Q9. Did BC Ferries staff approa assistance?)	nch you during your	trip (e.g., to greet you o	or offer	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.	MALATEST	&BCFerries	S MM / DD / YYYY
1 □ Yes 2 □ No				 Standard Vehicle (under 7 ft. high and under 20 ft. in length) Oversize Vehicle (over 7 ft. high and over 20 ft. in length) 	Dear Ferry Customer,		
Q10. How much do you agree w	vith the following st	atement?		 Jan / Recreational Vehicle Commercial vehicle (over 5,500 kg in weight) 			
"BC Ferries operates in an	environmentally co	nscious manner."		5 ☐ Motorcycle	Please accept our thanks	3 3 1	,
Strongly		Strongly Agree	N/A	6 ☐ Semi-trailer			t on all of our lives; it has had a big impact on
Disagree ₁ □	3 □	4 🗆 5 🗆	99 🔘	⁷ □ Bus			there are safety measures at terminals and on ase. These measures include limiting the services
1-	3 —		33 &	Demographics			normal circumstances. Despite the challenges we
Q11. If someone asked you who you be to	-	ommend BC Ferries, ho	•	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	to us and we are delighted	d that you are participating	provide, your feedback remains very important in this important study. Your ratings and nd what areas need attention and improvement.
	Very unlikely		Very likely	such as a wheelchair, cane, or walker)?			ll be combined with those of other passengers. In
1,005	0 1 2 3	4 5 6 7 8	9 10	1 ☐ Yes 2 ☐ No 99 ☐ Prefer not to disclose			e need responses from everyone who agrees to
Recommend BC Ferries, based on your most recent experience				Q19. Which of the following <u>best</u> describes your current occupational status? Please select <u>only one</u> . 1 Employed full-time			f the survey. R.A. Malatest & Associates Ltd., a ed to receive your responses and prepare the
040 1041 1 1041				² ☐ Employed part-time			itest staff member on board the vessel, or
Q13. Not including the cost of t amount you personally spe				3 □ Self-employed			I return envelope in the next one or two
at the following facilities t		ioi uni, ouici mombere	or your party,	⁴ □ Not currently employed			lease do not hesitate to contact Malatest & r Service (1-888-223-3779).
Please include all purchases y	ou paid for, before tax	es. Do not include any pur	chases that	⁵ □ Retired	`	,	mproving service on BC Ferries.
someone else paid for you. Pl	lease indicate in Canad	ian dollars (CDN) rounded	to the nearest	6 ☐ Homemaker	Thank you for your interes	·	
dollar.				⁷ □ Student	Sincerely,	a in the imperior control	•••
Before boarding, at the ter Onboard the vessel:	rminal: \$			99 ☐ Prefer not to disclose	Janet Carson		
Total for this trip:	\$\$			Q20. Which of the following categories best describes the <u>total combined annual</u> <u>income</u> for your household, before taxes?	Vice President, Marketing British Columbia Ferry Ser		
	Т			¹ □ Under \$20,000	Trip Details		
Q14. Do you have any suggestic by BC Ferries? If yes, plea			ilities offered	² □ \$20,000 to \$39,999		Thinking only of the LA	ST sailing you took
					Which route was your	ast sailing?	
				The BC Ferries Research Panel	¹ □ Tsawwassen <-> \$		⁵ □ Swartz Bay <-> Southern Gulf Islands
				BC Ferries conducts a variety of different online surveys from time to time.	² ☐ Horseshoe Bay <->	Nanaimo	⁹ □ Tsawwassen <-> Southern Gulf Islands
					³ □ Horseshoe Bay <->		¹⁹ □ Nanaimo Harbour <-> Gabriola Island
				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.	⁴ □ Swartz Bay <-> Full Which direction was th		³⁰ □ Tsawwassen <-> Duke Point
				·		_	
				As a panel member, you will contribute to decision-making processes that will help shape	From	Т	· o
				BC Ferries products and services.	On which day was that	sailing? (MM/DD/YY)	(Y) / /
				You will also be eligible for prize draws when you complete online surveys!			
					What was the departur	e time? (HH:MM) _	: 🗆 am 🗆 pm
				All responses and data from this survey are strictly confidential and are separated from the contact information before being reported.			
Transportation To and From the	a Terminal			Phone number:	provide <u>one respo</u>		erry trip, business or personal? Please nome, what activity were you returning
Foot Passengers ONLY (i.e., wal		are cyclists). How did	you get to and	ANCH CODE THORE NOTIDER	from?		
from the terminal? Please selec	t only one in each $lpha$	ers, cyclists <i>):</i> now ald y olumn.	ou yet to allu	Email:	Business ¹ □ Business trip	or on company	Personal 5 □ Required personal travel (e.g., doctor's
Q15. Travel TO departure term	=	ravel FROM arrival tern	ninal	First name:	business	or on company	appt, moving, funeral, etc.)
¹ □ Dropped off by friend or rela	-	Picked up by friend or rela			² □ Commuting t		⁶ ☐ Shopping
² □ Drove private vehicle to term	ninal and ² \square	Used private vehicle that I		Postal Code:	³ □ Hauling freig commercial veh	ht or operating a	⁷ □ Visiting friends / relatives
parked at / near terminal		near the terminal	d parked at /	Your privacy is important to us. Contact information you provide will only be used to invite you to		nool, college or course	8 ☐ Vacation / getaway / recreation
Drove car share vehicle to te parked at / near terminal		Drove car share vehicle an near terminal	u parked at /	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.		,	⁹ ☐ Attending special event / entertainment
⁴ □ Bicycle	4 🗆	Bicycle		, , ,			¹⁰ □ Other (specify)
5 ☐ BC Transit bus / TransLink bu		BC Transit bus / TransLink	bus / local city				trips (i.e., two-way trips) have you taken
city bus ⁶ □ Non-chartered bus (e.g., BC		bus Non-chartered bus (e.g., E	C Ferries			the past 12 months?	
Connector operated by Wilso		Connector operated by Wil		Thank you for your participation in this research!			pecially if you travel often. Calculate your best
⁷ □ Walked	, J	Walked	•	, , , , , , , , , , , , , , , , , , ,	esumate of now man	ny trips you have taken wit	II DC PETITES.
⁸ □ Taxi		Taxi			Two-	way trips in past 12 months	S
 9 ☐ Hitchhiked 10 ☐ Chartered bus / school bus 		Hitchhiked Chartered bus / school bus	3				
11 D Other		Other	•				

MM / DD / YYYY

S4. What city or commun	ity did you	leave fron	n when you	headed to	the ferry te	erminal?	Q2. Please rate how set terminal before and Applicable" on the
S5. When you got off the	ferry, whic	ch city or c	ommunity w	ere you <u>he</u>	eaded to?		
S6. In which city or comn	nunity do y	ou live?					At the terminal: All P
30. In which city of collin	numey do y	ou live:					Outside appearance of
							d terminal you left from Overall appearance in
S7. Were you a vehicle pa						as a bus	b the terminal you left
passenger or on bicyc	· •	-	ourself a foo	t passenge	er.		(if applicable)
 □ Vehicle passenger □ Foot passenger (in 			s and cyclists)				Wait time at terminalTicket Purchase
S13. Did you book your sa	iling in adv	ance (i.e.,	make a rese	ervation)?			d Efficiency of the checo
 □ Yes □ No If "No" 	", why did	you not ma	ake a bookin	g?			 Staff customer service f Clarity of staff direction
3 □ I	tried to mak	e a booking	but none wer	e available			Terminal Services
4 □ I ·	travelled on	a non-book	able route				Announcements when
5 🗆 I :	did not wan	t to make a	booking				needed to be informe
IF FOOT PASSENGER: S7a	. Were you	on a bicyc	ile?				h Usefulness of digital information screens
1 □ Yes 2 □ No							Quality and variety of
S8. Were you travelling wi	ith a pet?						i merchandise offered
1 □ Yes 2 □ No	•						terminal Quality and variety of
S9. Were you travelling as	nart of an	organized	tour aroun?	•			j food/beverages offere
¹ □ Yes → About ho	-	_			Skip	to S11	the terminal
² □ No	w many pe	opie ale ii	i tile tour giv	Jup:			k Washrooms
S10. How many people we	re vou trav	alling with	12				 Procedure for loading Professionalism of ter
☐ I was travelling by m	_	Cilling With	••				staff
	e traveling v	with ma					At the terminal: Foot
реоріе жег	e travelling v	vidi ilic					Parking options at the
And how many of the	e people tra	avelling wi	th you were	:			terminalEase of using passen
18 years,	, or older						o pickup / drop off area
5-17 year							Pre-boarding lounge
Younger	than 5 years	s of age					terminai
S11. What is your year of	birth? 🗲						Q3. How satisfied or before boarding?
							Very
	•						Dissatisfied
S12. With which gender d	_	_					1 □
1 □ Male 2 □ Fema		Unspecified					
S14. Were you able to get	on the fer	ry sailing t	hat you arriv	red for?			Q4. Please rate how
1 ☐ Yes 2 ☐ No							board the ferry.
S16. Did you connect with	another B	C Ferries v	essel?				the right.
1 ☐ Yes 2 ☐ No							
Satisfaction with BC Ferrie	es Services						Food Services
Q1. Please rate how satisf			u were with	each of the	e following		Quality and variety o
If you did not use this se						•	food / beverages off
			Neither			Not Used /	b Value for moneyc Staff customer service
	Very	Diagram (Satisfied nor	C-ti-C-1	Very	Not	Onboard Facilities /
Usefulness of BC Ferries			Dissatisfied	Satisfied	Satisfied	Applicable	d Passages Store
a website	1 🗆	2 🗖	3 🗖	4 🗆	5 🗆	99 O	e Washrooms
b Ease of using on-line	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O	f Play area for childrerg Pet area
reservations BC Ferries phone service	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O	h Workstations
- DC CITICS PHONE SCIVICE	. L	۷ ـــا	ت د	→ L	э —	99 C	· O. 4-14- 4-4

Ease of using /
d understanding sailing

Effective communication

of service updates

schedules

1 🗆

1 🗆

2 🔲

2 🔲

з 🔲

3 🗆

4 🔲

4 🔲

5 🗆

5 🗆

99 O

99 O

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

Applicable" on the right.			Neither			Not Used /
	Very Dissatisfied	Dissatisfied	Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Osed / Not Applicable
At the terminal: All Passer	igers					
Outside appearance of the terminal you left from	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
Overall appearance inside the terminal you left from (if applicable)	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
c Wait time at terminal	1 □	2 🗆	з 🗆	4 🗆	5 🗆	99 O
Ticket Purchase						
Efficiency of the check in process	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
e Staff customer service	1 □	2 🗖	3 🗆	4 🗆	5 🗆	99 O
f Clarity of staff directions	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
Terminal Services						
Announcements when you needed to be informed	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
Usefulness of digital information screens	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
Quality and variety of merchandise offered at the terminal	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
Quality and variety of food/beverages offered at the terminal	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
k Washrooms	1 □	2 🗖	3 🗆	4 🗆	5 🗆	99 O
Procedure for loading	1 🗆	2 🗆	з 🗆	4 🗆	5 🗆	99 O
Professionalism of terminal staff	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
At the terminal: Foot Pass	engers (Foo	t Passenger	s ONLY, vehic	le drivers /	passengers s	kip to Q3)
Parking options at the terminal	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
Ease of using passenger pickup / drop off area	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
Pre-boarding lounge at terminal	1 🗆	2 🗖	3 🗆	4 🗆	5 🗆	99 O

3. How satisfied or dissatisfied were you with your <u>overall</u> experience at the terminal before boarding?

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
1 □	2 🗆	з 🔲	4 🗆	5 🗖	99 O

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

		Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
Fo	ood Services	Dioxilonou		2.000.000			. ippou.u.
а	Quality and variety of food / beverages offered	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O
b	Value for money	1 🗆	2 🗖	3 🗖	4 🔲	5 🗆	99 O
С	Staff customer service	1 🗆	2 🔲	3 🔲	4 🔲	5 🗆	99 O
0	nboard Facilities / Service	es					
d	Passages Store	1 🗆	2 🔲	3 🔲	4 🔲	5 🗆	99 O
е	Washrooms	1 🗆	2 🔲	3 🔲	4 🔲	5 🗆	99 O
f	Play area for children	1 🗆	2 🔲	3 🔲	4 🔲	5 🗆	99 O
g	Pet area	1 🗆	2 🔲	3 🔲	4 🔲	5 🗆	99 O
h	Workstations	1 🗆	2 🔲	з 🗆	4 🔲	5 🗆	99 O
i	Outside decks	1 🗆	2 🗖	3 🗖	4 🔲	5 🗖	99 O
j	Lounge seating	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O

		Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable	
I	Outside appearance of vessel overall	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O	
m	Ease of access, overall	1 🗆	2 🔲	3 🔲	4 🗆	5 🗆	99 O	
n	Ease of finding facilities / services	1 🗆	2 🗆	з 🗆	4 🗆	5 🗆	99 O	
0	Announcements when you need to be informed	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O	
р	Atmosphere on the ferry overall	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O	
q	Procedures for unloading	1 🗆	2 🔲	3 🗖	4 🗆	5 🗆	99 O	
r	Professionalism of onboard staff	1 🗆	2 🗖	3 🗆	4 🗆	5 🗆	99 O	
O E	5. How satisfied or dissatisfied were you with your overall experience on hoard the							

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

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / No Applicable
1 🗆	2 🗆	3 □	4 🗆	5 🗆	99 O

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

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable		
Experience with the sailing schedule								
Ability to get onto desired sailing	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O		
f Ferry running on time	1 🗆	2 🔲	3 🔲	4 🔲	5 🗆	99 O		
Safety								
g Safety of ferry operations	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O		
Overall value								
h Value for money of fares	1 🗆	2 🔲	3 🗆	4 🗆	5 🗆	99 O		
·	·		<u> </u>		·	·		

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

		Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable	
E	Experience with the sailing schedule							
а	Earliest ferry early enough	1 🗆	2 🔲	3 🔲	4 🗆	5 🗆		
b	Latest ferry late enough	1 🗆	2 🔲	3 🔲	4 🔲	5 🗆		
С	Ferry sailings frequent enough	1 🗆	2 🗆	3 🗆	4 🗆	5 🗆		
е	Ability to connect with other sailings	1 🗆	2 🗖	3 🗆	4 🗆	5 🗆	99 O	

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

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable	
1 🗆	2 🗆	3 🗆	4 🗆	5 🗖	99 O	

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

Very Dissatisfied	Dissatisfied	Neither Dissatisfied Satisfied nor Satisfied Very Satisfied Dissatisfied				
1 🗆	2 🗆	3 🗆	4 🗆	5 🗆	99 O	

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

"BC Ferries staff	went the extra	mile to make	sure I got what	I needed."

Strongly Disagree				Strongly Agree	N/A
1 🗆	2 🗖	з 🗆	4 🗆	5 🗆	99 O