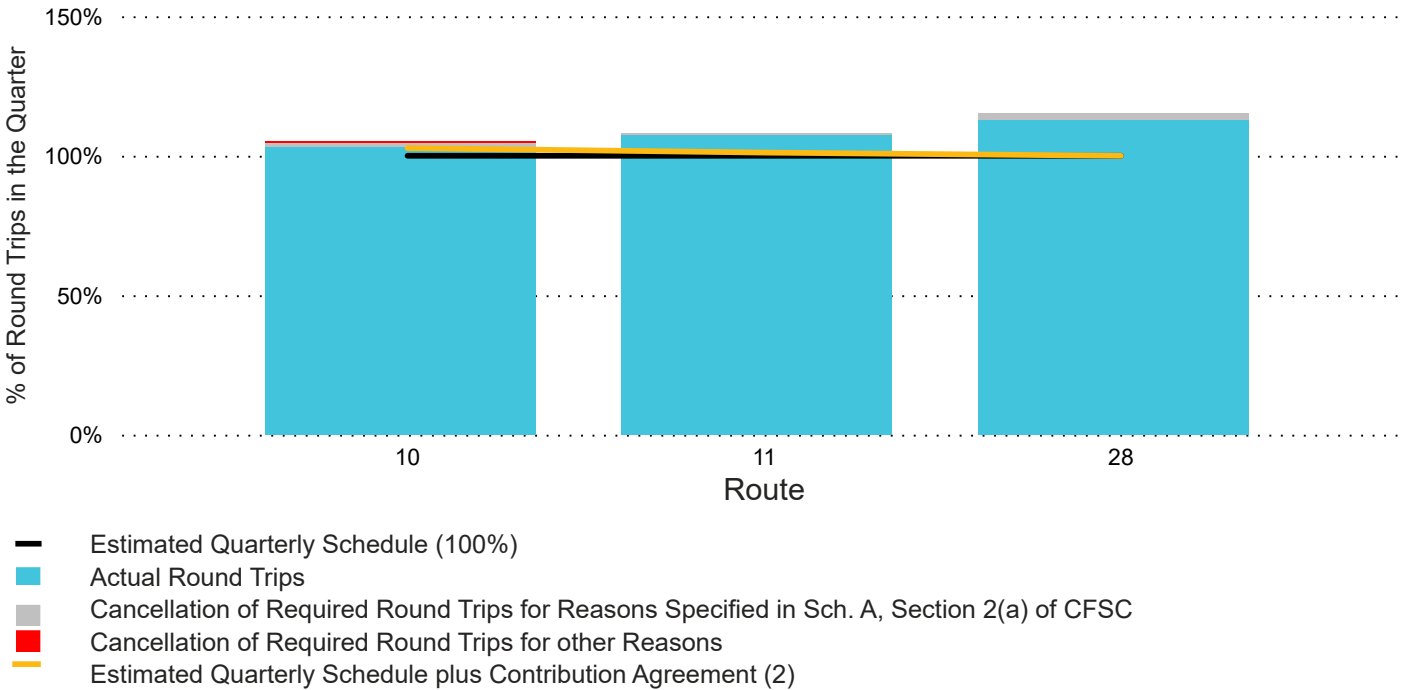




Round Trip Service Delivery and On Time Performance

Northern Routes - Year Ended March 31, 2023

Round Trips Compared to Annual Core Service Levels



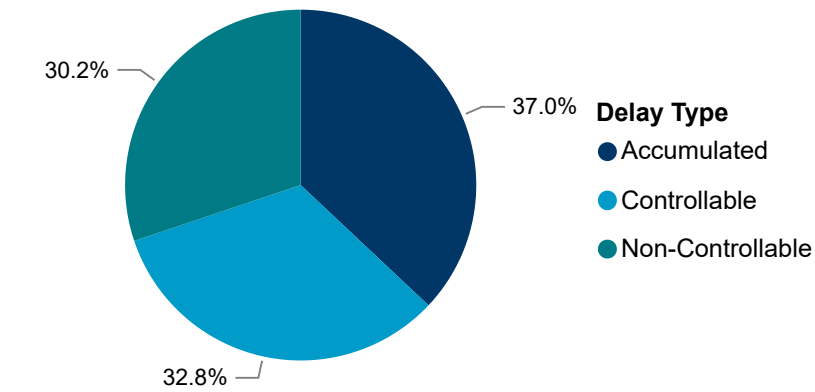
Route	Terminal 1	Terminal 2	Actual Round Trips	Required Round Trips	Variance (Actual to Required)	% Sailings Overloaded
10	Port Hardy	Prince Rupert	112.5	109.0	3.5	0.8%
11	Skidegate	Prince Rupert	188.5	175.5	13.0	3.7%
28	Port Hardy	Bella Coola	100.0	88.5	11.5	0.0%
Total			401.0	373.0	28.0	1.2%

Notes:

(1) Northern Routes (10, 11 & 28): Delays based on scheduled arrival time.

(2) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.

Reasons for Delays - Year End

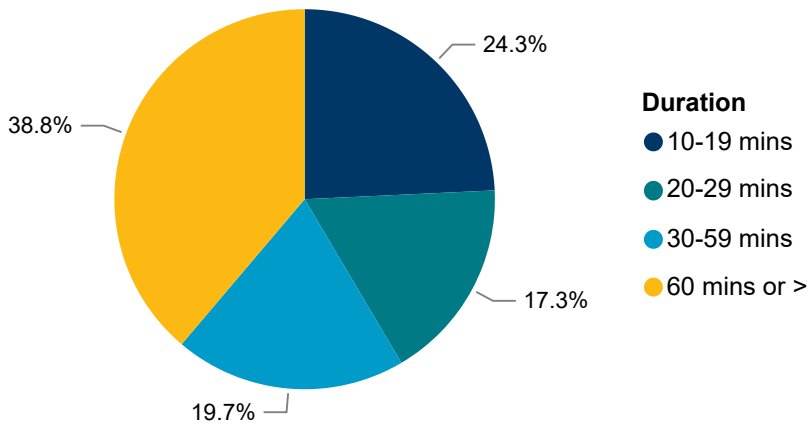


Controllable = Under the control of the company (loading procedure, fuelling, etc.)

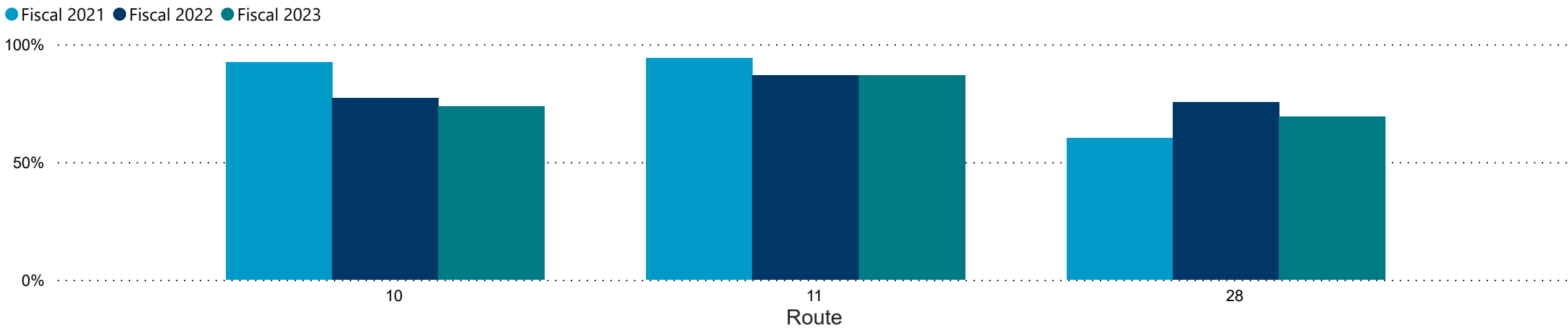
Non-Controllable = Out of the control of the company (bad weather, medical etc.)

Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Duration of Delays - Year End



On Time Performance - % That Arrived Within 10 Mins of Scheduled Arrival (1) - Year End

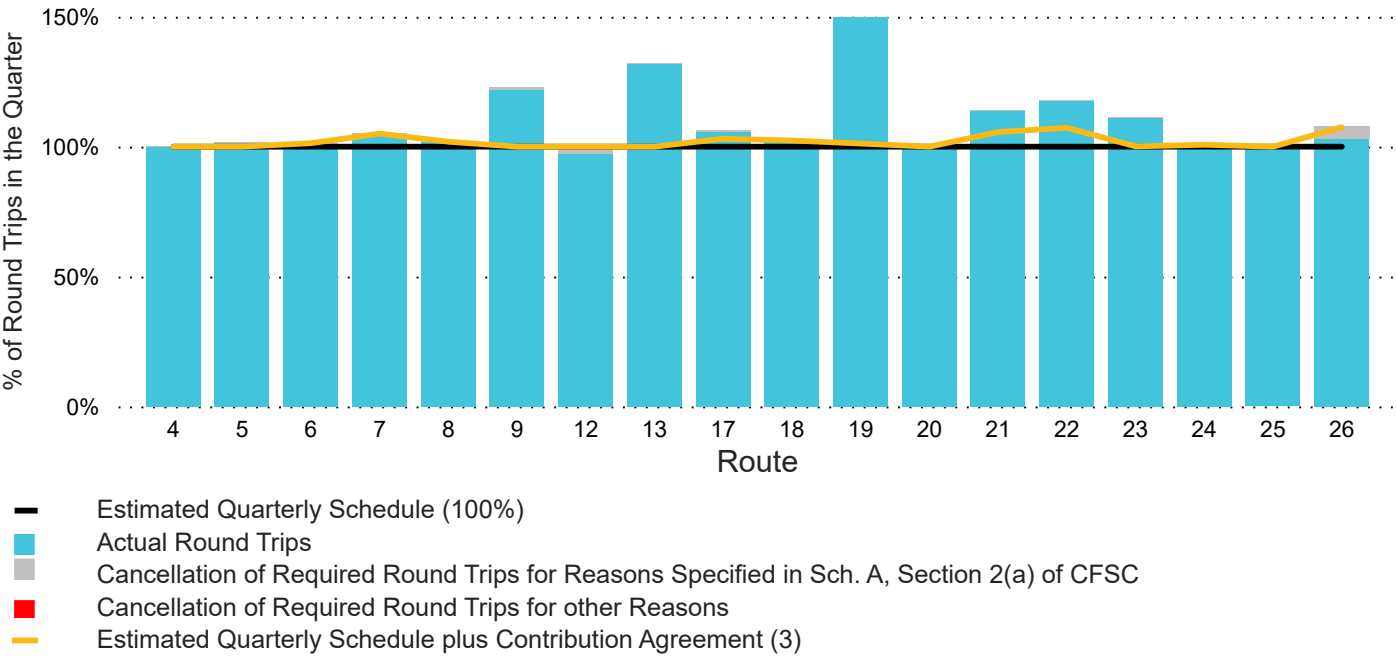




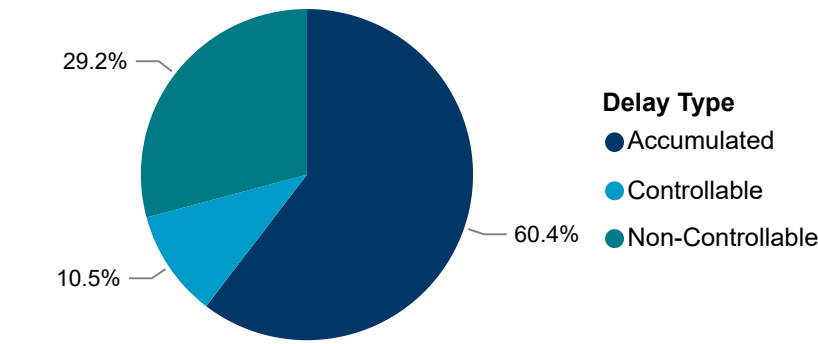
Round Trip Service Delivery and On Time Performance

Minor Routes - Year Ended March 31, 2023

Round Trips Compared to Annual Core Service Levels



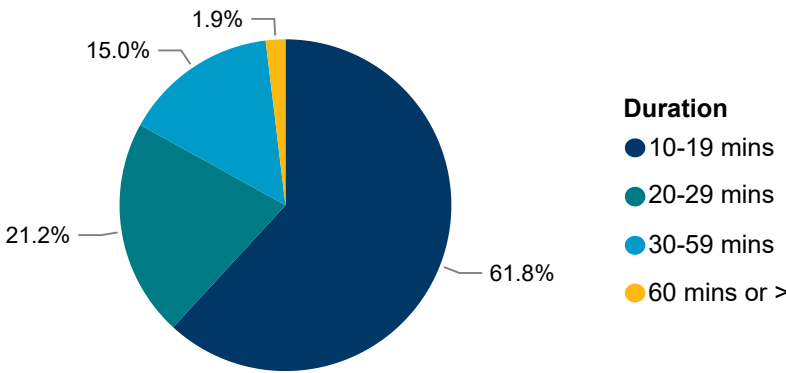
Reasons for Delays - Year End



Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

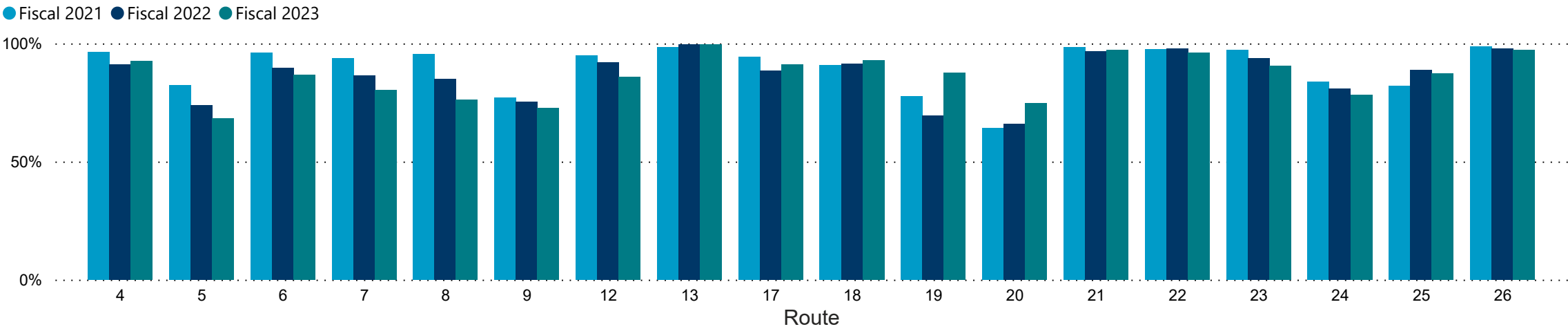
Route	Terminal 1	Terminal 2	Actual Round Trips	Required Round Trips	Variance (Actual to Required)	% Sailings Overloaded
4	Fulford Harbour	Swartz Bay	2,875.5	2,878.0	-2.5	15.8%
5	Swartz Bay	Four SGIs	3,494.0	3,470.0	24.0	6.6%
6	Crofton	Vesuvius Bay	4,713.0	4,670.0	43.0	8.5%
7	Earls Cove	Saltery Bay	2,863.5	2,731.0	132.5	3.6%
8	Horseshoe Bay	Bowen Island	5,566.5	5,452.5	114.0	16.0%
9	Tsawwassen	Long Harbour	1,011.0	830.0	181.0	6.3%
12	Mill Bay	Brentwood Bay	3,128.0	3,217.0	-89.0	2.7%
13	Langdale	Gambier/Keats	5,364.0	4,062.0	1,302.0	
17	Little River	Powell River	1,441.0	1,364.0	77.0	3.6%
18	Texada	Powell River	2,957.5	2,898.0	59.5	1.8%
19	Nanaimo Harbour	Gabriola Island	8,179.0	5,203.0	2,976.0	11.4%
20	Chemainus	Thetis Island	3,708.0	3,701.0	7.0	4.9%
21	Buckley Bay	Denman West	5,995.5	5,261.0	734.5	14.1%
22	Denman East	Hornby Island	4,777.0	4,064.0	713.0	17.5%
23	Campbell River	Quadra Island	6,948.0	6,248.0	700.0	18.3%
24	Quadra Island	Cortes Island	2,178.0	2,172.0	6.0	12.5%
25	Port McNeill	Alert Bay	3,950.0	3,963.0	-13.0	0.3%
26	Skidegate	Alliford Bay	4,290.5	4,168.0	122.5	3.9%
Total			73,440.0	66,352.5	7,087.5	9.7%

Duration of Delays - Year End



Notes:
(1) Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
(2) Route 13: % Sailings Overloaded is not applicable because the route is passenger only.
(3) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.

On Time Performance - % That Sailed Within 10 Mins of Scheduled Departure - Year End

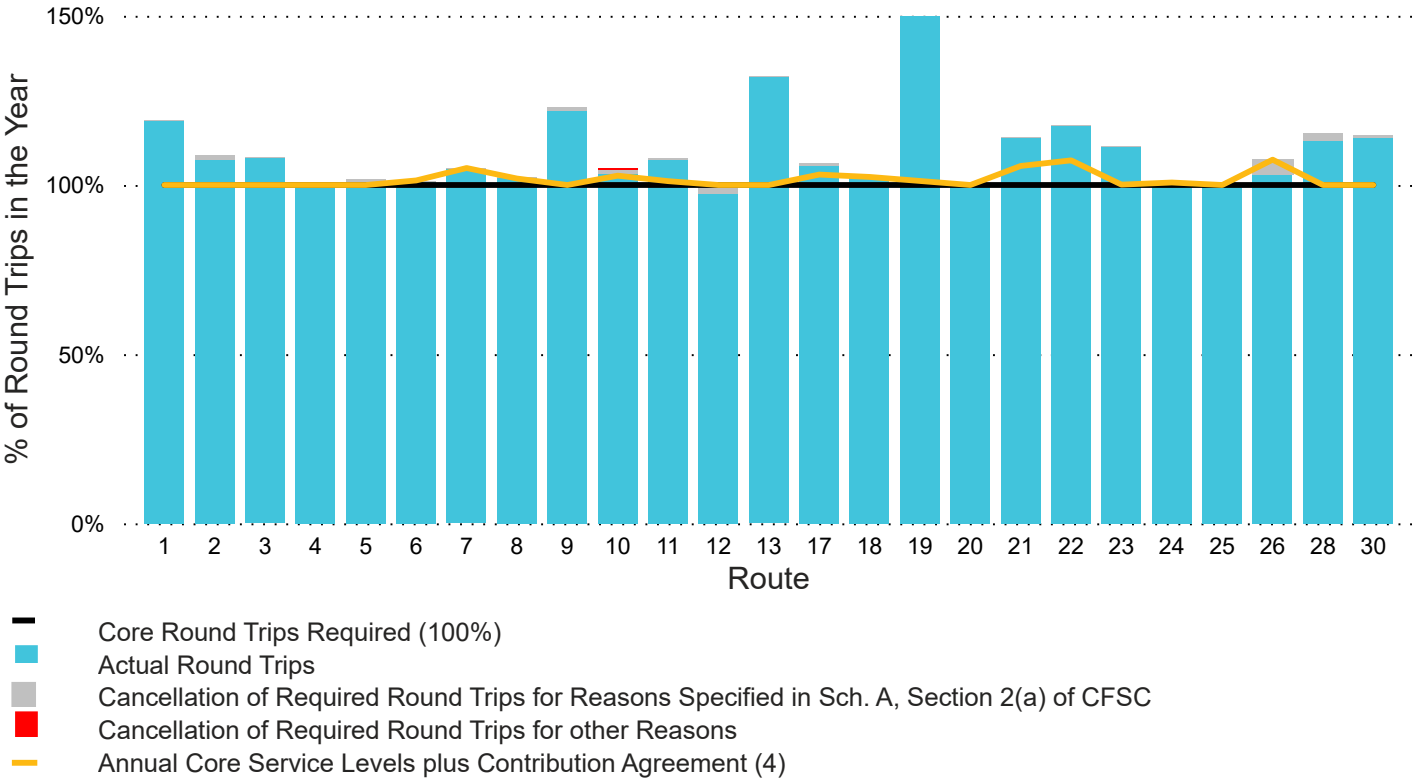




Round Trip Service Delivery and On Time Performance

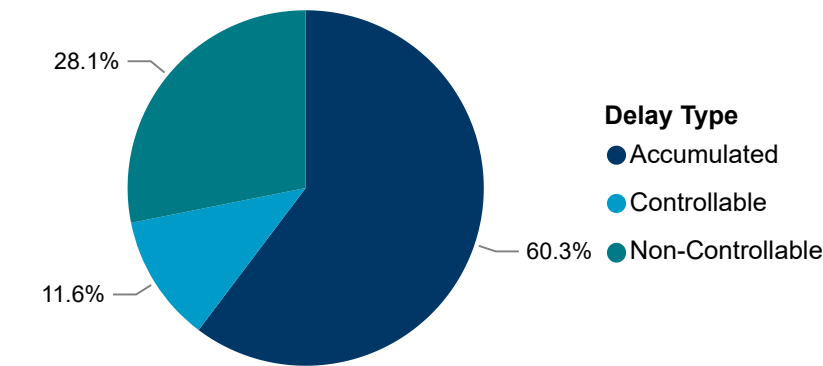
All Routes - Year Ended March 31, 2023

Round Trips Compared to Annual Core Service Levels



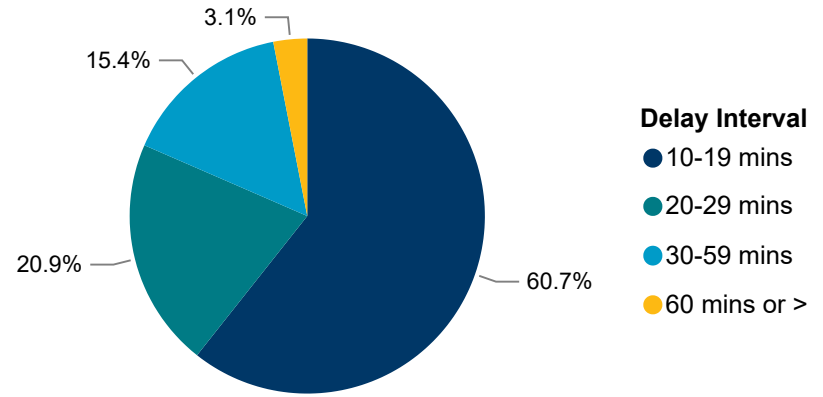
Route	Terminal 1	Terminal 2	Actual Round Trips	Core Round Trips Required	Variance (Actual to Required)	% Sailings Overloaded
1	Swartz Bay	Tsawwassen	4,176.5	3,512.0	664.5	58.5%
2	Horseshoe Bay	Departure Bay	2,921.5	2,723.0	198.5	35.4%
3	Langdale	Horseshoe Bay	3,185.0	2,945.0	240.0	31.3%
4	Fulford Harbour	Swartz Bay	2,875.5	2,878.0	-2.5	15.8%
5	Swartz Bay	Four SGIs	3,494.0	3,470.0	24.0	6.6%
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9	Tsawwassen	Long Harbour	1,011.0	830.0	181.0	6.3%
10	Port Hardy	Prince Rupert	112.5	109.0	3.5	0.8%
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26	Skidegate	Alliford Bay	4,290.5	4,168.0	122.5	3.9%
28	Port Hardy	Bella Coola	100.0	88.5	11.5	0.0%
30	Duke Point	Tsawwassen	2,711.0	2,379.0	332.0	40.5%
Total			86,835.0	78,284.5	8,550.5	14.5%

Reasons for Delays - Year End



Controllable = Under the control of the company (loading procedure, fuelling, etc.)
Non-Controllable = Out of the control of the company (bad weather, medical etc.)
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Duration of Delays - Year End

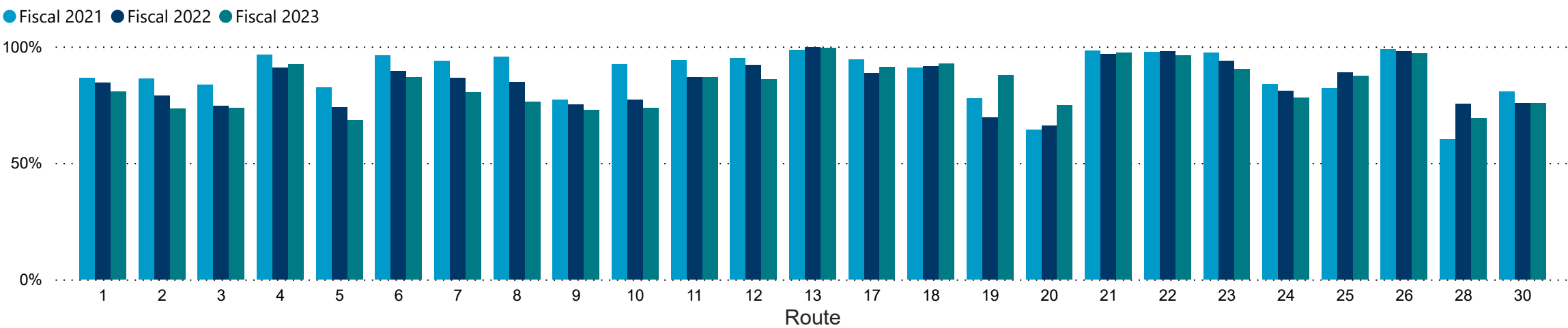


On Time Performance - Year End

Region	Fiscal 2021	Fiscal 2022	Fiscal 2023
Major	84.3%	78.8%	76.2%
North	82.8%	79.0%	75.2%
Minor	89.8%	86.7%	86.5%
Total	89.1%	85.6%	85.0%

Notes:
(1) Northern Routes (10, 11 & 28): Delays based on scheduled arrival time.
(2) Route 13: Core service levels include some round trips that are deliverable only 'on demand.'
(3) Route 13: % Sailings Overloaded is not applicable because the route is passenger only.
(4) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.

On Time Performance - % That Sailed Within 10 Mins of Scheduled Departure (1) - Year End



Route Financial Report

Year Ended March 31, 2023





British Columbia Ferry Services Inc.
Route Statement
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

	Corporate Total		Major Routes		Northern Routes		Minor Routes		Unregulated Routes	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Tariff Revenue	678,079	569,551	567,954	471,380	18,053	12,832	92,072	85,339	-	-
Ancillary Revenue	75,755	54,401	65,548	46,514	5,090	3,590	5,117	4,297	-	-
Social Program Fees	12,182	10,385	5,758	4,789	1,094	963	5,330	4,633	-	-
Contracted Routes Fee	3,481	3,676	-	-	-	-	-	-	3,481	3,676
Total Operating Revenue	769,497	638,013	639,260	522,683	24,237	17,385	102,519	94,269	3,481	3,676
Total Operating Expenses	776,567	689,525	495,974	443,572	65,160	55,286	211,947	186,991	3,486	3,676
Earnings (Loss) from Operations	(7,070)	(51,512)	143,286	79,111	(40,923)	(37,901)	(109,428)	(92,722)	(5)	-
Depreciation and Amortization	(181,375)	(173,300)	(101,383)	(99,544)	(16,534)	(18,929)	(63,458)	(54,827)	-	-
Net Financing Expense	(51,338)	(56,080)	(22,105)	(26,997)	(5,944)	(7,574)	(23,289)	(21,509)	-	-
Cost of Capital	(232,713)	(229,380)	(123,488)	(126,541)	(22,478)	(26,503)	(86,747)	(76,336)	-	-
(Loss) Gain on Disposal and Impairment of Capital Assets	(1,811)	(7,273)	(1,391)	(6,205)	(53)	(206)	(367)	(862)	-	-
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(241,594)	(288,165)	18,407	(53,635)	(63,454)	(64,610)	(196,542)	(169,920)	(5)	-
Ferry Transportation Fees	195,379	195,379	15,374	10,853	52,291	53,853	127,714	130,673	-	-
Safe Restart Funding	10,194	107,806	8,382	90,851	342	2,061	1,470	14,894	-	-
Federal-Provincial Subsidy Agreement	33,344	32,183	-	-	9,964	9,617	23,380	22,566	-	-
Net Regulatory Earnings (Loss)	(2,677)	47,203	42,163	48,069	(857)	921	(43,978)	(1,787)	(5)	0
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(33,253)	(5,040)	(22,936)	(3,604)	(2,863)	(293)	(7,454)	(1,143)	-	-
Fuel Surcharges Collected (Rebates Paid)	18,133	(3,920)	15,054	(2,986)	392	(213)	2,687	(721)	-	-
Fuel Price Risk Recoveries Receivable from (Payable to) the Province	2,275	27	-	-	2,275	27	-	-	-	-
Tariffs in Excess of Price Cap	6,309	2,671	5,309	2,211	147	60	853	400	-	-
Deferred Fare Increase Relief	(2,194)	(6,806)	(1,672)	(5,412)	(120)	(129)	(402)	(1,265)	-	-
Deferred Carbon Reduction Investment Account	9,565	-	7,472	-	-	-	2,093	-	-	-
Net IFRS Earnings (Loss)	(1,842)	34,135	45,390	38,278	(1,026)	373	(46,201)	(4,516)	(5)	0

Effective April 1, 2020, the CFSC was amended for PT5, formalizing ferry transportation fees for the four-year term which commenced April 1, 2020 and ends on March 31, 2024. The maximum annual ferry transportation fee is \$194 million which includes \$30 million to reflect a notional amount for the Senior Discounts. For the purposes of annual route statements, the cost of the Seniors Discounts is applied to all Designated Routes based on actual usage of the discounts on each route. The unused portion of the notional amount is allocated to Designated Routes based on the same proportion of the annual ferry transportation fee received by each route."

The British Columbia Ferries Commissioner has authorized the use of deferred fuel cost accounts whereby differences between actual fuel costs and approved fuel costs used to develop regulated price caps are deferred for settlement in future tariffs. Also as authorized by the Commissioner, the Company collects fuel surcharges or provides fuel rebates which are applied against deferred fuel cost account balances.

Included in the Fuel Surcharge (Rebates Paid) in the above statement are fuel surcharge (rebates) applied against tariffs paid by the Province of British Columbia on behalf of customers travelling under Social Programs.

During the year ended March 31, 2023, the Province paid \$2.3 million (March 31, 2022: \$0.3 million) for fuel price recovery on the Northern Routes.

The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The direct operating relief funding portion of the Safe Restart Funding was exhausted by the fourth quarter of fiscal 2022, with the remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% for fiscal 2022 through fiscal 2024. No Safe Restart Funding was provided to the drop trailer business.



British Columbia Ferry Services Inc.
Route Statement
Major Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

	01-Tsawwassen - Swartz Bay		02-Horseshoe Bay - Nanaimo		03-Horseshoe Bay - Langdale		30-Nanaimo - Tsawwassen		Major Routes	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Tariff Revenue	265,325	205,698	136,967	123,814	47,938	44,618	117,724	97,250	567,954	471,380
Ancillary Revenue	30,508	20,384	16,174	12,467	7,230	5,580	11,636	8,083	65,548	46,514
Social Program Fees	1,684	1,274	1,652	1,487	1,772	1,522	650	506	5,758	4,789
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
Total Operating Revenue	297,517	227,356	154,793	137,768	56,940	51,720	130,010	105,839	639,260	522,683
Total Operating Expenses	191,227	159,965	126,457	118,579	61,145	57,156	117,145	107,872	495,974	443,572
Earnings (Loss) from Operations	106,290	67,391	28,336	19,189	(4,205)	(5,436)	12,865	(2,033)	143,286	79,111
Depreciation and Amortization	(46,866)	(44,867)	(22,848)	(24,213)	(11,084)	(10,666)	(20,585)	(19,798)	(101,383)	(99,544)
Net Financing Expense	(10,815)	(13,560)	(3,312)	(5,221)	(2,007)	(2,404)	(5,971)	(5,812)	(22,105)	(26,997)
Cost of Capital	(57,681)	(58,427)	(26,160)	(29,434)	(13,091)	(13,070)	(26,556)	(25,610)	(123,488)	(126,541)
(Loss) Gain on Disposal and Impairment of Capital Assets	(647)	(2,699)	(337)	(1,636)	(124)	(614)	(283)	(1,256)	(1,391)	(6,205)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	47,962	6,265	1,839	(11,881)	(17,420)	(19,120)	(13,974)	(28,899)	18,407	(53,635)
Ferry Transportation Fees	6,275	4,277	4,191	3,088	1,804	1,483	3,104	2,005	15,374	10,853
Safe Restart Funding	3,857	43,045	2,099	22,451	720	7,791	1,706	17,564	8,382	90,851
Federal-Provincial Subsidy Agreement	-	-	-	-	-	-	-	-	-	-
Net Regulatory Earnings (Loss)	58,094	53,587	8,129	13,658	(14,896)	(9,846)	(9,164)	(9,330)	42,163	48,069
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(11,270)	(2,292)	(4,524)	(536)	(1,895)	(206)	(5,247)	(570)	(22,936)	(3,604)
Fuel Surcharges Collected (Rebates Paid)	7,076	(1,251)	3,576	(819)	1,255	(308)	3,147	(608)	15,054	(2,986)
Fuel Price Risk Recoveries Receivable from (Payable to) the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	2,514	965	1,268	581	453	209	1,074	456	5,309	2,211
Deferred Fare Increase Relief	(678)	(2,111)	(393)	(1,482)	(164)	(619)	(437)	(1,200)	(1,672)	(5,412)
Deferred Carbon Reduction Investment Account	7,472	-	-	-	-	-	-	-	7,472	-
Net IFRS Earnings (Loss)	63,208	48,898	8,056	11,402	(15,247)	(10,770)	(10,627)	(11,252)	45,390	38,278

Effective April 1, 2020, the CFSC was amended for PT5, formalizing ferry transportation fees for the four-year term which commenced April 1, 2020 and ends on March 31, 2024. The maximum annual ferry transportation fee is \$194 million which includes \$30 million to reflect a notional amount for the Senior Discounts. For the purposes of annual route statements, the cost of the Seniors Discounts is applied to all Designated Routes based on actual usage of the discounts on each route. The unused portion of the notional amount is allocated to Designated Routes based on the same proportion of the annual ferry transportation fee received by each route."

The British Columbia Ferries Commissioner has authorized the use of deferred fuel cost accounts whereby differences between actual fuel costs and approved fuel costs used to develop regulated price caps are deferred for settlement in future tariffs. Also as authorized by the Commissioner, the Company collects fuel surcharges or provides fuel rebates which are applied against deferred fuel cost account balances.

Included in the Fuel Surcharge (Rebates Paid) in the above statement are fuel surcharge (rebates) applied against tariffs paid by the Province of British Columbia on behalf of customers travelling under Social Programs.

During the year ended March 31, 2023, the Province paid \$2.3 million (March 31, 2022: \$0.3 million) for fuel price recovery on the Northern Routes

The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID 19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The direct operating relief funding portion of the Safe Restart Funding was exhausted by the fourth quarter of fiscal 2022, with the remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% for fiscal 2022 through fiscal 2024. No Safe Restart Funding was provided to the drop trailer business.



British Columbia Ferry Services Inc.
Route Statement
Northern Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

	10-Bear Cove - Bella Bella - Prince Rupert		11-Prince Rupert - Skidegate		28-Port Hardy - Bella Coola		Northern Routes	
	2023	2022	2023	2022	2023	2022	2023	2022
Tariff Revenue	10,894	7,062	5,738	4,697	1,421	1,073	18,053	12,832
Ancillary Revenue	2,846	1,912	2,115	1,572	129	106	5,090	3,590
Social Program Fees	342	326	748	633	4	4	1,094	963
Contracted Routes Fee	-	-	-	-	-	-	-	-
Total Operating Revenue	14,082	9,300	8,601	6,902	1,554	1,183	24,237	17,385
Total Operating Expenses	30,596	25,342	23,668	19,964	10,896	9,980	65,160	55,286
Earnings (Loss) from Operations	(16,514)	(16,042)	(15,067)	(13,062)	(9,342)	(8,797)	(40,923)	(37,901)
Depreciation and Amortization	(6,543)	(8,555)	(4,992)	(5,738)	(4,999)	(4,636)	(16,534)	(18,929)
Net Financing Expense	(2,713)	(3,457)	(1,778)	(2,265)	(1,453)	(1,852)	(5,944)	(7,574)
Cost of Capital	(9,256)	(12,012)	(6,770)	(8,003)	(6,452)	(6,488)	(22,478)	(26,503)
(Loss) Gain on Disposal and Impairment of Capital Assets	(31)	(110)	(19)	(82)	(3)	(14)	(53)	(206)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(25,801)	(28,164)	(21,856)	(21,147)	(15,797)	(15,299)	(63,454)	(64,610)
Ferry Transportation Fees	29,292	30,142	18,874	19,456	4,125	4,255	52,291	53,853
Safe Restart Funding	208	1,135	101	841	33	85	342	2,061
Federal-Provincial Subsidy Agreement	5,542	5,349	3,630	3,503	792	765	9,964	9,617
Net Regulatory Earnings (Loss)	9,241	8,462	749	2,653	(10,847)	(10,194)	(857)	921
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS								
Fuel Costs (over) under Set Price	(1,610)	(156)	(1,045)	(114)	(208)	(23)	(2,863)	(293)
Fuel Surcharges Collected (Rebates Paid)	219	(113)	153	(85)	20	(15)	392	(213)
Fuel Price Risk Recoveries Receivable from (Payable to) the Province	1,280	27	830	-	165	-	2,275	27
Tariffs in Excess of Price Cap	92	33	50	22	5	5	147	60
Deferred Fare Increase Relief	(80)	(61)	(30)	(62)	(10)	(6)	(120)	(129)
Deferred Carbon Reduction Investment Account	-	-	-	-	-	-	-	-
Net IFRS Earnings (Loss)	9,142	8,192	707	2,414	(10,875)	(10,233)	(1,026)	373

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Included in the Fuel Rebates Paid in the above statement are fuel rebates applied against tariffs paid by the Province of British Columbia on behalf of customers travelling under Social Programs.

During the year ended March 31, 2023, the Province paid \$2.3 million (March 31, 2022: \$0.3 million) for fuel price recovery on the Northern Routes

The Commissioner approved the creation of a Carbon Reduction Investment Account (CRIA) which is funded through the sale of carbon credits, earned through activities such as purchase of natural gas and use of LNG. Within IFRS earnings, proceeds from sale of carbon credits are allocated and recorded to each Route where LNG was consumed. Under regulatory reporting, BC Ferries deferred the net revenue from the sale of carbon credits and reported the proceeds in the CRIA. The CRIA will be used to partially fund further corporate infrastructure investments identified in its Clean Futures plan and progress greenhouse gases emission projects.

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The direct operating relief funding portion of the Safe Restart Funding was exhausted by the fourth quarter of fiscal 2022, with the remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% for fiscal 2022 through fiscal 2024. No Safe Restart Funding was provided to the drop trailer business.



British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

	04-Swartz Bay - Fulford Harbour		05-Swartz Bay - Gulf Islands		06-Vesuvius Bay - Crofton		07-Salterty Bay - Earls Cove		08-Horseshoe Bay - Snug Cove	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Tariff Revenue	6,807	6,386	6,156	5,821	5,540	5,425	7,356	7,083	10,756	9,985
Ancillary Revenue	250	237	628	416	9	10	397	309	473	465
Social Program Fees	401	353	504	475	292	267	256	227	804	753
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
Total Operating Revenue	7,458	6,976	7,288	6,712	5,841	5,702	8,009	7,619	12,033	11,203
Total Operating Expenses	12,817	12,696	28,469	24,029	9,722	9,033	19,555	17,686	19,314	17,214
Earnings (Loss) from Operations	(5,359)	(5,720)	(21,181)	(17,317)	(3,881)	(3,331)	(11,546)	(10,067)	(7,281)	(6,011)
Depreciation and Amortization	(3,386)	(3,808)	(9,488)	(4,356)	(2,840)	(1,340)	(3,024)	(3,326)	(4,319)	(4,094)
Net Financing Expense	(868)	(1,183)	(3,808)	(1,569)	(300)	(199)	(966)	(1,158)	(883)	(1,075)
Cost of Capital	(4,254)	(4,991)	(13,296)	(5,925)	(3,140)	(1,539)	(3,990)	(4,484)	(5,202)	(5,169)
(Loss) Gain on Disposal and Impairment of Capital Assets	(16)	(78)	(16)	(80)	(13)	(68)	(17)	(90)	(26)	(133)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(9,629)	(10,789)	(34,493)	(23,322)	(7,034)	(4,938)	(15,553)	(14,641)	(12,509)	(11,313)
Ferry Transportation Fees	7,249	7,408	19,586	20,173	2,774	2,818	13,113	13,471	8,455	8,610
Safe Restart Funding	101	1,224	97	1,018	86	916	117	1,087	165	1,836
Federal-Provincial Subsidy Agreement	1,327	1,281	3,692	3,563	461	445	2,428	2,343	1,504	1,451
Net Regulatory Earnings (Loss)	(952)	(876)	(11,118)	1,432	(3,713)	(759)	105	2,260	(2,385)	584
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(393)	(54)	(1,662)	(144)	(166)	(14)	(695)	(79)	(646)	(74)
Fuel Surcharges Collected (Rebates Paid)	207	(53)	193	(51)	162	(46)	213	(55)	313	(77)
Fuel Price Risk Recoveries Receivable from (Payable to) the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	67	30	58	27	54	25	66	33	103	47
Deferred Fare Increase Relief	(17)	(89)	(27)	(95)	(23)	(84)	(35)	(103)	(41)	(151)
Deferred Carbon Reduction Investment Account	-	-	77	-	-	-	-	-	-	-
Net IFRS Earnings (Loss)	(1,088)	(1,042)	(12,479)	1,169	(3,686)	(878)	(346)	2,056	(2,656)	329

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British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

	09-Tsawwassen - Gulf Islands		12-Mill Bay - Brentwood		13-Langdale - Gambier Island - Keats Island		17-Comox - Powell River		18-Texada Island - Powell River	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Tariff Revenue	16,382	14,813	1,898	1,690	189	169	12,731	11,408	1,515	1,433
Ancillary Revenue	1,983	1,686	0	0	20	19	1,163	934	20	34
Social Program Fees	177	148	6	6	4	3	1,060	894	162	136
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
Total Operating Revenue	18,542	16,647	1,904	1,696	213	191	14,954	13,236	1,697	1,603
Total Operating Expenses	23,634	23,872	3,375	3,020	725	705	18,126	17,105	8,375	7,016
Earnings (Loss) from Operations	(5,092)	(7,225)	(1,471)	(1,324)	(512)	(514)	(3,172)	(3,869)	(6,678)	(5,413)
Depreciation and Amortization	(7,579)	(7,755)	(1,018)	(1,060)	(10)	(11)	(5,223)	(6,008)	(4,201)	(3,083)
Net Financing Expense	(2,947)	(3,532)	(85)	(135)	0	0	(2,230)	(3,048)	(2,042)	(1,790)
Cost of Capital	(10,526)	(11,287)	(1,103)	(1,195)	(10)	(11)	(7,453)	(9,056)	(6,243)	(4,873)
(Loss) Gain on Disposal and Impairment of Capital Assets	(40)	(198)	(4)	(20)	-	(2)	(33)	(157)	(4)	(20)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(15,658)	(18,710)	(2,578)	(2,539)	(522)	(527)	(10,658)	(13,082)	(12,925)	(10,306)
Ferry Transportation Fees	13,305	13,555	1,988	2,019	529	538	11,304	11,496	6,410	6,591
Safe Restart Funding	276	2,431	31	440	4	27	199	1,947	24	243
Federal-Provincial Subsidy Agreement	2,418	2,334	332	321	91	88	2,056	1,983	1,196	1,155
Net Regulatory Earnings (Loss)	341	(390)	(227)	241	102	126	2,901	2,344	(5,295)	(2,317)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(1,259)	(317)	(50)	(6)	(61)	(28)	(964)	(263)	(191)	(24)
Fuel Surcharges Collected (Rebates Paid)	406	(126)	59	(18)	5	(3)	407	(89)	52	(13)
Fuel Price Risk Recoveries Receivable from (Payable to) the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	144	69	17	8	2	1	116	54	13	7
Deferred Fare Increase Relief	(80)	(190)	(5)	(23)	(2)	(3)	(59)	(173)	(8)	(25)
Deferred Carbon Reduction Investment Account	1,111	-	-	-	-	-	905	-	-	-
Net IFRS Earnings (Loss)	663	(954)	(206)	202	46	93	3,306	1,873	(5,429)	(2,372)



British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

	19-Gabriola Island - Nanaimo Harbour		20-Thetis Island - Penelakut Island - Chemainus		21-Denman Island - Buckley Bay		22-Hornby Island - Denman Island		23-Quadra Island - Campbell River	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Tariff Revenue	6,234	5,488	1,322	1,263	3,778	3,611	1,745	1,729	5,715	5,369
Ancillary Revenue	35	40	1	4	19	23	28	14	28	54
Social Program Fees	411	358	208	134	250	216	24	15	446	369
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
Total Operating Revenue	6,680	5,886	1,531	1,401	4,047	3,850	1,797	1,758	6,189	5,792
Total Operating Expenses	15,092	9,889	5,378	5,014	7,783	5,963	4,523	4,430	13,004	10,570
Earnings (Loss) from Operations	(8,412)	(4,003)	(3,847)	(3,613)	(3,736)	(2,113)	(2,726)	(2,672)	(6,815)	(4,778)
Depreciation and Amortization	(5,506)	(3,106)	(1,358)	(1,579)	(2,602)	(2,657)	(1,364)	(1,407)	(2,091)	(3,126)
Net Financing Expense	(2,915)	(1,155)	(289)	(396)	(1,012)	(1,269)	(487)	(625)	(1,049)	(1,082)
Cost of Capital	(8,421)	(4,261)	(1,647)	(1,975)	(3,614)	(3,926)	(1,851)	(2,032)	(3,140)	(4,208)
(Loss) Gain on Disposal and Impairment of Capital Assets	(15)	(70)	(3)	(17)	(9)	(46)	(4)	(21)	(157)	185
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(16,848)	(8,334)	(5,497)	(5,605)	(7,359)	(6,085)	(4,581)	(4,725)	(10,112)	(8,801)
Ferry Transportation Fees	5,074	5,049	4,947	5,094	5,811	5,934	3,604	3,709	6,175	6,298
Safe Restart Funding	96	985	21	249	65	594	30	255	93	990
Federal-Provincial Subsidy Agreement	841	812	934	901	1,024	988	676	654	1,094	1,056
Net Regulatory Earnings (Loss)	(10,837)	(1,488)	405	639	(459)	1,431	(271)	(107)	(2,750)	(457)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(372)	(29)	(98)	(11)	(42)	(3)	(43)	(4)	(278)	(29)
Fuel Surcharges Collected (Rebates Paid)	184	(46)	43	(11)	110	(34)	47	(16)	168	(50)
Fuel Price Risk Recoveries Receivable from (Payable to) the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	56	26	12	6	36	17	16	8	55	25
Deferred Fare Increase Relief	(29)	(88)	(4)	(20)	(21)	(58)	(9)	(24)	(24)	(83)
Deferred Carbon Reduction Investment Account	-	-	-	-	-	-	-	-	-	-
Net IFRS Earnings (Loss)	(10,998)	(1,625)	358	603	(376)	1,353	(260)	(143)	(2,829)	(594)



British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2023
(in \$ 000's)

	24-Cortes Island - Quadra Island		25-Alert Bay - Sointula - Port McNeill		26-Skidegate - Alliford Bay		Minor Routes	
	2023	2022	2023	2022	2023	2022	2023	2022
Tariff Revenue	1,137	1,108	2,008	1,915	803	643	92,072	85,339
Ancillary Revenue	13	12	23	17	27	23	5,117	4,297
Social Program Fees	137	122	144	123	44	34	5,330	4,633
Contracted Routes Fee	0	0	0	0	0	0	0	0
Total Operating Revenue	1,287	1,242	2,175	2,055	874	700	102,519	94,269
Total Operating Expenses	5,403	5,213	9,063	7,819	7,589	5,717	211,947	186,991
Earnings (Loss) from Operations	(4,116)	(3,971)	(6,888)	(5,764)	(6,715)	(5,017)	(109,428)	(92,722)
Depreciation and Amortization	(3,393)	(3,373)	(4,804)	(3,361)	(1,252)	(1,377)	(63,458)	(54,827)
Net Financing Expense	(494)	(691)	(2,601)	(2,217)	(313)	(385)	(23,289)	(21,509)
Cost of Capital	(3,887)	(4,064)	(7,405)	(5,578)	(1,565)	(1,762)	(86,747)	(76,336)
(Loss) Gain on Disposal and Impairment of Capital Assets	(3)	(15)	(5)	(24)	(2)	(8)	(367)	(862)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(8,006)	(8,050)	(14,298)	(11,366)	(8,282)	(6,787)	(196,542)	(169,920)
Ferry Transportation Fees	4,848	4,998	7,080	7,286	5,462	5,626	127,714	130,673
Safe Restart Funding	20	188	32	322	13	142	1,470	14,894
Federal-Provincial Subsidy Agreement	923	891	1,339	1,292	1,044	1,008	23,380	22,566
Net Regulatory Earnings (Loss)	(2,215)	(1,973)	(5,847)	(2,466)	(1,763)	(11)	(43,978)	(1,787)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS								
Fuel Costs (over) under Set Price	(141)	(16)	(312)	(37)	(81)	(11)	(7,454)	(1,143)
Fuel Surcharges Collected (Rebates Paid)	37	(10)	59	(17)	22	(6)	2,687	(721)
Fuel Price Risk Recoveries Receivable from (Payable to) the Province	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	11	5	19	9	8	3	853	400
Deferred Fare Increase Relief	(6)	(18)	(9)	(31)	(3)	(7)	(402)	(1,265)
Deferred Carbon Reduction Investment Account	-	-	-	-	-	-	2,093	-
Net IFRS Earnings (Loss)	(2,314)	(2,012)	(6,090)	(2,542)	(1,817)	(32)	(46,201)	(4,516)

Part 2

Customer Feedback



Part 2: Customer Feedback

Overview

The Company recognizes that to earn the public's trust and provide a service customers value, it needs to engage in meaningful ways with its customers and the communities it serves. One of BC Ferries' strategic goals is to be customer and community centred: we place our customers and coastal and Indigenous communities at the centre of everything we do. We provide a safe, reliable and affordable travel experience in the public interest. We give back to coastal communities where we live and work.

BC Ferries is aware there are always opportunities for continuous improvement and welcomes input from and dialogue with customers, coastal and Indigenous communities, businesses and others in a variety of ways. We are committed to an active public consultation and community engagement program, in support of enabling transparent public engagement and providing communities and customers with a voice in the future of the ferry system and the decisions affecting them most.¹⁰

In addition, BC Ferries values direct customer-initiated feedback. We work hard to respond promptly to customers providing feedback and endeavour to ensure that concerns are reviewed and appropriately addressed. The Company receives customer input through many channels, including its online feedback form at www.bcferries.com, letters, emails, phone calls, tweets and Facebook and Instagram posts, as well as through its feedback portal, www.ferryfeedback.ca. BC Ferries provides quarterly reports to the Commissioner describing customer feedback results as well as community and stakeholder engagement activities.¹¹

The Company also obtains essential feedback through its comprehensive Customer Satisfaction survey, which is required under the Contract and has been conducted on select routes since 2003. The survey is an important part of BC Ferries' ongoing market research program that supports various operational and customer service initiatives.

As in past years, the Company commissioned an independent professional consulting organization to conduct and document the survey. The Customer Satisfaction Tracking report presents the findings for calendar year 2022. It indicates that customers who were surveyed reported an overall satisfaction score of 4.00 (-0.07 compared to 2021), and 81% of customers surveyed reported that they were satisfied with their overall experience (-2% compared to 2021).¹²

¹⁰ In response to a recommendation in the Commissioner's Comments on the Evaluation of BC Ferries' Public Engagement Process (June 24, 2022), the Company submitted its first *Annual Report to the British Columbia Ferries Commissioner on Public Engagement Activities*. This Fiscal 2023 report can be found on the Commissioner's website at www.bcferrycommission.ca, with the Commissioner's accompanying response.

¹¹ BC Ferries' Fiscal 2023 quarterly feedback and engagement reports to the Commissioner may be found on the Company's website at <https://www.bcferries.com/in-the-community/resources>.

¹² Three 'waves' of Customer Tracking Surveys are also conducted throughout the calendar year. The reports for June, August and November 2022 may be found on the Company's website at <https://www.bcferries.com/in-the-community/resources>.

Customer Satisfaction Tracking Report

2022





Customer Satisfaction Tracking

All Waves - 2022





This report was prepared by R.A. Malatest & Associates Ltd. for
BC Ferries' *Customer Satisfaction Tracking Research*.

BACKGROUND AND INTRODUCTION

Since 2003, BC Ferries has been conducting Customer Satisfaction Tracking (CST) research on select routes, in accordance with the Coastal Ferry Services Contract between BC Ferries and the Province of British Columbia. In 2019, BC Ferries in conjunction with R.A. Malatest & Associates Ltd. (Malatest), an independent research firm, developed and implemented a new, more comprehensive CST data collection methodology.

As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year. This report presents findings from 2022.

Passengers who were surveyed reported an overall satisfaction score of 4.00 (-0.07 compared to 2021), and 81% of passengers surveyed reported that they were satisfied with their overall experience (-2% compared to 2021).

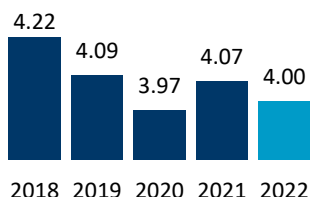
EXECUTIVE SUMMARY

All Waves 2022

Customer Satisfaction Survey Highlights

Overall Satisfaction

Overall satisfaction scores decreased this year compared to 2021.



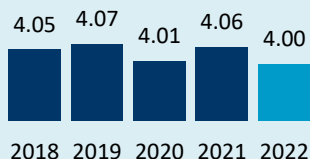
4.00



-0.07
FROM
2021

Terminal Satisfaction

Terminal satisfaction scores decreased this year compared to 2021.



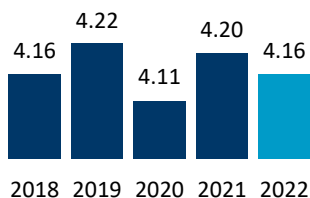
4.00



-0.06
FROM
2021

Onboard Satisfaction

Onboard satisfaction scores decreased this year compared to 2021.



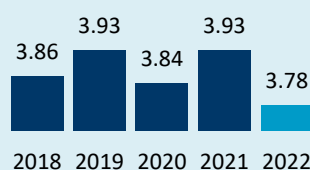
4.16



-0.04
FROM
2021

Ferry Running On Time

Passenger assessments of whether the ferry was running on time were considerably lower this year compared to last. The 2022 score is the lowest score achieved in the past 5 years.



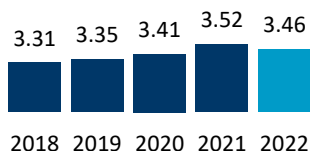
3.78



-0.15
FROM
2021

Value for Money of Fares

Value for Money of Fares scores decreased this year compared to 2021.



3.46



-0.06
FROM
2021

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Impact of the COVID-19 Pandemic

The 2022 CST intercept survey methodology was modified to ensure that it aligned with the public safety measures that BC Ferries introduced in response to the COVID-19 pandemic. These changes included adjustments to the recruitment method, and the CST Survey Instrument.

RECRUITMENT METHOD CHANGES

- **Use of Personal Protective Equipment**

To ensure staff and passenger safety, Malatest staff wore personal protective equipment (PPE), including face coverings while conducting onboard intercept surveys. Survey tools were frequently sanitized, and efforts were made to limit any back-and-forth exchange of materials (e.g., respondents were given pens they could keep after completing the survey). Surveyors maintained a distance of 2 meters from passengers and crew where possible.

- **Use of Postcards**

To limit contact between passengers and Malatest survey staff, postcards were quickly handed to passengers (one-way transfer). The postcard (Appendix E) encouraged passengers to complete the CST Survey online, which passengers could access using the ferryfeedback.ca portal.

SURVEY INSTRUMENT CHANGES

The CST survey instrument was also revised to reflect service changes as a result of the COVID-19 pandemic. These changes included:

- Removal of satisfaction questions pertaining to services that were not being offered by BC Ferries as a result of COVID-19, such as questions about the SeaWest Lounge.

CST Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 2022), Wave 2 (August 2022) and Wave 3 (November 2022) data collection periods, were eligible to complete a 2022 CST Survey. Passengers who agreed to participate were able to rate their satisfaction with various aspects of their sailing experience, provide feedback on their perception of BC Ferries as a company, as well as make suggestions for possible improvements. To ensure that the research was as representative of passengers as possible, three surveying modes were used.

INTERCEPT SURVEYS Surveyors moved throughout the vessel and engaged passengers in various areas (e.g., upper vehicle decks, lounge areas, outer decks). Surveyors administered a demographic screener survey and then offered passengers the option of completing the remainder of the survey online (via a secure email link) or on paper, which was provided along with a postage-paid return envelope.

POSTCARDS Surveyors also placed invitation postcards on windshields of empty cars on the upper vehicle decks. On occasion, postcards were also provided to passengers who did not wish to engage with surveyors long enough to complete the demographic screener.

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

As shown in the table below, 11% more surveys were completed this year than in 2021.

Table 1: Survey Completions Overall and by Route (2022 – All Waves)

	All Waves 2021	All Waves 2022	Change (2021-22)
Major Routes (1, 2, 3, 30)	10,213	11,502	1,289 (+13%)
Route 1	3,196	3,870	674 (+21%)
Route 2	2,787	2,656	-131 (-5%)
Route 3	2,572	2,739	167 (+6%)
Route 30	1,658	2,237	579 (+35%)
Minor Routes (4, 5/9, 19)	4,122	4,400	278 (+7%)
Route 4	834	1,021	187 (+22%)
Routes 5/9	2,529	2,358	-171 (-7%)
Route 19	759	1,021	262 (+35%)
Total	14,335	15,902	1,567 (+11%)

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

Overall Customer Satisfaction

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

Table 2. Overall Customer Satisfaction

	2018	2019	2020	2021	2022	Change (2021-22)
Major Routes (1, 2, 3, 30)	-	4.11	3.96	4.08	3.99	-0.09
Route 1	4.32	4.16	4.07	4.15	4.09	-0.06
Route 2	4.13	4.08	3.94	4.09	3.94	-0.15
Route 3	4.18	4.02	3.70	3.93	3.69	-0.24 ▼
Route 30	4.21	4.12	4.08	4.06	4.09	+0.03
Minor Routes (4, 5/9, 19)	4.22	3.99	4.03	4.00	4.03	+0.03
Route 4	4.28	4.08	4.18	4.15	4.11	-0.04
Routes 5/9	4.24	3.97	4.09	4.06	3.95	-0.11
Route 19	4.03	3.99	3.76	3.62	4.25	+0.63 ▲
Total	4.22	4.09	3.97	4.07	4.00	-0.07

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

QUESTION: How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2021.

Note: Weighted averages reported.

Note: 2018 Minor Routes aggregate also includes responses from routes 8, 12, 17, 18, and 23.

Overall customer satisfaction scores decreased compared to last year's score (change of -0.07 points). Analysis by route shows the passengers on Route 19 are the most satisfied with their overall experiences (4.25) while passengers travelling on Route 3 are the least satisfied (3.69). Route 3 also showed the most marked reduction in overall customer satisfaction score since last year (-0.24), while Route 19 showed the largest increase over the same period (+0.63).

81% of passengers stated that they were satisfied with their overall experience.

Terminal Services Customer Satisfaction

The customer satisfaction score for overall experience at the terminal before boarding decreased from the previous year (-0.06).

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

	2018	2019	2020	2021	2022	Change (2021-22)
BC Ferries Total	4.05	4.07	4.01	4.06	4.00	-0.06
Tsawwassen	4.15	4.13	4.13	4.11	4.07	-0.04
Swartz Bay	4.10	4.07	4.10	4.13	4.06	-0.07
Horseshoe Bay	3.94	4.00	3.88	4.00	3.85	-0.15
Departure Bay	4.12	4.09	3.96	4.08	3.98	-0.10
Langdale	3.87	3.95	3.75	3.87	3.68	-0.19 ▼
Duke Point	4.15	4.17	4.09	4.10	4.12	+0.02
Fulford Harbour	3.97	4.02	4.13	4.03	4.14	+0.11
Nanaimo Harbour	4.02	4.12	3.81	3.68	4.03	+0.35
Gabriola	3.64	3.71	3.54	3.50	4.12	+0.62 ▲

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

QUESTION: How satisfied or dissatisfied were you with your overall experience at the terminal before boarding?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2021.

Note: Weighted averages reported.

Note: Historical data unavailable, as denoted by the (-) symbol.

Analysis by individual terminal shows that passengers at just over half of the terminals are less satisfied this year with their overall terminal experience compared to 2021. Langdale terminal passengers showed the greatest negative change compared to last year (-0.19) while Gabriola passengers showed the greatest positive change over the same period (+0.62). Passengers sailing from Fulford Harbour reported the highest levels of satisfaction (4.14) with their terminal experience while those departing from Langdale appear to be the least satisfied (3.68).

Overall, 80% of passengers stated that they were satisfied with their terminal experience.

For specific aspects of service within terminals, overall, passenger satisfaction has decreased across nearly all measures, compared to 2021. “Washrooms” showed the biggest drop in score when compared to the 2021 average (-0.11) (Table 4). Satisfaction scores for each terminal are presented in Appendix B.

Table 4. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2021	2022	Change (2021-22)
Outside appearance of the terminal you left from	4.15	4.08	-0.07
Overall appearance inside the terminal you left from	4.13	4.07	-0.06
Wait time at terminal	3.82	3.74	-0.08
Efficiency of the check-in process	4.32	4.27	-0.05
Staff customer service	4.39	4.34	-0.05
Clarity of staff directions	4.36	4.32	-0.04
Announcements when you needed to be informed	4.01	3.98	-0.03
Usefulness of digital information screens	3.89	3.81	-0.08
Quality and variety of merchandise offered at the terminal	3.74	3.69	-0.05
Quality and variety of food/beverages offered at the terminal	3.57	3.55	-0.02
Washrooms	4.01	3.90	-0.11 ▼
Procedure for loading	4.17	4.12	-0.05
Professionalism of terminal staff	4.36	4.31	-0.05
Parking options at the terminal	3.67	3.67	0.00
Ease of using passenger pickup/drop-off area	4.20	4.13	-0.07
Pre-boarding passenger lounge at terminal	3.80	3.76	-0.04

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

Note: Arrows indicate the largest negative change in satisfaction scores since 2021.

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has dropped from last year (decrease of -0.04).

Table 5. Overall Satisfaction with Onboard Services

	2018	2019	2020	2021	2022	Change (2021-22)
Major Routes (1, 2, 3, 30)	4.16	4.22	4.10	4.20	4.15	-0.05
Route 1	4.22	4.24	4.17	4.24	4.22	-0.02
Route 2	4.13	4.22	4.03	4.18	4.10	-0.08
Route 3	4.11	4.16	3.99	4.14	3.99	-0.15 ▼
Route 30	4.14	4.25	4.17	4.19	4.22	+0.03
Minor Routes (4, 5/9, 19)	4.12	4.18	4.17	4.17	4.19	+0.02
Route 4	4.14	4.18	4.31	4.25	4.23	-0.02
Routes 5/9	4.17	4.20	4.20	4.19	4.14	-0.05
Route 19	4.01	4.12	3.98	4.01	4.36	+0.35 ▲
Total	4.16	4.22	4.11	4.20	4.16	-0.04

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

QUESTION: How satisfied or dissatisfied were you with your overall experience onboard the ferry?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2021.

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 19 are the most satisfied with their onboard services experience (4.36) and showed the most marked increase in score compared to 2021 (+0.35). Passengers travelling on Route 3 are the least satisfied (3.99) and showed the most marked decrease in score since 2021 (-0.15).

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

Table 6 shows that for the majority of onboard services, passengers are less satisfied this year compared to last. The service areas that experienced the largest increase since 2021 was the “pet area” (+0.06). The service area with the greatest decrease in satisfaction levels compared to 2021 were the “washrooms” (-0.12). Route specific scores for each of these questions are available in Appendix A.

Table 6. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2021	2022	Change (2021-22)
Quality and variety of food/beverages offered	3.69	3.67	-0.02
Value for money (food services)	3.29	3.21	-0.08
Staff customer service	4.27	4.20	-0.07
Passages Retail Store	4.05	4.01	-0.04
Washrooms	4.08	3.96	-0.12 ▼
Play area for children	3.48	3.43	-0.05
Pet area	3.00	3.06	+0.06 ▲
Workstations	3.73	3.71	-0.02
Outside decks	4.24	4.23	-0.01
Lounge seating	4.17	4.14	-0.03
The SeaWest Lounge experience*	-	-	n/a**
Outside appearance of vessel overall	4.18	4.15	-0.03
Ease of access, overall	4.22	4.19	-0.03
Ease of finding facilities/services	4.17	4.17	0.00
Announcements when you need to be informed	4.04	4.04	0.00
Atmosphere on the ferry overall	4.15	4.15	0.00
Procedures for unloading	4.21	4.19	-0.02
Professionalism of onboard staff	4.39	4.36	-0.03

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

*Customer satisfaction scores are not available as the service was not available in 2021 due to the COVID-19 pandemic.

**Services were not available in 2020 due to the COVID-19 pandemic, therefore YOY comparisons are not available.

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2021.

Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” has declined since 2021 (decrease of -0.06). This is the first decline for this rating since 2018.

Table 7. Value for Money of Fares

	2018	2019	2020	2021	2022	Change (2021-22)
Major Routes (1, 2, 3, 30)	3.28	3.31	3.36	3.50	3.43	-0.07
Route 1	3.32	3.30	3.36	3.49	3.47	-0.02
Route 2	3.17	3.26	3.29	3.49	3.36	-0.13
Route 3	3.45	3.45	3.51	3.55	3.40	-0.15 ▼
Route 30	3.09	3.23	3.28	3.46	3.44	-0.02
Minor Routes (4, 5/9, 19)	3.50	3.58	3.68	3.70	3.69	-0.01
Route 4	3.50	3.51	3.71	3.72	3.73	+0.01
Routes 5/9	3.55	3.61	3.74	3.73	3.67	-0.06
Route 19	3.40	3.50	3.47	3.56	3.76	+0.20 ▲
Total	3.31	3.35	3.41	3.52	3.46	-0.06

Source: 2022 CST Survey – All Waves (R.A. Malatest & Associates)

QUESTION: How satisfied or dissatisfied were you, overall, with value for money of fares?

(1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2021.

Note: Weighted averages reported.

Analysis by route shows that passengers on Route 19 are the most satisfied with value for money of fares (3.76) while passengers travelling on Route 2 are the least satisfied (3.36). The largest positive change was experienced by Route 19 (+0.20), while Route 3 passengers experienced the largest drop in satisfaction with value for money of fares compared to 2021 (-0.15).

Overall, 57% of passengers stated that they were satisfied with value for money of fares.

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

Average Satisfaction Ratings by Route - All Waves Historical Data									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	2022	4.00	4.09	3.94	3.69	4.09	4.11	3.95	4.25
	2021	4.07	4.15	4.09	3.93	4.06	4.15	4.06	3.62
	2020	3.97	4.07	3.94	3.70	4.08	4.18	4.09	3.76
	2019	4.09	4.16	4.08	4.02	4.12	4.08	3.97	3.99
	2018	4.22	4.32	4.13	4.18	4.21	4.28	4.24	4.03
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.06</i>	<i>-0.15</i>	<i>-0.24</i>	<i>0.03</i>	<i>-0.04</i>	<i>-0.11</i>	<i>0.63</i>
Terminal Overall	2022	4.00	4.06	3.96	3.71	4.13	4.11	4.00	4.07
	2021	4.06	4.14	4.07	3.89	4.07	4.10	4.06	3.60
	2020	4.01	4.12	3.96	3.75	4.09	4.18	4.15	3.68
	2019	4.07	4.11	4.03	3.98	4.15	4.06	4.05	3.92
	2018	4.05	4.13	4.04	3.89	4.13	4.03	4.12	3.85
<i>(2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.08</i>	<i>-0.11</i>	<i>-0.18</i>	<i>0.06</i>	<i>0.01</i>	<i>-0.06</i>	<i>0.47</i>
Onboard Overall	2022	4.16	4.22	4.10	3.99	4.22	4.23	4.14	4.36
	2021	4.20	4.24	4.18	4.14	4.19	4.25	4.19	4.01
	2020	4.11	4.17	4.03	3.99	4.17	4.31	4.20	3.98
	2019	4.22	4.24	4.22	4.16	4.25	4.18	4.20	4.12
	2018	4.16	4.22	4.13	4.11	4.14	4.14	4.17	4.01
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.02</i>	<i>-0.08</i>	<i>-0.15</i>	<i>0.03</i>	<i>-0.02</i>	<i>-0.05</i>	<i>0.35</i>
Value for money of fares	2022	3.46	3.47	3.36	3.40	3.44	3.73	3.67	3.76
	2021	3.52	3.49	3.49	3.55	3.46	3.72	3.73	3.56
	2020	3.41	3.36	3.29	3.51	3.28	3.71	3.74	3.47
	2019	3.35	3.30	3.26	3.45	3.23	3.51	3.61	3.50
	2018	3.31	3.32	3.17	3.45	3.09	3.50	3.55	3.40
<i>(2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.02</i>	<i>-0.13</i>	<i>-0.15</i>	<i>-0.02</i>	<i>0.01</i>	<i>-0.06</i>	<i>0.20</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2022	3.94	4.05	4.01	3.62	4.08	3.82	3.64	3.88
	2021	3.96	4.10	4.01	3.73	4.00	3.90	3.70	3.76
	2020	3.96	4.01	3.93	3.83	4.09	4.07	3.89	3.76
	2019	4.13	4.13	4.11	4.11	4.20	4.12	4.14	4.05
	2018	4.09	4.11	4.13	4.05	4.10	4.11	3.98	4.05
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.05</i>	<i>0.00</i>	<i>-0.11</i>	<i>0.08</i>	<i>-0.08</i>	<i>-0.06</i>	<i>0.12</i>
Ease of using online reservations	2022	3.99	4.10	3.99	3.57	4.15	-	3.86	-
	2021	3.99	4.09	4.03	3.69	4.03	-	3.85	-
	2020	3.88	4.02	3.86	3.59	4.01	-	3.70	-
	2019	4.01	4.09	3.93	3.93	4.07	-	3.92	-
	2018	3.95	4.00	3.99	3.85	3.96	-	3.83	-
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.04</i>	<i>-0.12</i>	<i>0.12</i>	<i>-</i>	<i>0.01</i>	<i>-</i>
BC Ferries phone service <i>(2016-18 question wording: Usefulness of BC Ferries phone service)</i>	2022	3.31	3.42	3.25	2.89	3.47	3.43	3.40	3.25
	2021	3.38	3.45	3.45	3.10	3.28	3.28	3.53	3.23
	2020	3.32	3.42	3.27	3.02	3.48	3.45	3.40	3.31
	2019	3.59	3.63	3.53	3.39	3.67	3.54	3.80	3.39
	2018	3.36	3.63	3.40	2.87	3.19	3.43	3.30	3.51
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.03</i>	<i>-0.20</i>	<i>-0.21</i>	<i>0.19</i>	<i>0.15</i>	<i>-0.13</i>	<i>0.02</i>
Ease of using/understanding sailing schedules <i>(Question added in 2019)</i>	2022	4.12	4.22	4.21	3.89	4.29	4.03	3.62	4.14
	2021	4.19	4.33	4.27	4.06	4.29	4.03	3.70	3.97
	2020	4.20	4.32	4.23	4.06	4.28	4.22	3.91	4.16
	2019	4.27	4.31	4.30	4.18	4.39	4.16	4.07	4.35
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.11</i>	<i>-0.06</i>	<i>-0.17</i>	<i>0.00</i>	<i>0.00</i>	<i>-0.08</i>	<i>0.17</i>
Effective communication of service updates <i>(Question added in 2019)</i>	2022	3.77	3.90	3.81	3.35	3.94	3.74	3.54	3.60
	2021	3.93	4.08	3.97	3.67	3.95	3.90	3.78	3.48
	2020	3.94	4.05	3.95	3.74	4.03	4.14	3.81	3.70
	2019	3.95	4.01	3.97	3.83	4.07	3.79	3.80	3.86
<i>(2020-21 Comparison)</i>		<i>-0.16</i>	<i>-0.18</i>	<i>-0.16</i>	<i>-0.32</i>	<i>-0.01</i>	<i>-0.16</i>	<i>-0.24</i>	<i>0.12</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	2022	4.08	4.12	4.07	3.80	4.22	4.05	4.15	3.97
	2021	4.15	4.21	4.18	3.97	4.25	4.14	4.12	3.72
	2020	4.15	4.22	4.15	3.93	4.24	4.20	4.22	3.84
	2019	4.17	4.24	4.18	4.00	4.27	3.96	4.15	3.79
	2018	4.04	4.11	4.10	3.85	4.11	3.95	4.08	3.80
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.09</i>	<i>-0.11</i>	<i>-0.17</i>	<i>-0.03</i>	<i>-0.09</i>	<i>0.03</i>	<i>0.25</i>
Overall appearance inside the terminal	2022	4.07	4.10	4.05	3.78	4.21	4.07	4.14	-
<i>(2016-18 question wording:</i>	2021	4.13	4.16	4.16	3.95	4.22	4.10	4.11	-
<i>Overall look & décor inside the</i>	2020	4.12	4.18	4.10	3.92	4.22	4.14	4.15	-
<i>Terminal you left from (if applicable))</i>	2019	4.17	4.24	4.18	3.98	4.23	3.95	4.12	-
	2018	3.87	3.90	3.95	3.66	3.91	3.78	3.94	-
<i>(2020-21 Comparison)</i>		<i>-0.06</i>	<i>-0.06</i>	<i>-0.11</i>	<i>-0.17</i>	<i>-0.01</i>	<i>-0.03</i>	<i>0.03</i>	<i>-</i>
Wait time at the terminal	2022	3.74	3.86	3.70	3.35	3.89	3.79	3.63	3.95
<i>(Question added in 2019)</i>	2021	3.82	3.96	3.84	3.59	3.83	3.82	3.75	3.03
	2020	3.73	3.90	3.75	3.33	3.87	3.94	3.80	3.03
	2019	3.81	3.98	3.78	3.63	3.88	3.68	3.58	3.49
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.10</i>	<i>-0.14</i>	<i>-0.24</i>	<i>0.06</i>	<i>-0.03</i>	<i>-0.12</i>	<i>0.92</i>
Ticket Purchase									
Efficiency of the check-in process	2022	4.27	4.30	4.28	4.05	4.31	4.33	4.36	4.34
<i>(Question added in 2019)</i>	2021	4.32	4.39	4.32	4.14	4.34	4.34	4.37	4.14
	2020	4.22	4.30	4.21	4.03	4.27	4.38	4.30	3.98
	2019	4.32	4.32	4.31	4.27	4.34	4.33	4.35	4.30
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.09</i>	<i>-0.04</i>	<i>-0.09</i>	<i>-0.03</i>	<i>-0.01</i>	<i>-0.01</i>	<i>0.20</i>
Staff customer service	2022	4.34	4.36	4.35	4.16	4.39	4.42	4.42	4.44
	2021	4.39	4.43	4.38	4.26	4.40	4.38	4.43	4.37
	2020	4.31	4.32	4.29	4.18	4.35	4.44	4.40	4.34
	2019	4.41	4.41	4.39	4.34	4.44	4.42	4.50	4.42
	2018	4.43	4.44	4.45	4.35	4.40	4.43	4.49	4.41
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.07</i>	<i>-0.03</i>	<i>-0.10</i>	<i>-0.01</i>	<i>0.04</i>	<i>-0.01</i>	<i>0.07</i>
Clarity of staff directions	2022	4.32	4.36	4.31	4.13	4.39	4.42	4.35	4.43
	2021	4.36	4.42	4.37	4.21	4.36	4.37	4.35	4.30
	2020	4.30	4.35	4.26	4.16	4.35	4.37	4.33	4.33
	2019	4.39	4.40	4.40	4.33	4.41	4.35	4.40	4.41
	2018	4.41	4.45	4.45	4.34	4.35	4.34	4.44	4.36
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.06</i>	<i>-0.06</i>	<i>-0.08</i>	<i>0.03</i>	<i>0.05</i>	<i>0.00</i>	<i>0.13</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Announcements when you need to be informed	2022	3.98	4.03	4.02	3.77	4.03	4.10	3.87	3.94
	2021	4.01	4.07	4.03	3.88	3.98	4.05	3.93	3.87
	2020	3.96	3.98	3.96	3.83	4.08	4.14	3.93	3.82
	2019	4.08	4.11	4.11	4.04	4.15	3.93	3.98	4.06
	2018	3.86	3.89	3.92	3.71	3.96	3.82	3.83	3.64
<i>(2020-21 Comparison)</i>		<i>-0.03</i>	<i>-0.04</i>	<i>-0.01</i>	<i>-0.11</i>	<i>0.05</i>	<i>0.05</i>	<i>-0.06</i>	<i>0.07</i>
Usefulness of digital information screens	2022	3.81	3.88	3.82	3.53	3.92	3.95	3.68	-
	2021	3.89	3.95	3.96	3.69	3.87	3.95	3.81	-
<i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2020	3.88	3.95	3.84	3.67	4.03	4.06	3.85	-
	2019	3.92	3.96	3.93	3.84	4.02	3.72	3.75	-
	2018	3.75	3.75	3.73	3.70	3.85	3.72	-	-
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.07</i>	<i>-0.14</i>	<i>-0.16</i>	<i>0.05</i>	<i>0.00</i>	<i>-0.13</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal*	2022	3.69	3.71	3.60	-	3.84	3.39	3.62	-
	2021	3.74	3.75	3.71	-	3.89	3.40	3.53	-
<i>(2016-18 question wording: Variety / selection of merchandise)</i>	2020	3.67	3.74	3.54	-	3.78	3.37	3.47	-
	2019	3.71	3.78	3.88	-	3.78	3.19	3.53	-
	2018	3.87	3.94	3.89	-	3.87	3.11	3.55	-
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.04</i>	<i>-0.11</i>	<i>-</i>	<i>-0.05</i>	<i>-0.01</i>	<i>0.09</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal*	2022	3.55	3.56	3.45	-	3.71	3.24	3.42	-
	2021	3.57	3.59	3.51	-	3.77	3.28	3.35	-
<i>(2016-18 question wording: Food / beverages offered)</i>	2020	3.52	3.63	3.30	-	3.61	3.31	3.26	-
	2019	3.58	3.69	3.77	-	3.66	2.96	3.35	-
	2018	3.58	3.64	3.69	-	3.61	2.92	3.54	-
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.03</i>	<i>-0.06</i>	<i>-</i>	<i>-0.06</i>	<i>-0.04</i>	<i>0.07</i>	<i>-</i>
Washrooms <i>(Question added in 2019)</i>	2022	3.90	3.93	3.83	3.62	4.03	3.97	4.05	4.05
	2021	4.01	4.05	3.97	3.88	4.13	4.00	4.07	3.76
	2020	4.01	4.10	3.97	3.73	4.17	4.05	4.13	3.70
	2019	4.01	4.06	3.98	3.88	4.11	3.89	4.10	3.71
<i>(2020-21 Comparison)</i>		<i>-0.11</i>	<i>-0.12</i>	<i>-0.14</i>	<i>-0.26</i>	<i>-0.10</i>	<i>-0.03</i>	<i>-0.02</i>	<i>0.29</i>
Procedure for loading	2022	4.12	4.19	4.09	3.88	4.23	4.19	4.05	4.22
	2021	4.17	4.25	4.18	4.03	4.21	4.22	4.08	3.89
	2020	4.12	4.23	4.07	3.86	4.25	4.22	4.14	4.05
	2019	4.15	4.22	4.13	4.06	4.23	4.08	4.05	4.11
	2018	4.08	4.16	4.08	3.88	4.16	4.11	4.09	3.92
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.06</i>	<i>-0.09</i>	<i>-0.15</i>	<i>0.02</i>	<i>-0.03</i>	<i>-0.03</i>	<i>0.33</i>
Professionalism of terminal staff	2022	4.31	4.35	4.29	4.14	4.35	4.41	4.31	4.43
	2021	4.36	4.42	4.34	4.23	4.38	4.39	4.36	4.31
	2020	4.28	4.34	4.20	4.16	4.33	4.43	4.29	4.32
	2019	4.36	4.37	4.39	4.26	4.38	4.31	4.41	4.43
	2018	4.25	4.29	4.27	4.12	4.24	4.25	4.31	4.20
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.07</i>	<i>-0.05</i>	<i>-0.09</i>	<i>-0.03</i>	<i>0.02</i>	<i>-0.05</i>	<i>0.12</i>

*2019 total score has been updated. Total scores for 2019 and onward reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal (Foot Passengers ONLY)									
Parking options at the terminal <i>(Question added in 2019)</i>	2022	3.67	3.82	3.51	3.63	3.95	3.44	3.78	2.64
	2021	3.67	3.82	3.77	3.66	3.61	3.38	3.70	2.57
	2020	3.70	3.94	3.72	3.59	4.01	3.77	3.97	2.31
	2019	3.43	3.55	3.47	3.19	3.53	2.84	3.54	2.69
<i>(2020-21 Comparison)</i>		<i>0.00</i>	<i>0.00</i>	<i>-0.26</i>	<i>-0.03</i>	<i>0.34</i>	<i>0.06</i>	<i>0.08</i>	<i>0.07</i>
Ease of using passenger drop-off/pick-up area	2022	4.13	4.24	4.08	4.07	4.25	3.87	4.09	3.48
	2021	4.20	4.28	4.28	4.11	4.24	4.05	4.29	3.25
	2020	4.10	4.33	4.12	3.94	4.18	4.13	4.33	2.94
	2019	3.95	3.98	3.98	3.97	4.00	3.66	3.94	3.10
	2018	3.98	4.17	3.89	3.92	4.01	3.84	4.11	3.01
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.04</i>	<i>-0.20</i>	<i>-0.04</i>	<i>0.01</i>	<i>-0.18</i>	<i>-0.20</i>	<i>0.23</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2022	3.76	3.76	3.76	3.74	3.82	3.92	3.75	3.64
	2021	3.80	3.78	3.87	3.83	3.79	4.02	3.80	3.47
	2020	3.86	3.83	3.87	3.90	3.77	3.96	4.25	3.13
	2019	3.79	3.77	3.89	3.79	3.79	3.90	3.75	3.36
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.02</i>	<i>-0.11</i>	<i>-0.09</i>	<i>0.03</i>	<i>-0.10</i>	<i>-0.05</i>	<i>0.17</i>
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2022	3.67	3.68	3.67	3.67	3.79	-	3.41	-
	2021	3.69	3.68	3.71	3.74	3.82	-	3.44	-
<i>(2016-18 question wording: Food / beverages offered)</i>	2020	3.60	3.70	3.54	3.61	3.62	-	3.43	-
	2019	3.75	3.80	3.77	3.74	3.86	-	3.39	-
	2018	3.66	3.67	3.72	3.57	3.72	-	3.47	-
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>0.00</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.03</i>	-	<i>-0.03</i>	-
Value for money	2022	3.21	3.25	3.15	3.14	3.25	-	3.23	-
	2021	3.29	3.30	3.24	3.31	3.31	-	3.33	-
	2020	3.23	3.29	3.14	3.26	3.16	-	3.36	-
	2019	3.23	3.25	3.24	3.20	3.20	-	3.23	-
	2018	3.21	3.28	3.19	3.15	3.17	-	3.14	-
<i>(2020-21 Comparison)</i>		<i>-0.08</i>	<i>-0.05</i>	<i>-0.09</i>	<i>-0.17</i>	<i>-0.06</i>	-	<i>-0.10</i>	-
Staff customer service	2022	4.20	4.19	4.21	4.13	4.27	-	4.19	-
	2021	4.27	4.30	4.25	4.20	4.28	-	4.24	-
	2020	4.14	4.15	4.12	4.13	4.18	-	4.13	-
	2019	4.30	4.30	4.32	4.29	4.32	-	4.26	-
	2018	4.21	4.20	4.23	4.18	4.21	-	4.23	-
<i>(2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.11</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.01</i>	-	<i>-0.05</i>	-

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services									
Passages Retail Store <i>(Question added in 2019)</i>	2022	4.01	4.03	4.00	4.01	4.05	-	3.85	-
	2021	4.05	4.08	4.05	4.05	4.05	-	3.86	-
	2020	3.88	3.98	3.84	3.78	3.98	-	3.66	-
	2019	4.03	4.03	4.05	4.02	4.10	-	3.85	-
<i>(2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.05</i>	<i>-0.05</i>	<i>-0.04</i>	<i>0.00</i>	-	<i>-0.01</i>	-
Washrooms <i>(Question added in 2019)</i>	2022	3.96	3.99	3.82	3.88	4.05	3.94	4.11	4.15
	2021	4.08	4.09	4.05	4.07	4.10	4.01	4.19	3.62
	2020	4.07	4.17	4.00	3.97	4.16	3.95	4.16	3.65
	2019	4.05	4.06	4.04	4.00	4.10	3.76	4.14	3.59
<i>(2020-21 Comparison)</i>		<i>-0.12</i>	<i>-0.10</i>	<i>-0.23</i>	<i>-0.19</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.08</i>	<i>0.53</i>
Play area for children <i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>	2022	3.43	3.54	3.27	3.36	3.52	-	3.25	-
	2021	3.48	3.64	3.39	3.51	3.38	-	3.18	-
	2020	-	-	-	-	-	-	-	-
	2019	3.56	3.73	3.47	3.54	3.39	-	3.27	-
	2018	3.27	3.69	3.19	2.77	3.19	-	3.09	-
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.10</i>	<i>-0.12</i>	<i>-0.15</i>	<i>0.14</i>	-	<i>0.07</i>	-
Pet area	2022	3.06	3.05	2.99	3.13	3.17	-	2.99	-
	2021	3.00	3.09	2.82	3.21	2.97	-	2.87	-
	2020	3.21	3.07	3.15	3.45	3.19	-	3.29	-
	2019	3.16	3.14	3.14	3.24	3.14	-	3.16	-
	2018	2.50	2.58	2.51	2.21	2.20	-	3.29	-
<i>(2020-21 Comparison)</i>		<i>0.06</i>	<i>-0.04</i>	<i>0.17</i>	<i>-0.08</i>	<i>0.20</i>	-	<i>0.12</i>	-
Workstations	2022	3.71	3.71	3.62	3.67	3.82	-	3.78	-
	2021	3.73	3.73	3.62	3.79	3.84	-	3.80	-
	2020	3.70	3.76	3.54	3.73	3.79	-	3.75	-
	2019	3.83	3.87	3.78	3.79	3.76	-	3.87	-
	2018	3.70	3.76	3.60	3.57	3.82	-	3.94	-
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>0.00</i>	<i>-0.12</i>	<i>-0.02</i>	-	<i>-0.02</i>	-
Outside decks	2022	4.23	4.27	4.20	4.11	4.21	4.17	4.21	4.47
	2021	4.24	4.29	4.22	4.21	4.24	4.11	4.30	3.83
	2020	4.18	4.31	4.08	4.12	4.22	4.21	4.20	3.74
	2019	4.22	4.30	4.23	4.16	4.20	3.89	4.21	3.89
	2018	4.07	4.18	4.04	3.97	4.04	3.93	4.11	3.80
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.02</i>	<i>-0.02</i>	<i>-0.10</i>	<i>-0.03</i>	<i>0.06</i>	<i>-0.09</i>	<i>0.64</i>
Lounge Seating <i>(Question added in 2019)</i>	2022	4.14	4.17	4.05	4.13	4.17	-	4.18	-
	2021	4.17	4.18	4.12	4.22	4.15	-	4.22	-
	2020	4.05	4.15	3.86	4.09	4.09	-	4.13	-
	2019	4.12	4.13	4.06	4.19	4.08	-	4.13	-
<i>(2020-21 Comparison)</i>		<i>-0.03</i>	<i>-0.01</i>	<i>-0.07</i>	<i>-0.09</i>	<i>0.02</i>	-	<i>-0.04</i>	-

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
SeaWest Lounge (Question added in 2019) (Question not asked since 2019 – service closed due to the pandemic)	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	3.74	3.83	3.68	-	3.40	-	-	-
	(2020-21 Comparison)	-	-	-	-	-	-	-	-
Outside appearance of the vessel overall	2022	4.15	4.24	4.02	3.95	4.18	4.09	4.20	4.50
	2021	4.18	4.26	4.15	4.10	4.16	4.08	4.23	3.83
	2020	4.18	4.30	4.10	4.04	4.18	4.22	4.22	3.97
	2019	4.16	4.25	4.11	4.06	4.17	3.97	4.14	3.91
	2018	4.05	4.19	3.95	3.92	4.02	3.99	4.17	3.84
	(2020-21 Comparison)	-0.03	-0.02	-0.13	-0.15	0.02	0.01	-0.03	0.67
Ease of access, overall (<i>all passengers</i>)	2022	4.19	4.25	4.15	4.03	4.23	4.17	4.14	4.32
	2021	4.22	4.28	4.20	4.16	4.23	4.19	4.17	3.88
	2020	4.17	4.29	4.11	4.02	4.22	4.25	4.19	3.98
	2019	4.19	4.25	4.19	4.11	4.24	4.09	4.10	4.00
	(2020-21 Comparison)	-0.03	-0.03	-0.05	-0.13	0.00	-0.02	-0.03	0.44
Ease of access, overall (<i>for people with accessibility requirements</i>) (2016-18 question wording: Ease of access, overall, for people with disabilities)	2022	3.96	4.09	3.97	3.74	4.03	4.05	3.76	3.92
	2021	3.95	3.99	3.98	3.87	4.06	3.93	3.80	3.72
	2020	3.85	3.89	3.77	3.68	4.25	3.91	3.60	3.77
	2019	3.93	3.99	4.10	3.70	4.16	4.18	3.62	3.74
	2018	3.75	3.93	3.77	3.63	3.88	3.39	3.65	2.97
	(2020-21 Comparison)	0.01	0.10	-0.01	-0.13	-0.03	0.12	-0.04	0.20
Ease of finding facilities / services	2022	4.17	4.18	4.14	4.06	4.21	4.09	4.20	4.34
	2021	4.17	4.18	4.17	4.17	4.19	4.10	4.20	3.98
	2020	4.16	4.23	4.11	4.08	4.18	4.12	4.24	3.97
	2019	4.19	4.20	4.19	4.19	4.25	4.07	4.18	4.04
	2018	3.94	3.96	3.93	3.88	3.99	3.79	4.04	3.75
	(2020-21 Comparison)	0.00	0.00	-0.03	-0.11	0.02	-0.01	0.00	0.36
Announcements when you need to be informed	2022	4.04	4.06	4.06	3.89	4.13	4.04	3.99	4.06
	2021	4.04	4.06	4.06	3.97	4.07	4.01	4.01	3.87
	2020	3.96	3.97	3.96	3.86	4.07	4.07	3.94	3.85
	2019	4.09	4.10	4.11	4.08	4.18	4.00	4.01	3.97
	2018	3.96	3.96	4.01	3.87	4.08	3.84	3.96	3.71
	(2020-21 Comparison)	0.00	0.00	0.00	-0.08	0.06	0.03	-0.02	0.19
Atmosphere on the ferry overall (2016-18 question wording: Atmosphere / environment)	2022	4.15	4.18	4.10	4.05	4.21	4.15	4.18	4.39
	2021	4.15	4.16	4.14	4.12	4.18	4.12	4.21	3.90
	2020	4.04	4.08	3.96	3.98	4.07	4.16	4.17	3.97
	2019	4.21	4.24	4.21	4.17	4.24	4.05	4.20	4.04
	2018	3.98	4.01	3.96	3.91	4.06	3.90	4.08	3.74
	(2020-21 Comparison)	0.00	0.02	-0.04	-0.07	0.03	0.03	-0.03	0.49

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – <i>Cont.</i>									
Procedures for unloading	2022	4.19	4.26	4.13	4.00	4.25	4.20	4.18	4.30
	2021	4.21	4.27	4.19	4.10	4.23	4.21	4.22	3.96
	2020	4.17	4.28	4.14	3.94	4.24	4.27	4.18	3.95
	2019	4.18	4.23	4.17	4.08	4.25	4.08	4.14	4.08
	2018	4.03	4.10	4.02	3.90	4.08	4.06	4.04	3.92
<i>(2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.06</i>	<i>-0.10</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.04</i>	<i>0.34</i>
Professionalism of onboard staff	2022	4.36	4.39	4.35	4.23	4.37	4.39	4.36	4.48
	2021	4.39	4.45	4.37	4.31	4.39	4.37	4.40	4.34
	2020	4.30	4.36	4.25	4.18	4.33	4.39	4.37	4.31
	2019	4.40	4.41	4.42	4.37	4.39	4.31	4.39	4.35
	2018	4.27	4.31	4.27	4.16	4.27	4.27	4.31	4.25
<i>(2020-21 Comparison)</i>		<i>-0.03</i>	<i>-0.06</i>	<i>-0.02</i>	<i>-0.08</i>	<i>-0.02</i>	<i>0.02</i>	<i>-0.04</i>	<i>0.14</i>
Experience with the sailing schedule									
Earliest ferry early enough	2022	3.91	3.90	3.93	3.85	3.99	4.04	3.85	4.05
	2021	3.92	3.94	3.92	3.92	3.94	3.98	3.83	3.92
	2020	3.89	3.89	3.89	3.85	3.96	3.94	3.86	3.97
	2019	3.94	3.99	3.95	3.90	3.98	4.06	3.79	3.96
	2018	4.02	4.03	4.04	4.07	4.09	4.00	3.89	3.65
<i>(2020-21 Comparison)</i>		<i>-0.01</i>	<i>-0.04</i>	<i>0.01</i>	<i>-0.07</i>	<i>0.05</i>	<i>0.06</i>	<i>0.02</i>	<i>0.13</i>
Latest ferry late enough	2022	3.75	3.74	3.77	3.73	3.87	3.53	3.65	3.85
	2021	3.80	3.82	3.84	3.76	3.86	3.61	3.71	3.74
	2020	3.77	3.77	3.79	3.77	3.89	3.52	3.67	3.76
	2019	3.75	3.76	3.83	3.69	3.88	3.38	3.61	3.72
	2018	3.76	3.82	3.69	3.80	3.94	3.24	3.65	3.74
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.08</i>	<i>-0.07</i>	<i>-0.03</i>	<i>0.01</i>	<i>-0.08</i>	<i>-0.06</i>	<i>0.11</i>
Ferry sailing frequent enough	2022	3.47	3.76	3.39	2.87	3.56	3.55	3.10	3.93
	2021	3.52	3.79	3.52	3.08	3.61	3.62	3.15	3.17
	2020	3.36	3.74	3.26	2.71	3.52	3.70	3.15	3.23
	2019	3.41	3.78	3.34	2.86	3.43	3.41	2.99	3.24
	2018	3.36	3.80	3.27	2.77	3.33	3.29	3.08	3.12
<i>(2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.03</i>	<i>-0.13</i>	<i>-0.21</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.05</i>	<i>0.76</i>
Ability to get onto desired sailing	2022	3.80	3.93	3.72	3.30	3.91	3.98	3.92	4.06
	2021	3.91	4.04	3.91	3.67	3.89	3.99	4.00	3.16
	2020	3.81	4.03	3.76	3.34	3.87	4.06	4.04	3.33
	2019	3.76	3.92	3.68	3.49	3.78	3.64	3.86	3.38
	2018	3.55	3.77	3.46	3.23	3.54	3.65	3.80	3.18
<i>(2020-21 Comparison)</i>		<i>-0.11</i>	<i>-0.11</i>	<i>-0.19</i>	<i>-0.37</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.08</i>	<i>0.90</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule – <i>Cont.</i>									
Ability to connect with other sailings (based on those connecting)	2022	3.32	3.28	3.30	3.22	3.63	3.59	3.25	3.62
	2021	3.40	3.62	3.32	3.14	3.42	3.58	3.61	2.95
	2020	3.36	3.44	3.25	3.17	3.51	3.46	3.51	3.32
	2019	3.37	3.82	2.86	3.21	3.80	3.14	3.44	3.04
	2018	3.30	3.15	3.04	3.69	3.78	3.52	3.29	2.62
(2020-21 Comparison)		-0.08	-0.34	-0.02	0.08	0.21	0.01	-0.36	0.67
Ferry running on time (2016-18 question wording: Ferry departing on time)	2022	3.78	3.99	3.73	3.33	3.89	4.04	3.45	3.91
	2021	3.93	4.18	3.95	3.67	3.82	3.91	3.75	2.62
	2020	3.84	3.94	3.97	3.54	3.97	4.23	3.71	2.88
	2019	3.93	4.12	4.08	3.66	4.08	3.95	3.33	3.38
	2018	3.86	4.17	3.59	3.55	4.04	4.02	3.82	3.33
(2020-21 Comparison)		-0.15	-0.19	-0.22	-0.34	0.07	0.13	-0.30	1.29
Safety									
Safety of ferry operations	2022	4.33	4.37	4.32	4.19	4.33	4.38	4.32	4.44
	2021	4.37	4.42	4.38	4.29	4.32	4.38	4.37	4.26
	2020	4.28	4.32	4.23	4.17	4.32	4.33	4.36	4.35
	2019	4.35	4.40	4.34	4.28	4.36	4.32	4.35	4.27
	2018	4.28	4.34	4.25	4.20	4.24	4.25	4.30	4.25
(2020-21 Comparison)		-0.04	-0.05	-0.06	-0.10	0.01	0.00	-0.05	0.18

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

Average Satisfaction Ratings by Terminal - All Waves Historical Data											
	All Waves	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2022	4.00	4.08	4.08	3.87	3.93	3.62	4.09	4.10	4.20	4.32
	2021	4.07	4.14	4.12	4.05	4.06	3.90	4.05	4.11	3.64	3.61
	2020	3.97	4.06	4.10	3.83	3.91	3.79	4.07	4.08	3.84	3.67
	2019	4.09	4.16	4.10	4.07	4.10	3.94	4.16	4.13	4.08	3.88
	2018	4.22	4.23	4.38	4.14	4.12	4.22	4.29	4.22	4.06	3.98
Change (2020-21 Comparison)		-0.07	-0.06	-0.04	-0.18	-0.13	-0.28	0.04	-0.01	0.56	0.71
Terminal Overall											
Terminal Overall	2022	4.00	4.07	4.06	3.85	3.98	3.68	4.12	4.14	4.03	4.12
	2021	4.06	4.11	4.13	4.00	4.08	3.87	4.10	4.03	3.68	3.50
	2020	4.01	4.13	4.10	3.88	3.96	3.75	4.09	4.13	3.81	3.54
	2019	4.07	4.13	4.07	4.00	4.09	3.95	4.17	4.02	4.12	3.71
	2018	4.05	4.15	4.10	3.94	4.12	3.87	4.15	3.97	4.02	3.64
Change (2020-21 Comparison)		-0.06	-0.04	-0.07	-0.15	-0.10	-0.19	0.02	0.11	0.35	0.62
Value for money of fares											
Value for money of fares	2022	3.46	3.47	3.52	3.38	3.38	3.36	3.43	3.73	3.74	3.78
	2021	3.52	3.52	3.52	3.56	3.45	3.50	3.44	3.66	3.62	3.49
	2020	3.41	3.35	3.51	3.41	3.18	3.57	3.24	3.55	3.39	3.55
	2019	3.35	3.32	3.36	3.35	3.26	3.42	3.27	3.52	3.45	3.54
	2018	3.31	3.23	3.38	3.31	3.13	3.47	3.07	3.55	3.41	3.38
Change (2020-21 Comparison)		-0.06	-0.05	0.00	-0.18	-0.07	-0.14	-0.01	0.07	0.12	0.29
At the Terminal											
Outside appearance of the terminal	2022	4.08	4.16	4.11	3.94	4.10	3.77	4.21	4.07	3.97	3.96
	2021	4.15	4.22	4.17	4.07	4.22	3.95	4.24	4.11	3.81	3.61
	2020	4.15	4.25	4.20	4.09	4.15	3.89	4.19	4.09	3.91	3.75
	2019	4.17	4.27	4.18	4.10	4.23	3.94	4.29	3.91	3.94	3.62
	2018	4.04	4.14	4.06	3.95	4.19	3.82	4.12	3.94	3.95	3.61
Change (2020-21 Comparison)		-0.07	-0.06	-0.06	-0.13	-0.12	-0.18	-0.03	-0.04	0.16	0.35
Overall appearance inside the terminal (Previous question wording: Overall look & décor inside the terminal you left from (if applicable))	2022	4.07	4.15	4.09	3.93	4.09	3.74	4.18	4.07	-	-
	2021	4.13	4.18	4.13	4.04	4.22	3.95	4.22	4.09	-	-
	2020	4.12	4.23	4.13	4.06	4.06	3.91	4.15	4.07	-	-
	2019	4.17	4.26	4.16	4.09	4.26	3.92	4.22	3.89	-	-
	2018	3.87	3.95	3.83	3.80	4.04	3.58	3.86	3.78	-	-
Change (2020-21 Comparison)		-0.06	-0.03	-0.04	-0.11	-0.13	-0.21	-0.04	-0.02	-	-
Wait time at the terminal (Question added in 2019)	2022	3.74	3.84	3.84	3.57	3.71	3.30	3.91	3.75	3.87	4.06
	2021	3.82	3.89	3.95	3.75	3.86	3.51	3.84	3.79	3.05	3.00
	2020	3.73	3.88	3.87	3.62	3.72	3.30	3.89	3.88	3.25	2.79
	2019	3.81	3.94	3.89	3.70	3.86	3.61	3.95	3.59	3.71	3.25
Change (2020-21 Comparison)		-0.08	-0.05	-0.11	-0.18	-0.15	-0.21	0.07	-0.04	0.82	1.06

Average Satisfaction Ratings by Terminal - All Waves Historical Data - <i>Cont.</i>											
	All Waves	Total	Terminals								
			Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Efficiency of the check in process	2022	4.27	4.32	4.29	4.17	4.30	4.02	4.34	4.34	4.32	4.37
<i>(Question added in 2019)</i>	2021	4.32	4.39	4.37	4.24	4.33	4.13	4.36	4.23	4.18	4.08
	2020	4.22	4.32	4.26	4.12	4.23	4.07	4.25	4.31	4.05	3.87
	2019	4.32	4.33	4.31	4.32	4.33	4.19	4.39	4.35	4.36	4.24
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.07</i>	<i>-0.08</i>	<i>-0.07</i>	<i>-0.03</i>	<i>-0.11</i>	<i>-0.02</i>	<i>0.11</i>	<i>0.14</i>	<i>0.29</i>
Staff customer service	2022	4.34	4.37	4.35	4.25	4.37	4.17	4.41	4.40	4.44	4.44
	2021	4.39	4.43	4.41	4.34	4.36	4.25	4.41	4.31	4.42	4.30
	2020	4.31	4.34	4.33	4.26	4.28	4.18	4.34	4.46	4.32	4.35
	2019	4.41	4.46	4.37	4.37	4.43	4.26	4.44	4.51	4.46	4.39
	2018	4.43	4.44	4.43	4.36	4.49	4.41	4.42	4.35	4.43	4.39
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.06</i>	<i>-0.06</i>	<i>-0.09</i>	<i>0.01</i>	<i>-0.08</i>	<i>0.00</i>	<i>0.09</i>	<i>0.02</i>	<i>0.14</i>
Clarity of staff directions	2022	4.32	4.38	4.33	4.22	4.32	4.13	4.41	4.40	4.41	4.46
	2021	4.36	4.39	4.40	4.32	4.35	4.20	4.39	4.34	4.34	4.25
	2020	4.30	4.35	4.32	4.21	4.29	4.18	4.38	4.38	4.37	4.29
	2019	4.39	4.44	4.35	4.36	4.40	4.30	4.41	4.51	4.41	4.42
	2018	4.41	4.45	4.41	4.37	4.46	4.41	4.34	4.34	4.36	4.37
<i>Change (2020-21 Comparison)</i>		<i>-0.04</i>	<i>-0.01</i>	<i>-0.07</i>	<i>-0.10</i>	<i>-0.03</i>	<i>-0.07</i>	<i>0.02</i>	<i>0.06</i>	<i>0.07</i>	<i>0.21</i>
Terminal Services											
Announcements when you need to be informed	2022	3.98	4.03	3.98	3.95	4.00	3.73	4.03	4.09	3.90	3.98
	2021	4.01	4.00	4.06	4.01	4.00	3.85	4.05	4.07	3.88	3.85
	2020	3.96	4.02	3.91	3.95	3.85	3.87	4.16	4.16	3.83	3.82
	2019	4.08	4.13	4.04	4.07	4.20	3.97	4.16	3.92	4.15	3.97
	2018	3.86	3.92	3.83	3.79	3.96	3.75	4.08	3.87	3.60	3.67
<i>Change (2020-21 Comparison)</i>		<i>-0.03</i>	<i>0.03</i>	<i>-0.08</i>	<i>-0.06</i>	<i>0.00</i>	<i>-0.12</i>	<i>-0.02</i>	<i>0.02</i>	<i>0.02</i>	<i>0.13</i>
Usefulness of digital information screens	2022	3.81	3.90	3.83	3.72	3.82	3.47	3.91	3.94	-	-
<i>(2016-18 question wording: Usefulness of TV info screens (if Applicable))</i>	2021	3.89	3.87	3.97	3.86	3.95	3.69	3.87	3.98	-	-
	2020	3.88	3.96	3.93	3.85	3.71	3.66	4.05	4.06	-	-
	2019	3.92	4.01	3.85	3.88	3.98	3.87	4.01	3.78	-	-
	2018	3.75	3.63	3.88	3.68	3.78	3.75	4.01	3.78	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.08</i>	<i>0.03</i>	<i>-0.14</i>	<i>-0.14</i>	<i>-0.13</i>	<i>-0.22</i>	<i>0.04</i>	<i>-0.04</i>	-	-
Quality and variety of merchandise offered at the terminal*	2022	3.69	3.77	3.64	-	3.60	-	-	-	-	-
<i>(2016-18 question wording: Variety / selection of merchandise)</i>	2021	3.74	3.81	3.66	-	3.71	-	-	-	-	-
	2020	3.67	3.79	3.57	-	3.54	-	-	-	-	-
	2019	3.77	3.86	3.60	-	3.91	-	-	-	-	-
	2018	3.87	3.96	3.84	-	3.94	-	-	-	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.04</i>	<i>-0.02</i>	-	<i>-0.11</i>	-	-	-	-	-

*2019 total score has been updated. Total scores for 2019 and onward reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

Average Satisfaction Ratings by Terminal - All Waves Historical Data - <i>Cont.</i>											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – <i>Cont.</i>											
Quality and variety of food/beverages offered at the terminal* <i>(2016-18 question wording: Food / beverages offered)</i>	2022	3.55	3.64	3.47	-	3.45	-	-	-	-	-
	2021	3.57	3.68	3.46	-	3.51	-	-	-	-	-
	2020	3.52	3.67	3.42	-	3.30	-	-	-	-	-
	2019	3.66	3.80	3.43	-	3.78	-	-	-	-	-
	2018	3.58	3.76	3.45	-	3.78	-	-	-	-	-
<i>Change (2020-21 Comparison)</i>		<i>-0.02</i>	<i>-0.04</i>	<i>0.01</i>	<i>-</i>	<i>-0.06</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Washrooms <i>(Question added in 2019)</i>	2022	3.90	3.98	3.93	3.72	3.87	3.60	4.01	3.99	4.04	4.06
	2021	4.01	4.09	4.01	3.90	4.03	3.87	4.14	3.99	3.79	3.73
	2020	4.01	4.18	4.03	3.84	4.00	3.77	4.14	4.03	3.60	3.79
	2019	4.01	4.09	4.04	3.94	4.04	3.82	4.14	3.96	3.80	3.61
<i>Change (2020-21 Comparison)</i>		<i>-0.11</i>	<i>-0.11</i>	<i>-0.08</i>	<i>-0.18</i>	<i>-0.16</i>	<i>-0.27</i>	<i>-0.13</i>	<i>0.00</i>	<i>0.25</i>	<i>0.33</i>
Procedure for loading	2022	4.12	4.20	4.15	4.00	4.11	3.86	4.23	4.19	4.18	4.26
	2021	4.17	4.23	4.22	4.14	4.16	3.98	4.21	4.24	3.91	3.87
	2020	4.12	4.22	4.21	4.00	4.04	3.87	4.27	4.27	4.14	3.95
	2019	4.15	4.20	4.19	4.13	4.15	3.99	4.27	4.08	4.19	4.03
	2018	4.08	4.12	4.17	3.95	4.12	3.92	4.29	4.14	3.96	3.86
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.03</i>	<i>-0.07</i>	<i>-0.14</i>	<i>-0.05</i>	<i>-0.12</i>	<i>0.02</i>	<i>-0.05</i>	<i>0.27</i>	<i>0.39</i>
Professionalism of terminal staff	2022	4.31	4.35	4.34	4.21	4.32	4.15	4.35	4.38	4.40	4.46
	2021	4.36	4.40	4.41	4.32	4.32	4.22	4.39	4.40	4.36	4.25
	2020	4.28	4.34	4.33	4.17	4.24	4.15	4.35	4.43	4.37	4.27
	2019	4.36	4.36	4.38	4.35	4.39	4.23	4.39	4.35	4.50	4.37
	2018	4.25	4.25	4.29	4.17	4.29	4.17	4.36	4.27	4.17	4.24
<i>Change (2020-21 Comparison)</i>		<i>-0.05</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.11</i>	<i>0.00</i>	<i>-0.07</i>	<i>-0.04</i>	<i>-0.02</i>	<i>0.04</i>	<i>0.21</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal <i>(Question added in 2019)</i>	2022	3.67	3.78	3.87	3.50	3.54	3.72	3.87	3.34	2.83	2.44
	2021	3.67	3.75	3.78	3.71	3.74	3.75	3.59	2.61	2.57	2.56
	2020	3.70	3.84	3.96	3.69	3.65	3.60	4.04	3.92	2.27	2.35
	2019	3.43	3.50	3.54	3.16	3.67	3.30	3.57	2.64	2.89	2.53
<i>Change (2020-21 Comparison)</i>		<i>0.00</i>	<i>0.03</i>	<i>0.09</i>	<i>-0.21</i>	<i>-0.20</i>	<i>-0.03</i>	<i>0.28</i>	<i>0.73</i>	<i>0.26</i>	<i>-0.12</i>
Ease of using passenger drop-off/pick-up area	2022	4.13	4.23	4.21	4.06	4.13	4.03	4.21	3.75	3.44	3.54
	2021	4.20	4.27	4.28	4.24	4.27	4.07	4.25	3.47	3.05	3.43
	2020	4.10	4.40	4.19	4.06	4.12	3.93	4.21	4.21	3.00	2.88
	2019	3.95	4.04	3.91	3.91	4.12	3.95	4.01	3.32	3.37	2.85
	2018	3.98	4.00	4.28	3.75	4.07	4.12	4.01	3.57	3.02	2.99
<i>Change (2020-21 Comparison)</i>		<i>-0.07</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.18</i>	<i>-0.14</i>	<i>-0.04</i>	<i>-0.04</i>	<i>0.28</i>	<i>0.39</i>	<i>0.11</i>
Pre-boarding passenger lounge at terminal <i>(Question added in 2019)</i>	2022	3.76	3.73	3.83	3.68	3.89	3.69	3.81	3.86	3.68	3.59
	2021	3.80	3.68	3.95	3.88	3.90	3.65	3.73	3.74	3.47	3.48
	2020	3.86	3.83	3.99	3.91	3.98	3.74	3.71	3.87	3.21	3.06
	2019	3.79	3.75	3.79	3.79	4.08	3.72	3.83	3.96	3.63	3.07
<i>Change (2020-21 Comparison)</i>		<i>-0.04</i>	<i>0.05</i>	<i>-0.12</i>	<i>-0.20</i>	<i>-0.01</i>	<i>0.04</i>	<i>0.08</i>	<i>0.12</i>	<i>0.21</i>	<i>0.11</i>

*2019 total score has been updated. Total scores for 2019 and onward reflect customer assessments of food and merchandise services at Tsawwassen, Swartz Bay and Departure Bay terminals only.

Q9. Did BC Ferries staff approach you during your trip (e.g., to greet you or offer assistance?)

1 ☐ Yes 2 ☐ No

Q10. How much do you agree with the following statement?

"BC Ferries operates in an environmentally conscious manner."

Strongly Disagree 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Strongly Agree N/A 99 ☐

Q11. Based on your experiences with BC Ferries in the past year, how likely are you to...

Very unlikely 0 1 2 3 4 5 6 7 8 9 10 Very likely
Recommend BC Ferries to a friend or colleague ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Q13. 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 you paid for, before taxes. Do not include any purchases that someone else paid for you. Please indicate in Canadian dollars (CDN) rounded to the nearest dollar.

Before boarding, at the terminal: \$ _____
Onboard the vessel: \$ _____

Total for this trip: \$ _____

Q14. Do you have any suggestions on how to improve the services and facilities offered by BC Ferries? If yes, please explain. Please be specific.

Transportation To and From the Terminal

Foot Passengers ONLY (i.e., walk-ons, bus passengers, cyclists): How did you get to and from the terminal? Please select only one in each column.

Q15. Travel TO departure terminal

- 1 ☐ Dropped off by friend or relative
2 ☐ Drove private vehicle to terminal and parked at / near terminal
3 ☐ Drove car share vehicle to terminal and parked at / near terminal
4 ☐ Bicycle
5 ☐ BC Transit bus / TransLink bus / local city bus
6 ☐ Non-chartered bus (e.g., BC Ferries Connector operated by Wilsons)
7 ☐ Walked
8 ☐ Taxi
9 ☐ Hitchhiked
10 ☐ Chartered bus / school bus
11 ☐ Other

Q16. Travel FROM arrival terminal

- 1 ☐ Picked up by friend or relative
2 ☐ Used private vehicle that I parked at or near the terminal
3 ☐ Drove car share vehicle and parked at / near terminal
4 ☐ Bicycle
5 ☐ BC Transit bus / TransLink bus / local city bus
6 ☐ Non-chartered bus (e.g., BC Ferries Connector operated by Wilsons)
7 ☐ Walked
8 ☐ Taxi
9 ☐ Hitchhiked
10 ☐ Chartered bus / school bus
11 ☐ Other

Q17. Vehicle drivers / vehicle passengers ONLY: What kind of vehicle did you travel in for the sailing on which you received this questionnaire? Please select only one.

- 1 ☐ Standard Vehicle (under 7 ft. high and under 20 ft. in length)
2 ☐ Oversize Vehicle (over 7 ft. high and over 20 ft. in length)
3 ☐ Van / Recreational Vehicle
4 ☐ Commercial vehicle (over 5,500 kg in weight)
5 ☐ Motorcycle
6 ☐ Semi-trailer
7 ☐ Bus

Demographics

Q18. Do you, or does someone you are travelling with, have accessibility requirements (e.g., a physical condition that affects your mobility or requires the use of an aid such as a wheelchair, cane, or walker)?

1 ☐ Yes 2 ☐ No 99 ☐ Prefer not to disclose

Q19. Which of the following best describes your current occupational status? Please select only one.

- 1 ☐ Employed full-time
2 ☐ Employed part-time
3 ☐ Self-employed
4 ☐ Not currently employed
5 ☐ Retired
6 ☐ Homemaker
7 ☐ Student
99 ☐ Prefer not to disclose

Q20. Which of the following categories best describes the total combined annual income for your household, before taxes?

- 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 99 ☐ Prefer not to disclose

The BC Ferries Research Panel

BC Ferries conducts a variety of different online 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 and join our research panel.

As a panel member, you will contribute to decision-making processes that will help shape BC Ferries products and services.

You will also be eligible for prize draws when you complete online surveys!

All responses and data from this survey are strictly confidential and are separated from the contact information before being reported.

Phone number: _____ - _____
AREA CODE PHONE NUMBER

Email: _____

First name: _____

Postal Code: _____

Your privacy is important to us. Contact information you provide will only be used to invite you to participate in future research, and for no other purpose.

Thank you for your participation in this research.



MM / DD / YYYY

Dear Ferry Customer,

Thank you for taking the time to complete the enclosed survey.

Your feedback is very important to us and we are delighted that you are participating in this important survey. Your ratings and comments will let us know what we are doing well and what areas need attention and improvement.

Your answers will be held in strict confidence and will be combined with those of other passengers. In order for the results to be truly representative, we need responses from everyone who agrees to participate, so please complete all parts of the survey. R.A. Malatest & Associates Ltd., a professional BC based research firm, have been commissioned to receive your responses and prepare the results. Please return your completed survey to a Malatest staff member on board the vessel, or mail it to Malatest using the enclosed pre-paid envelope in the next one or two days. If you have any questions about the survey, please do not hesitate to contact Malatest & Associates (1-855-412-1930) or BC Ferries' Customer Service (1-888-223-3779).

Your opinions are important to us, and essential to improving service on BC Ferries.

Thank you for your interest and participation in this important research.

Sincerely,
Janet Carson
Vice President, Marketing & Customer Experience
British Columbia Ferry Services Inc.

Trip Details

Thinking only of the LAST sailing you took...

Which route was your last sailing?

- 1 ☐ Tsawwassen <-> Swartz Bay 5 ☐ Swartz Bay <-> Southern Gulf Islands
2 ☐ Horseshoe Bay <-> Nanaimo 9 ☐ Tsawwassen <-> Southern Gulf Islands
3 ☐ Horseshoe Bay <-> Langdale 19 ☐ Nanaimo Harbour <-> Gabriola Island
4 ☐ Swartz Bay <-> Fulford Harbour 30 ☐ Tsawwassen <-> Duke Point

Which direction was the sailing?

From _____ To _____

On which day was that sailing? (MM/DD/YYYY) ____/____/____

What was the departure time? (HH:MM) ____:____ ☐ am ☐ pm

S1. What was the main purpose of your last ferry trip, business or personal? Please provide one response. If you were going home, what activity were 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) _____

S2. Including your last trip, how many return trips (i.e., two-way trips) have you taken with BC Ferries in the past 12 months?

Take time to think back over the past year, especially if you travel often. Calculate your best estimate of how many trips you have taken with BC Ferries.

Two-way trips in past 12 months

S4. What city or community did you leave from when you headed to the ferry terminal?

S5. When you got off the ferry, which city or community were you headed to?

S6. In which city or community do you live?

S7. Were you a vehicle passenger or a foot passenger? If you boarded the ferry as a bus passenger or on bicycle, please consider yourself a foot passenger.

- 1

☐ Vehicle passenger (including driver)

2

☐ Foot passenger (including bus passengers and cyclists)

S13. Did you book your sailing in advance (i.e., make a reservation)?

- 1

☐ Yes

2

☐ No -----> If “No”, why did you not make a booking?
- 3

☐ I tried to make a booking but none were available

4

☐ I travelled on a non-bookable route

5

☐ I did not want to make a booking

IF FOOT PASSENGER: S7a. Were you on a bicycle?

- 1

☐ Yes
- 2

☐ No

S8. Were you travelling with a pet?

- 1

☐ Yes
- 2

☐ No

S9. Were you travelling as part of an organized tour group?

- 1

☐ Yes -> About how many people are in the tour group?

2

☐ No
- Skip to S11

S10.How many people were you travelling with?

☐ I was travelling by myself

people were traveling with me

And how many of the people travelling with you were:

- 18 years, or older

5-17 years of age

Younger than 5 years of age

S11. What is your year of birth? ←

S12. With which gender do you most identify?

- 1

☐ Male
- 2

☐ Female
- 3

☐ Unspecified

S14. Were you able to get on the ferry sailing that you arrived for?

- 1

☐ Yes
- 2

☐ No

S16. Did you connect with another BC Ferries vessel?

- 1

☐ Yes
- 2

☐ No

Satisfaction with BC Ferries Services

Q1. 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.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
a Usefulness of BC Ferries website	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
b Ease of using on-line reservations	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
c BC Ferries phone service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
d Ease of using / understanding sailing schedules	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
e Effective communication of service updates	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q2. Please rate how satisfied or dissatisfied you were with each of the following at the terminal before your trip. If you did not use this service, please check “Not Used / Not Applicable” on the right.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
At the terminal: All Passengers						
a Outside appearance of the terminal you left from	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
b Overall appearance inside the terminal you left from (if applicable)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
c Wait time at terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Ticket Purchase						
d Efficiency of the check in process	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
e Staff customer service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
f Clarity of staff directions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Terminal Services						
g Announcements when you needed to be informed	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
h Usefulness of digital information screens	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
i Quality and variety of merchandise offered at the terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
j Quality and variety of food/beverages offered at the terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
k Washrooms	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
l Procedure for loading	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
m Professionalism of terminal staff	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
At the terminal: Foot Passengers (Foot Passengers ONLY, vehicle drivers / passengers skip to Q3)						
n Parking options at the terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
o Ease of using passenger pickup / drop off area	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
p Pre-boarding lounge at terminal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q3. How satisfied or dissatisfied were you with your overall experience at the terminal before boarding?

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

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

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Food Services						
a Quality and variety of food / beverages offered	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
b Value for money	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
c Staff customer service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Onboard Facilities / Services						
d Passages Store	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
e Washrooms	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
f Play area for children	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
g Pet area	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
h Workstations	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
i Outside decks	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
j Lounge seating	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
l Outside appearance of vessel overall	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
m Ease of access, overall	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
n Ease of finding facilities / services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
o Announcements when you need to be informed	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
p Atmosphere on the ferry overall	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
q Procedures for unloading	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
r Professionalism of onboard staff	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q5. How satisfied or dissatisfied were you with your overall experience on board the ferry?

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q6. How satisfied or dissatisfied were you with each of the following? If you did not use this service, please check “Not Used / Not Applicable” on the right.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Experience with the sailing schedule						
d Ability to get onto desired sailing	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
f Ferry running on time	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Safety						
g Safety of ferry operations	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>
Overall value						
h Value for money of fares	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q6b. Thinking about this ferry route only, how satisfied or dissatisfied are you with each of the following?

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Experience with the sailing schedule						
a Earliest ferry early enough	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
b Latest ferry late enough	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
c Ferry sailings frequent enough	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
e Ability to connect with other sailings	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q7. How satisfied or dissatisfied were you, overall, with your recent experience travelling with BC Ferries?

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q7B. How satisfied or dissatisfied were you, overall, with BC Ferries’ response to COVID-19 and the safety measures that have been implemented to help prevent the spread of infectious disease?

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

Q8. How much do you agree with the following statement?

<i>“BC Ferries staff went the extra mile to make sure I got what I needed.”</i>						
Strongly Disagree					Strongly Agree	N/A
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>		99 <input type="radio"/>

