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

“BC Ferries operates in an environmentally conscious manner.”

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. N/A

Q11. Based on your experiences with BC Ferries in the past year, tell us how likely you will...

Very unlikely
Very likely

Q12. To what extent does your overall experience with BC Ferries meet your expectations?

1. Disagree
2. Strongly disagree
3. Not sure
4. Agree
5. Strongly agree
6. N/A

Q13. Not including the cost of the fare, what was 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 (CAD).

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 colleague
2. ☐ Drove private vehicle to terminal and parked at or near terminal
3. ☐ Drove car share vehicle to terminal and parked at or near terminal
4. ☐ Bicycle
5. ☐ BC Transit bus / Translink bus / local city bus
6. ☐ Non-chartered bus (e.g., PCL, Greyhound, Ladlaw, etc.)
7. ☐ Walked
8. ☐ Taxi
9. ☐ Hitchhiked
10. ☐ Charter 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 to terminal and parked at or near terminal
4. ☐ Bicycle
5. ☐ BC Transit bus / Translink bus / local city bus
6. ☐ Non-chartered bus (e.g., PCL, Greyhound, Ladlaw, etc.)
7. ☐ Walked
8. ☐ Taxi
9. ☐ Hitchhiked
10. ☐ Charter 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

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
3. 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
8. 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
2. $20,000 to $39,999
3. $40,000 to $59,999
4. $60,000 to $79,999
5. $80,000 to $99,999
6. $100,000 to $119,999
7. $120,000 or over
8. 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 any personal information you provide. Contact information you provide will only be used to invite you to participate in future research, and for no other purpose.

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.

Phone: ____________________________

Email: ________________________________

First name: ____________________________

Postal Code: ____________________________

Thank you for your participation in this research!

Deadline to complete survey: ____________________________

Thank you for your participation in this research!

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Email: ________________________________

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Postal Code: ____________________________

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Deadline to complete survey: ____________________________

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Phone: ____________________________

Email: ________________________________

First name: ____________________________

Postal Code: ____________________________

Thank you for your participation in this research!

Deadline to complete survey: ____________________________

Thank you for your participation in this research!
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.

**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.**

**Food Services**

- Quality and variety of food / beverages offered
- Value for money
- Staff customer service

**Onboard Facilities / Services**

- Passages Store
- Washrooms
- Bar / Lounge
- Workstations
- Outside deck
- Lounge seating
- Sealark Lounge (paid lounge with complimentary beverages, snacks, and newspapers)

**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.**

**At the terminal: All Passengers**

- Outside appearance of the terminal you left from
- Overall appearance inside
- The terminal you left from (if applicable)
- Wait time at terminal

**Ticket / Purchase**

- Efficiency of the check in process
- Staff customer service
- Clarity of staff directions

**Terminal Services**

- Announcements when needed to be informed
- Usefulness of digital information screens
- Quality and variety of merchandise offered at the terminal
- Quality and variety of food/beverages offered at the terminal
- Washrooms
- Procedure for boarding
- Professionalism of terminal staff

**At the terminal: Foot Passengers (Foot Passengers ONLY, vehicle drivers / passengers skip to Q3)**

- Parking options at the terminal
- Ease of using passenger pickup / drop off area
- Pre-boarding lounge at terminal

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

**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.**

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

**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.**

**Experience with the sailing schedule**

- Ability to get into desired ferry at desired time
- Ferry running on time
- Safety
- Quality of ferry operations

**Overall value**

- Value for money of ticket

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

**Experience with the sailing schedule**

- Earliest ferry early enough
- Latest ferry late enough
- Ferry sailings frequent enough
- Ability to connect with other sailings

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

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

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