

# Customer Satisfaction Tracking

Wave 2 - August 2025



MALATEST



BC Ferries





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.

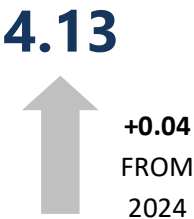
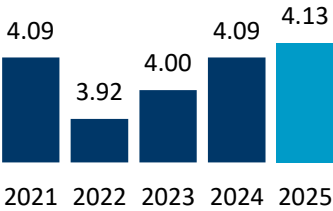
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August, and November each year. This report presents findings from August 2025.

Passengers who were surveyed in August 2025 reported an overall satisfaction score of 4.13 out of a possible 5 (+0.04 change since 2024), and 85% of passengers surveyed reported that they were satisfied with their overall experience (+2% change since 2024).

Customer Satisfaction Survey Highlights

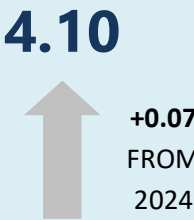
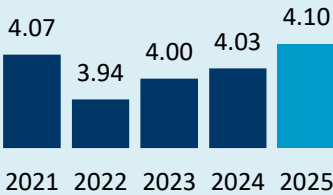
Overall Satisfaction

Overall satisfaction scores saw an increase this year compared to August 2024.



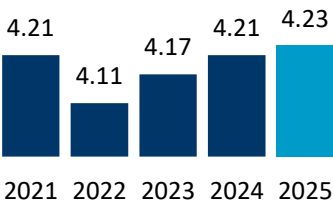
Terminal Satisfaction

Terminal satisfaction scores saw a sizable increase this year compared to August 2024.



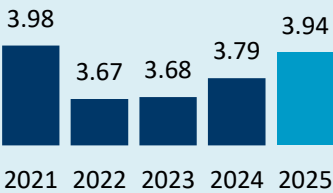
Onboard Satisfaction

Onboard satisfaction scores saw an increase this year compared to August 2024.



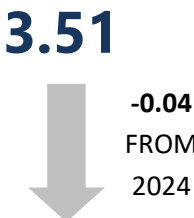
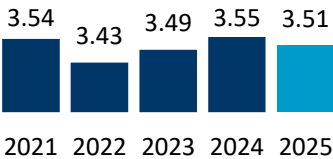
Ferry Running On Time

Passenger assessments of whether the ferry was running on time are notably higher this year compared to last.



Value for Money of Fares

Value for Money of Fares scores saw a slight decrease over August 2024's score.



## CONTENTS

|                                                                                              |      |
|----------------------------------------------------------------------------------------------|------|
| CST SURVEY METHOD .....                                                                      | 2    |
| OVERALL CUSTOMER SATISFACTION .....                                                          | 3    |
| TERMINAL SERVICES .....                                                                      | 4    |
| ONBOARD SERVICES .....                                                                       | 6    |
| VALUE FOR MONEY OF FARES .....                                                               | 8    |
| APPENDIX A – Average satisfaction ratings by route – WAVE 2 (AUGUST) HISTORICAL DATA .....   | A-1  |
| APPENDIX B - Average Satisfaction Ratings by Terminal - WAVE 2 (AUGUST) Historical Data..... | A-10 |

# CST Survey Method

Passengers travelling on select BC Ferries routes during the month of August 2025 were eligible to participate in the 2025 Wave 2 CST Survey. Intercept surveys were conducted with passengers onboard key intercept routes from August 5<sup>th</sup> to 31<sup>st</sup>, 2025. 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 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 provided postcards (Appendix E) to passengers who did not wish to engage long enough to complete the 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 August 2025.

As shown in the table below, it may be noted that 25% fewer surveys were completed this year than in August 2024, although sample size for all routes remains robust.

**Table 1: Survey completions overall and by route (August 2025 – Wave 2)**

|                                   | August<br>2024 | August<br>2025 | Change<br>(2024-25)  |
|-----------------------------------|----------------|----------------|----------------------|
| <b>Major Routes (1, 2, 3, 30)</b> | <b>7,238</b>   | <b>5,249</b>   | <b>-1,989 (-27%)</b> |
| Route 1                           | 2,167          | 1,854          | -313 (-14%)          |
| Route 2                           | 1,846          | 1,558          | -288 (-16%)          |
| Route 3                           | 1,419          | 881            | -538 (-38%)          |
| Route 30                          | 1,806          | 956            | -850 (-47%)          |
| <b>Minor Routes (4, 5/9, 19)</b>  | <b>2,720</b>   | <b>2,204</b>   | <b>-516 (-19%)</b>   |
| Route 4                           | 574            | 554            | -20 (-3%)            |
| Routes 5/9                        | 1,701          | 1,081          | -620 (-36%)          |
| Route 19                          | 445            | 569            | 124 (28%)            |
| <b>Total</b>                      | <b>9,958</b>   | <b>7,453</b>   | <b>-2,505 (-25%)</b> |

*Source:* August 2025 CST Survey (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 asked to rate their overall satisfaction with their recent experience travelling with BC Ferries.

**Table 2. Overall Customer Satisfaction**

|                                   | August<br>2021 | August<br>2022 | August<br>2023 | August<br>2024 | August<br>2025 | Change<br>(2024-25) |
|-----------------------------------|----------------|----------------|----------------|----------------|----------------|---------------------|
| <b>Major Routes (1, 2, 3, 30)</b> | <b>4.10</b>    | <b>3.92</b>    | <b>3.96</b>    | <b>4.09</b>    | <b>4.15</b>    | +0.06               |
| Route 1                           | 4.20           | 4.00           | 4.13           | 4.09           | 4.15           | +0.06               |
| Route 2                           | 4.10           | 3.91           | 3.84           | 4.03           | 4.11           | +0.08 ▲             |
| Route 3                           | 3.97           | 3.55           | 3.71           | 4.20           | 4.21           | +0.01               |
| Route 30                          | 3.90           | 4.03           | 3.87           | 4.10           | 4.14           | +0.04               |
| <b>Minor Routes (4, 5/9, 19)</b>  | <b>4.06</b>    | <b>3.98</b>    | <b>4.23</b>    | <b>4.05</b>    | <b>4.02</b>    | -0.03               |
| Route 4                           | 4.25           | 4.10           | 4.21           | 4.14           | 4.22           | +0.08 ▲             |
| Routes 5/9                        | 4.11           | 3.88           | 4.26           | 4.04           | 3.99           | -0.05 ▼             |
| Route 19                          | 3.69           | 4.24           | 4.14           | 4.00           | 3.99           | -0.01               |
| <b>Total</b>                      | <b>4.09</b>    | <b>3.92</b>    | <b>4.00</b>    | <b>4.09</b>    | <b>4.13</b>    | +0.04               |

**Source:** August 2025 CST Survey (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 negative changes in satisfaction scores since 2024.

**Note:** Weighted averages reported.

Overall customer satisfaction experienced an increase compared to last year's score (a change of +0.04 points). Analysis by route shows that passengers on Route 4 and Route 3 are the most satisfied with their overall experience (4.22 and 4.21, respectively) while passengers travelling on Route 19 and Route 5/9 are the least satisfied (3.99). Route 2 and Route 4 showed the most marked increase in overall customer satisfaction score since last year (+0.08), while Route 5/9 showed the most marked drop (-0.05) in overall satisfaction compared to last year.

**85% 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 increased over the previous year's score (+0.07).

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

|                         | August<br>2021 | August<br>2022 | August<br>2023 | August<br>2024 | August<br>2025 | Change<br>(2024-25) |
|-------------------------|----------------|----------------|----------------|----------------|----------------|---------------------|
| <b>BC Ferries Total</b> | <b>4.07</b>    | <b>3.94</b>    | <b>4.00</b>    | <b>4.03</b>    | <b>4.10</b>    | +0.07               |
| Tsawwassen              | 4.10           | 4.00           | 4.09           | 4.05           | 4.12           | +0.07               |
| Swartz Bay              | 4.19           | 4.02           | 4.14           | 3.98           | 4.14           | +0.16               |
| Horseshoe Bay           | 4.05           | 3.79           | 3.76           | 4.06           | 4.06           | 0.00                |
| Departure Bay           | 4.06           | 3.94           | 3.96           | 4.00           | 4.21           | +0.21 ▲             |
| Langdale                | 3.86           | 3.59           | 3.64           | 4.12           | 4.09           | -0.03               |
| Duke Point              | 4.00           | 4.05           | 3.98           | 4.08           | 4.12           | +0.04               |
| Fulford Harbour         | 4.20           | 4.25           | 4.12           | 4.06           | 4.04           | -0.02               |
| Nanaimo Harbour         | 3.75           | 4.02           | 4.07           | 3.93           | 4.01           | +0.08               |
| Gabriola                | 3.50           | 4.16           | 4.02           | 3.99           | 3.89           | -0.10 ▼             |

**Source:** August 2025 CST Survey (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 negative changes in satisfaction scores since 2024.

**Note:** Weighted averages reported.

Analysis by individual terminal shows that passengers sailing from Departure Bay (4.21) were the most satisfied with their terminal experience while those departing from Gabriola were the least satisfied (3.89). Departure Bay terminal passengers showed the greatest increase in terminal satisfaction scores compared to last year (+0.21) while Gabriola showed the largest decrease in average score since last year (-0.10).

**Overall, 84% of passengers stated that they were satisfied with their terminal experience.**



Compared to August 2024 levels, most of the terminal services experienced an increase in passenger satisfaction. “Wait time at terminal” and “Self-serve kiosk (ticket purchase)” showed the largest increase in score (+0.06) from the previous year. On the other hand, “Parking options at the terminal” showed the largest decrease from the previous year (-0.11). Satisfaction scores for each terminal are presented in Appendix B.

**Table 4. Overall Satisfaction Scores for Individual Terminal Services**

| TERMINAL SERVICES                                                         | August 2024 | August 2025 | Change (2024-25) |
|---------------------------------------------------------------------------|-------------|-------------|------------------|
| Wait time at terminal                                                     | 3.78        | <b>3.84</b> | +0.06 ▲          |
| Efficiency of the check-in process                                        | 4.31        | <b>4.36</b> | +0.05            |
| Electronic boarding pass                                                  | 4.36        | <b>4.41</b> | +0.05            |
| Clarity of staff directions                                               | 4.35        | <b>4.40</b> | +0.05            |
| Staff customer service                                                    | 4.36        | <b>4.39</b> | +0.03            |
| Announcements when you needed to be informed                              | 4.05        | <b>4.10</b> | +0.05            |
| Usefulness of digital information screens at the terminal                 | 3.94        | <b>3.98</b> | +0.04            |
| Quality and variety of food/beverages/merchandise offered at the terminal | 3.62        | <b>3.66</b> | +0.04            |
| Washrooms at the terminal                                                 | 3.95        | <b>3.95</b> | 0.00             |
| Procedure for loading                                                     | 4.16        | <b>4.21</b> | +0.05            |
| Parking options at the terminal                                           | 3.67        | <b>3.56</b> | -0.11 ▼          |
| Ease of using passenger pickup/drop-off area                              | 4.16        | <b>4.16</b> | 0.00             |
| Self-serve kiosk (ticket purchase)                                        | 4.22        | <b>4.28</b> | +0.06 ▲          |
| Pre-boarding passenger lounge at terminal                                 | 3.81        | <b>3.82</b> | +0.01            |

**Source:** August 2025 CST Survey (R.A. Malatest & Associates).

**Note:** Arrows indicate the largest positive change in satisfaction scores since 2024.

**Note:** Weighted averages reported.

# Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has increased compared to last year (+0.02). The increase is apparent in all the routes except Route 3 and Route 5/9.

**Table 5. Overall Satisfaction with Onboard Services**

|                                   | August 2021 | August 2022 | August 2023 | August 2024 | August 2025 | Change (2024-25) |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|------------------|
| <b>Major Routes (1, 2, 3, 30)</b> | <b>4.21</b> | <b>4.11</b> | <b>4.13</b> | <b>4.20</b> | <b>4.23</b> | +0.03            |
| Route 1                           | 4.26        | 4.16        | 4.22        | 4.19        | 4.23        | +0.04            |
| Route 2                           | 4.19        | 4.06        | 4.05        | 4.17        | 4.22        | +0.05            |
| Route 3                           | 4.19        | 3.94        | 4.02        | 4.26        | 4.25        | -0.01            |
| Route 30                          | 4.11        | 4.18        | 4.09        | 4.22        | 4.25        | +0.03            |
| <b>Minor Routes (4, 5/9, 19)</b>  | <b>4.23</b> | <b>4.16</b> | <b>4.34</b> | <b>4.22</b> | <b>4.21</b> | -0.01            |
| Route 4                           | 4.31        | 4.26        | 4.30        | 4.21        | 4.27        | +0.06 ▲          |
| Routes 5/9                        | 4.24        | 4.10        | 4.36        | 4.21        | 4.18        | -0.03 ▼          |
| Route 19                          | 4.09        | 4.34        | 4.33        | 4.23        | 4.23        | 0.00             |
| <b>Total</b>                      | <b>4.21</b> | <b>4.11</b> | <b>4.17</b> | <b>4.21</b> | <b>4.23</b> | +0.02            |

**Source:** August 2025 CST Survey (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 negative changes in satisfaction scores since 2024.

**Note:** Weighted averages (passenger count) reported.

Analysis by route shows that passengers on Route 4 are the most satisfied with their onboard services experience (4.27) while passengers travelling on Route 5/9 are the least satisfied (4.18). Route 4 showed the most marked increase in score (+0.06), while Route 5/9 experienced the largest decrease in score (-0.03) year over year.

**Overall, 89% of passengers stated that they were satisfied with their onboard experience.**

Table 7 shows that for more than half of the onboard services (9 out of 17), passengers are more satisfied this year compared to last. The service areas that experienced the largest increase were the “Staff customer service” and “Procedures for unloading” (+0.04), while “Paid lounges onboard” noticed the largest decrease in satisfaction (-0.21). The change in “Paid lounges onboard” may come from the opening of the Seascapes lounge in 2025, rather than a decrease in satisfaction with the Seawest lounge, as this question asks about both lounges. Route specific scores for each of these questions are available in Appendix A.

**Table 6. Overall Satisfaction Scores for Individual Onboard Services**

| ONBOARD SERVICES                                  | August 2024 | August 2025 | Change (2024-25) |
|---------------------------------------------------|-------------|-------------|------------------|
| Quality and variety of food/beverages offered     | 3.71        | 3.74        | +0.03            |
| Value for money (food services)                   | 3.24        | 3.24        | 0.00             |
| Staff customer service (food services)            | 4.22        | 4.26        | +0.04 ▲          |
| Passages Retail Store                             | 4.02        | 4.03        | +0.01            |
| Washrooms                                         | 3.99        | 3.98        | -0.01            |
| Play area for children                            | 3.53        | 3.44        | -0.09            |
| Pet area                                          | 3.49        | 3.38        | -0.11            |
| Outside decks                                     | 4.31        | 4.31        | 0.00             |
| Lounge seating                                    | 4.17        | 4.19        | +0.02            |
| Paid lounges onboard*                             | 3.94        | 3.73        | -0.21 ▼          |
| Usefulness of digital information screens onboard | 3.84        | 3.84        | 0.00             |
| Ease of access, overall                           | 4.20        | 4.21        | +0.01            |
| Ease of finding facilities/services               | 4.19        | 4.19        | 0.00             |
| Announcements when you need to be informed        | 4.10        | 4.12        | +0.02            |
| Atmosphere on the ferry overall                   | 4.19        | 4.21        | +0.02            |
| Procedures for unloading                          | 4.20        | 4.24        | +0.04 ▲          |
| Professionalism of onboard staff                  | 4.41        | 4.44        | +0.03            |

**Source:** August 2025 CST Survey (R.A. Malatest & Associates).

**Note:** Arrow(s) indicate the largest positive change in satisfaction scores since 2024.

**Note:** Weighted averages reported.

\* in 2024, the question was only asking about Seawest lounge services. In 2025 BC Ferries opened a second paid lounge (Seascapes Lounge) and the 2025 score is for both Seawest and Seascapes lounges. As such the drop in the score may not necessarily indicate a drop in the Seawest lounge score between 2024 and 2025.

# Value for Money of Fares

Passenger ratings of “Value for Money of Fares” have decreased slightly compared to the previous year (down -0.04 from last year). The decrease can be seen across all routes except Route 30.

**Table 7. Value for Money of Fares**

|                                   | August 2021 | August 2022 | August 2023 | August 2024 | August 2025 | Change (2024-25) |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|------------------|
| <b>Major Routes (1, 2, 3, 30)</b> | <b>3.50</b> | <b>3.39</b> | <b>3.43</b> | <b>3.52</b> | <b>3.48</b> | <b>-0.04</b>     |
| Route 1                           | 3.51        | 3.41        | 3.50        | 3.51        | 3.46        | -0.05            |
| Route 2                           | 3.51        | 3.38        | 3.36        | 3.51        | 3.47        | -0.04            |
| Route 3                           | 3.61        | 3.38        | 3.48        | 3.66        | 3.54        | -0.12 ▼          |
| Route 30                          | 3.35        | 3.36        | 3.29        | 3.44        | 3.49        | +0.05 ▲          |
| <b>Minor Routes (4, 5/9, 19)</b>  | <b>3.76</b> | <b>3.66</b> | <b>3.84</b> | <b>3.71</b> | <b>3.66</b> | <b>-0.05</b>     |
| Route 4                           | 3.91        | 3.74        | 3.73        | 3.75        | 3.72        | -0.03            |
| Routes 5/9                        | 3.77        | 3.61        | 3.90        | 3.69        | 3.66        | -0.03            |
| Route 19                          | 3.59        | 3.75        | 3.73        | 3.74        | 3.62        | -0.12 ▼          |
| <b>Total</b>                      | <b>3.54</b> | <b>3.43</b> | <b>3.49</b> | <b>3.55</b> | <b>3.51</b> | <b>-0.04</b>     |

**Source:** August 2025 CST Survey (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 negative changes in satisfaction scores since 2024.

**Note:** Weighted averages reported.

Analysis by route shows that passengers on Route 4 are the most satisfied with value for money of fares (3.72) while passengers travelling on Route 1 are the least satisfied (3.46). The only route experiencing a positive YoY change is Route 30 (+0.05), while the largest negative change was experienced by Route 3 and 19 (-0.12 both).

**Overall, 59% of passengers stated that they were satisfied with value for money of fares, unchanged from 2024.**

## APPENDIX A – AVERAGE SATISFACTION RATINGS BY ROUTE – WAVE 2 (AUGUST) HISTORICAL DATA

| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data |        |       |       |       |       |       |       |       |       |
|-------------------------------------------------------------------------|--------|-------|-------|-------|-------|-------|-------|-------|-------|
|                                                                         |        |       | Route |       |       |       |       |       |       |
|                                                                         | Wave 2 | Total | 1     | 2     | 3     | 30    | 4     | 5/9   | 19    |
| Overall Experience                                                      |        |       |       |       |       |       |       |       |       |
| Trip Overall                                                            | 2025   | 4.13  | 4.15  | 4.11  | 4.21  | 4.14  | 4.22  | 3.99  | 3.99  |
|                                                                         | 2024   | 4.09  | 4.09  | 4.03  | 4.20  | 4.10  | 4.14  | 4.04  | 4.00  |
|                                                                         | 2023   | 4.00  | 4.13  | 3.84  | 3.71  | 3.87  | 4.21  | 4.26  | 4.14  |
|                                                                         | 2022   | 3.92  | 4.00  | 3.91  | 3.55  | 4.03  | 4.10  | 3.88  | 4.24  |
|                                                                         | 2021   | 4.09  | 4.20  | 4.10  | 3.97  | 3.90  | 4.25  | 4.11  | 3.69  |
| Change (2024-25 Comparison)                                             |        | 0.04  | 0.06  | 0.08  | 0.01  | 0.04  | 0.08  | -0.05 | -0.01 |
| Terminal Overall                                                        | 2025   | 4.10  | 4.14  | 4.11  | 4.09  | 4.13  | 4.12  | 3.93  | 3.96  |
|                                                                         | 2024   | 4.03  | 4.03  | 4.00  | 4.13  | 4.05  | 4.07  | 3.96  | 3.96  |
|                                                                         | 2023   | 4.00  | 4.11  | 3.86  | 3.70  | 3.99  | 4.13  | 4.22  | 4.04  |
|                                                                         | 2022   | 3.94  | 4.01  | 3.91  | 3.62  | 4.04  | 4.11  | 3.96  | 4.08  |
|                                                                         | 2021   | 4.07  | 4.18  | 4.07  | 3.93  | 3.95  | 4.25  | 4.07  | 3.67  |
| Change (2024-25 Comparison)                                             |        | 0.07  | 0.11  | 0.11  | -0.04 | 0.08  | 0.05  | -0.03 | 0.00  |
| Onboard Overall                                                         | 2025   | 4.23  | 4.23  | 4.22  | 4.25  | 4.25  | 4.27  | 4.18  | 4.23  |
|                                                                         | 2024   | 4.21  | 4.19  | 4.17  | 4.26  | 4.22  | 4.21  | 4.21  | 4.23  |
|                                                                         | 2023   | 4.17  | 4.22  | 4.05  | 4.02  | 4.09  | 4.30  | 4.36  | 4.33  |
|                                                                         | 2022   | 4.11  | 4.16  | 4.06  | 3.94  | 4.18  | 4.26  | 4.10  | 4.34  |
|                                                                         | 2021   | 4.21  | 4.26  | 4.19  | 4.19  | 4.11  | 4.31  | 4.24  | 4.09  |
| Change (2024-25 Comparison)                                             |        | 0.02  | 0.04  | 0.05  | -0.01 | 0.03  | 0.06  | -0.03 | 0.00  |
| Value for money of fares                                                | 2025   | 3.51  | 3.46  | 3.47  | 3.54  | 3.49  | 3.72  | 3.66  | 3.62  |
|                                                                         | 2024   | 3.55  | 3.51  | 3.51  | 3.66  | 3.44  | 3.75  | 3.69  | 3.74  |
|                                                                         | 2023   | 3.49  | 3.50  | 3.36  | 3.48  | 3.29  | 3.73  | 3.90  | 3.73  |
|                                                                         | 2022   | 3.43  | 3.41  | 3.38  | 3.38  | 3.36  | 3.74  | 3.61  | 3.75  |
|                                                                         | 2021   | 3.54  | 3.51  | 3.51  | 3.61  | 3.35  | 3.91  | 3.77  | 3.59  |
| Change (2024-25 Comparison)                                             |        | -0.04 | -0.05 | -0.04 | -0.12 | 0.05  | -0.03 | -0.03 | -0.12 |
| Before Arriving at Terminal                                             |        |       |       |       |       |       |       |       |       |
| Usefulness of BC Ferries Website                                        | 2025   | 4.10  | 4.18  | 4.12  | 4.03  | 4.13  | 3.90  | 3.98  | 3.87  |
|                                                                         | 2024   | 4.16  | 4.23  | 4.15  | 4.11  | 4.20  | 3.97  | 4.06  | 3.92  |
|                                                                         | 2023   | 3.98  | 4.10  | 3.92  | 3.69  | 3.96  | 3.92  | 4.06  | 3.96  |
|                                                                         | 2022   | 3.89  | 4.00  | 3.94  | 3.53  | 4.02  | 3.89  | 3.65  | 3.86  |
|                                                                         | 2021   | 3.98  | 4.14  | 4.00  | 3.74  | 3.90  | 3.97  | 3.79  | 3.84  |
| Change (2024-25 Comparison)                                             |        | -0.06 | -0.05 | -0.03 | -0.08 | -0.07 | -0.07 | -0.08 | -0.05 |
| Usefulness of BC Ferries Mobile App<br>(New question added 2023)        | 2025   | 3.96  | 4.04  | 3.97  | 3.89  | 3.94  | 3.85  | 3.87  | 3.78  |
|                                                                         | 2024   | 3.96  | 3.97  | 3.91  | 4.00  | 4.03  | 3.85  | 3.88  | 3.67  |
|                                                                         | 2023   | 3.70  | 3.82  | 3.62  | 3.34  | 3.73  | 3.52  | 3.93  | 3.68  |
|                                                                         | 2022   | -     | -     | -     | -     | -     | -     | -     | -     |
|                                                                         | 2021   | -     | -     | -     | -     | -     | -     | -     | -     |
| Change (2024-25 Comparison)                                             |        | 0.00  | 0.07  | 0.06  | -0.11 | -0.09 | 0.00  | -0.01 | 0.11  |



| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data                                                                       |             |             |             |             |             |             |             |             |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                                                                                                                                               |             |             | Route       |             |             |             |             |             |             |
|                                                                                                                                               | Wave 2      | Total       | 1           | 2           | 3           | 30          | 4           | 5/9         | 19          |
| Ease of making a reservation<br>(2019-2022 question wording: Ease of using online reservations)                                               | <b>2025</b> | <b>4.11</b> | <b>4.20</b> | <b>4.07</b> | <b>3.94</b> | <b>4.06</b> | -           | <b>4.14</b> | -           |
|                                                                                                                                               | 2024        | 4.18        | 4.28        | 4.13        | 3.92        | 4.20        | -           | 4.16        | -           |
|                                                                                                                                               | 2023        | 3.96        | 4.12        | 3.84        | 3.48        | 3.93        | -           | 4.21        | -           |
|                                                                                                                                               | 2022        | 3.94        | 4.04        | 3.93        | 3.46        | 4.07        | -           | 3.93        | -           |
|                                                                                                                                               | 2021        | 4.00        | 4.10        | 4.04        | 3.73        | 3.93        | -           | 3.89        | -           |
| <i>Change (2024-25 Comparison)</i>                                                                                                            |             | -0.07       | -0.08       | -0.06       | 0.02        | -0.14       | -           | -0.02       | -           |
| BC Ferries phone service                                                                                                                      | <b>2025</b> | <b>3.67</b> | <b>3.66</b> | <b>3.72</b> | <b>3.53</b> | <b>3.79</b> | <b>3.37</b> | <b>3.79</b> | <b>3.33</b> |
|                                                                                                                                               | 2024        | 3.73        | 3.78        | 3.75        | 3.59        | 3.79        | 3.50        | 3.74        | 3.23        |
|                                                                                                                                               | 2023        | 3.33        | 3.40        | 3.20        | 2.95        | 3.26        | 3.20        | 3.84        | 3.29        |
|                                                                                                                                               | 2022        | 3.22        | 3.31        | 3.22        | 2.75        | 3.29        | 3.41        | 3.39        | 3.24        |
|                                                                                                                                               | 2021        | 3.37        | 3.43        | 3.52        | 3.10        | 3.15        | 3.23        | 3.47        | 3.20        |
| <i>Change (2024-25 Comparison)</i>                                                                                                            |             | -0.06       | -0.12       | -0.03       | -0.06       | 0.00        | -0.13       | 0.05        | 0.10        |
| Ease of using/understanding sailing schedules                                                                                                 | <b>2025</b> | <b>4.27</b> | <b>4.34</b> | <b>4.28</b> | <b>4.25</b> | <b>4.32</b> | <b>4.08</b> | <b>4.00</b> | <b>4.05</b> |
|                                                                                                                                               | 2024        | 4.28        | 4.35        | 4.33        | 4.26        | 4.32        | 4.02        | 4.00        | 4.07        |
|                                                                                                                                               | 2023        | 4.17        | 4.27        | 4.17        | 3.99        | 4.18        | 4.10        | 4.07        | 4.21        |
|                                                                                                                                               | 2022        | 4.10        | 4.18        | 4.19        | 3.84        | 4.29        | 4.01        | 3.63        | 4.17        |
|                                                                                                                                               | 2021        | 4.22        | 4.36        | 4.28        | 4.10        | 4.19        | 4.10        | 3.79        | 4.01        |
| <i>Change (2024-25 Comparison)</i>                                                                                                            |             | -0.01       | -0.01       | -0.05       | -0.01       | 0.00        | 0.06        | 0.00        | -0.02       |
| Effective communication of service updates and current conditions<br>(2019-2022 question wording: Effective communication of service updates) | <b>2025</b> | <b>4.00</b> | <b>4.09</b> | <b>4.05</b> | <b>4.02</b> | <b>4.08</b> | <b>3.91</b> | <b>3.61</b> | <b>3.63</b> |
|                                                                                                                                               | 2024        | 3.93        | 3.97        | 3.94        | 3.96        | 4.02        | 3.79        | 3.69        | 3.62        |
|                                                                                                                                               | 2023        | 3.74        | 3.89        | 3.72        | 3.33        | 3.67        | 3.72        | 3.90        | 3.66        |
|                                                                                                                                               | 2022        | 3.68        | 3.80        | 3.76        | 3.21        | 3.84        | 3.78        | 3.45        | 3.54        |
|                                                                                                                                               | 2021        | 3.96        | 4.15        | 4.00        | 3.72        | 3.77        | 4.05        | 3.85        | 3.62        |
| <i>Change (2024-25 Comparison)</i>                                                                                                            |             | 0.07        | 0.12        | 0.11        | 0.06        | 0.06        | 0.12        | -0.08       | 0.01        |
| At the Terminal                                                                                                                               |             |             |             |             |             |             |             |             |             |
| Wait time at the terminal                                                                                                                     | <b>2025</b> | <b>3.84</b> | <b>3.88</b> | <b>3.82</b> | <b>4.03</b> | <b>3.95</b> | <b>3.89</b> | <b>3.42</b> | <b>3.57</b> |
|                                                                                                                                               | 2024        | 3.78        | 3.83        | 3.75        | 3.95        | 3.72        | 3.80        | 3.60        | 3.71        |
|                                                                                                                                               | 2023        | 3.75        | 3.95        | 3.56        | 3.22        | 3.72        | 3.85        | 4.01        | 3.75        |
|                                                                                                                                               | 2022        | 3.65        | 3.77        | 3.65        | 3.24        | 3.73        | 3.74        | 3.55        | 3.86        |
|                                                                                                                                               | 2021        | 3.85        | 4.04        | 3.86        | 3.69        | 3.65        | 4.04        | 3.78        | 2.97        |
| <i>Change (2024-25 Comparison)</i>                                                                                                            |             | 0.06        | 0.05        | 0.07        | 0.08        | 0.23        | 0.09        | -0.18       | -0.14       |

| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data |        |       |      |      |       |      |      |       |      |
|-------------------------------------------------------------------------|--------|-------|------|------|-------|------|------|-------|------|
|                                                                         |        | Route |      |      |       |      |      |       |      |
|                                                                         | Wave 2 | Total | 1    | 2    | 3     | 30   | 4    | 5/9   | 19   |
| Ticket Purchase                                                         |        |       |      |      |       |      |      |       |      |
| Efficiency of the check-in process                                      | 2025   | 4.36  | 4.37 | 4.37 | 4.34  | 4.35 | 4.37 | 4.33  | 4.34 |
|                                                                         | 2024   | 4.31  | 4.29 | 4.35 | 4.40  | 4.25 | 4.35 | 4.32  | 4.32 |
|                                                                         | 2023   | 4.28  | 4.34 | 4.22 | 4.08  | 4.25 | 4.38 | 4.41  | 4.35 |
|                                                                         | 2022   | 4.21  | 4.22 | 4.21 | 3.98  | 4.26 | 4.28 | 4.32  | 4.36 |
|                                                                         | 2021   | 4.32  | 4.39 | 4.32 | 4.15  | 4.27 | 4.43 | 4.39  | 4.20 |
| Change (2024-25 Comparison)                                             |        | 0.05  | 0.08 | 0.02 | -0.06 | 0.10 | 0.02 | 0.01  | 0.02 |
| Electronic boarding pass<br>(New question added 2023)                   | 2025   | 4.41  | 4.41 | 4.45 | 4.31  | 4.47 | -    | 4.33  | -    |
|                                                                         | 2024   | 4.36  | 4.36 | 4.39 | 4.34  | 4.38 | -    | 4.27  | -    |
|                                                                         | 2023   | 4.26  | 4.33 | 4.20 | 4.05  | 4.25 | -    | 4.30  | -    |
|                                                                         | 2022   | -     | -    | -    | -     | -    | -    | -     | -    |
|                                                                         | 2021   | -     | -    | -    | -     | -    | -    | -     | -    |
| Change (2024-25 Comparison)                                             |        | 0.05  | 0.05 | 0.06 | -0.03 | 0.09 | -    | 0.06  | -    |
| Clarity of staff directions                                             | 2025   | 4.40  | 4.44 | 4.38 | 4.36  | 4.44 | 4.38 | 4.31  | 4.41 |
|                                                                         | 2024   | 4.35  | 4.33 | 4.34 | 4.41  | 4.37 | 4.29 | 4.31  | 4.40 |
|                                                                         | 2023   | 4.32  | 4.36 | 4.25 | 4.15  | 4.31 | 4.33 | 4.43  | 4.48 |
|                                                                         | 2022   | 4.28  | 4.31 | 4.27 | 4.07  | 4.36 | 4.37 | 4.32  | 4.46 |
|                                                                         | 2021   | 4.37  | 4.45 | 4.38 | 4.23  | 4.26 | 4.49 | 4.37  | 4.32 |
| Change (2024-25 Comparison)                                             |        | 0.05  | 0.11 | 0.04 | -0.05 | 0.07 | 0.09 | 0.00  | 0.01 |
| Staff customer service                                                  | 2025   | 4.39  | 4.39 | 4.42 | 4.37  | 4.41 | 4.38 | 4.34  | 4.48 |
|                                                                         | 2024   | 4.36  | 4.36 | 4.36 | 4.41  | 4.32 | 4.33 | 4.38  | 4.45 |
|                                                                         | 2023   | 4.35  | 4.40 | 4.24 | 4.23  | 4.32 | 4.42 | 4.52  | 4.52 |
|                                                                         | 2022   | 4.28  | 4.28 | 4.30 | 4.09  | 4.32 | 4.34 | 4.35  | 4.47 |
|                                                                         | 2021   | 4.39  | 4.46 | 4.38 | 4.26  | 4.30 | 4.50 | 4.47  | 4.38 |
| Change (2024-25 Comparison)                                             |        | 0.03  | 0.03 | 0.06 | -0.04 | 0.09 | 0.05 | -0.04 | 0.03 |
| Terminal Services                                                       |        |       |      |      |       |      |      |       |      |
| Announcements when you need to be informed                              | 2025   | 4.10  | 4.16 | 4.10 | 4.04  | 4.14 | 4.13 | 3.88  | 3.98 |
|                                                                         | 2024   | 4.05  | 4.02 | 4.10 | 4.11  | 4.13 | 4.06 | 3.88  | 3.93 |
|                                                                         | 2023   | 3.99  | 4.06 | 3.95 | 3.73  | 4.02 | 4.12 | 4.04  | 4.01 |
|                                                                         | 2022   | 3.95  | 4.00 | 4.05 | 3.69  | 3.95 | 4.14 | 3.84  | 3.93 |
|                                                                         | 2021   | 4.04  | 4.13 | 4.07 | 3.95  | 3.86 | 4.23 | 4.00  | 3.89 |
| Change (2024-25 Comparison)                                             |        | 0.05  | 0.14 | 0.00 | -0.07 | 0.01 | 0.07 | 0.00  | 0.05 |
| Usefulness of digital information screens at the terminal               | 2025   | 3.98  | 4.05 | 4.00 | 3.86  | 4.08 | 3.92 | 3.68  | -    |
|                                                                         | 2024   | 3.94  | 3.96 | 3.96 | 3.91  | 4.00 | 3.87 | 3.77  | -    |
|                                                                         | 2023   | 3.89  | 4.00 | 3.84 | 3.56  | 3.87 | 3.96 | 4.00  | -    |
|                                                                         | 2022   | 3.75  | 3.81 | 3.83 | 3.40  | 3.83 | 3.99 | 3.64  | -    |
|                                                                         | 2021   | 3.92  | 3.98 | 4.00 | 3.73  | 3.77 | 4.15 | 3.88  | -    |
| Change (2024-25 Comparison)                                             |        | 0.04  | 0.09 | 0.04 | -0.05 | 0.08 | 0.05 | -0.09 | -    |

| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data       |             |             |             |             |             |             |             |             |             |
|-------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                                                                               |             | Route       |             |             |             |             |             |             |             |
|                                                                               | Wave 2      | Total       | 1           | 2           | 3           | 30          | 4           | 5/9         | 19          |
| Quality and variety of food/beverages/<br>merchandise offered at the terminal | <b>2025</b> | <b>3.66</b> | <b>3.65</b> | <b>3.72</b> | -           | <b>3.79</b> | <b>3.24</b> | <b>3.57</b> | -           |
|                                                                               | 2024        | 3.62        | 3.63        | 3.69        | -           | 3.73        | 3.11        | 3.39        | -           |
|                                                                               | 2023        | -           | -           | -           | -           | -           | -           | -           | -           |
|                                                                               | 2022        | -           | -           | -           | -           | -           | -           | -           | -           |
|                                                                               | 2021        | -           | -           | -           | -           | -           | -           | -           | -           |
| Change (2024-25 Comparison)                                                   |             | 0.04        | 0.02        | 0.03        | -           | 0.06        | 0.13        | 0.18        | -           |
| Washrooms                                                                     | <b>2025</b> | <b>3.95</b> | <b>3.89</b> | <b>3.89</b> | <b>3.86</b> | <b>4.08</b> | <b>3.98</b> | <b>4.12</b> | <b>4.05</b> |
|                                                                               | 2024        | 3.95        | 3.93        | 3.86        | 3.94        | 3.99        | 3.96        | 4.06        | 4.09        |
|                                                                               | 2023        | 3.87        | 3.92        | 3.69        | 3.60        | 3.91        | 3.98        | 4.15        | 4.01        |
|                                                                               | 2022        | 3.85        | 3.87        | 3.82        | 3.55        | 3.97        | 3.95        | 4.01        | 4.04        |
|                                                                               | 2021        | 3.98        | 4.00        | 3.97        | 3.89        | 4.05        | 4.05        | 4.05        | 3.73        |
| Change (2024-25 Comparison)                                                   |             | 0.00        | -0.04       | 0.03        | -0.08       | 0.09        | 0.02        | 0.06        | -0.04       |
| Procedure for loading                                                         | <b>2025</b> | <b>4.21</b> | <b>4.22</b> | <b>4.18</b> | <b>4.16</b> | <b>4.31</b> | <b>4.25</b> | <b>4.08</b> | <b>4.24</b> |
|                                                                               | 2024        | 4.16        | 4.15        | 4.14        | 4.18        | 4.20        | 4.21        | 4.07        | 4.22        |
|                                                                               | 2023        | 4.11        | 4.20        | 4.00        | 3.95        | 4.10        | 4.21        | 4.19        | 4.20        |
|                                                                               | 2022        | 4.08        | 4.14        | 4.06        | 3.82        | 4.18        | 4.18        | 4.02        | 4.19        |
|                                                                               | 2021        | 4.20        | 4.32        | 4.18        | 4.09        | 4.13        | 4.35        | 4.12        | 3.98        |
| Change (2024-25 Comparison)                                                   |             | 0.05        | 0.07        | 0.04        | -0.02       | 0.11        | 0.04        | 0.01        | 0.02        |
| Terminal (Foot Passengers ONLY)                                               |             |             |             |             |             |             |             |             |             |
| Parking options at the terminal                                               | <b>2025</b> | <b>3.56</b> | <b>3.62</b> | <b>3.73</b> | <b>3.54</b> | <b>3.26</b> | <b>3.61</b> | <b>3.67</b> | <b>2.87</b> |
|                                                                               | 2024        | 3.67        | 3.76        | 3.77        | 3.60        | 3.80        | 3.54        | 3.46        | 2.74        |
|                                                                               | 2023        | 3.57        | 3.57        | 3.37        | 3.56        | 3.58        | 3.50        | 4.08        | 2.66        |
|                                                                               | 2022        | 3.58        | 3.64        | 3.51        | 3.54        | 3.87        | 3.58        | 3.71        | 2.60        |
|                                                                               | 2021        | 3.69        | 3.84        | 3.77        | 3.69        | 3.52        | 3.73        | 3.72        | 2.59        |
| Change (2024-25 Comparison)                                                   |             | -0.11       | -0.14       | -0.04       | -0.06       | -0.54       | 0.07        | 0.21        | 0.13        |
| Ease of using passenger drop-off / pick-up<br>area                            | <b>2025</b> | <b>4.16</b> | <b>4.22</b> | <b>4.24</b> | <b>4.11</b> | <b>3.99</b> | <b>4.04</b> | <b>4.27</b> | <b>3.76</b> |
|                                                                               | 2024        | 4.16        | 4.16        | 4.27        | 4.15        | 4.23        | 4.07        | 4.08        | 3.60        |
|                                                                               | 2023        | 4.13        | 4.16        | 4.09        | 4.15        | 4.16        | 3.86        | 4.26        | 3.55        |
|                                                                               | 2022        | 4.07        | 4.20        | 4.03        | 3.99        | 4.15        | 3.93        | 4.05        | 3.37        |
|                                                                               | 2021        | 4.28        | 4.41        | 4.28        | 4.15        | 4.22        | 4.29        | 4.36        | 3.40        |
| Change (2024-25 Comparison)                                                   |             | 0.00        | 0.06        | -0.03       | -0.04       | -0.24       | -0.03       | 0.19        | 0.16        |
| Self-serve kiosk (ticket purchase)<br>(New question added 2023)               | <b>2025</b> | <b>4.28</b> | <b>4.31</b> | <b>4.42</b> | <b>4.14</b> | <b>4.04</b> | <b>4.65</b> | <b>4.13</b> | -           |
|                                                                               | 2024        | 4.22        | 4.26        | 4.28        | 4.29        | 4.23        | 4.15        | 3.78        | -           |
|                                                                               | 2023        | 4.21        | 4.24        | 4.18        | 4.21        | 4.20        | 4.24        | 4.12        | -           |
|                                                                               | 2022        | -           | -           | -           | -           | -           | -           | -           | -           |
|                                                                               | 2021        | -           | -           | -           | -           | -           | -           | -           | -           |
| Change (2024-25 Comparison)                                                   |             | 0.06        | 0.05        | 0.14        | -0.15       | -0.19       | 0.50        | 0.35        | -           |

| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data |             |             |             |             |             |             |             |             |             |
|-------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                                                                         |             | Route       |             |             |             |             |             |             |             |
|                                                                         | Wave 2      | Total       | 1           | 2           | 3           | 30          | 4           | 5/9         | 19          |
| Pre-boarding passenger lounge at terminal                               | <b>2025</b> | <b>3.82</b> | <b>3.77</b> | <b>3.90</b> | <b>3.95</b> | <b>3.71</b> | <b>3.88</b> | <b>3.82</b> | <b>3.79</b> |
|                                                                         | 2024        | 3.81        | 3.78        | 3.93        | 3.92        | 3.79        | 3.96        | 3.67        | 3.75        |
|                                                                         | 2023        | 3.76        | 3.74        | 3.69        | 3.81        | 3.60        | 3.77        | 4.06        | 3.77        |
|                                                                         | 2022        | 3.75        | 3.80        | 3.71        | 3.75        | 3.64        | 3.97        | 3.71        | 3.75        |
|                                                                         | 2021        | 3.88        | 3.95        | 3.90        | 3.90        | 3.67        | 4.11        | 3.81        | 3.52        |
| Change (2024-25 Comparison)                                             |             | 0.01        | -0.01       | -0.03       | 0.03        | -0.08       | -0.08       | 0.15        | 0.04        |

| Onboard Experience                            |             |             |             |             |             |             |   |             |   |
|-----------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|---|-------------|---|
| Food Services                                 |             |             |             |             |             |             |   |             |   |
| Quality and variety of food/beverages offered | <b>2025</b> | <b>3.74</b> | <b>3.73</b> | <b>3.77</b> | <b>3.68</b> | <b>3.85</b> | - | <b>3.63</b> | - |
|                                               | 2024        | 3.71        | 3.68        | 3.77        | 3.75        | 3.80        | - | 3.55        | - |
|                                               | 2023        | 3.71        | 3.68        | 3.70        | 3.70        | 3.75        | - | 3.76        | - |
|                                               | 2022        | 3.64        | 3.65        | 3.67        | 3.62        | 3.73        | - | 3.38        | - |
|                                               | 2021        | 3.71        | 3.74        | 3.73        | 3.69        | 3.79        | - | 3.47        | - |
| Change (2024-25 Comparison)                   |             | 0.03        | 0.05        | 0.00        | -0.07       | 0.05        | - | 0.08        | - |

|                             |             |             |             |             |             |             |   |             |   |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|---|-------------|---|
| Value for money             | <b>2025</b> | <b>3.24</b> | <b>3.24</b> | <b>3.26</b> | <b>3.17</b> | <b>3.28</b> | - | <b>3.26</b> | - |
|                             | 2024        | 3.24        | 3.25        | 3.23        | 3.23        | 3.25        | - | 3.23        | - |
|                             | 2023        | 3.21        | 3.28        | 3.09        | 3.14        | 3.05        | - | 3.49        | - |
|                             | 2022        | 3.15        | 3.17        | 3.14        | 3.09        | 3.16        | - | 3.16        | - |
|                             | 2021        | 3.31        | 3.37        | 3.26        | 3.32        | 3.24        | - | 3.38        | - |
| Change (2024-25 Comparison) |             | 0.00        | -0.01       | 0.03        | -0.06       | 0.03        | - | 0.03        | - |

|                             |             |             |             |             |             |             |   |             |   |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|---|-------------|---|
| Staff customer service      | <b>2025</b> | <b>4.26</b> | <b>4.25</b> | <b>4.32</b> | <b>4.20</b> | <b>4.27</b> | - | <b>4.28</b> | - |
|                             | 2024        | 4.22        | 4.20        | 4.24        | 4.22        | 4.23        | - | 4.26        | - |
|                             | 2023        | 4.22        | 4.25        | 4.15        | 4.13        | 4.17        | - | 4.39        | - |
|                             | 2022        | 4.15        | 4.13        | 4.16        | 4.06        | 4.22        | - | 4.16        | - |
|                             | 2021        | 4.27        | 4.33        | 4.25        | 4.18        | 4.24        | - | 4.26        | - |
| Change (2024-25 Comparison) |             | 0.04        | 0.05        | 0.08        | -0.02       | 0.04        | - | 0.02        | - |

| Onboard Facilities/Services |             |             |             |             |             |             |   |             |   |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|---|-------------|---|
| Passages Retail Store       | <b>2025</b> | <b>4.03</b> | <b>4.05</b> | <b>4.01</b> | <b>4.05</b> | <b>4.06</b> | - | <b>3.92</b> | - |
|                             | 2024        | 4.02        | 4.03        | 4.03        | 4.07        | 4.03        | - | 3.87        | - |
|                             | 2023        | 4.00        | 4.03        | 3.95        | 3.99        | 3.93        | - | 4.11        | - |
|                             | 2022        | 3.94        | 3.95        | 3.95        | 3.95        | 3.98        | - | 3.82        | - |
|                             | 2021        | 4.04        | 4.10        | 4.05        | 4.01        | 3.97        | - | 3.87        | - |
| Change (2024-25 Comparison) |             | 0.01        | 0.02        | -0.02       | -0.02       | 0.03        | - | 0.05        | - |

|                             |             |             |             |             |             |             |             |             |             |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Washrooms                   | <b>2025</b> | <b>3.98</b> | <b>3.90</b> | <b>3.85</b> | <b>3.99</b> | <b>4.11</b> | <b>4.04</b> | <b>4.25</b> | <b>4.02</b> |
|                             | 2024        | 3.99        | 3.95        | 3.83        | 4.04        | 4.05        | 4.08        | 4.22        | 4.15        |
|                             | 2023        | 3.94        | 3.98        | 3.74        | 3.91        | 3.85        | 3.95        | 4.28        | 4.06        |
|                             | 2022        | 3.91        | 3.90        | 3.82        | 3.85        | 4.00        | 3.86        | 4.05        | 4.10        |
|                             | 2021        | 4.06        | 4.05        | 4.05        | 4.08        | 4.02        | 4.08        | 4.18        | 3.70        |
| Change (2024-25 Comparison) |             | -0.01       | -0.05       | 0.02        | -0.05       | 0.06        | -0.04       | 0.03        | -0.13       |

| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data                                                |             |             |             |             |             |             |             |             |             |
|------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                                                                                                                        |             | Route       |             |             |             |             |             |             |             |
|                                                                                                                        | Wave 2      | Total       | 1           | 2           | 3           | 30          | 4           | 5/9         | 19          |
| Play area for children                                                                                                 | <b>2025</b> | <b>3.44</b> | <b>3.43</b> | <b>3.39</b> | <b>3.60</b> | <b>3.47</b> | -           | <b>3.32</b> | -           |
|                                                                                                                        | 2024        | 3.53        | 3.64        | 3.47        | 3.43        | 3.57        | -           | 3.15        | -           |
|                                                                                                                        | 2023        | 3.51        | 3.56        | 3.41        | 3.38        | 3.38        | -           | 3.77        | -           |
|                                                                                                                        | 2022        | 3.31        | 3.40        | 3.14        | 3.32        | 3.41        | -           | 3.12        | -           |
|                                                                                                                        | 2021        | 3.47        | 3.68        | 3.38        | 3.49        | 3.20        | -           | 3.26        | -           |
| Change (2024-25 Comparison)                                                                                            |             | -0.09       | -0.21       | -0.08       | 0.17        | -0.10       | -           | 0.17        | -           |
| Pet area                                                                                                               | <b>2025</b> | <b>3.38</b> | <b>3.32</b> | <b>3.32</b> | <b>3.49</b> | <b>3.37</b> | -           | <b>3.54</b> | -           |
|                                                                                                                        | 2024        | 3.49        | 3.60        | 3.45        | 3.51        | 3.48        | -           | 3.04        | -           |
|                                                                                                                        | 2023        | 3.18        | 2.96        | 3.30        | 3.17        | 3.10        | -           | 3.56        | -           |
|                                                                                                                        | 2022        | 2.99        | 2.98        | 2.97        | 3.16        | 2.97        | -           | 2.86        | -           |
|                                                                                                                        | 2021        | 2.92        | 3.02        | 2.74        | 3.15        | 2.74        | -           | 2.93        | -           |
| Change (2024-25 Comparison)                                                                                            |             | -0.11       | -0.28       | -0.13       | -0.02       | -0.11       | -           | 0.50        | -           |
| Outside decks                                                                                                          | <b>2025</b> | <b>4.31</b> | <b>4.32</b> | <b>4.28</b> | <b>4.30</b> | <b>4.30</b> | <b>4.14</b> | <b>4.37</b> | <b>4.39</b> |
|                                                                                                                        | 2024        | 4.31        | 4.31        | 4.28        | 4.36        | 4.32        | 4.15        | 4.32        | 4.51        |
|                                                                                                                        | 2023        | 4.26        | 4.31        | 4.16        | 4.18        | 4.15        | 4.13        | 4.40        | 4.42        |
|                                                                                                                        | 2022        | 4.24        | 4.27        | 4.25        | 4.11        | 4.24        | 4.19        | 4.25        | 4.50        |
|                                                                                                                        | 2021        | 4.28        | 4.32        | 4.25        | 4.26        | 4.25        | 4.19        | 4.33        | 3.91        |
| Change (2024-25 Comparison)                                                                                            |             | 0.00        | 0.01        | 0.00        | -0.06       | -0.02       | -0.01       | 0.05        | -0.12       |
| Lounge Seating                                                                                                         | <b>2025</b> | <b>4.19</b> | <b>4.19</b> | <b>4.08</b> | <b>4.27</b> | <b>4.18</b> | -           | <b>4.25</b> | -           |
|                                                                                                                        | 2024        | 4.17        | 4.15        | 4.11        | 4.28        | 4.16        | -           | 4.24        | -           |
|                                                                                                                        | 2023        | 4.14        | 4.17        | 3.98        | 4.17        | 4.09        | -           | 4.34        | -           |
|                                                                                                                        | 2022        | 4.12        | 4.15        | 4.05        | 4.10        | 4.12        | -           | 4.18        | -           |
|                                                                                                                        | 2021        | 4.22        | 4.26        | 4.17        | 4.23        | 4.15        | -           | 4.27        | -           |
| Change (2024-25 Comparison)                                                                                            |             | 0.02        | 0.04        | -0.03       | -0.01       | 0.02        | -           | 0.01        | -           |
| Paid Lounges Onboard<br>(Service closed from 2020 through 2022, due to COVID-19 pandemic. Reopened on Route 1 in 2023) | <b>2025</b> | <b>3.73</b> | <b>3.73</b> | -           | -           | -           | -           | -           | -           |
|                                                                                                                        | 2024        | 3.94        | 3.94        | -           | -           | -           | -           | -           | -           |
|                                                                                                                        | 2023        | 3.80        | 3.80        | -           | -           | -           | -           | -           | -           |
|                                                                                                                        | 2022        | -           | -           | -           | -           | -           | -           | -           | -           |
|                                                                                                                        | 2021        | -           | -           | -           | -           | -           | -           | -           | -           |
| Change (2024-25 Comparison)                                                                                            |             | -0.21       | -0.21       | -           | -           | -           | -           | -           | -           |
| Usefulness of digital information screens onboard<br>(New question added 2023)                                         | <b>2025</b> | <b>3.84</b> | <b>3.90</b> | <b>3.84</b> | <b>3.73</b> | <b>3.92</b> | -           | <b>3.71</b> | <b>3.65</b> |
|                                                                                                                        | 2024        | 3.84        | 3.87        | 3.85        | 3.79        | 3.88        | -           | 3.72        | 3.78        |
|                                                                                                                        | 2023        | 3.78        | 3.83        | 3.70        | 3.65        | 3.73        | -           | 3.95        | 3.78        |
|                                                                                                                        | 2022        | -           | -           | -           | -           | -           | -           | -           | -           |
|                                                                                                                        | 2021        | -           | -           | -           | -           | -           | -           | -           | -           |
| Change (2024-25 Comparison)                                                                                            |             | 0.00        | 0.03        | -0.01       | -0.06       | 0.034       | -           | -0.01       | -0.13       |
| Ease of access, overall <i>(all passengers)</i>                                                                        | <b>2025</b> | <b>4.21</b> | <b>4.24</b> | <b>4.19</b> | <b>4.18</b> | <b>4.21</b> | <b>4.14</b> | <b>4.20</b> | <b>4.19</b> |
|                                                                                                                        | 2024        | 4.20        | 4.20        | 4.19        | 4.21        | 4.21        | 4.20        | 4.13        | 4.26        |
|                                                                                                                        | 2023        | 4.16        | 4.24        | 4.06        | 4.02        | 4.09        | 4.16        | 4.28        | 4.31        |
|                                                                                                                        | 2022        | 4.16        | 4.20        | 4.12        | 4.00        | 4.22        | 4.15        | 4.15        | 4.29        |
|                                                                                                                        | 2021        | 4.24        | 4.30        | 4.22        | 4.18        | 4.22        | 4.28        | 4.19        | 3.95        |
| (2020-21 Comparison)                                                                                                   |             | 0.01        | 0.04        | 0.00        | -0.03       | 0.00        | -0.06       | 0.07        | -0.07       |

| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data     |             |             |             |             |             |             |             |             |             |
|-----------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                                                                             |             | Route       |             |             |             |             |             |             |             |
|                                                                             | Wave 2      | Total       | 1           | 2           | 3           | 30          | 4           | 5/9         | 19          |
| Ease of access, overall <i>(for people with accessibility requirements)</i> | <b>2025</b> | <b>3.94</b> | <b>4.02</b> | <b>3.82</b> | <b>3.93</b> | <b>3.89</b> | <b>3.87</b> | <b>3.94</b> | <b>3.86</b> |
|                                                                             | 2024        | 4.01        | 4.03        | 3.94        | 3.98        | 4.04        | 4.15        | 4.05        | 3.91        |
|                                                                             | 2023        | 3.93        | 4.00        | 3.82        | 3.74        | 3.89        | 4.37        | 4.14        | 3.92        |
|                                                                             | 2022        | 3.99        | 4.17        | 3.93        | 3.71        | 4.01        | 4.19        | 3.99        | 3.80        |
|                                                                             | 2021        | 3.94        | 3.95        | 3.96        | 3.84        | 4.11        | 4.02        | 3.81        | 3.61        |
| <i>Change (2024-25 Comparison)</i>                                          |             | -0.07       | -0.01       | -0.12       | -0.05       | -0.15       | -0.28       | -0.11       | -0.05       |
| Ease of finding facilities / services                                       | <b>2025</b> | <b>4.19</b> | <b>4.18</b> | <b>4.18</b> | <b>4.16</b> | <b>4.22</b> | <b>4.09</b> | <b>4.24</b> | <b>4.17</b> |
|                                                                             | 2024        | 4.19        | 4.16        | 4.22        | 4.21        | 4.21        | 4.14        | 4.20        | 4.23        |
|                                                                             | 2023        | 4.14        | 4.17        | 4.07        | 4.06        | 4.12        | 4.15        | 4.28        | 4.27        |
|                                                                             | 2022        | 4.14        | 4.16        | 4.12        | 4.03        | 4.20        | 4.08        | 4.20        | 4.34        |
|                                                                             | 2021        | 4.18        | 4.19        | 4.17        | 4.16        | 4.16        | 4.19        | 4.22        | 4.02        |
| <i>Change (2024-25 Comparison)</i>                                          |             | 0.00        | 0.02        | -0.04       | -0.05       | -0.01       | -0.05       | 0.04        | -0.06       |
| Announcements when you need to be informed                                  | <b>2025</b> | <b>4.12</b> | <b>4.15</b> | <b>4.09</b> | <b>4.08</b> | <b>4.19</b> | <b>4.08</b> | <b>4.07</b> | <b>3.99</b> |
|                                                                             | 2024        | 4.10        | 4.05        | 4.15        | 4.15        | 4.16        | 4.06        | 4.02        | 4.07        |
|                                                                             | 2023        | 4.02        | 4.05        | 3.99        | 3.85        | 4.03        | 4.03        | 4.13        | 4.06        |
|                                                                             | 2022        | 4.00        | 4.00        | 4.06        | 3.83        | 4.07        | 4.02        | 3.98        | 4.03        |
|                                                                             | 2021        | 4.07        | 4.11        | 4.08        | 4.03        | 4.01        | 4.11        | 4.08        | 3.91        |
| <i>Change (2024-25 Comparison)</i>                                          |             | 0.02        | 0.10        | -0.06       | -0.07       | 0.03        | 0.02        | 0.05        | -0.08       |
| Atmosphere on the ferry overall                                             | <b>2025</b> | <b>4.21</b> | <b>4.19</b> | <b>4.19</b> | <b>4.22</b> | <b>4.25</b> | <b>4.14</b> | <b>4.29</b> | <b>4.27</b> |
|                                                                             | 2024        | 4.19        | 4.17        | 4.16        | 4.24        | 4.21        | 4.19        | 4.26        | 4.27        |
|                                                                             | 2023        | 4.16        | 4.20        | 4.07        | 4.07        | 4.10        | 4.21        | 4.33        | 4.36        |
|                                                                             | 2022        | 4.13        | 4.15        | 4.07        | 4.01        | 4.17        | 4.18        | 4.16        | 4.40        |
|                                                                             | 2021        | 4.17        | 4.19        | 4.15        | 4.14        | 4.16        | 4.12        | 4.28        | 4.01        |
| <i>Change (2024-25 Comparison)</i>                                          |             | 0.02        | 0.02        | 0.03        | -0.02       | 0.04        | -0.05       | 0.03        | 0.00        |
| Procedures for unloading                                                    | <b>2025</b> | <b>4.24</b> | <b>4.26</b> | <b>4.23</b> | <b>4.17</b> | <b>4.28</b> | <b>4.22</b> | <b>4.17</b> | <b>4.27</b> |
|                                                                             | 2024        | 4.20        | 4.19        | 4.16        | 4.21        | 4.25        | 4.21        | 4.23        | 4.30        |
|                                                                             | 2023        | 4.16        | 4.24        | 4.03        | 4.02        | 4.12        | 4.21        | 4.29        | 4.29        |
|                                                                             | 2022        | 4.16        | 4.23        | 4.10        | 3.94        | 4.23        | 4.21        | 4.15        | 4.26        |
|                                                                             | 2021        | 4.24        | 4.32        | 4.20        | 4.19        | 4.18        | 4.28        | 4.26        | 4.06        |
| <i>Change (2024-25 Comparison)</i>                                          |             | 0.04        | 0.07        | 0.07        | -0.04       | 0.03        | 0.01        | -0.06       | -0.03       |
| Professionalism of onboard staff                                            | <b>2025</b> | <b>4.44</b> | <b>4.43</b> | <b>4.45</b> | <b>4.40</b> | <b>4.46</b> | <b>4.38</b> | <b>4.45</b> | <b>4.47</b> |
|                                                                             | 2024        | 4.41        | 4.40        | 4.41        | 4.41        | 4.39        | 4.35        | 4.46        | 4.50        |
|                                                                             | 2023        | 4.36        | 4.40        | 4.29        | 4.27        | 4.31        | 4.38        | 4.48        | 4.49        |
|                                                                             | 2022        | 4.33        | 4.36        | 4.33        | 4.18        | 4.35        | 4.33        | 4.34        | 4.47        |
|                                                                             | 2021        | 4.41        | 4.48        | 4.38        | 4.34        | 4.33        | 4.37        | 4.43        | 4.39        |
| <i>Change (2024-25 Comparison)</i>                                          |             | 0.03        | 0.03        | 0.04        | -0.01       | 0.07        | 0.03        | -0.01       | -0.03       |



| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data |        |       |       |       |       |       |        |       |       |
|-------------------------------------------------------------------------|--------|-------|-------|-------|-------|-------|--------|-------|-------|
|                                                                         |        | Route |       |       |       |       |        |       |       |
|                                                                         | Wave 2 | Total | 1     | 2     | 3     | 30    | 4      | 5/9   | 19    |
| Experience with the sailing schedule                                    |        |       |       |       |       |       |        |       |       |
| Earliest ferry early enough                                             | 2025   | 3.98  | 4.01  | 3.93  | 4.02  | 3.97  | 4.01   | 3.91  | 3.93  |
|                                                                         | 2024   | 3.95  | 3.96  | 3.91  | 4.02  | 3.94  | 4.03   | 3.93  | 3.93  |
|                                                                         | 2023   | 3.91  | 3.94  | 3.82  | 3.86  | 3.90  | 4.08   | 3.99  | 3.99  |
|                                                                         | 2022   | 3.90  | 3.90  | 3.91  | 3.82  | 3.99  | 4.03   | 3.81  | 4.09  |
|                                                                         | 2021   | 3.94  | 4.01  | 3.91  | 3.91  | 3.89  | 3.97   | 3.88  | 3.97  |
| Change (2024-25 Comparison)                                             |        | 0.03  | 0.05  | 0.02  | 0.00  | 0.03  | -0.02  | -0.02 | 0.00  |
| Latest ferry late enough                                                | 2025   | 3.82  | 3.80  | 3.84  | 3.85  | 3.88  | 3.65   | 3.77  | 3.83  |
|                                                                         | 2024   | 3.81  | 3.79  | 3.82  | 3.91  | 3.85  | 3.78   | 3.78  | 3.63  |
|                                                                         | 2023   | 3.75  | 3.73  | 3.71  | 3.77  | 3.77  | 3.80   | 3.87  | 3.74  |
|                                                                         | 2022   | 3.76  | 3.72  | 3.81  | 3.72  | 3.89  | 3.48   | 3.65  | 3.89  |
|                                                                         | 2021   | 3.84  | 3.89  | 3.85  | 3.79  | 3.83  | 3.71   | 3.77  | 3.79  |
| Change (2024-25 Comparison)                                             |        | 0.01  | 0.01  | 0.02  | -0.06 | 0.03  | -0.013 | -0.01 | 0.2   |
| Ferry sailing frequent enough                                           | 2025   | 3.69  | 3.96  | 3.46  | 3.61  | 3.63  | 3.68   | 3.30  | 3.59  |
|                                                                         | 2024   | 3.67  | 3.95  | 3.37  | 3.61  | 3.59  | 3.71   | 3.34  | 3.59  |
|                                                                         | 2023   | 3.52  | 3.88  | 3.20  | 2.98  | 3.40  | 3.74   | 3.50  | 3.69  |
|                                                                         | 2022   | 3.49  | 3.78  | 3.44  | 2.90  | 3.47  | 3.55   | 3.14  | 3.89  |
|                                                                         | 2021   | 3.63  | 4.04  | 3.55  | 3.22  | 3.48  | 3.70   | 3.26  | 3.15  |
| Change (2024-25 Comparison)                                             |        | 0.02  | 0.01  | 0.09  | 0.00  | 0.04  | -0.03  | -0.04 | 0.00  |
| Ability to get onto desired sailing                                     | 2025   | 3.84  | 3.95  | 3.66  | 3.94  | 3.80  | 4.07   | 4.02  | 3.49  |
|                                                                         | 2024   | 3.87  | 3.96  | 3.69  | 3.84  | 3.78  | 4.01   | 4.06  | 3.68  |
|                                                                         | 2023   | 3.77  | 3.96  | 3.49  | 3.38  | 3.58  | 4.08   | 4.20  | 3.79  |
|                                                                         | 2022   | 3.68  | 3.78  | 3.61  | 3.11  | 3.77  | 4.00   | 3.87  | 3.98  |
|                                                                         | 2021   | 3.89  | 4.06  | 3.85  | 3.69  | 3.68  | 4.03   | 4.06  | 3.15  |
| Change (2024-25 Comparison)                                             |        | -0.03 | -0.01 | -0.03 | 0.10  | 0.02  | 0.06   | -0.04 | -0.19 |
| Ability to connect with other sailings<br>(Based on those connecting)   | 2025   | 3.50  | 3.68  | 3.37  | 3.56  | 3.51  | 3.13   | 3.46  | 3.52  |
|                                                                         | 2024   | 3.48  | 3.26  | 3.45  | 3.25  | 3.66  | 3.23   | 3.61  | 3.50  |
|                                                                         | 2023   | 3.40  | 3.68  | 3.28  | 3.02  | 3.27  | 3.53   | 3.72  | 3.57  |
|                                                                         | 2022   | 3.28  | 3.19  | 3.26  | 3.24  | 3.49  | 3.70   | 3.19  | 3.72  |
|                                                                         | 2021   | 3.45  | 3.78  | 3.37  | 3.26  | 3.28  | 3.69   | 3.68  | 2.91  |
| Change (2024-25 Comparison)                                             |        | 0.02  | 0.12  | -0.08 | 0.31  | -0.15 | -0.1   | -0.15 | 0.02  |
| Ferry running on time                                                   | 2025   | 3.94  | 4.06  | 4.05  | 4.03  | 4.05  | 3.92   | 3.13  | 3.58  |
|                                                                         | 2024   | 3.79  | 3.89  | 3.83  | 3.97  | 3.70  | 3.62   | 3.33  | 3.56  |
|                                                                         | 2023   | 3.68  | 3.96  | 3.63  | 2.96  | 3.51  | 3.97   | 3.84  | 3.61  |
|                                                                         | 2022   | 3.67  | 3.87  | 3.72  | 3.19  | 3.71  | 3.92   | 3.32  | 3.88  |
|                                                                         | 2021   | 3.98  | 4.26  | 4.04  | 3.80  | 3.60  | 4.18   | 3.79  | 2.55  |
| Change (2024-25 Comparison)                                             |        | 0.15  | 0.17  | 0.22  | 0.06  | 0.35  | 0.30   | -0.20 | 0.02  |

| Average Satisfaction Ratings by Route - WAVE 2 (AUGUST) Historical Data |        |       |      |      |       |      |      |       |       |
|-------------------------------------------------------------------------|--------|-------|------|------|-------|------|------|-------|-------|
|                                                                         |        | Route |      |      |       |      |      |       |       |
|                                                                         | Wave 2 | Total | 1    | 2    | 3     | 30   | 4    | 5/9   | 19    |
| Safety                                                                  |        |       |      |      |       |      |      |       |       |
| Safety of ferry operations                                              | 2025   | 4.38  | 4.41 | 4.38 | 4.33  | 4.38 | 4.37 | 4.31  | 4.34  |
|                                                                         | 2024   | 4.37  | 4.39 | 4.35 | 4.39  | 4.32 | 4.36 | 4.38  | 4.40  |
|                                                                         | 2023   | 4.30  | 4.36 | 4.25 | 4.16  | 4.24 | 4.33 | 4.41  | 4.40  |
|                                                                         | 2022   | 4.30  | 4.33 | 4.32 | 4.13  | 4.33 | 4.33 | 4.29  | 4.43  |
|                                                                         | 2021   | 4.38  | 4.43 | 4.39 | 4.34  | 4.26 | 4.39 | 4.40  | 4.32  |
| Change (2024-25 Comparison)                                             |        | 0.01  | 0.02 | 0.03 | -0.06 | 0.06 | 0.01 | -0.07 | -0.06 |

**APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - WAVE 2 (AUGUST) HISTORICAL DATA**

| Average Satisfaction Ratings by Terminal - WAVE 2 (AUGUST) Historical Data |        |       |            |            |               |               |          |            |                 |                 |          |
|----------------------------------------------------------------------------|--------|-------|------------|------------|---------------|---------------|----------|------------|-----------------|-----------------|----------|
|                                                                            |        |       | Terminals  |            |               |               |          |            |                 |                 |          |
|                                                                            | Wave 2 | Total | Tsawwassen | Swartz Bay | Horseshoe Bay | Departure Bay | Langdale | Duke Point | Fulford Harbour | Nanaimo Harbour | Gabriola |
| Overall Experience                                                         |        |       |            |            |               |               |          |            |                 |                 |          |
| Trip Overall                                                               | 2025   | 4.13  | 4.13       | 4.15       | 4.14          | 4.14          | 4.21     | 4.15       | 4.23            | 4.03            | 3.93     |
|                                                                            | 2024   | 4.09  | 4.09       | 4.07       | 4.11          | 4.00          | 4.22     | 4.10       | 4.12            | 3.98            | 4.01     |
|                                                                            | 2023   | 4.00  | 4.09       | 4.16       | 3.80          | 3.87          | 3.60     | 3.85       | 4.19            | 4.18            | 4.10     |
|                                                                            | 2022   | 3.92  | 3.98       | 4.00       | 3.79          | 3.88          | 3.52     | 4.07       | 4.24            | 4.16            | 4.33     |
|                                                                            | 2021   | 4.09  | 4.15       | 4.16       | 4.11          | 4.05          | 3.90     | 3.90       | 4.26            | 3.70            | 3.67     |
| Change (2024-25 Comparison)                                                |        | 0.04  | 0.04       | 0.08       | 0.03          | 0.14          | -0.01    | 0.05       | 0.11            | 0.05            | -0.08    |
|                                                                            |        |       |            |            |               |               |          |            |                 |                 |          |
| Terminal Overall                                                           | 2025   | 4.10  | 4.12       | 4.14       | 4.06          | 4.21          | 4.09     | 4.12       | 4.04            | 4.01            | 3.89     |
|                                                                            | 2024   | 4.03  | 4.05       | 3.98       | 4.06          | 4.00          | 4.12     | 4.08       | 4.06            | 3.93            | 3.99     |
|                                                                            | 2023   | 4.00  | 4.09       | 4.14       | 3.76          | 3.96          | 3.64     | 3.98       | 4.12            | 4.07            | 4.02     |
|                                                                            | 2022   | 3.94  | 4.00       | 4.02       | 3.79          | 3.94          | 3.59     | 4.05       | 4.25            | 4.02            | 4.16     |
|                                                                            | 2021   | 4.07  | 4.10       | 4.19       | 4.05          | 4.06          | 3.86     | 4.00       | 4.20            | 3.75            | 3.50     |
| Change (2024-25 Comparison)                                                |        | 0.07  | 0.07       | 0.16       | 0.00          | 0.21          | -0.03    | 0.04       | -0.02           | 0.08            | -0.10    |
|                                                                            |        |       |            |            |               |               |          |            |                 |                 |          |
| Value for money of fares                                                   | 2025   | 3.51  | 3.48       | 3.51       | 3.52          | 3.47          | 3.49     | 3.54       | 3.71            | 3.68            | 3.53     |
|                                                                            | 2024   | 3.55  | 3.50       | 3.55       | 3.59          | 3.48          | 3.67     | 3.42       | 3.81            | 3.70            | 3.78     |
|                                                                            | 2023   | 3.49  | 3.51       | 3.56       | 3.44          | 3.36          | 3.39     | 3.24       | 3.69            | 3.73            | 3.73     |
|                                                                            | 2022   | 3.43  | 3.37       | 3.51       | 3.37          | 3.41          | 3.34     | 3.36       | 3.83            | 3.72            | 3.79     |
|                                                                            | 2021   | 3.54  | 3.54       | 3.53       | 3.61          | 3.43          | 3.54     | 3.29       | 3.86            | 3.65            | 3.47     |
| Change (2024-25 Comparison)                                                |        | -0.04 | -0.02      | -0.04      | -0.07         | -0.01         | -0.18    | 0.12       | -0.10           | -0.02           | -0.25    |
|                                                                            |        |       |            |            |               |               |          |            |                 |                 |          |
| At the Terminal                                                            |        |       |            |            |               |               |          |            |                 |                 |          |
| Wait time at the terminal                                                  | 2025   | 3.84  | 3.85       | 3.85       | 3.90          | 3.85          | 4.01     | 3.95       | 3.89            | 3.69            | 3.42     |
|                                                                            | 2024   | 3.78  | 3.78       | 3.76       | 3.84          | 3.75          | 3.93     | 3.77       | 3.82            | 3.65            | 3.77     |
|                                                                            | 2023   | 3.75  | 3.89       | 3.97       | 3.39          | 3.64          | 3.15     | 3.73       | 3.89            | 3.83            | 3.66     |
|                                                                            | 2022   | 3.65  | 3.71       | 3.79       | 3.51          | 3.64          | 3.19     | 3.76       | 3.74            | 3.73            | 4.03     |
|                                                                            | 2021   | 3.85  | 3.89       | 4.05       | 3.84          | 3.83          | 3.57     | 3.67       | 3.99            | 2.96            | 3.01     |
| Change (2024-25 Comparison)                                                |        | 0.06  | 0.07       | 0.09       | 0.06          | 0.10          | 0.08     | 0.18       | 0.07            | 0.04            | -0.35    |
|                                                                            |        |       |            |            |               |               |          |            |                 |                 |          |
| Ticket Purchase                                                            |        |       |            |            |               |               |          |            |                 |                 |          |
| Efficiency of the check in process                                         | 2025   | 4.36  | 4.36       | 4.38       | 4.34          | 4.41          | 4.34     | 4.33       | 4.36            | 4.35            | 4.31     |
|                                                                            | 2024   | 4.31  | 4.28       | 4.28       | 4.37          | 4.35          | 4.38     | 4.27       | 4.32            | 4.37            | 4.25     |
|                                                                            | 2023   | 4.28  | 4.31       | 4.39       | 4.15          | 4.27          | 4.01     | 4.21       | 4.45            | 4.43            | 4.25     |
|                                                                            | 2022   | 4.21  | 4.25       | 4.20       | 4.11          | 4.26          | 3.93     | 4.28       | 4.35            | 4.30            | 4.46     |
|                                                                            | 2021   | 4.32  | 4.37       | 4.39       | 4.28          | 4.30          | 4.13     | 4.29       | 4.23            | 4.25            | 4.09     |
| Change (2024-25 Comparison)                                                |        | 0.05  | 0.08       | 0.10       | -0.03         | 0.06          | -0.04    | 0.06       | 0.04            | -0.02           | 0.06     |
|                                                                            |        |       |            |            |               |               |          |            |                 |                 |          |
| Electronic boarding pass<br>(New question added 2023)                      | 2025   | 4.41  | 4.41       | 4.44       | 4.38          | 4.50          | 4.29     | 4.47       | -               | -               | -        |
|                                                                            | 2024   | 4.36  | 4.37       | 4.33       | 4.38          | 4.36          | 4.36     | 4.37       | -               | -               | -        |
|                                                                            | 2023   | 4.26  | 4.29       | 4.37       | 4.08          | 4.31          | 4.04     | 4.23       | -               | -               | -        |
|                                                                            | 2022   | -     | -          | -          | -             | -             | -        | -          | -               | -               | -        |
|                                                                            | 2021   | -     | -          | -          | -             | -             | -        | -          | -               | -               | -        |
| Change (2024-25 Comparison)                                                |        | 0.05  | 0.04       | 0.11       | 0.00          | 0.14          | -0.07    | 0.10       | -               | -               | -        |

| Average Satisfaction Ratings by Terminal - WAVE 2 (AUGUST) Historical Data                         |        |       |            |            |               |               |          |            |                 |                 |          |
|----------------------------------------------------------------------------------------------------|--------|-------|------------|------------|---------------|---------------|----------|------------|-----------------|-----------------|----------|
|                                                                                                    | Wave 2 | Total | Terminals  |            |               |               |          |            |                 |                 |          |
|                                                                                                    |        |       | Tsawwassen | Swartz Bay | Horseshoe Bay | Departure Bay | Langdale | Duke Point | Fulford Harbour | Nanaimo Harbour | Gabriola |
| Clarity of staff directions                                                                        | 2025   | 4.40  | 4.42       | 4.42       | 4.36          | 4.41          | 4.34     | 4.44       | 4.35            | 4.44            | 4.37     |
|                                                                                                    | 2024   | 4.35  | 4.34       | 4.31       | 4.38          | 4.31          | 4.41     | 4.38       | 4.31            | 4.43            | 4.37     |
|                                                                                                    | 2023   | 4.32  | 4.36       | 4.37       | 4.22          | 4.27          | 4.06     | 4.32       | 4.37            | 4.50            | 4.47     |
|                                                                                                    | 2022   | 4.28  | 4.32       | 4.29       | 4.14          | 4.32          | 4.09     | 4.36       | 4.38            | 4.42            | 4.51     |
|                                                                                                    | 2021   | 4.37  | 4.35       | 4.48       | 4.38          | 4.33          | 4.20     | 4.31       | 4.47            | 4.36            | 4.25     |
| Change (2024-25 Comparison)                                                                        |        | 0.05  | 0.08       | 0.11       | -0.02         | 0.10          | -0.07    | 0.06       | 0.04            | 0.01            | 0.00     |
| Staff customer service                                                                             | 2025   | 4.39  | 4.38       | 4.39       | 4.41          | 4.42          | 4.32     | 4.44       | 4.35            | 4.54            | 4.38     |
|                                                                                                    | 2024   | 4.36  | 4.35       | 4.35       | 4.39          | 4.35          | 4.43     | 4.33       | 4.34            | 4.54            | 4.33     |
|                                                                                                    | 2023   | 4.35  | 4.39       | 4.42       | 4.24          | 4.26          | 4.16     | 4.32       | 4.44            | 4.56            | 4.47     |
|                                                                                                    | 2022   | 4.28  | 4.30       | 4.28       | 4.16          | 4.37          | 4.11     | 4.30       | 4.39            | 4.42            | 4.55     |
|                                                                                                    | 2021   | 4.39  | 4.40       | 4.48       | 4.38          | 4.34          | 4.22     | 4.32       | 4.44            | 4.44            | 4.25     |
| Change (2024-25 Comparison)                                                                        |        | 0.03  | 0.03       | 0.04       | 0.02          | 0.07          | -0.11    | 0.11       | 0.01            | 0.00            | 0.05     |
| Terminal Services                                                                                  |        |       |            |            |               |               |          |            |                 |                 |          |
| Announcements when you need to be informed                                                         | 2025   | 4.10  | 4.16       | 4.08       | 4.08          | 4.11          | 4.02     | 4.17       | 4.07            | 4.06            | 3.85     |
|                                                                                                    | 2024   | 4.05  | 4.07       | 3.94       | 4.11          | 4.10          | 4.08     | 4.18       | 4.06            | 3.92            | 3.93     |
|                                                                                                    | 2023   | 3.99  | 4.06       | 4.04       | 3.85          | 3.98          | 3.66     | 4.03       | 4.16            | 4.09            | 3.94     |
|                                                                                                    | 2022   | 3.95  | 3.97       | 3.99       | 3.93          | 4.02          | 3.66     | 3.97       | 4.09            | 3.86            | 4.00     |
|                                                                                                    | 2021   | 4.04  | 3.98       | 4.17       | 4.10          | 3.98          | 3.89     | 3.97       | 4.21            | 3.91            | 3.85     |
| Change (2024-25 Comparison)                                                                        |        | 0.05  | 0.09       | 0.14       | -0.03         | 0.01          | -0.06    | -0.01      | 0.01            | 0.14            | -0.08    |
| Usefulness of digital information screens at terminal                                              | 2025   | 3.98  | 4.03       | 4.00       | 3.94          | 4.03          | 3.79     | 4.05       | 3.91            | -               | -        |
|                                                                                                    | 2024   | 3.94  | 3.95       | 3.92       | 3.94          | 3.95          | 3.93     | 4.01       | 3.87            | -               | -        |
|                                                                                                    | 2023   | 3.89  | 3.97       | 4.01       | 3.67          | 3.97          | 3.49     | 3.89       | 3.95            | -               | -        |
|                                                                                                    | 2022   | 3.75  | 3.81       | 3.79       | 3.68          | 3.82          | 3.35     | 3.83       | 3.92            | -               | -        |
|                                                                                                    | 2021   | 3.92  | 3.84       | 4.06       | 3.92          | 3.97          | 3.75     | 3.79       | 4.10            | -               | -        |
| Change (2024-25 Comparison)                                                                        |        | 0.04  | 0.08       | 0.08       | 0.00          | 0.08          | -0.14    | 0.04       | 0.04            | -               | -        |
| Quality and variety of food/beverages/merchandise offered at the terminal<br>(Question added 2024) | 2025   | 3.66  | 3.70       | 3.59       | -             | 3.72          | -        | -          | -               | -               | -        |
|                                                                                                    | 2024   | 3.62  | 3.66       | 3.54       | -             | 3.69          | -        | -          | -               | -               | -        |
|                                                                                                    | 2023   | -     | -          | -          | -             | -             | -        | -          | -               | -               | -        |
|                                                                                                    | 2022   | -     | -          | -          | -             | -             | -        | -          | -               | -               | -        |
|                                                                                                    | 2021   | -     | -          | -          | -             | -             | -        | -          | -               | -               | -        |
| Change (2024-25 Comparison)                                                                        |        | 0.04  | 0.04       | 0.05       | -             | 0.03          | -        | -          | -               | -               | -        |
| Washrooms                                                                                          | 2025   | 3.95  | 3.98       | 3.93       | 3.82          | 3.97          | 3.91     | 4.06       | 3.96            | 4.10            | 3.98     |
|                                                                                                    | 2024   | 3.95  | 3.99       | 3.90       | 3.91          | 3.84          | 3.93     | 3.98       | 3.97            | 4.10            | 4.08     |
|                                                                                                    | 2023   | 3.87  | 3.94       | 3.99       | 3.60          | 3.77          | 3.64     | 3.89       | 4.07            | 4.07            | 3.94     |
|                                                                                                    | 2022   | 3.85  | 3.91       | 3.88       | 3.70          | 3.84          | 3.53     | 3.95       | 3.97            | 3.96            | 4.13     |
|                                                                                                    | 2021   | 3.98  | 4.01       | 4.01       | 3.89          | 4.02          | 3.92     | 4.08       | 3.82            | 3.86            | 3.51     |
| Change (2024-25 Comparison)                                                                        |        | 0.00  | -0.01      | 0.03       | -0.09         | 0.13          | -0.02    | 0.08       | -0.01           | 0.00            | -0.10    |
| Procedure for loading                                                                              | 2025   | 4.21  | 4.23       | 4.23       | 4.14          | 4.23          | 4.20     | 4.31       | 4.19            | 4.24            | 4.24     |
|                                                                                                    | 2024   | 4.16  | 4.17       | 4.11       | 4.18          | 4.10          | 4.19     | 4.22       | 4.21            | 4.21            | 4.23     |
|                                                                                                    | 2023   | 4.11  | 4.17       | 4.20       | 3.99          | 4.01          | 3.87     | 4.13       | 4.17            | 4.32            | 4.09     |
|                                                                                                    | 2022   | 4.08  | 4.16       | 4.09       | 3.94          | 4.09          | 3.81     | 4.16       | 4.25            | 4.16            | 4.24     |

| Average Satisfaction Ratings by Terminal - WAVE 2 (AUGUST) Historical Data |        |       |            |            |               |               |          |            |                 |                 |          |
|----------------------------------------------------------------------------|--------|-------|------------|------------|---------------|---------------|----------|------------|-----------------|-----------------|----------|
|                                                                            |        |       | Terminals  |            |               |               |          |            |                 |                 |          |
|                                                                            | Wave 2 | Total | Tsawwassen | Swartz Bay | Horseshoe Bay | Departure Bay | Langdale | Duke Point | Fulford Harbour | Nanaimo Harbour | Gabriola |
|                                                                            | 2021   | 4.20  | 4.25       | 4.30       | 4.19          | 4.15          | 3.99     | 4.11       | 4.45            | 4.01            | 3.93     |
| Change (2024-25 Comparison)                                                |        | 0.05  | 0.06       | 0.12       | -0.04         | 0.13          | 0.01     | 0.09       | -0.02           | 0.03            | 0.01     |

| Terminal (Foot Passengers ONLY) |      |       |       |       |       |      |      |       |      |      |       |
|---------------------------------|------|-------|-------|-------|-------|------|------|-------|------|------|-------|
| Parking options at the terminal | 2025 | 3.56  | 3.56  | 3.56  | 3.51  | 3.96 | 3.62 | 3.47  | 3.38 | 2.90 | 2.85  |
|                                 | 2024 | 3.67  | 3.72  | 3.73  | 3.68  | 3.84 | 3.50 | 3.78  | 3.19 | 2.33 | 3.15  |
|                                 | 2023 | 3.57  | 3.51  | 3.79  | 3.42  | 3.38 | 3.70 | 3.74  | 3.26 | 2.70 | 2.63  |
|                                 | 2022 | 3.58  | 3.59  | 3.76  | 3.42  | 3.47 | 3.80 | 3.83  | 3.66 | 2.85 | 2.37  |
|                                 | 2021 | 3.69  | 3.74  | 3.80  | 3.78  | 3.61 | 3.98 | 3.37  | 2.50 | 2.55 | 2.65  |
| Change (2024-25 Comparison)     |      | -0.11 | -0.16 | -0.17 | -0.17 | 0.12 | 0.12 | -0.31 | 0.19 | 0.57 | -0.30 |

|                                               |      |      |       |      |       |      |      |       |       |      |       |
|-----------------------------------------------|------|------|-------|------|-------|------|------|-------|-------|------|-------|
| Ease of using passenger drop-off/pick-up area | 2025 | 4.16 | 4.16  | 4.24 | 4.15  | 4.33 | 4.09 | 4.08  | 3.80  | 3.91 | 3.55  |
|                                               | 2024 | 4.16 | 4.17  | 4.18 | 4.23  | 4.30 | 4.05 | 4.19  | 3.91  | 3.48 | 3.71  |
|                                               | 2023 | 4.13 | 4.10  | 4.26 | 4.09  | 4.09 | 4.25 | 4.18  | 3.73  | 3.45 | 3.63  |
|                                               | 2022 | 4.07 | 4.18  | 4.13 | 4.02  | 4.06 | 3.93 | 4.12  | 4.13  | 3.29 | 3.46  |
|                                               | 2021 | 4.28 | 4.35  | 4.43 | 4.22  | 4.30 | 4.26 | 4.21  | 3.64  | 3.23 | 3.59  |
| Change (2024-25 Comparison)                   |      | 0.00 | -0.01 | 0.06 | -0.08 | 0.03 | 0.04 | -0.11 | -0.11 | 0.43 | -0.16 |

|                                                                 |      |      |      |      |       |      |   |       |   |   |   |
|-----------------------------------------------------------------|------|------|------|------|-------|------|---|-------|---|---|---|
| Self-serve kiosk (ticket purchase)<br>(New question added 2023) | 2025 | 4.28 | 4.23 | 4.33 | 4.24  | 4.51 | - | 4.04  | - | - | - |
|                                                                 | 2024 | 4.22 | 4.16 | 4.22 | 4.32  | 4.21 | - | 4.33  | - | - | - |
|                                                                 | 2023 | 4.21 | 4.11 | 4.37 | 4.22  | 4.14 | - | 4.22  | - | - | - |
|                                                                 | 2022 | -    | -    | -    | -     | -    | - | -     | - | - | - |
|                                                                 | 2021 | -    | -    | -    | -     | -    | - | -     | - | - | - |
| Change (2024-25 Comparison)                                     |      | 0.06 | 0.07 | 0.11 | -0.08 | 0.30 | - | -0.29 | - | - | - |

|                                           |      |      |       |      |       |      |      |      |      |       |      |
|-------------------------------------------|------|------|-------|------|-------|------|------|------|------|-------|------|
| Pre-boarding passenger lounge at terminal | 2025 | 3.82 | 3.67  | 3.85 | 3.85  | 4.07 | 3.99 | 3.98 | 3.73 | 3.89  | 3.62 |
|                                           | 2024 | 3.81 | 3.72  | 3.80 | 3.86  | 4.06 | 3.88 | 3.86 | 4.03 | 3.90  | 3.54 |
|                                           | 2023 | 3.76 | 3.61  | 3.97 | 3.70  | 3.80 | 3.70 | 3.67 | 3.60 | 3.94  | 3.64 |
|                                           | 2022 | 3.75 | 3.79  | 3.79 | 3.61  | 3.85 | 3.79 | 3.59 | 4.07 | 3.83  | 3.65 |
|                                           | 2021 | 3.88 | 3.82  | 4.10 | 3.87  | 3.95 | 3.89 | 3.57 | 3.66 | 3.46  | 3.58 |
| Change (2024-25 Comparison)               |      | 0.01 | -0.05 | 0.05 | -0.01 | 0.01 | 0.11 | 0.12 | -0.3 | -0.01 | 0.08 |