

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

- 1 Yes 2 No

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

"BC Ferries operates in an environmentally conscious manner."

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

Q11. If someone asked you whether you would recommend BC Ferries, how likely would you be to...

Very unlikely ←————→ Very likely

0 1 2 3 4 5 6 7 8 9 10

Recommend BC Ferries, based on your most recent experience

Q13. Not including the cost of the fare for your ferry trip, what is the approximate amount you personally spent for yourself, and for any other members of your party, at the following facilities today?

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

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

Total for this trip: \$ _____

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

Transportation To and From the Terminal

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

Q15. Travel TO departure terminal

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

Q16. Travel FROM arrival terminal

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

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

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

Demographics

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

- 1 Yes 2 No 99 Prefer not to disclose

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

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

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

- 1 Under \$20,000
- 2 \$20,000 to \$39,999
- 3 \$40,000 to \$59,999
- 4 \$60,000 to \$79,999
- 5 \$80,000 to \$99,999
- 6 \$100,000 to \$119,999
- 7 \$120,000 or over
- 99 Prefer not to disclose

The BC Ferries Research Panel

BC Ferries conducts a variety of different online surveys from time to time.

Would it be okay for BC Ferries, or their appointed research firm, to contact you for a future survey? If so, please fill in your contact information below and join our research panel.

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

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

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

Phone number: _____ - _____
AREA CODE PHONE NUMBER

Email: _____

First name: _____

Postal Code: _____

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

Thank you for your participation in this research!



MM / DD / YYYY
____ / ____ / ____

Dear Ferry Customer,

Please accept our thanks for agreeing to complete the enclosed survey.

The COVID-19 pandemic has had a significant impact on all of our lives; it has had a big impact on the ferry system too. To keep you safe and moving, there are safety measures at terminals and on board to reduce the risk of spreading infectious disease. These measures include limiting the services and amenities that we provide to customers during normal circumstances. Despite the challenges we face, and the changes we've made to the service we provide, your feedback remains very important to us and we are delighted that you are participating in this important study. Your ratings and comments will let us know what we are doing well and what areas need attention and improvement.

Your answers will be held in strict confidence and will be combined with those of other passengers. In order for overall results to be truly representative, we need responses from everyone who agrees to participate, so please be sure to complete all parts of the survey. R.A. Malatest & Associates Ltd., a professional BC research firm, has been commissioned to receive your responses and prepare the results.

Please return your completed survey to a Malatest staff member on board the vessel, or mail it to Malatest using the enclosed pre-paid return envelope in the next one or two days. If you have any questions about the survey, please do not hesitate to contact Malatest & Associates (1-855-412-1930) or BC Ferries' Customer Service (1-888-223-3779).

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

Thank you for your interest in this important research.

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

Trip Details

Thinking only of the LAST sailing you took...

Which route was your last sailing?

- | | |
|---|---|
| 1 <input type="checkbox"/> Tsawwassen <-> Swartz Bay | 5 <input type="checkbox"/> Swartz Bay <-> Southern Gulf Islands |
| 2 <input type="checkbox"/> Horseshoe Bay <-> Nanaimo | 9 <input type="checkbox"/> Tsawwassen <-> Southern Gulf Islands |
| 3 <input type="checkbox"/> Horseshoe Bay <-> Langdale | 19 <input type="checkbox"/> Nanaimo Harbour <-> Gabriola Island |
| 4 <input type="checkbox"/> Swartz Bay <-> Fulford Harbour | 30 <input type="checkbox"/> Tsawwassen <-> Duke Point |

Which direction was the sailing?

From _____ To _____

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

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

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

Business

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

Personal

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

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

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

Two-way trips in past 12 months

