



British Columbia Ferry Services Inc.

Annual Report to the British Columbia Ferries Commissioner

Year Ended March 31, 2024

 **BCFerries**

Table of Contents

Introduction 2

Fiscal 2024: Summary by the Numbers..... 3

Part 1: Services on Designated Routes

Overview..... 5

Operations Report..... 10

Temporary Service Disruptions Report 13

Route Financial Report 21

Part 2: Customer Feedback

Overview..... 30

Customer Satisfaction Tracking Report..... 31

Customer Satisfaction Tracking Survey..... 58

Introduction

British Columbia Ferry Services Inc. (“BC Ferries” or the “Company”) is pleased to submit its annual report for the year ended March 31, 2024¹ (“fiscal 2024” or the “fiscal year”) to the British Columbia Ferries Commissioner (the “Commissioner”).

BC Ferries is an essential public service that plays a vital role in the daily lives of people up and down British Columbia’s beautiful coast. Every day of the year, we serve customers and connect communities along coastal BC, while moving essential goods, supporting tourism and strengthening the economy. In fiscal 2024, our 37 vessels sailed along 25 designated coastal ferry routes (the “Designated Routes”) as set out in the Coastal Ferry Services Contract (the “Contract”) with the Province of British Columbia (the “Province”).² The Designated Routes are regulated under the Coastal Ferry Act (the “Act”).³

In accordance with the Contract, we also manage ferry transportation services on other unregulated routes through contracts with alternative service providers.

This report is a compilation of information on the services BC Ferries has provided to coastal communities on the Designated Routes during fiscal 2024. It responds to the specific information requirements conveyed to BC Ferries by the Commissioner and as identified in the Act, and is structured in two parts:

- Part 1 – Services on Designated Routes: Describes the services provided during the fiscal year, including information on traffic levels and performance statistics on the Designated Routes, as well as financial statistics;⁴ and
- Part 2 – Customer Feedback: Includes a copy of the 2023 Customer Satisfaction Tracking Report, completed by an independent professional consulting organization commissioned by the Company to conduct and document a comprehensive customer satisfaction survey.

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

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

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

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

Fiscal 2024: Summary by the Numbers

- **37** vessels operating on **25** routes out of **47** terminals spread over **1,600** kilometres of coastline
- **90,819.5** round trips delivered, which is **11,058.5** more than the annual number contractually required and an increase of **3,984.5** round trips or **4.6%** over the previous fiscal year
- **9.6 million** vehicles and **22.6 million** passengers carried, the busiest fiscal year on record
- **1.9%** increase in vehicle traffic and **4.9%** increase in passenger traffic, compared to the previous fiscal year
- **\$722.2 million** total passenger and tariff revenue
- **83.3%** of sailings departed or arrived, as applicable, within 10 minutes of their scheduled time
- **32.3%** decrease in cancelled contractually required round trips
- **82%** of customers surveyed were satisfied with their overall experience

Part 1

Services on Designated Routes

Overview

In fiscal 2024, we transported more people, vehicles and goods than ever before, reflecting the growing demand for ferry services along BC's coast. BC Ferries remains committed to delivering safe, reliable and affordable transportation, now and in the future.

Part 1 of this report contains financial statistics and information on traffic levels, as well as operating and performance statistics for fiscal 2024 for each Designated Route. This includes the following three reports:

1.1 Operations Report

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

i. Round Trips

This report shows the total number of round trips BC Ferries delivered on each Designated Route.⁵ During the fiscal year, the round trip service levels in the Contract were adjusted by the following agreements ("Amending Agreements"):

- The Contribution Agreement of November 11, 2020 between BC Ferries and the Province (the "Contribution Agreement") as a result of impacts to traffic from the COVID-19 pandemic.⁶ This agreement identified a number of Minor and Northern route round trips, typically delivered at the discretion of BC Ferries, to be delivered by the Company for the remainder of the performance term; and
- The Temporary Service Level Adjustment Agreement dated March 28, 2023, which enabled us to undertake a pilot trial by adjusting the service levels between designated routes 2 and 30 during peak times from March 31, 2023 to January 15, 2024.

Across the ferry system, we provided more sailings, where and when customers needed it. Here are some of the ways we increased service during peak seasons and travel times:

- Enhanced service between Nanaimo and Vancouver, reducing congestion at Horseshoe Bay, and improving service offerings for commercial and recreational vehicle customers;
- Added a second vessel between Denman Island and Buckley Bay, with far greater capacity and frequency of service;
- Assigned a larger vessel on the Hornby Island – Denman Island route, providing far greater capacity and significantly reducing wait times;
- Introduced two-ship service between Campbell River and Quadra Island;
- Offered more sailings between Salt Spring Island and Victoria, increasing daily capacity and frequency, and reducing wait times; and
- On some other routes, we delivered more sailings than required under the Contract, including the Major Routes connecting Vancouver Island with the Lower Mainland.

⁵ A round trip is a ferry's journey between terminals as stipulated in the Designated Route overviews in Appendix 1 of Schedule "A" of the Contract, and constitutes a voyage from homeport back to homeport inclusive of any terminal stops.

⁶ As amended by the Letter Agreement effective March 22, 2023.

BC Ferries successfully delivered 90,819.5 round trips during the fiscal year, marking a 4.6% increase from the previous fiscal year. We also exceeded the number of annual round trips required by the Contract (excluding the Contribution Agreement) by 11,058.5 round trips. While doing so, we achieved all core service levels and met the minimum required round trips under the Contract, taking into account the Amending Agreements and allowable cancellations.

ii. Vessel Capacity

To provide reliable and efficient service to the public, we have worked to ensure we are making the best use of existing capacity while maximizing our vessels' vehicle deck space. By taking a strategic approach to vessel scheduling and assigning the right vessel to the right route, we are able to ensure customers receive ferry services at the times and locations where it is needed most. To this end, in fiscal 2024, we increased service on various routes during peak seasons and travel times, as described in the section above.

Through fare flexibility, we have offered customers more options to book sailings at discounted rates when they travel on off-peak days and times. This not only makes travel more affordable, but also helps us ensure we maximize the use of our existing capacity on scheduled sailings on several routes. We also frequently explore other options to optimize vessel capacity, including collaborating with key commercial customers on reservation utilization to ensure unused reserved capacity is made available for other customers.

This report includes, for each Designated Route, the overall vessel vehicle deck capacity BC Ferries provided, as well as capacity actually utilized. Capacity is calculated on the basis of automobile equivalents ("AEQs"), which represents the amount of vessel capacity occupied by a particular vehicle type, expressed as the number of under height vehicles it displaces. For example, a bus which displaces three under height vehicles – or cars – would have an AEQs of three. A number of factors impact capacity utilization on a vessel, including the number of vehicles carried, the mix of vehicle types, the size of the vessels utilized and the number of round trips in each period.⁷

In fiscal 2024, BC Ferries provided capacity sufficient to carry the previous year's traffic. Average capacity utilization on Designated Routes ranged from 34.0% to 90.3%. Capacity utilization in fiscal 2024 decreased by 1.0% system-wide compared to the previous fiscal year, primarily as a result of providing increased capacity through nearly 4,000 additional round trips, which was somewhat offset by a higher number of AEQs carried. With record traffic in fiscal 2024, the additional capacity allowed us to carry more vehicles and helped to meet the increasing demand for ferry service.

iii. Traffic and Revenue

This report presents vehicle traffic (AEQs) and passenger traffic carried on each Designated Route during fiscal 2024 and compares it to the traffic carried in the previous fiscal year. The associated tariff revenue generated from each route is also shown.

During the fiscal year, we carried the highest level of vehicles and passengers on record: 9.6 million vehicles and 22.6 million passengers. Vehicle and passenger traffic increased 1.9% and 4.9%, respectively, compared to fiscal 2023.⁸ Additionally, our overall passenger and tariff revenue increased in fiscal 2024 to \$722.2 million; an increase of 5.5% over the previous fiscal year.

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

8 9.6 million vehicles are equivalent to 10.9 million AEQs. The increase in vehicles is equivalent to 1.9% when calculated on the basis of AEQs.

As an essential public service that connects coastal communities, our customers have frequently told us the importance of fare affordability. We work to provide value for the money our customers spend. Although the Company's passenger and tariff revenues have risen, even more quickly so have our operational costs due to inflation and other factors. We will continue to focus on improving the reliability and capacity of the service we offer while keeping costs as affordable as possible.

iv. On-Time Performance

The coastal ferry system is integral to the life and rhythm of communities and to the people who live, travel and work in coastal British Columbia. We know that people need reliable and timely ferry service for myriad reasons, whether it's for the daily commute, travel to medical appointments, meeting with colleagues, reuniting with family and friends, tourism or delivering commercial goods and services.

On-time performance is defined as the percentage of sailings departing or arriving, as applicable, within 10 minutes of the scheduled time and is provided for each of the Designated Routes.⁹ A variety of factors can impact on-time performance, including delays caused by crewing challenges, weather, vessel substitution, medical emergencies and marine rescue, terminal dock maintenance or closures, and periods of unusually high traffic demand.

In fiscal 2024, 83.3% of sailings departed or arrived (as applicable) within 10 minutes of their scheduled time. This represents a slight decline of 1.7% from the previous year, with declines on the Minor and Major Routes, and significant improvements on the Northern Routes. On-time performance decreased on the Major Routes as a result of high traffic levels requiring additional time to load vessels, vessel mechanical issues and the impact of adverse weather. On-time performance decreased on the Minor Routes as a result of delays to source required crew, the effect of increased traffic demand and the impact of adverse weather.

⁹ On-time performance on the non-Northern routes is defined as the percentage of sailings *departing* within 10 minutes of the scheduled time; on the Northern routes it is the percentage of sailings *arriving* within 10 minutes of the scheduled time.

1.2 Temporary Service Disruptions Report

The hard work and dedication of our people keeps passengers safe and BC's coast moving. Our more than 5,400 staff and crew are part of the communities they serve. Our Company and our people take pride in the services we provide to the public. We know that service disruptions cause significant inconvenience to our customers, and that they can undermine the public's confidence in our services. In some cases – such as adverse weather – cancellations may be beyond our control. However, we are constantly looking for ways to improve our service and to ensure it continues to be safe, resilient and reliable. For example, some initiatives we have undertaken include efforts to reduce:

- Crew-related cancellations by continuing to invest in and focus on our people across the fleet, including through initiatives to attract and retain employees, to improve crew scheduling options and to increase regular positions; and
- Mechanical-related cancellations by implementing monitoring systems on our ships, such as on gear boxes on Spirit class vessels, which gives us early warning before equipment begins to fail. This has helped us predict when service interruptions may occur, and plan service delivery accordingly in order to minimize impacts to customers.

As a result, overall during the fiscal year we were able to deliver service to customers with fewer cancellations. In fiscal 2024, we cancelled 0.43% of our Contract-required round trips, primarily due to the impact of adverse weather, mechanical issues and being unable to secure the required crew. Year-over-year, our number of cancelled Contract-required round trips fell from 507 in fiscal 2023 to 343.5 this fiscal year, representing a decrease of 32.3%.

The temporary service disruptions report describes in detail how the services provided by BC Ferries during the fiscal year compared to the core service levels set out in the Contract. There are four sections of this report, showing for each designated route and route grouping:

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

This report describes compliance with the minimum or ‘core’ service levels required by the Contract. It does not include cancellations of round trips above those minimums where the core service levels were met. Beginning in fiscal 2025, BC Ferries will report published sailing cancellations while continuing to separately track round trip Contractual obligations.

As noted above, in fiscal 2024 BC Ferries delivered 11,058.5 more round trips than required under the Contract. During the fiscal year, 13.1% of the sailings on the Designated Routes overall were overloaded, a decrease of 1.4% over fiscal 2023.

1.3 Route Financial Report

This report provides financial information for fiscal 2024 with comparative figures for the previous fiscal year for each of the Designated Routes.

The information is provided by individual route and is also summarized for the Company as a whole and by Major, Northern and Minor routes. Revenues and expenses are assigned directly to a Designated Route where possible or allocated to routes where direct assignment is not possible. Allocation to routes is based on various factors which reflect the activity that gave rise to the revenue or expense.¹⁰

¹⁰ For a further discussion and analysis of the financial condition and financial performance for BC Ferries, see *Management's Discussion & Analysis of Financial Condition and Financial Performance for the fiscal year ended March 31, 2024*, at www.sedarplus.ca.

Operations Report

Year Ended March 31, 2024

Operations Summary Report

Year Ended March 31, 2024

	A	B	C	D	E	F	G	H	I	J
Routes	Actual Round Trips	Capacity Provided (AEQ's)	AEQ's Carried F2024	Capacity Utilization F2024 (C / B)	Capacity Utilization F2023	AEQ's Carried Fiscal 2023	AEQ Growth (C - F)	AEQ Tariff Revenue Fiscal 2024 Note 2	AEQ Tariff Revenue Fiscal 2023 Note 2	AEQ Tariff Revenue Growth (H - I)
1	4,226.5	2,784,140	2,513,574	90.3%	90.3%	2,509,449	4,125	\$ 183,480,644	\$ 172,293,549	11,187,095
2	2,815.0	1,749,552	1,294,784	74.0%	73.5%	1,326,577	(31,793)	91,381,610	89,064,355	2,317,255
3	3,178.5	1,974,152	1,354,840	68.6%	67.8%	1,341,126	13,714	35,923,855	34,706,632	1,217,223
30	2,849.5	1,696,730	1,231,803	72.6%	72.6%	1,186,328	45,475	96,084,915	88,120,846	7,964,069
Major Routes	13,069.5	8,204,574	6,395,001	77.9%	77.7%	6,363,480	31,521	406,871,024	384,185,382	22,685,642
10	113.5	25,100	20,298	80.9%	80.3%	19,971	327	5,977,623	5,816,758	160,865
11	197.5	38,229	28,904	75.6%	74.1%	26,796	2,108	4,685,798	4,132,506	553,292
28	100.0	6,186	2,945	47.6%	52.1%	2,921	24	705,033	714,938	(9,905)
Northern Routes	411.0	69,515	52,147	75.0%	74.6%	49,688	2,459	11,368,454	10,664,202	704,252
4	3,058.0	554,645	364,753	65.8%	69.8%	362,816	1,937	4,397,983	4,223,707	174,276
5	3,518.0	901,051	343,568	38.1%	45.3%	329,796	13,772	4,506,324	4,186,878	319,446
6	4,760.5	592,818	313,390	52.9%	56.1%	300,721	12,669	4,009,925	3,769,580	240,345
7	2,882.0	645,568	238,381	36.9%	36.3%	233,127	5,254	5,550,608	5,323,250	227,358
8	5,592.5	960,741	603,467	62.8%	59.7%	606,939	(3,472)	7,005,811	6,740,525	265,286
9	1,024.0	338,376	243,048	71.8%	71.2%	236,925	6,123	11,062,330	10,454,563	607,767
12	3,142.0	119,396	98,801	82.8%	81.6%	97,018	1,783	1,252,160	1,115,968	136,192
13	5,425.0	Pass Only	Pass Only	Pass Only	Pass Only	Pass Only	Pass Only	(1,775)	(921)	(854)
17	1,434.0	395,784	224,432	56.7%	54.6%	217,202	7,230	8,965,573	8,458,447	507,126
18	2,954.0	277,582	122,331	44.1%	43.6%	121,281	1,050	1,033,429	1,009,648	23,781
19	8,228.5	786,968	487,974	62.0%	59.9%	466,111	21,863	4,282,147	3,996,075	286,072
20	3,754.0	187,854	104,545	55.7%	54.4%	103,170	1,375	835,688	791,821	43,867
21	6,550.5	568,114	340,934	60.0%	60.5%	326,275	14,659	2,570,862	2,396,663	174,199
22	4,420.5	321,313	151,839	47.3%	67.9%	140,295	11,544	1,218,435	1,063,184	155,251
23	9,955.0	936,193	513,739	54.9%	59.3%	457,560	56,179	4,165,104	3,611,423	553,681
24	2,212.0	115,024	77,457	67.3%	66.3%	75,066	2,391	770,043	745,336	24,707
25	3,954.0	371,676	126,322	34.0%	32.3%	119,922	6,400	1,376,674	1,220,345	156,329
26	4,474.5	143,136	62,400	43.6%	40.6%	57,617	4,783	574,802	525,091	49,711
Minor Routes	77,339.0	8,216,239	4,417,381	53.8%	55.4%	4,251,841	165,540	63,576,123	59,631,583	3,944,540
Total	90,819.5	16,490,328	10,864,529	65.9%	66.9%	10,665,009	199,520	481,815,601	454,481,167	27,334,434

Notes 1, 4

Obligation deferred (settled)	-	4,305,677
Total vehicle fare revenue	481,815,601	458,786,844

Note 1) Revenue arises from bike traffic and freight.

Note 2) Tariffs charged to customers on all routes were below price cap at March 31, 2024 and 2023.

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

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

Operations Summary Report

Year Ended March 31, 2024

	K	L	M	N	O	P
Routes	Passengers Fiscal 2024	Passengers Fiscal 2023	Passenger Growth (K - L)	Passenger Tariff Revenue Fiscal 2024 Note 2	Passenger Tariff Revenue Fiscal 2023 Note 2	Passenger Tariff Revenue Growth (N - O)
1	6,355,282	5,963,647	391,635	\$ 102,640,600	\$ 93,031,789	9,608,811
2	3,105,386	3,119,186	(13,800)	49,198,973	47,903,042	1,295,931
3	2,701,296	2,570,733	130,563	14,165,626	13,232,017	933,609
30	2,088,227	1,961,657	126,570	31,535,971	29,602,713	1,933,258
Major Routes	14,250,191	13,615,223	634,968	197,541,170	183,769,561	13,771,609
10	45,508	43,691	1,817	5,263,031	5,078,011	185,020
11	52,514	48,680	3,834	1,801,270	1,605,133	196,137
28	6,338	6,087	251	726,426	705,355	21,071
Northern Routes	104,360	98,458	5,902	7,790,727	7,388,499	402,228
4	636,107	623,719	12,388	2,719,781	2,583,781	136,000
5	534,182	504,536	29,646	2,144,055	1,968,353	175,702
6	522,825	495,263	27,562	1,888,738	1,772,236	116,502
7	391,899	381,249	10,650	2,165,605	2,033,107	132,498
8	1,316,410	1,269,890	46,520	4,365,022	4,015,427	349,595
9	580,806	558,431	22,375	6,363,652	5,927,042	436,610
12	189,334	184,312	5,022	866,005	781,271	84,734
13	51,799	48,657	3,142	198,666	189,984	8,682
17	435,524	410,487	25,037	4,505,568	4,272,252	233,316
18	187,209	184,978	2,231	533,582	505,084	28,498
19	881,947	829,766	52,181	2,427,954	2,236,140	191,814
20	251,070	244,362	6,708	569,469	529,614	39,855
21	579,398	547,587	31,811	1,489,839	1,381,614	108,225
22	273,056	246,366	26,690	810,328	682,517	127,811
23	934,566	852,925	81,641	2,361,041	2,103,579	257,462
24	122,275	121,561	714	412,291	391,492	20,799
25	255,388	240,818	14,570	859,048	788,323	70,725
26	111,749	99,858	11,891	322,042	278,209	43,833
Minor Routes	8,255,544	7,844,765	410,779	35,002,686	32,440,025	2,562,661
Total	22,610,095	21,558,446	1,051,649	240,334,583	223,598,085	16,736,498

% Sailings Within 10 Min. (Note 3)		
YE Fiscal 2022	YE Fiscal 2023	YE Fiscal 2024
84.3%	80.5%	72.3%
78.9%	73.4%	72.3%
74.6%	73.6%	66.8%
75.8%	75.6%	72.0%
78.8%	76.2%	70.9%
77.1%	73.6%	83.7%
86.7%	86.7%	88.6%
75.4%	69.2%	81.3%
79.0%	75.2%	83.9%
91.0%	92.5%	88.4%
73.8%	68.4%	69.1%
89.5%	86.8%	88.5%
86.5%	80.4%	85.0%
84.9%	76.2%	70.6%
75.2%	72.7%	69.6%
92.0%	85.9%	73.1%
99.7%	99.5%	99.8%
88.6%	91.1%	84.1%
91.4%	92.7%	90.5%
69.6%	87.7%	86.4%
65.9%	74.7%	72.3%
96.7%	97.2%	97.5%
97.8%	96.2%	92.8%
93.9%	90.4%	90.9%
80.9%	78.1%	74.3%
88.8%	87.3%	87.2%
97.8%	97.2%	98.1%
86.7%	86.5%	85.3%
85.6%	85.0%	83.3%

Obligation deferred (settled)	-	2,003,398
Total passenger revenue	240,334,583	225,601,483
Total vehicle and passenger revenue	722,150,184	684,388,327

Temporary Service Disruptions Report

Year Ended March 31, 2024

Cancelled Round Trips by Routes

Performance Against CFSC Requirements – Annual Core Service Levels

Year Ended March 31, 2024

Grouping	Route	Terminal 1	Terminal 2	Cancellations of Required Round Trips for Reasons Specified in Schedule A, 2(a) of the Coastal Ferry Services Contract											Cancellations of Required Round Trips for other Reasons			Region	Route	% of Annual Core Round Trips Cancelled		
				Major Incident	Weather	Emerg. Response	Medical Emerg.	Regulatory Issue	Terminal / Dock Maint.	Terminal / Dock Mech. Failure	Vessel Maint.	Vessel Mech. Failure	Fire	Labour Dispute	Safety (2)	Total	Community Event				Traffic	Total
Major	1	Swartz Bay	Tsawwassen		4.0											4.0			4.0	Major	1	0.11%
	2	Horseshoe Bay	Departure Bay		5.0							0.5				5.5			5.5	Major	2	0.20%
	3	Langdale	Horseshoe Bay																	Major	3	
	30	Duke Point	Tsawwassen		4.0							29.0				33.0			33.0	Major	30	1.39%
	Total				13.0						29.5				42.5			42.5		Total		0.37%
North	10	Port Hardy	Prince Rupert																	North	10	
	11	Skidegate	Prince Rupert		5.0											5.0			5.0	North	11	2.85%
	28	Port Hardy	Bella Coola		2.0											2.0			2.0	North	28	2.23%
		Total			7.0											7.0			7.0		Total	
Minor	4	Fulford Harbour	Swartz Bay												2.0	2.0		2.0	Minor	4	0.07%	
	5	Swartz Bay	Four SGIs		1.0			1.0		2.0		1.0			7.0	12.0		12.0	Minor	5	0.35%	
	6	Crofton	Vesuvius Bay																	Minor	6	
	7	Earls Cove	Saltery Bay								3.0				9.0	12.0		12.0	Minor	7	0.44%	
	8	Horseshoe Bay	Bowen Island		4.0				1.0							5.0		5.0	Minor	8	0.09%	
	9	Tsawwassen	Long Harbour												3.0	3.0		3.0	Minor	9	0.36%	
	12	Mill Bay	Brentwood Bay		4.0				3.0			1.0			73.0	81.0		81.0	Minor	12	2.51%	
	13	Langdale	Gambier/Keats																	Minor	13	
	17	Little River	Powell River		10.0										9.0	19.0		19.0	Minor	17	1.39%	
	18	Texada	Powell River		12.0				1.0	2.0		3.0			3.0	21.0		21.0	Minor	18	0.72%	
	19	Nanaimo Harbour	Gabriola Island																	Minor	19	
	20	Chemainus	Thetis Island									1.0			2.0	3.0		3.0	Minor	20	0.08%	
21	Buckley Bay	Denman West																	Minor	21		
22	Denman East	Hornby Island		9.0										4.0	13.0		13.0	Minor	22	0.32%		
23	Campbell River	Quadra Island		31.0											31.0		31.0	Minor	23	0.50%		
24	Quadra Island	Cortes Island		24.0				2.0			6.0			5.0	37.0		37.0	Minor	24	1.66%		
25	Port McNeill	Alert Bay		7.0				6.0		3.0	2.0			1.0	19.0		19.0	Minor	25	0.48%		
26	Skidegate	Alliford Bay		36.0											36.0		36.0	Minor	26	0.86%		
	Total				138.0			13.0	3.0	5.0	3.0	18.0		114.0	294.0		294.0	Total	Total		0.43%	
Total					158.0			13.0	3.0	5.0	3.0	47.5		114.0	343.5		343.5	Total	Total		0.43%	

Notes:

(1) Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

(2) Includes sailings that were cancelled due to not meeting Transport Canada minimum safe manning crewing levels.

Cancelled & Extra Trips by Routes

Performance Against Annual Core Service Levels

Year Ended March 31, 2014

Region	Route	Terminal 1	Terminal 2	Actual Round Trips	Round Trips Required (3)	Variance (Actual to Required)	Required Round Trips Cancelled	Contribution Agreement Round Trips (2)	Total Extra / Short Round Trips
Major	1	Swartz Bay	Tsawwassen	4,226.5	3,512.0	714.5	4.0		718.5
	2	Horseshoe Bay	Departure Bay	2,815.0	2,723.0	92.0	5.5		97.5
	3	Langdale	Horseshoe Bay	3,178.5	2,945.0	233.5	0.0		233.5
	30	Duke Point	Tsawwassen	2,849.5	2,379.0	470.5	33.0		503.5
	Total			13,069.5	12,254.0	815.5	42.5		858.0
North	10	Port Hardy	Prince Rupert	113.5	109.5	4.0	0.0	3.0	1.0
	11	Skidegate	Prince Rupert	197.5	175.5	22.0	5.0	2.0	25.0
	28	Port Hardy	Bella Coola	100.0	89.5	10.5	2.0		12.5
	Total			411.0	374.5	36.5	7.0	5.0	38.5
Minor	4	Fulford Harbour	Swartz Bay	3,058.0	3,013.0	45.0	2.0		47.0
	5	Swartz Bay	Four SGIs	3,518.0	3,477.0	41.0	12.0		53.0
	6	Crofton	Vesuvius Bay	4,760.5	4,683.0	77.5	0.0	63.0	14.5
	7	Earls Cove	Saltery Bay	2,882.0	2,750.0	132.0	12.0	144.0	0.0
	8	Horseshoe Bay	Bowen Island	5,592.5	5,466.5	126.0	5.0	106.0	25.0
	9	Tsawwassen	Long Harbour	1,024.0	832.0	192.0	3.0		195.0
	12	Mill Bay	Brentwood Bay	3,142.0	3,223.0	-81.0	81.0		0.0
	13	Langdale	Gambier/Keats	5,425.0	4,076.0	1,349.0	0.0		1,349.0
	17	Little River	Powell River	1,434.0	1,367.0	67.0	19.0	42.0	44.0
	18	Texada	Powell River	2,954.0	2,906.0	48.0	21.0	69.0	0.0
	19	Nanaimo Harbour	Gabriola Island	8,228.5	5,215.0	3,013.5	0.0	62.0	2,951.5
	20	Chemainus	Thetis Island	3,754.0	3,710.0	44.0	3.0		47.0
	21	Buckley Bay	Denman West	6,550.5	5,698.0	852.5	0.0	297.0	555.5
22	Denman East	Hornby Island	4,420.5	4,068.0	352.5	13.0	297.0	68.5	
23	Campbell River	Quadra Island	9,955.0	6,260.0	3,695.0	31.0	10.0	3,716.0	
24	Quadra Island	Cortes Island	2,212.0	2,233.0	-21.0	37.0	16.0	0.0	
25	Port McNeill	Alert Bay	3,954.0	3,973.0	-19.0	19.0		0.0	
26	Skidegate	Alliford Bay	4,474.5	4,182.0	292.5	36.0	314.0	14.5	
Total			77,339.0	67,132.5	10,206.5	294.0	1,420.0	9,080.5	
Total			90,819.5	79,761.0	11,058.5	343.5	1,425.0	9,977.0	

Notes:

(1) In certain circumstances (e.g. vessel or dock breakdown, mechanical failure or maintenance) round trips may be provided by contracted service providers (e.g. water taxi, tug & barge, flights).

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

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

Cancelled Round Trips by Routes

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

Performance Against Annual Core Service Levels

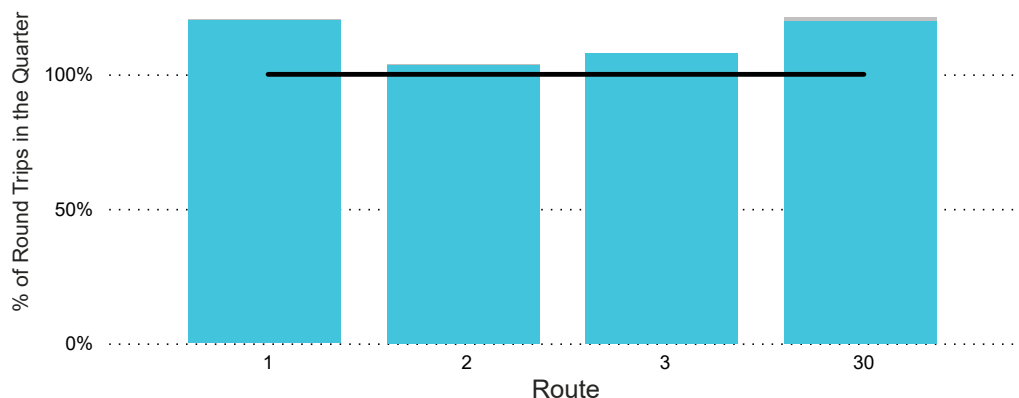
Year Ended March 31, 2014

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

Round Trip Service Delivery and On Time Performance

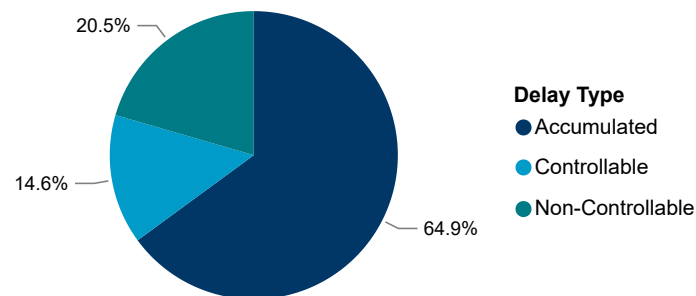
Major Routes –Year Ended March 31, 2014

Round Trips Compared to Annual Core Service Levels



— Estimated Quarterly Schedule (100%)
■ Actual Round Trips
■ Cancellation of Required Round Trips for Reasons Specified in Sch. A, Section 2(a) of CFSC
■ Cancellation of Required Round Trips for other Reasons

Reasons for Delays - Year End



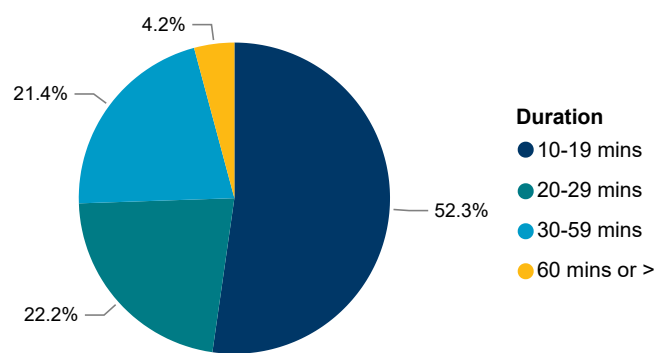
Controllable = Under the control of the company (loading procedure, fuelling, etc.)

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

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

Route	Terminal 1	Terminal 2	Actual Round Trips	Core Round Trips Required	Variance (Actual to Required)	% Sailings Overloaded
1	Swartz Bay	Tsawwassen	4,226.5	3,512.0	714.5	58.9%
2	Horseshoe Bay	Departure Bay	2,815.0	2,723.0	92.0	36.6%
3	Langdale	Horseshoe Bay	3,178.5	2,945.0	233.5	32.3%
30	Duke Point	Tsawwassen	2,849.5	2,379.0	470.5	41.0%
Total			13,069.5	12,254.0	815.5	43.7%

Duration of Delays - Year End

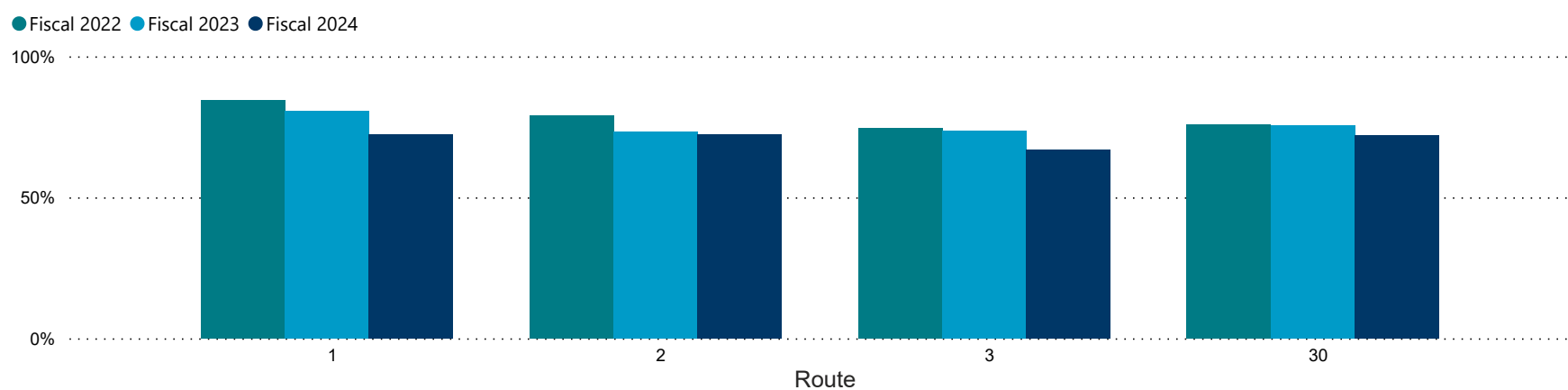


Notes:

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

(2) Route totals do not include required round trips cancelled, or adjustments to core service levels as a result of the Contribution Agreement with the Province.

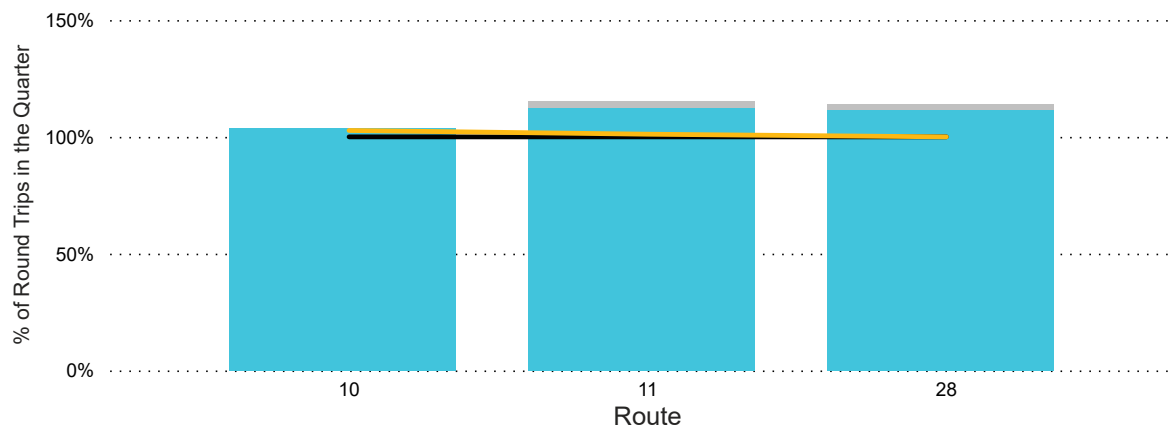
On Time Performance - % That Sailed Within 10 Mins of Scheduled Departure - Year End



Round Trip Service Delivery and On Time Performance

Northern Routes – Year Ended March 31, 2014

Round Trips Compared to Annual Core Service Levels



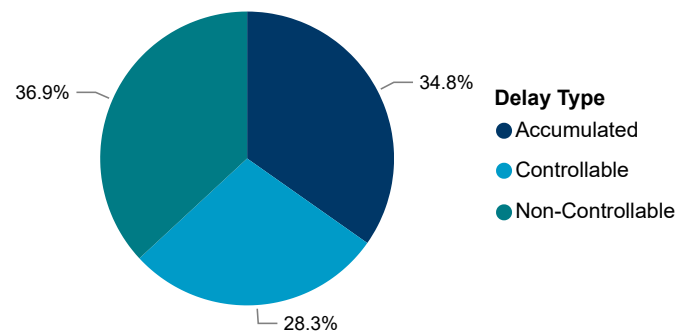
- Estimated Quarterly Schedule (100%)
- Actual Round Trips
- Cancellation of Required Round Trips for Reasons Specified in Sch. A, Section 2(a) of CFSC
- Cancellation of Required Round Trips for other Reasons
- Estimated Quarterly Schedule plus Contribution Agreement (2)

Route	Terminal 1	Terminal 2	Actual Round Trips	Required Round Trips	Variance (Actual to Required)	% Sailings Overloaded
10	Port Hardy	Prince Rupert	113.5	109.5	4.0	0.4%
11	Skidegate	Prince Rupert	197.5	175.5	22.0	0.5%
28	Port Hardy	Bella Coola	100.0	89.5	10.5	0.0%
Total			411.0	374.5	36.5	0.2%

Notes:

- (1) Northern Routes (10, 11 & 28): Delays based on scheduled arrival time.
- (2) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the Province dated November 11, 2020.

Reasons for Delays - Year End

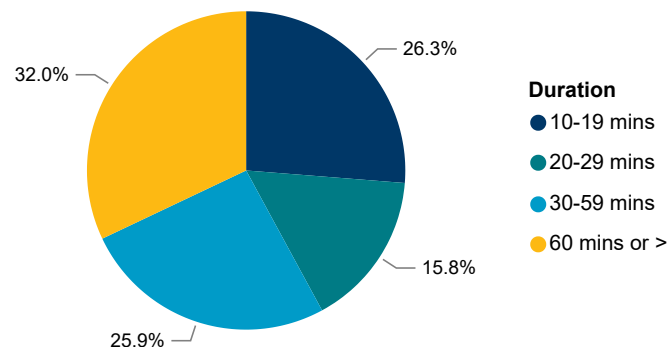


Controllable = Under the control of the company (loading procedure, fuelling, etc.)

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

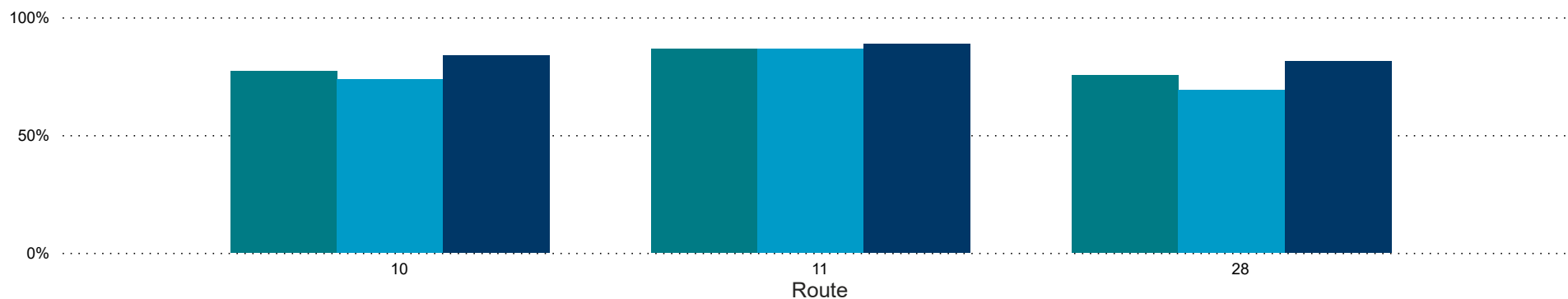
Accumulated = Delays accumulated over the course of the day as a result of an earlier delay

Duration of Delays - Year End



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

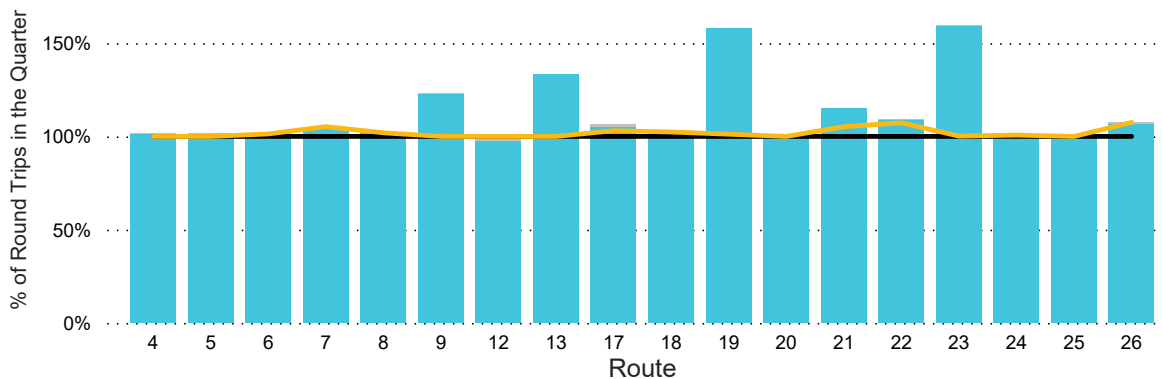
- Fiscal 2022
- Fiscal 2023
- Fiscal 2024



Round Trip Service Delivery and On Time Performance

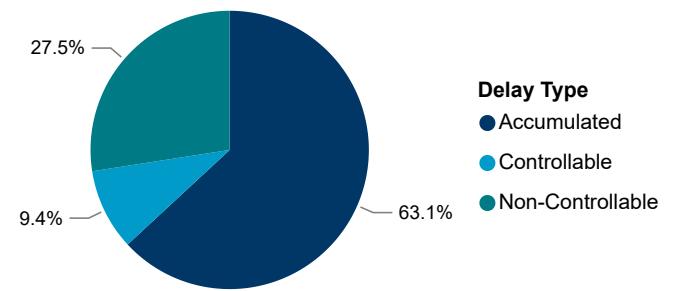
Minor Routes – Year Ended March 31, 2014

Round Trips Compared to Annual Core Service Levels



— Estimated Quarterly Schedule (100%)
■ Actual Round Trips
■ Cancellation of Required Round Trips for Reasons Specified in Sch. A, Section 2(a) of CFSC
■ Cancellation of Required Round Trips for other Reasons
— Estimated Quarterly Schedule plus Contribution Agreement (3)

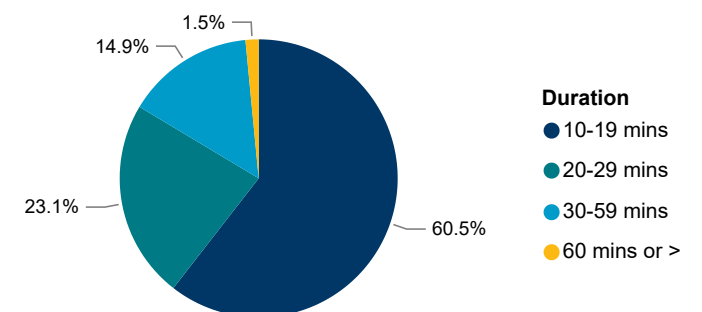
Reasons for Delays - Year End



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

Route	Terminal 1	Terminal 2	Actual Round Trips	Required Round Trips	Variance (Actual to Required)	% Sailings Overloaded
4	Fulford Harbour	Swartz Bay	3,058.0	3,013.0	45.0	13.3%
5	Swartz Bay	Four SGIs	3,518.0	3,477.0	41.0	3.0%
6	Crofton	Vesuvius Bay	4,760.5	4,683.0	77.5	5.2%
7	Earls Cove	Saltery Bay	2,882.0	2,750.0	132.0	3.3%
8	Horseshoe Bay	Bowen Island	5,592.5	5,466.5	126.0	13.7%
9	Tsawwassen	Long Harbour	1,024.0	832.0	192.0	6.9%
12	Mill Bay	Brentwood Bay	3,142.0	3,223.0	-81.0	2.3%
13	Langdale	Gambier/Keats	5,425.0	4,076.0	1,349.0	
17	Little River	Powell River	1,434.0	1,367.0	67.0	5.3%
18	Texada	Powell River	2,954.0	2,906.0	48.0	2.0%
19	Nanaimo Harbour	Gabriola Island	8,228.5	5,215.0	3,013.5	15.5%
20	Chemainus	Thetis Island	3,754.0	3,710.0	44.0	5.1%
21	Buckley Bay	Denman West	6,550.5	5,698.0	852.5	14.0%
22	Denman East	Hornby Island	4,420.5	4,068.0	352.5	3.0%
23	Campbell River	Quadra Island	9,955.0	6,260.0	3,695.0	12.1%
24	Quadra Island	Cortes Island	2,212.0	2,233.0	-21.0	12.0%
25	Port McNeill	Alert Bay	3,954.0	3,973.0	-19.0	0.6%
26	Skidegate	Alliford Bay	4,474.5	4,182.0	292.5	4.3%
Total			77,339.0	67,132.5	10,206.5	8.2%

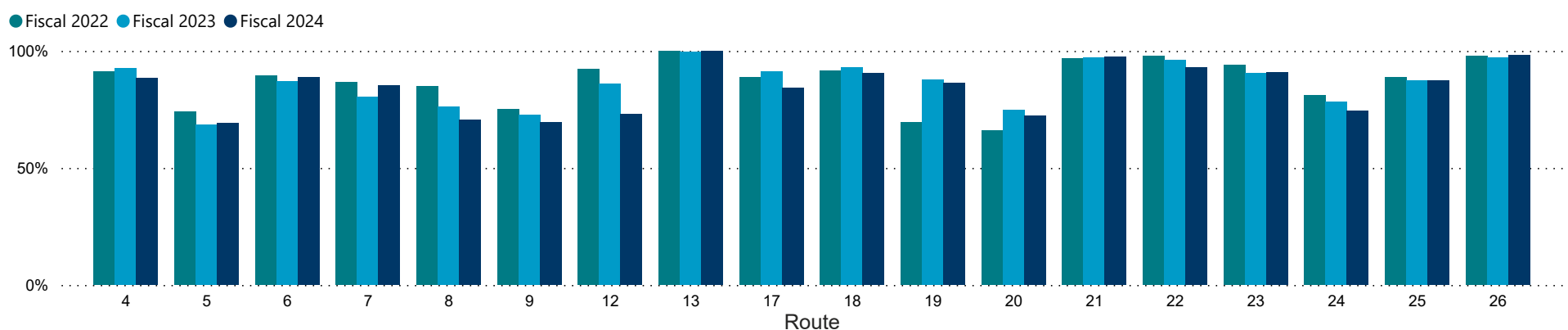
Duration of Delays - Year End



Notes:

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

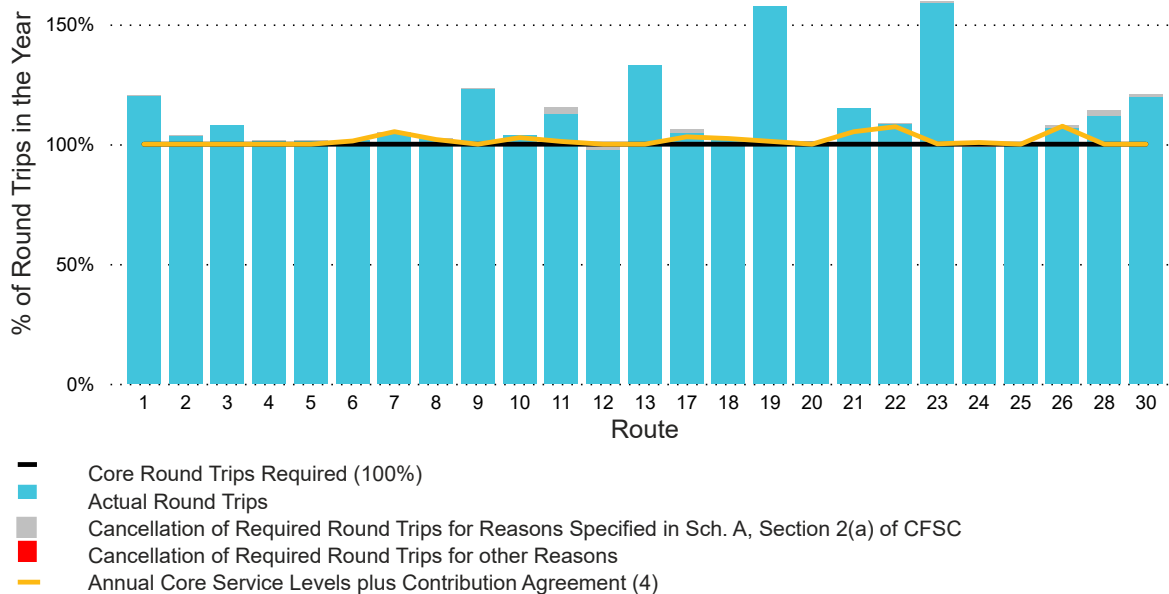
On Time Performance - % That Sailed Within 10 Mins of Scheduled Departure - Year End



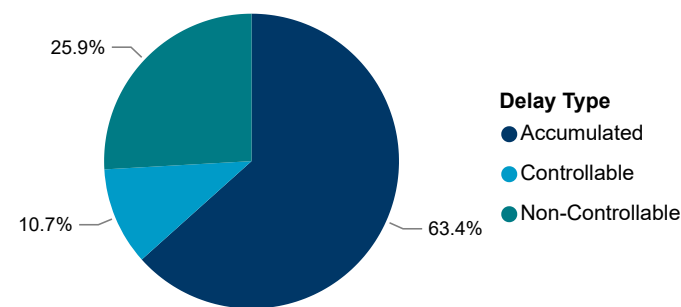
Round Trip Service Delivery and On Time Performance

All Routes – Year Ended March 31, 2014

Round Trips Compared to Annual Core Service Levels



Reasons for Delays - Year End

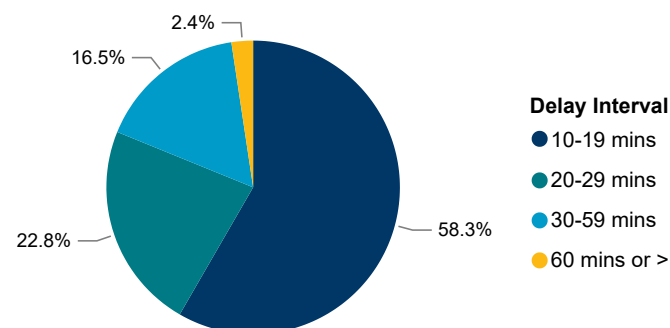


Controllable = Under the control of the company (loading procedure, fuelling, etc.)

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

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

Duration of Delays - Year End



On Time Performance - Year End

Region	Fiscal 2022	Fiscal 2023	Fiscal 2024
Major	78.8%	76.2%	70.9%
North	79.0%	75.2%	83.9%
Minor	86.7%	86.5%	85.3%
Total	85.6%	85.0%	83.3%

Notes:

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

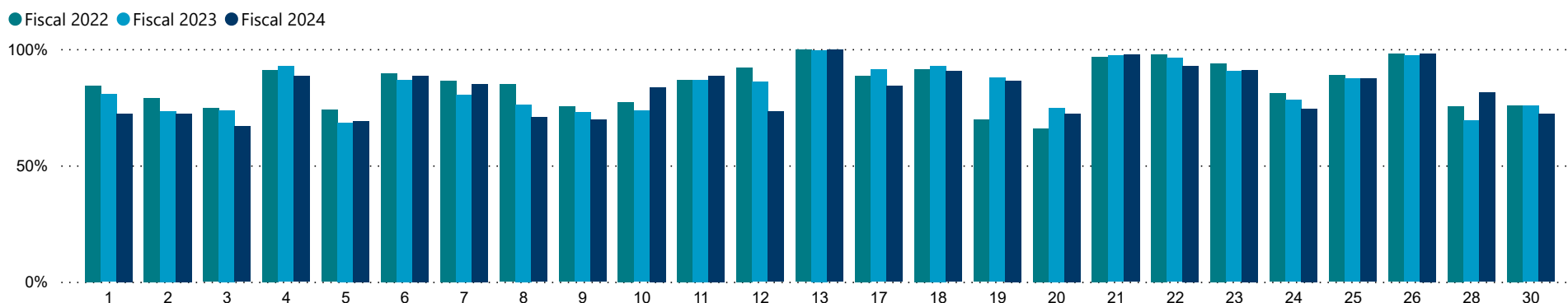
(2) Route 13: Core service levels include some round trips that are deliverable only 'on demand.'

(3) Route 13: % Sailings Overloaded is not applicable because the route is passenger only.

(4) Includes the discretionary sailings to be provided under Part D of Schedule "3" of the Contribution Agreement between BC Ferries and the

Route	Terminal 1	Terminal 2	Actual Round Trips	Core Round Trips Required	Variance (Actual to Required)	% Sailings Overloaded
1	Swartz Bay	Tsawwassen	4,226.5	3,512.0	714.5	58.9%
2	Horseshoe Bay	Departure Bay	2,815.0	2,723.0	92.0	36.6%
3	Langdale	Horseshoe Bay	3,178.5	2,945.0	233.5	32.3%
4	Fulford Harbour	Swartz Bay	3,058.0	3,013.0	45.0	13.3%
5	Swartz Bay	Four SGIs	3,518.0	3,477.0	41.0	3.0%
6	Crofton	Vesuvius Bay	4,760.5	4,683.0	77.5	5.2%
7	Earls Cove	Saltery Bay	2,882.0	2,750.0	132.0	3.3%
8	Horseshoe Bay	Bowen Island	5,592.5	5,466.5	126.0	13.7%
9	Tsawwassen	Long Harbour	1,024.0	832.0	192.0	6.9%
10	Port Hardy	Prince Rupert	113.5	109.5	4.0	0.4%
11	Skidegate	Prince Rupert	197.5	175.5	22.0	0.5%
12	Mill Bay	Brentwood Bay	3,142.0	3,223.0	-81.0	2.3%
13	Langdale	Gambier/Keats	5,425.0	4,076.0	1,349.0	
17	Little River	Powell River	1,434.0	1,367.0	67.0	5.3%
18	Texada	Powell River	2,954.0	2,906.0	48.0	2.0%
19	Nanaimo Harbour	Gabriola Island	8,228.5	5,215.0	3,013.5	15.5%
20	Chemainus	Thetis Island	3,754.0	3,710.0	44.0	5.1%
21	Buckley Bay	Denman West	6,550.5	5,698.0	852.5	14.0%
22	Denman East	Hornby Island	4,420.5	4,068.0	352.5	3.0%
23	Campbell River	Quadra Island	9,955.0	6,260.0	3,695.0	12.1%
24	Quadra Island	Cortes Island	2,212.0	2,233.0	-21.0	12.0%
25	Port McNeill	Alert Bay	3,954.0	3,973.0	-19.0	0.6%
26	Skidegate	Alliford Bay	4,474.5	4,182.0	292.5	4.3%
28	Port Hardy	Bella Coola	100.0	89.5	10.5	0.0%
30	Duke Point	Tsawwassen	2,849.5	2,379.0	470.5	41.0%
Total			90,819.5	79,761.0	11,058.5	13.1%

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



Route Financial Report

Year Ended March 31, 2024

British Columbia Ferry Services Inc.
Route Statement
For the Twelve Months Ended March 31, 2024
(in \$ 000's)

	Corporate Total		Major Routes		Northern Routes		Minor Routes		Unregulated Routes	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Tariff Revenue	722,150	678,079	604,412	567,954	19,160	18,053	98,578	92,072	-	-
Ancillary Revenue	84,580	75,755	72,814	65,548	5,385	5,090	6,381	5,117	-	-
Social Program Fees	13,511	12,182	6,559	5,758	1,184	1,094	5,768	5,330	-	-
Contracted Routes Fee	3,665	3,481	-	-	-	-	-	-	3,665	3,481
Total Operating Revenue	823,906	769,497	683,785	639,260	25,729	24,237	110,727	102,519	3,665	3,481
Total Operating Expenses	880,108	776,567	575,038	495,974	67,231	65,160	234,179	211,947	3,660	3,486
Earnings (Loss) from Operations	(56,202)	(7,070)	108,747	143,286	(41,502)	(40,923)	(123,452)	(109,428)	5	(5)
Depreciation and Amortization	(187,071)	(181,375)	(104,024)	(101,383)	(16,732)	(16,534)	(66,315)	(63,458)	-	-
Net Financing Expense	(39,001)	(51,338)	(16,990)	(22,105)	(4,585)	(5,944)	(17,426)	(23,289)	-	-
Cost of Capital	(226,072)	(232,713)	(121,014)	(123,488)	(21,317)	(22,478)	(83,741)	(86,747)	-	-
(Loss) Gain on Disposal and Impairment of Capital Assets	(15,092)	(1,811)	(12,559)	(1,391)	(514)	(53)	(2,019)	(367)	-	-
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(297,366)	(241,594)	(24,826)	18,407	(63,333)	(63,454)	(209,212)	(196,542)	5	(5)
Ferry Transportation Fees	195,379	195,379	16,932	15,374	51,606	52,291	126,841	127,714	-	-
Safe Restart Funding	0	10,194	-	8,382	0	342	0	1,470	-	-
Federal-Provincial Subsidy Agreement	35,638	33,344	-	-	10,649	9,964	24,989	23,380	-	-
Net Regulatory Earnings (Loss)	(66,349)	(2,677)	(7,894)	42,163	(1,078)	(857)	(57,382)	(43,978)	5	(5)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(20,677)	(33,253)	(13,897)	(22,936)	(2,259)	(2,863)	(4,521)	(7,454)	-	-
Fuel Surcharges Collected	28,588	18,133	23,431	15,054	865	392	4,292	2,687	-	-
Fuel Price Risk Recoveries Receivable from the Province	1,656	2,275	-	-	1,656	2,275	-	-	-	-
Tariffs in Excess of Price Cap	-	6,309	-	5,309	-	147	-	853	-	-
Deferred Fare Increase Relief	9,000	(2,194)	7,549	(1,672)	250	(120)	1,201	(402)	-	-
Deferred Carbon Reduction Investment Account	16,397	9,565	12,398	7,472	412	-	3,587	2,093	-	-
Net IFRS Earnings (Loss)	(31,385)	(1,842)	21,587	45,390	(154)	(1,026)	(52,823)	(46,201)	5	(5)

Effective April 1, 2020, the Coastal Ferry Services Contract (the "Contract") was amended for Performance Term 5 ("PT5"), formalizing ferry transportation fees for the four-year term which commenced April 1, 2020 and ended March 31, 2024. The maximum annual ferry transportation fee is \$194 million which includes \$30 million to reflect a notional amount for the Senior Discounts. For the purposes of annual route statements, the cost of the Seniors Discounts is applied to all Designated Routes based on actual usage of the discounts on each route. The unused portion of the notional amount is allocated to Designated Routes based on the same proportion of the annual ferry transportation fee received by each route.

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

Included in the Fuel Surcharge in the above statement are fuel surcharges applied against tariffs paid by the Province on behalf of customers travelling under Social Programs.

During the year ended March 31, 2024, the Province paid \$1.7 million (March 31, 2023: \$2.3 million) for fuel price recovery on the Northern Routes.

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

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% until fiscal 2024. No Safe Restart Funding was provided to the drop trailer business. The Safe Restart Funding was fully recognized at March 31, 2024.

British Columbia Ferry Services Inc.
Route Statement
Major Routes
For the Twelve Months Ended March 31, 2024
(in \$ 000's)

	01-Tsawwassen - Swartz Bay		02-Horseshoe Bay - Nanaimo		03-Horseshoe Bay - Langdale		30-Nanaimo - Tsawwassen		Major Routes	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Tariff Revenue	286,121	265,325	140,581	136,967	50,089	47,938	127,621	117,724	604,412	567,954
Ancillary Revenue	34,541	30,508	17,131	16,174	7,965	7,230	13,177	11,636	72,814	65,548
Social Program Fees	1,956	1,684	1,844	1,652	2,002	1,772	757	650	6,559	5,758
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
Total Operating Revenue	322,618	297,517	159,556	154,793	60,056	56,940	141,555	130,010	683,785	639,260
Total Operating Expenses	231,274	191,227	138,404	126,457	69,216	61,145	136,144	117,145	575,038	495,974
Earnings (Loss) from Operations	91,344	106,290	21,152	28,336	(9,160)	(4,205)	5,411	12,865	108,747	143,286
Depreciation and Amortization	(47,905)	(46,866)	(23,450)	(22,848)	(10,896)	(11,084)	(21,773)	(20,585)	(104,024)	(101,383)
Net Financing Expense	(8,352)	(10,815)	(2,594)	(3,312)	(1,494)	(2,007)	(4,550)	(5,971)	(16,990)	(22,105)
Cost of Capital	(56,257)	(57,681)	(26,044)	(26,160)	(12,390)	(13,091)	(26,323)	(26,556)	(121,014)	(123,488)
(Loss) Gain on Disposal and Impairment of Capital Assets	(5,926)	(647)	(2,931)	(337)	(1,103)	(124)	(2,599)	(283)	(12,559)	(1,391)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	29,161	47,962	(7,823)	1,839	(22,653)	(17,420)	(23,511)	(13,974)	(24,826)	18,407
Ferry Transportation Fees	6,895	6,275	4,546	4,191	1,996	1,804	3,495	3,104	16,932	15,374
Safe Restart Funding	-	3,857	-	2,099	-	720	-	1,706	-	8,382
Federal-Provincial Subsidy Agreement	-	-	-	-	-	-	-	-	-	-
Net Regulatory Earnings (Loss)	36,056	58,094	(3,277)	8,129	(20,657)	(14,896)	(20,016)	(9,164)	(7,894)	42,163
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(4,821)	(11,270)	(3,324)	(4,524)	(1,497)	(1,895)	(4,255)	(5,247)	(13,897)	(22,936)
Fuel Surcharges Collected	11,105	7,076	5,421	3,576	1,938	1,255	4,967	3,147	23,431	15,054
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	2,514	-	1,268	-	453	-	1,074	-	5,309
Deferred Fare Increase Relief	3,577	(678)	1,919	(393)	626	(164)	1,427	(437)	7,549	(1,672)
Deferred Carbon Reduction Investment Account	10,180	7,472	1,127	-	427	-	664	-	12,398	7,472
Net IFRS Earnings (Loss)	56,097	63,208	1,866	8,056	(19,163)	(15,247)	(17,213)	(10,627)	21,587	45,390

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

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

Included in the Fuel Surcharge in the above statement are fuel surcharges applied against tariffs paid by the Province on behalf of customers travelling under Social Programs.

During the year ended March 31, 2024, the Province paid \$1.7 million (March 31, 2023: \$2.3 million) for fuel price recovery on the Northern Routes.

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

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% until fiscal 2024. No Safe Restart Funding was provided to the drop trailer business. The Safe Restart Funding was fully recognized at March 31, 2024.

British Columbia Ferry Services Inc.
Route Statement
Northern Routes
For the Twelve Months Ended March 31, 2024
(in \$ 000's)

	10-Bear Cove - Bella Bella - Prince Rupert		11-Prince Rupert - Skidegate		28-Port Hardy - Bella Cooola		Northern Routes	
	2024	2023	2024	2023	2024	2023	2024	2023
Tariff Revenue	11,241	10,894	6,487	5,738	1,432	1,421	19,160	18,053
Ancillary Revenue	2,972	2,846	2,321	2,115	92	129	5,385	5,090
Social Program Fees	369	342	810	748	5	4	1,184	1,094
Contracted Routes Fee	-	-	-	-	-	-	-	-
Total Operating Revenue	14,582	14,082	9,618	8,601	1,529	1,554	25,729	24,237
Total Operating Expenses	31,334	30,596	24,934	23,668	10,963	10,896	67,231	65,160
Earnings (Loss) from Operations	(16,752)	(16,514)	(15,316)	(15,067)	(9,434)	(9,342)	(41,502)	(40,923)
Depreciation and Amortization	(6,571)	(6,543)	(4,997)	(4,992)	(5,164)	(4,999)	(16,732)	(16,534)
Net Financing Expense	(2,110)	(2,713)	(1,335)	(1,778)	(1,140)	(1,453)	(4,585)	(5,944)
Cost of Capital	(8,681)	(9,256)	(6,332)	(6,770)	(6,304)	(6,452)	(21,317)	(22,478)
(Loss) Gain on Disposal and Impairment of Capital Assets	(305)	(31)	(177)	(19)	(32)	(3)	(514)	(53)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(25,738)	(25,801)	(21,825)	(21,856)	(15,770)	(15,797)	(63,333)	(63,454)
Ferry Transportation Fees	28,919	29,292	18,622	18,874	4,065	4,125	51,606	52,291
Safe Restart Funding	0	208	0	101	0	33	0	342
Federal-Provincial Subsidy Agreement	5,923	5,542	3,879	3,630	847	792	10,649	9,964
Net Regulatory Earnings (Loss)	9,104	9,241	676	749	(10,858)	(10,847)	(1,078)	(857)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS								
Fuel Costs (over) under Set Price	(1,238)	(1,610)	(872)	(1,045)	(149)	(208)	(2,259)	(2,863)
Fuel Surcharges Collected	488	219	320	153	57	20	865	392
Fuel Price Risk Recoveries Receivable from the Province	909	1,280	640	830	107	165	1,656	2,275
Tariffs in Excess of Price Cap	-	92	-	50	-	5	-	147
Deferred Fare Increase Relief	145	(80)	80	(30)	25	(10)	250	(120)
Deferred Carbon Reduction Investment Account	114	-	298	-	-	-	412	-
Net IFRS Earnings (Loss)	9,522	9,142	1,142	707	(10,818)	(10,875)	(154)	(1,026)

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

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

Included in the Fuel Surcharge in the above statement are fuel surcharges applied against tariffs paid by the Province on behalf of customers travelling under Social Programs.

During the year ended March 31, 2024, the Province paid \$1.7 million (March 31, 2023: \$2.3 million) for fuel price recovery on the Northern Routes.

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

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% until fiscal 2024. No Safe Restart Funding was provided to the drop trailer business. The Safe Restart Funding was fully recognized at March 31, 2024.

British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2024
(in \$ 000's)

	04-Swartz Bay - Fulford Harbour		05-Swartz Bay - Gulf Islands		06-Vesuvius Bay - Crofton		07-Salterty Bay - Earls Cove		08-Horseshoe Bay - Snug Cove	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Tariff Revenue	7,118	6,807	6,651	6,156	5,899	5,540	7,716	7,356	11,371	10,756
Ancillary Revenue	268	250	1,093	628	13	9	421	397	559	473
Social Program Fees	437	401	542	504	344	292	271	256	840	804
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
Total Operating Revenue	7,823	7,458	8,286	7,288	6,256	5,841	8,408	8,009	12,770	12,033
Total Operating Expenses	14,360	12,817	32,129	28,469	8,428	9,722	18,419	19,555	20,043	19,314
Earnings (Loss) from Operations	(6,537)	(5,359)	(23,843)	(21,181)	(2,172)	(3,881)	(10,011)	(11,546)	(7,273)	(7,281)
Depreciation and Amortization	(3,505)	(3,386)	(8,134)	(9,488)	(2,581)	(2,840)	(3,619)	(3,024)	(3,925)	(4,319)
Net Financing Expense	(645)	(868)	(2,148)	(3,808)	(226)	(300)	(797)	(966)	(625)	(883)
Cost of Capital	(4,150)	(4,254)	(10,282)	(13,296)	(2,807)	(3,140)	(4,416)	(3,990)	(4,550)	(5,202)
(Loss) Gain on Disposal and Impairment of Capital Assets	(153)	(16)	(152)	(16)	(115)	(13)	(154)	(17)	(234)	(26)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(10,840)	(9,629)	(34,277)	(34,493)	(5,094)	(7,034)	(14,581)	(15,553)	(12,057)	(12,509)
Ferry Transportation Fees	7,197	7,249	19,381	19,586	2,779	2,774	12,960	13,113	8,398	8,455
Safe Restart Funding	0	101	0	97	0	86	0	117	0	165
Federal-Provincial Subsidy Agreement	1,418	1,327	3,946	3,692	493	461	2,595	2,428	1,607	1,504
Net Regulatory Earnings (Loss)	(2,225)	(952)	(10,950)	(11,118)	(1,822)	(3,713)	974	105	(2,052)	(2,385)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(340)	(393)	(898)	(1,662)	(116)	(166)	(526)	(695)	(511)	(646)
Fuel Surcharges Collected	322	207	302	193	263	162	330	213	481	313
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	67	-	58	-	54	-	66	-	103
Deferred Fare Increase Relief	95	(17)	79	(27)	70	(23)	92	(35)	140	(41)
Deferred Carbon Reduction Investment Account	271	-	493	77	-	-	-	-	52	-
Net IFRS Earnings (Loss)	(1,877)	(1,088)	(10,974)	(12,479)	(1,605)	(3,686)	870	(346)	(1,890)	(2,656)

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

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

Included in the Fuel Surcharge in the above statement are fuel surcharges applied against tariffs paid by the Province on behalf of customers travelling under Social Programs.

During the year ended March 31, 2024, the Province paid \$1.7 million (March 31, 2023: \$2.3 million) for fuel price recovery on the Northern Routes.

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

BC Ferries entered into a contribution agreement with the Province dated November 11, 2020, through which it received Safe Restart Funding to primarily offset financial losses resulting from the COVID-19 pandemic. Safe Restart Funding has been allocated across the routes using a systematic approach. The remaining Safe Restart Funding intended to offset the costs of discretionary sailings and to limit fare increases to an average of 2.3% until fiscal 2024. No Safe Restart Funding was provided to the drop trailer business. The Safe Restart Funding was fully recognized at March 31, 2024.

British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2024
(in \$ 000's)

	09-Tsawwassen - Gulf Islands		12-Mill Bay - Brentwood		13-Langdale - Gambier Island - Keats Island		17-Comox - Powell River		18-Texada Island - Powell River	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Tariff Revenue	17,426	16,382	2,118	1,898	197	189	13,471	12,731	1,567	1,515
Ancillary Revenue	2,358	1,983	6	0	22	20	1,446	1,163	29	20
Social Program Fees	205	177	7	6	5	4	1,074	1,060	166	162
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
Total Operating Revenue	19,989	18,542	2,131	1,904	224	213	15,991	14,954	1,762	1,697
Total Operating Expenses	28,620	23,634	3,502	3,375	786	725	21,833	18,126	7,659	8,375
Earnings (Loss) from Operations	(8,631)	(5,092)	(1,371)	(1,471)	(562)	(512)	(5,842)	(3,172)	(5,897)	(6,678)
Depreciation and Amortization	(9,019)	(7,579)	(646)	(1,018)	(10)	(10)	(6,748)	(5,223)	(2,585)	(4,201)
Net Financing Expense	(2,568)	(2,947)	(51)	(85)	0	0	(2,051)	(2,230)	(775)	(2,042)
Cost of Capital	(11,587)	(10,526)	(697)	(1,103)	(10)	(10)	(8,799)	(7,453)	(3,360)	(6,243)
(Loss) Gain on Disposal and Impairment of Capital Assets	(364)	(40)	(39)	(4)	(4)	-	(292)	(33)	(32)	(4)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(20,582)	(15,658)	(2,107)	(2,578)	(576)	(522)	(14,933)	(10,658)	(9,289)	(12,925)
Ferry Transportation Fees	13,267	13,305	1,989	1,988	535	529	11,222	11,304	6,334	6,410
Safe Restart Funding	0	276	0	31	0	4	0	199	0	24
Federal-Provincial Subsidy Agreement	2,585	2,418	355	332	97	91	2,196	2,056	1,279	1,196
Net Regulatory Earnings (Loss)	(4,730)	341	237	(227)	56	102	(1,515)	2,901	(1,676)	(5,295)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(412)	(1,259)	(42)	(50)	(48)	(61)	(330)	(964)	(147)	(191)
Fuel Surcharges Collected	691	406	104	59	8	5	621	407	76	52
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	144	-	17	-	2	-	116	-	13
Deferred Fare Increase Relief	220	(80)	29	(5)	2	(2)	158	(59)	18	(8)
Deferred Carbon Reduction Investment Account	1,809	1,111	-	-	-	-	962	905	-	-
Net IFRS Earnings (Loss)	(2,422)	663	328	(206)	18	46	(104)	3,306	(1,729)	(5,429)

British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2024
(in \$ 000's)

	19-Gabriola Island - Nanaimo Harbour		20-Thetis Island - Penelakut Island - Chemainus		21-Denman Island - Buckley Bay		22-Hornby Island - Denman Island		23-Quadra Island - Campbell River	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Tariff Revenue	6,710	6,234	1,405	1,322	4,060	3,778	2,029	1,745	6,526	5,715
Ancillary Revenue	39	35	3	1	24	19	3	28	26	28
Social Program Fees	455	411	219	208	286	250	24	24	512	446
Contracted Routes Fee	0	0	0	0	0	0	0	0	0	0
Total Operating Revenue	7,204	6,680	1,627	1,531	4,370	4,047	2,056	1,797	7,064	6,189
Total Operating Expenses	15,302	15,092	7,008	5,378	9,981	7,783	5,828	4,523	17,371	13,004
Earnings (Loss) from Operations	(8,098)	(8,412)	(5,381)	(3,847)	(5,611)	(3,736)	(3,772)	(2,726)	(10,307)	(6,815)
Depreciation and Amortization	(5,423)	(5,506)	(1,537)	(1,358)	(2,503)	(2,602)	(2,062)	(1,364)	(5,716)	(2,091)
Net Financing Expense	(2,117)	(2,915)	(231)	(289)	(734)	(1,012)	(406)	(487)	(2,322)	(1,049)
Cost of Capital	(7,540)	(8,421)	(1,768)	(1,647)	(3,237)	(3,614)	(2,468)	(1,851)	(8,038)	(3,140)
(Loss) Gain on Disposal and Impairment of Capital Assets	(132)	(15)	(30)	(3)	(80)	(9)	(38)	(4)	(112)	(157)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(15,770)	(16,848)	(7,179)	(5,497)	(8,928)	(7,359)	(6,278)	(4,581)	(18,457)	(10,112)
Ferry Transportation Fees	5,125	5,074	4,892	4,947	5,778	5,811	3,582	3,604	6,212	6,175
Safe Restart Funding	0	96	0	21	0	65	0	30	0	93
Federal-Provincial Subsidy Agreement	899	841	998	934	1,095	1,024	723	676	1,169	1,094
Net Regulatory Earnings (Loss)	(9,746)	(10,837)	(1,289)	405	(2,055)	(459)	(1,973)	(271)	(11,076)	(2,750)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS										
Fuel Costs (over) under Set Price	(292)	(372)	(78)	(98)	(36)	(42)	(50)	(43)	(277)	(278)
Fuel Surcharges Collected	283	184	66	43	178	110	84	47	291	168
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	56	-	12	-	36	-	16	-	55
Deferred Fare Increase Relief	75	(29)	19	(4)	49	(21)	24	(9)	78	(24)
Deferred Carbon Reduction Investment Account	-	-	-	-	-	-	-	-	-	-
Net IFRS Earnings (Loss)	(9,680)	(10,998)	(1,282)	358	(1,864)	(376)	(1,915)	(260)	(10,984)	(2,829)

British Columbia Ferry Services Inc.
Route Statement
Minor Routes
For the Twelve Months Ended March 31, 2024
(in \$ 000's)

	24-Cortes Island - Quadra Island		25-Alert Bay - Sointula - Port Mcneill		26-Skidegate - Alliford Bay		Minor Routes	
	2024	2023	2024	2023	2024	2023	2024	2023
Tariff Revenue	1,182	1,137	2,236	2,008	896	803	98,578	92,072
Ancillary Revenue	6	13	38	23	27	27	6,381	5,117
Social Program Fees	183	137	152	144	46	44	5,768	5,330
Contracted Routes Fee	0	0	0	0	0	0	0	0
Total Operating Revenue	1,371	1,287	2,426	2,175	969	874	110,727	102,519
Total Operating Expenses	6,997	5,403	8,886	9,063	7,027	7,589	234,179	211,947
Earnings (Loss) from Operations	(5,626)	(4,116)	(6,460)	(6,888)	(6,058)	(6,715)	(123,452)	(109,428)
Depreciation and Amortization	(3,487)	(3,393)	(3,028)	(4,804)	(1,787)	(1,252)	(66,315)	(63,458)
Net Financing Expense	(376)	(494)	(1,105)	(2,601)	(249)	(313)	(17,426)	(23,289)
Cost of Capital	(3,863)	(3,887)	(4,133)	(7,405)	(2,036)	(1,565)	(83,741)	(86,747)
(Loss) Gain on Disposal and Impairment of Capital Assets	(25)	(3)	(45)	(5)	(18)	(2)	(2,019)	(367)
Route Earnings (Loss) Before Ferry Service Fees, Safe Restart Funding & Federal Contract	(9,514)	(8,006)	(10,638)	(14,298)	(8,112)	(8,282)	(209,212)	(196,542)
Ferry Transportation Fees	4,791	4,848	7,004	7,080	5,395	5,462	126,841	127,714
Safe Restart Funding	0	20	0	32	0	13	0	1,470
Federal-Provincial Subsidy Agreement	987	923	1,431	1,339	1,116	1,044	24,989	23,380
Net Regulatory Earnings (Loss)	(3,736)	(2,215)	(2,203)	(5,847)	(1,601)	(1,763)	(57,382)	(43,978)
Items Included in Net Regulatory Earnings (Loss) not Permitted Under IFRS								
Fuel Costs (over) under Set Price	(112)	(141)	(237)	(312)	(69)	(81)	(4,521)	(7,454)
Fuel Surcharges Collected	60	37	95	59	37	22	4,292	2,687
Fuel Price Risk Recoveries Receivable from the Province	-	-	-	-	-	-	-	-
Tariffs in Excess of Price Cap	-	11	-	19	-	8	-	853
Deferred Fare Increase Relief	15	(6)	26	(9)	12	(3)	1,201	(402)
Deferred Carbon Reduction Investment Account	-	-	-	-	-	-	3,587	2,093
Net IFRS Earnings (Loss)	(3,773)	(2,314)	(2,319)	(6,090)	(1,621)	(1,817)	(52,823)	(46,201)

Part 2

Customer Feedback

Overview

Earning the trust of customers, communities and First Nations is a key priority for BC Ferries. As an essential public service, we are committed to fostering a customer- and community-focused culture across all levels of the Company. Our goal is to ensure that customers have access to a safe, reliable and affordable travel experience now and for years to come.

BC Ferries is aware there are always opportunities for continuous improvement and welcomes input from and dialogue with customers, coastal and Indigenous communities, businesses and others. The Company receives customer input through many channels, including its online feedback form at www.bcferries.com, letters, emails, phone calls and social media posts, as well as through its feedback portal, www.ferryfeedback.ca. We also hear feedback through work with the Ferry Advisory Committees and Indigenous communities, and through public engagement and community outreach.

Through meaningful engagement, we are committed to strengthening our relationships with the customers and communities who depend on our services. We work hard to respond promptly to feedback and ensure that concerns are transparently reviewed and appropriately addressed. During the fiscal year, BC Ferries provided quarterly reports and an annual report to the Commissioner detailing customer feedback results as well as community, stakeholder and Indigenous engagement activities.¹¹

Customer Satisfaction Tracking Report

The Company also obtains essential feedback through its annual customer satisfaction survey, which is required under the Contract and has been conducted each year on select routes since 2003. The survey helps us to understand our customers' sentiments, and is an important part of BC Ferries' ongoing market research program that supports various operational and customer service initiatives. BC Ferries commissions an independent professional consulting organization to conduct and document the survey, and to present the findings.

BC Ferries had one of its busiest fiscal years ever, carrying record levels of traffic. At the same time, the Customer Satisfaction Tracking Report for calendar year 2023 indicates that surveyed customers reported an improved overall satisfaction score of 4.03 (+0.03 compared to 2022), while an increased number of customers surveyed reported that they were satisfied with their overall experience (82%; +1% compared to 2022).¹²

11 BC Ferries' Fiscal 2024 quarterly feedback and engagement reports to the Commissioner may be found on the Company's website at <https://www.bcferries.com/in-the-community/resources>. The Company's Fiscal 2024 Annual Report to the British Columbia Ferries Commissioner on Public Engagement Activities can be found on the Commissioner's website at www.bcferrycommission.ca, with the Commissioner's accompanying response.

12 Score was out of 5, where 5 is very satisfied. Three 'waves' of Customer Tracking Surveys are also conducted throughout the calendar year. The reports for June, August and November 2023 may be found on the Company's website at <https://www.bcferries.com/in-the-community/resources>.

Customer Satisfaction Tracking

All Waves - 2023



MALATEST





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.

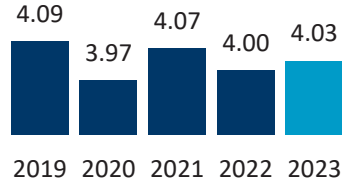
As a core data gathering strategy, Malatest conducts intercept surveys on BC Ferries vessels in June, August and November each year. This report presents findings from 2023.

Passengers who were surveyed reported an overall satisfaction score of 4.03 (+0.03 compared to 2022), and 82% of passengers surveyed reported that they were satisfied with their overall experience (+1% compared to 2022).

Customer Satisfaction Survey Highlights

Overall Satisfaction

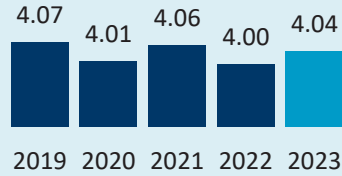
Overall satisfaction scores increased this year compared to 2022.



4.03
↑
+0.03
FROM
2022

Terminal Satisfaction

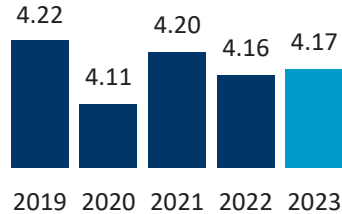
Terminal satisfaction scores increased this year compared to 2022.



4.04
↑
+0.04
FROM
2022

Onboard Satisfaction

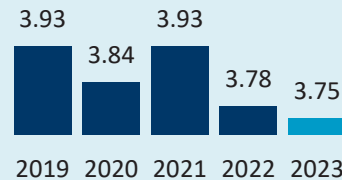
Onboard satisfaction scores increased this year compared to 2022.



4.17
↑
+0.01
FROM
2022

Ferry Running On Time

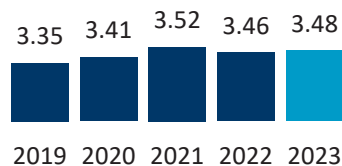
Passenger assessments of whether the ferry was running on time were lower this year compared to last. The 2023 score is the lowest score achieved in the past 5 years.



3.75
↓
-0.03
FROM
2022

Value for Money of Fares

Value for Money of Fares scores increased this year compared to 2022.



3.48
↑
+0.02
FROM
2022

CONTENTS

2023 CST RESEARCH PROGRAM UPDATES..... 2

CST SURVEY METHOD 3

OVERALL CUSTOMER SATISFACTION 4

TERMINAL SERVICES 5

ONBOARD SERVICES 7

VALUE FOR MONEY OF FARES 9

APPENDIX A - AVERAGE SATISFACTION RATINGS BY ROUTE - ALL WAVES HISTORICAL DATA A-1

APPENDIX B - AVERAGE SATISFACTION RATINGS BY TERMINAL - ALL WAVES HISTORICAL DATA A-11

2023 CST Research Program Updates

As of June 2023, the following updates have been made to the BC Ferries' CST Research Program's survey instrument and intercept survey methodology:

SURVEY INSTRUMENT CHANGES

The CST survey instrument underwent review and new questions were added to reflect recent service areas of interest:

- **BC Ferries Digital Products**
Survey questions were added to help determine passenger satisfaction with a series of BC Ferries Digital Products (BC Ferries mobile app, electronic boarding pass, self-serve kiosk, digital information screens onboard). A question was also added to gauge whether customers feel supported by BC Ferries' suite of digital products overall:

Thinking about your entire journey, do you feel you were well-supported by BC Ferries digital products (e.g., website, mobile app, service updates, ticketing, digital screens)?

- **Reservations**
A new question asks passengers how they made their reservation.
- **Fare Type**
A new question asks passengers to indicate what type of fare they purchased for their current sailing.

The results for these new questions have been summarized and are included in the following report.

RECRUITMENT METHOD CHANGES

- **Use of Postcards**
Postcards were adopted as a method of recruitment during the COVID-19 pandemic. Survey staff continue to use postcards as a method of engagement with passengers where appropriate (e.g., to quickly communicate the details of the survey or when passengers want to do the survey online but are not comfortable providing an email address). The postcard (Appendix E) provides passengers with information on how to complete the CST Survey online via the *ferryfeedback.ca* portal.

Note: Arrows indicate the largest positive and negatives changes in overall satisfaction score since 2020.

CST Survey Method

Passengers travelling on select BC Ferries routes during Wave 1 (June 2023), Wave 2 (August 2023) and Wave 3 (November 2023) data collection periods, were eligible to complete a 2023 CST Survey. Passengers who agreed to participate were able to rate their satisfaction with various aspects of their sailing experience, provide feedback on their perception of BC Ferries as a company, as well as make suggestions for possible improvements. To ensure that the research was as representative of passengers as possible, three surveying modes were used.

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

POSTCARDS Surveyors provided postcards to passengers who did not wish to engage long enough to complete the demographic screener.

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

As shown in the table below, 51% more surveys were completed this year than in 2022.

Table 2: Survey Completions Overall and by Route (2023 – All Waves)

	All Waves 2022	All Waves 2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	11,502	17,339	5,837 (+51%)
Route 1	3,870	5,117	1,247 (+32%)
Route 2	2,656	4,620	1,964 (+74%)
Route 3	2,739	3,470	731 (+27%)
Route 30	2,237	4,132	1,895 (+85%)
Minor Routes (4, 5/9, 19)	4,400	6,712	2,312 (+53%)
Route 4	1,021	1,396	375 (+37%)
Routes 5/9	2,358	3,336	978 (+41%)
Route 19	1,021	1,980	959 (+94%)
Total	15,902	24,051	8,149 (+51%)

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

Overall Customer Satisfaction

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

Table 3. Overall Customer Satisfaction

	2019	2020	2021	2022	2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	4.11	3.96	4.08	3.99	4.01	+0.02
Route 1	4.16	4.07	4.15	4.09	4.12	+0.03
Route 2	4.08	3.94	4.09	3.94	3.99	+0.05
Route 3	4.02	3.70	3.93	3.69	3.75	+0.06
Route 30	4.12	4.08	4.06	4.09	3.98	-0.11
Minor Routes (4, 5/9, 19)	3.99	4.03	4.00	4.03	4.14	+0.11
Route 4	4.08	4.18	4.15	4.11	4.13	+0.02
Routes 5/9	3.97	4.09	4.06	3.95	4.15	+0.20 ▲
Route 19	3.99	3.76	3.62	4.25	4.10	-0.15 ▼
Total	4.09	3.97	4.07	4.00	4.03	+0.03

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2022.

Note: Weighted averages reported.

Overall customer satisfaction scores increased compared to last year's score (change of +0.03 points). Analysis by route shows the passengers on Routes 5/9 are the most satisfied with their overall experiences (4.15) while passengers travelling on Route 3 are the least satisfied (3.75). Route 19 showed the most marked reduction in overall customer satisfaction score since last year (-0.15), while Route 5/9 showed the largest increase over the same period (+0.20).

82% 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 (+0.04).

Table 4. Customer Satisfaction with the Overall Experience at the Terminal before Boarding

	2019	2020	2021	2022	2023	Change (2022-23)
BC Ferries Total	4.07	4.01	4.06	4.00	4.04	+0.04
Tsawwassen	4.13	4.13	4.11	4.07	4.10	+0.03
Swartz Bay	4.07	4.10	4.13	4.06	4.13	+0.07
Horseshoe Bay	4.00	3.88	4.00	3.85	3.87	+0.02
Departure Bay	4.09	3.96	4.08	3.98	4.06	+0.08 ▲
Langdale	3.95	3.75	3.87	3.68	3.69	+0.01
Duke Point	4.17	4.09	4.10	4.12	4.06	-0.06
Fulford Harbour	4.02	4.13	4.03	4.14	4.06	-0.08
Nanaimo Harbour	4.12	3.81	3.68	4.03	4.05	+0.02
Gabriola	3.71	3.54	3.50	4.12	3.97	-0.15 ▼

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

QUESTION: How satisfied or dissatisfied were you with your overall experience at the terminal before boarding? (1 = very dissatisfied; 5 = very satisfied). Satisfied passengers are those who reported a 4 or 5 on the question.

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2022.

Note: Weighted averages reported.

Analysis by individual terminal shows that passengers at most of the terminals are more satisfied this year with their overall terminal experience compared to 2022. The Gabriola (Descanso Bay) terminal passengers showed the greatest negative change compared to last year (-0.15) while Departure Bay passengers showed the greatest positive change over the same period (+0.08). Passengers sailing from Swartz Bay reported the highest levels of satisfaction (4.13) with their terminal experience while those departing from the Langdale terminal appear to be the least satisfied (3.69).

Overall, 81% of passengers stated that they were satisfied with their terminal experience.

For specific aspects of service within terminals, overall, passenger satisfaction has increased for just over half of all measures, compared to 2022. “Usefulness of digital information screens at the terminal” showed the biggest increase in score (+0.09) while “washrooms” and “parking options at the terminal” showed the largest decrease compared to 2022 (-0.03). Satisfaction scores for each terminal are presented in Appendix B.

Table 5. Overall Satisfaction Scores for Individual Terminal Services

TERMINAL SERVICES	2022	2023	Change (2022-23)
Outside appearance of the terminal you left from	4.08	4.07	-0.01
Overall appearance inside the terminal you left from	4.07	4.05	-0.02
Wait time at terminal	3.74	3.78	+0.04
Efficiency of the check-in process	4.27	4.30	+0.03
Electronic boarding pass*	n/a	4.28	-
Staff customer service	4.34	4.37	+0.03
Clarity of staff directions	4.32	4.33	+0.01
Announcements when you needed to be informed	3.98	4.00	+0.02
Usefulness of digital information screens at the terminal	3.81	3.90	+0.09
Quality and variety of merchandise offered at the terminal	3.69	3.72	+0.03
Quality and variety of food/beverages offered at the terminal	3.55	3.58	+0.03
Washrooms	3.90	3.87	-0.03
Procedure for loading	4.12	4.11	-0.01
Professionalism of terminal staff	4.31	4.34	+0.03
Parking options at the terminal	3.67	3.64	-0.03
Ease of using passenger pickup/drop-off area	4.13	4.11	-0.02
Self-serve kiosk (ticket purchase)*	n/a	4.27	-
Pre-boarding passenger lounge at terminal	3.76	3.74	-0.02

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

*New question, added 2023.

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2022.

Note: Weighted averages reported.

Onboard Services Customer Satisfaction

The customer satisfaction score for onboard services has increased slightly compared to last year (increase of +0.01).

Table 6. Overall Satisfaction with Onboard Services

	2019	2020	2021	2022	2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	4.22	4.10	4.20	4.15	4.15	0.00
Route 1	4.24	4.17	4.24	4.22	4.22	0.00
Route 2	4.22	4.03	4.18	4.10	4.13	+0.03
Route 3	4.16	3.99	4.14	3.99	4.01	+0.02
Route 30	4.25	4.17	4.19	4.22	4.14	-0.08
Minor Routes (4, 5/9, 19)	4.18	4.17	4.17	4.19	4.28	+0.09
Route 4	4.18	4.31	4.25	4.23	4.24	+0.01
Routes 5/9	4.20	4.20	4.19	4.14	4.30	+0.16 ▲
Route 19	4.12	3.98	4.01	4.36	4.27	-0.09 ▼
Total	4.22	4.11	4.20	4.16	4.17	+0.01

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2022.

Note: Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with their onboard services experience (4.30) and showed the most marked increase in score compared to 2022 (+0.16). Passengers travelling on Route 3 are the least satisfied (4.01), while Route 19 passengers showed the most marked decrease in score since 2022 (-0.09).

Overall, 88% of passengers stated that they were satisfied with their onboard experience.

Table 7 shows that passengers were more satisfied with half of the onboard services that saw a change year over year compared to 2022. They were also less satisfied with the same number of onboard services, when compared to 2022. The service areas that experienced the largest increase since 2022 was the “pet area” (+0.12). The service area with the greatest decrease in satisfaction levels compared to 2022 was the “outside appearance of vessel overall” (-0.07). Route specific scores for each of these questions are available in Appendix A.

Table 7. Overall Satisfaction Scores for Individual Onboard Services

ONBOARD SERVICES	2022	2023	Change (2022-23)
Quality and variety of food/beverages offered	3.67	3.69	+0.02
Value for money (food services)	3.21	3.21	0.00
Staff customer service	4.20	4.24	+0.04
Passages Retail Store	4.01	4.02	+0.01
Washrooms	3.96	3.94	-0.02
Play area for children	3.43	3.54	+0.11
Pet area	3.06	3.18	+0.12 ▲
Workstations	3.71	3.80	+0.09
Outside decks	4.23	4.23	0.00
Lounge seating	4.14	4.12	-0.02
The SeaWest Lounge experience	-	3.83	n/a†
Usefulness of digital information screens onboard*	n/a	3.78	-
Outside appearance of vessel overall	4.15	4.08	-0.07 ▼
Ease of access, overall	4.19	4.16	-0.03
Ease of finding facilities/services	4.17	4.15	-0.02
Announcements when you need to be informed	4.04	4.02	-0.02
Atmosphere on the ferry overall	4.15	4.16	+0.01
Procedures for unloading	4.19	4.15	-0.04
Professionalism of onboard staff	4.36	4.36	0.00

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

*New question, added 2023.

†Service not available in 2022 due to the COVID-19 pandemic, therefore YOY comparisons are not available.

Note: Arrows indicate the largest positive and negative changes in satisfaction scores since 2022.

Note: Weighted averages reported.

Value for Money of Fares

Passenger ratings of “Value for Money of Fares” has climbed since 2022 (increase of +0.02).

Table 8. Value for Money of Fares

	2019	2020	2021	2022	2023	Change (2022-23)
Major Routes (1, 2, 3, 30)	3.31	3.36	3.50	3.43	3.43	0.00
Route 1	3.30	3.36	3.49	3.47	3.48	+0.01
Route 2	3.26	3.29	3.49	3.36	3.40	+0.04
Route 3	3.45	3.51	3.55	3.40	3.42	+0.02
Route 30	3.23	3.28	3.46	3.44	3.36	-0.08
Minor Routes (4, 5/9, 19)	3.58	3.68	3.70	3.69	3.75	+0.06
Route 4	3.51	3.71	3.72	3.73	3.70	-0.03
Routes 5/9	3.61	3.74	3.73	3.67	3.80	+0.13 ▲
Route 19	3.50	3.47	3.56	3.76	3.64	-0.12 ▼
Total	3.35	3.41	3.52	3.46	3.48	+0.02

Source: 2023 CST Survey – All Waves (R.A. Malatest & Associates)

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

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

Note: Arrows indicate the largest positive and negatives changes in satisfaction scores since 2022.

Note: Weighted averages reported.

Analysis by route shows that passengers on Routes 5/9 are the most satisfied with value for money of fares (3.80) while passengers travelling on Route 30 are the least satisfied (3.36). The largest positive change was experienced by Routes 5/9 (+0.13), while Route 19 passengers experienced the largest drop in satisfaction with value for money of fares compared to 2022 (-0.12).

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

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

Average Satisfaction Ratings by Route - All Waves Historical Data									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Overall Experience									
Trip Overall	2023	4.03	4.12	3.99	3.75	3.98	4.13	4.15	4.10
	2022	4.00	4.09	3.94	3.69	4.09	4.11	3.95	4.25
	2021	4.07	4.15	4.09	3.93	4.06	4.15	4.06	3.62
	2020	3.97	4.07	3.94	3.70	4.08	4.18	4.09	3.76
	2019	4.09	4.16	4.08	4.02	4.12	4.08	3.97	3.99
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.03</i>	<i>0.05</i>	<i>0.06</i>	<i>-0.11</i>	<i>0.02</i>	<i>0.20</i>	<i>-0.15</i>
Terminal Overall									
	2023	4.04	4.11	4.00	3.76	4.05	4.07	4.16	4.01
	2022	4.00	4.06	3.96	3.71	4.13	4.11	4.00	4.07
	2021	4.06	4.14	4.07	3.89	4.07	4.10	4.06	3.60
	2020	4.01	4.12	3.96	3.75	4.09	4.18	4.15	3.68
	2019	4.07	4.11	4.03	3.98	4.15	4.06	4.05	3.92
<i>(2022-23 Comparison)</i>		<i>0.04</i>	<i>0.05</i>	<i>0.04</i>	<i>0.05</i>	<i>-0.08</i>	<i>-0.04</i>	<i>0.16</i>	<i>-0.06</i>
Onboard Overall									
	2023	4.17	4.22	4.13	4.01	4.14	4.24	4.30	4.27
	2022	4.16	4.22	4.10	3.99	4.22	4.23	4.14	4.36
	2021	4.20	4.24	4.18	4.14	4.19	4.25	4.19	4.01
	2020	4.11	4.17	4.03	3.99	4.17	4.31	4.20	3.98
	2019	4.22	4.24	4.22	4.16	4.25	4.18	4.20	4.12
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>0.00</i>	<i>0.03</i>	<i>0.02</i>	<i>-0.08</i>	<i>0.01</i>	<i>0.16</i>	<i>-0.09</i>
Value for money of fares									
	2023	3.48	3.48	3.40	3.42	3.36	3.70	3.80	3.64
	2022	3.46	3.47	3.36	3.40	3.44	3.73	3.67	3.76
	2021	3.52	3.49	3.49	3.55	3.46	3.72	3.73	3.56
	2020	3.41	3.36	3.29	3.51	3.28	3.71	3.74	3.47
	2019	3.35	3.30	3.26	3.45	3.23	3.51	3.61	3.50
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.01</i>	<i>0.04</i>	<i>0.02</i>	<i>-0.08</i>	<i>-0.03</i>	<i>0.13</i>	<i>-0.12</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – <i>Cont.</i>									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Before Arriving at Terminal									
Usefulness of BC Ferries Website	2023	4.00	4.12	4.02	3.75	4.03	3.86	3.94	3.82
	2022	3.94	4.05	4.01	3.62	4.08	3.82	3.64	3.88
	2021	3.96	4.10	4.01	3.73	4.00	3.90	3.70	3.76
	2020	3.96	4.01	3.93	3.83	4.09	4.07	3.89	3.76
	2019	4.13	4.13	4.11	4.11	4.20	4.12	4.14	4.05
<i>(2022-23 Comparison)</i>		<i>0.06</i>	<i>0.07</i>	<i>0.01</i>	<i>0.13</i>	<i>-0.05</i>	<i>0.04</i>	<i>0.30</i>	<i>-0.06</i>
Ease of making a reservation <i>(2019-2022 question wording: Ease of using online reservations)</i>	2023	4.01	4.15	3.99	3.56	4.02	-	4.10	-
	2022	3.99	4.10	3.99	3.57	4.15	-	3.86	-
	2021	3.99	4.09	4.03	3.69	4.03	-	3.85	-
	2020	3.88	4.02	3.86	3.59	4.01	-	3.70	-
	2019	4.01	4.09	3.93	3.93	4.07	-	3.92	-
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.05</i>	<i>0.00</i>	<i>-0.01</i>	<i>-0.13</i>	-	<i>0.24</i>	-
BC Ferries phone service	2023	3.45	3.54	3.45	3.06	3.42	3.28	3.74	3.22
	2022	3.31	3.42	3.25	2.89	3.47	3.43	3.40	3.25
	2021	3.38	3.45	3.45	3.10	3.28	3.28	3.53	3.23
	2020	3.32	3.42	3.27	3.02	3.48	3.45	3.40	3.31
	2019	3.59	3.63	3.53	3.39	3.67	3.54	3.80	3.39
<i>(2022-23 Comparison)</i>		<i>0.14</i>	<i>0.12</i>	<i>0.20</i>	<i>0.17</i>	<i>-0.05</i>	<i>-0.15</i>	<i>0.34</i>	<i>-0.03</i>
Ease of using/understanding sailing schedules	2023	4.18	4.28	4.22	3.99	4.23	4.04	3.95	4.12
	2022	4.12	4.22	4.21	3.89	4.29	4.03	3.62	4.14
	2021	4.19	4.33	4.27	4.06	4.29	4.03	3.70	3.97
	2020	4.20	4.32	4.23	4.06	4.28	4.22	3.91	4.16
	2019	4.27	4.31	4.30	4.18	4.39	4.16	4.07	4.35
<i>(2022-23 Comparison)</i>		<i>0.06</i>	<i>0.06</i>	<i>0.01</i>	<i>0.10</i>	<i>-0.06</i>	<i>0.01</i>	<i>0.33</i>	<i>-0.02</i>
Effective communication of service updates and current conditions <i>(2019-2022 question wording: Effective communication of service updates)</i>	2023	3.79	3.94	3.83	3.41	3.79	3.70	3.76	3.46
	2022	3.77	3.90	3.81	3.35	3.94	3.74	3.54	3.60
	2021	3.93	4.08	3.97	3.67	3.95	3.90	3.78	3.48
	2020	3.94	4.05	3.95	3.74	4.03	4.14	3.81	3.70
	2019	3.95	4.01	3.97	3.83	4.07	3.79	3.80	3.86
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.04</i>	<i>0.02</i>	<i>0.06</i>	<i>-0.15</i>	<i>-0.04</i>	<i>0.22</i>	<i>-0.14</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
At the Terminal									
Outside appearance of the terminal	2023	4.07	4.13	4.08	3.80	4.14	3.99	4.18	3.92
	2022	4.08	4.12	4.07	3.80	4.22	4.05	4.15	3.97
	2021	4.15	4.21	4.18	3.97	4.25	4.14	4.12	3.72
	2020	4.15	4.22	4.15	3.93	4.24	4.20	4.22	3.84
	2019	4.17	4.24	4.18	4.00	4.27	3.96	4.15	3.79
<i>(2022-23 Comparison)</i>		<i>-0.01</i>	<i>0.01</i>	<i>0.01</i>	<i>0.00</i>	<i>-0.08</i>	<i>-0.06</i>	<i>0.03</i>	<i>-0.05</i>
Overall appearance inside the terminal	2023	4.05	4.08	4.07	3.78	4.09	3.99	4.16	-
	2022	4.07	4.10	4.05	3.78	4.21	4.07	4.14	-
	2021	4.13	4.16	4.16	3.95	4.22	4.10	4.11	-
	2020	4.12	4.18	4.10	3.92	4.22	4.14	4.15	-
	2019	4.17	4.24	4.18	3.98	4.23	3.95	4.12	-
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>0.02</i>	<i>0.00</i>	<i>-0.12</i>	<i>-0.08</i>	<i>0.02</i>	<i>-</i>
Wait time at the terminal	2023	3.78	3.94	3.74	3.30	3.77	3.82	3.89	3.77
	2022	3.74	3.86	3.70	3.35	3.89	3.79	3.63	3.95
	2021	3.82	3.96	3.84	3.59	3.83	3.82	3.75	3.03
	2020	3.73	3.90	3.75	3.33	3.87	3.94	3.80	3.03
	2019	3.81	3.98	3.78	3.63	3.88	3.68	3.58	3.49
<i>(2022-23 Comparison)</i>		<i>0.04</i>	<i>0.08</i>	<i>0.04</i>	<i>-0.05</i>	<i>-0.12</i>	<i>0.03</i>	<i>0.26</i>	<i>-0.18</i>
Ticket Purchase									
Efficiency of the check-in process	2023	4.30	4.35	4.30	4.10	4.28	4.34	4.38	4.32
	2022	4.27	4.30	4.28	4.05	4.31	4.33	4.36	4.34
	2021	4.32	4.39	4.32	4.14	4.34	4.34	4.37	4.14
	2020	4.22	4.30	4.21	4.03	4.27	4.38	4.30	3.98
	2019	4.32	4.32	4.31	4.27	4.34	4.33	4.35	4.30
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.05</i>	<i>0.02</i>	<i>0.05</i>	<i>-0.03</i>	<i>0.01</i>	<i>0.02</i>	<i>-0.02</i>
Electronic boarding pass <i>(New question added 2023)</i>	2023	4.28	4.35	4.25	4.06	4.26	-	4.29	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Staff customer service	2023	4.37	4.41	4.33	4.21	4.36	4.37	4.49	4.47
	2022	4.34	4.36	4.35	4.16	4.39	4.42	4.42	4.44
	2021	4.39	4.43	4.38	4.26	4.40	4.38	4.43	4.37
	2020	4.31	4.32	4.29	4.18	4.35	4.44	4.40	4.34
	2019	4.41	4.41	4.39	4.34	4.44	4.42	4.50	4.42
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.05</i>	<i>-0.02</i>	<i>0.05</i>	<i>-0.03</i>	<i>-0.05</i>	<i>0.07</i>	<i>0.03</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services									
Clarity of staff directions	2023	4.33	4.38	4.31	4.17	4.33	4.32	4.39	4.43
	2022	4.32	4.36	4.31	4.13	4.39	4.42	4.35	4.43
	2021	4.36	4.42	4.37	4.21	4.36	4.37	4.35	4.30
	2020	4.30	4.35	4.26	4.16	4.35	4.37	4.33	4.33
	2019	4.39	4.40	4.40	4.33	4.41	4.35	4.40	4.41
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>0.02</i>	<i>0.00</i>	<i>0.04</i>	<i>-0.06</i>	<i>-0.10</i>	<i>0.04</i>	<i>0.00</i>
Announcements when you need to be informed	2023	4.00	4.05	4.02	3.77	4.04	4.05	4.01	3.90
	2022	3.98	4.03	4.02	3.77	4.03	4.10	3.87	3.94
	2021	4.01	4.07	4.03	3.88	3.98	4.05	3.93	3.87
	2020	3.96	3.98	3.96	3.83	4.08	4.14	3.93	3.82
	2019	4.08	4.11	4.11	4.04	4.15	3.93	3.98	4.06
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.02</i>	<i>0.00</i>	<i>0.00</i>	<i>0.01</i>	<i>-0.05</i>	<i>0.14</i>	<i>-0.04</i>
Usefulness of digital information screens	2023	3.90	3.99	3.93	3.58	3.90	3.94	3.90	-
	2022	3.81	3.88	3.82	3.53	3.92	3.95	3.68	-
<i>(Previous question wording: Usefulness of TV info screens (if Applicable))</i>	2021	3.89	3.95	3.96	3.69	3.87	3.95	3.81	-
	2020	3.88	3.95	3.84	3.67	4.03	4.06	3.85	-
	2019	3.92	3.96	3.93	3.84	4.02	3.72	3.75	-
<i>(2022-23 Comparison)</i>		<i>0.09</i>	<i>0.11</i>	<i>0.11</i>	<i>0.05</i>	<i>-0.02</i>	<i>-0.01</i>	<i>0.22</i>	<i>-</i>
Quality and variety of merchandise offered at the terminal*	2023	3.72	3.71	3.75	-	3.75	3.41	3.80	-
	2022	3.69	3.71	3.60	-	3.84	3.39	3.62	-
	2021	3.74	3.75	3.71	-	3.89	3.40	3.53	-
	2020	3.67	3.74	3.54	-	3.78	3.37	3.47	-
	2019	3.71	3.78	3.88	-	3.78	3.19	3.53	-
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.00</i>	<i>0.15</i>	<i>-</i>	<i>-0.09</i>	<i>0.02</i>	<i>0.18</i>	<i>-</i>
Quality and variety of food/beverages offered at the terminal*	2023	3.58	3.55	3.62	-	3.70	3.20	3.58	-
	2022	3.55	3.56	3.45	-	3.71	3.24	3.42	-
	2021	3.57	3.59	3.51	-	3.77	3.28	3.35	-
	2020	3.52	3.63	3.30	-	3.61	3.31	3.26	-
	2019	3.58	3.69	3.77	-	3.66	2.96	3.35	-
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.17</i>	<i>-</i>	<i>-0.01</i>	<i>-0.04</i>	<i>0.16</i>	<i>-</i>
Washrooms	2023	3.87	3.91	3.76	3.61	3.94	3.92	4.12	3.97
	2022	3.90	3.93	3.83	3.62	4.03	3.97	4.05	4.05
	2021	4.01	4.05	3.97	3.88	4.13	4.00	4.07	3.76
	2020	4.01	4.10	3.97	3.73	4.17	4.05	4.13	3.70
	2019	4.01	4.06	3.98	3.88	4.11	3.89	4.10	3.71
<i>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.02</i>	<i>-0.07</i>	<i>-0.01</i>	<i>-0.09</i>	<i>-0.05</i>	<i>0.07</i>	<i>-0.08</i>

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

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Terminal Services (Continued)									
Procedure for loading	2023	4.11	4.17	4.08	3.91	4.11	4.21	4.15	4.20
	2022	4.12	4.19	4.09	3.88	4.23	4.19	4.05	4.22
	2021	4.17	4.25	4.18	4.03	4.21	4.22	4.08	3.89
	2020	4.12	4.23	4.07	3.86	4.25	4.22	4.14	4.05
	2019	4.15	4.22	4.13	4.06	4.23	4.08	4.05	4.11
<i>(2022-23 Comparison)</i>		<i>-0.01</i>	<i>-0.02</i>	<i>-0.01</i>	<i>0.03</i>	<i>-0.12</i>	<i>0.02</i>	<i>0.10</i>	<i>-0.02</i>
Professionalism of terminal staff	2023	4.34	4.38	4.29	4.20	4.30	4.36	4.42	4.42
	2022	4.31	4.35	4.29	4.14	4.35	4.41	4.31	4.43
	2021	4.36	4.42	4.34	4.23	4.38	4.39	4.36	4.31
	2020	4.28	4.34	4.20	4.16	4.33	4.43	4.29	4.32
	2019	4.36	4.37	4.39	4.26	4.38	4.31	4.41	4.43
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.03</i>	<i>0.00</i>	<i>0.06</i>	<i>-0.05</i>	<i>-0.05</i>	<i>0.11</i>	<i>-0.01</i>
Terminal (Foot Passengers ONLY)									
Parking options at the terminal	2023	3.64	3.71	3.55	3.52	3.64	3.52	4.00	2.62
	2022	3.67	3.82	3.51	3.63	3.95	3.44	3.78	2.64
	2021	3.67	3.82	3.77	3.66	3.61	3.38	3.70	2.57
	2020	3.70	3.94	3.72	3.59	4.01	3.77	3.97	2.31
	2019	3.43	3.55	3.47	3.19	3.53	2.84	3.54	2.69
<i>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.11</i>	<i>0.04</i>	<i>-0.11</i>	<i>-0.31</i>	<i>0.08</i>	<i>0.22</i>	<i>-0.02</i>
Ease of using passenger drop-off/pick-up area	2023	4.11	4.16	4.12	4.07	4.16	3.85	4.22	3.42
	2022	4.13	4.24	4.08	4.07	4.25	3.87	4.09	3.48
	2021	4.20	4.28	4.28	4.11	4.24	4.05	4.29	3.25
	2020	4.10	4.33	4.12	3.94	4.18	4.13	4.33	2.94
	2019	3.95	3.98	3.98	3.97	4.00	3.66	3.94	3.10
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.08</i>	<i>0.04</i>	<i>0.00</i>	<i>-0.09</i>	<i>-0.02</i>	<i>0.13</i>	<i>-0.06</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2023	4.27	4.34	4.23	4.19	4.21	4.21	4.11	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Pre-boarding passenger lounge at terminal	2023	3.74	3.70	3.77	3.73	3.69	3.80	3.95	3.71
	2022	3.76	3.76	3.76	3.74	3.82	3.92	3.75	3.64
	2021	3.80	3.78	3.87	3.83	3.79	4.02	3.80	3.47
	2020	3.86	3.83	3.87	3.90	3.77	3.96	4.25	3.13
	2019	3.79	3.77	3.89	3.79	3.79	3.90	3.75	3.36
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.06</i>	<i>0.01</i>	<i>-0.01</i>	<i>-0.13</i>	<i>-0.12</i>	<i>0.20</i>	<i>0.07</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	Wave 3	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Experience									
Food Services									
Quality and variety of food/beverages offered	2023	3.69	3.67	3.72	3.66	3.77	-	3.68	-
	2022	3.67	3.68	3.67	3.67	3.79	-	3.41	-
	2021	3.69	3.68	3.71	3.74	3.82	-	3.44	-
	2020	3.60	3.70	3.54	3.61	3.62	-	3.43	-
	2019	3.75	3.80	3.77	3.74	3.86	-	3.39	-
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>-0.01</i>	<i>0.05</i>	<i>-0.01</i>	<i>-0.02</i>	-	<i>0.27</i>	-
Value for money	2023	3.21	3.25	3.16	3.09	3.13	-	3.39	-
	2022	3.21	3.25	3.15	3.14	3.25	-	3.23	-
	2021	3.29	3.30	3.24	3.31	3.31	-	3.33	-
	2020	3.23	3.29	3.14	3.26	3.16	-	3.36	-
	2019	3.23	3.25	3.24	3.20	3.20	-	3.23	-
<i>(2022-23 Comparison)</i>		<i>0.00</i>	<i>0.00</i>	<i>0.01</i>	<i>-0.05</i>	<i>-0.12</i>	-	<i>0.16</i>	-
Staff customer service	2023	4.24	4.27	4.21	4.13	4.21	-	4.36	-
	2022	4.20	4.19	4.21	4.13	4.27	-	4.19	-
	2021	4.27	4.30	4.25	4.20	4.28	-	4.24	-
	2020	4.14	4.15	4.12	4.13	4.18	-	4.13	-
	2019	4.30	4.30	4.32	4.29	4.32	-	4.26	-
<i>(2022-23 Comparison)</i>		<i>0.04</i>	<i>0.08</i>	<i>0.00</i>	<i>0.00</i>	<i>-0.06</i>	-	<i>0.17</i>	-
Onboard Facilities/Services									
Passages Retail Store	2023	4.02	4.06	4.00	3.96	3.98	-	4.03	-
	2022	4.01	4.03	4.00	4.01	4.05	-	3.85	-
	2021	4.05	4.08	4.05	4.05	4.05	-	3.86	-
	2020	3.88	3.98	3.84	3.78	3.98	-	3.66	-
	2019	4.03	4.03	4.05	4.02	4.10	-	3.85	-
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>0.03</i>	<i>0.00</i>	<i>-0.05</i>	<i>-0.07</i>	-	<i>0.18</i>	-
Washrooms	2023	3.94	3.98	3.78	3.87	3.90	3.98	4.23	4.02
	2022	3.96	3.99	3.82	3.88	4.05	3.94	4.11	4.15
	2021	4.08	4.09	4.05	4.07	4.10	4.01	4.19	3.62
	2020	4.07	4.17	4.00	3.97	4.16	3.95	4.16	3.65
	2019	4.05	4.06	4.04	4.00	4.10	3.76	4.14	3.59
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.04</i>	<i>-0.01</i>	<i>-0.15</i>	<i>0.04</i>	<i>0.12</i>	<i>-0.13</i>
Play area for children <i>(Question not asked in 2020 – service closed due to COVID-19 pandemic)</i>	2023	3.54	3.66	3.42	3.38	3.45	-	3.62	-
	2022	3.43	3.54	3.27	3.36	3.52	-	3.25	-
	2021	3.48	3.64	3.39	3.51	3.38	-	3.18	-
	2020	-	-	-	-	-	-	-	-
	2019	3.56	3.73	3.47	3.54	3.39	-	3.27	-
<i>(2022-23 Comparison)</i>		<i>0.11</i>	<i>0.12</i>	<i>0.15</i>	<i>0.02</i>	<i>-0.07</i>	-	<i>0.37</i>	-

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Pet area	2023	3.18	3.11	3.25	3.20	3.12	-	3.31	-
	2022	3.06	3.05	2.99	3.13	3.17	-	2.99	-
	2021	3.00	3.09	2.82	3.21	2.97	-	2.87	-
	2020	3.21	3.07	3.15	3.45	3.19	-	3.29	-
	2019	3.16	3.14	3.14	3.24	3.14	-	3.16	-
<i>(2022-23 Comparison)</i>		<i>0.12</i>	<i>0.06</i>	<i>0.26</i>	<i>0.07</i>	<i>-0.05</i>	-	<i>0.32</i>	-
Workstations	2023	3.80	3.81	3.66	3.75	3.76	-	4.05	-
	2022	3.71	3.71	3.62	3.67	3.82	-	3.78	-
	2021	3.73	3.73	3.62	3.79	3.84	-	3.80	-
	2020	3.70	3.76	3.54	3.73	3.79	-	3.75	-
	2019	3.83	3.87	3.78	3.79	3.76	-	3.87	-
<i>(2022-23 Comparison)</i>		<i>0.09</i>	<i>0.10</i>	<i>0.04</i>	<i>0.08</i>	<i>-0.06</i>	-	<i>0.27</i>	-
Outside decks	2023	4.23	4.28	4.15	4.14	4.16	4.12	4.33	4.36
	2022	4.23	4.27	4.20	4.11	4.21	4.17	4.21	4.47
	2021	4.24	4.29	4.22	4.21	4.24	4.11	4.30	3.83
	2020	4.18	4.31	4.08	4.12	4.22	4.21	4.20	3.74
	2019	4.22	4.30	4.23	4.16	4.20	3.89	4.21	3.89
<i>(2022-23 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.05</i>	<i>0.03</i>	<i>-0.05</i>	<i>-0.05</i>	<i>0.12</i>	<i>-0.11</i>
Lounge Seating	2023	4.12	4.14	4.03	4.13	4.09	-	4.27	-
	2022	4.14	4.17	4.05	4.13	4.17	-	4.18	-
	2021	4.17	4.18	4.12	4.22	4.15	-	4.22	-
	2020	4.05	4.15	3.86	4.09	4.09	-	4.13	-
	2019	4.12	4.13	4.06	4.19	4.08	-	4.13	-
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.03</i>	<i>-0.02</i>	<i>0.00</i>	<i>-0.08</i>	-	<i>0.09</i>	-
SeaWest Lounge <i>(Service closed from 2020 through 2022, due to COVID-19 pandemic. Reopened on Route 1 in 2023)</i>	2023	3.83	3.83	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	3.74	3.83	3.68	-	3.40	-	-	-
<i>(2022-23 Comparison)</i>		-	-	-	-	-	-	-	-
Usefulness of digital information screens onboard <i>(New question added 2023)</i>	2023	3.78	3.84	3.76	3.59	3.79	-	3.83	3.70
	2022	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		-	-	-	-	-	-	-	-

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Outside appearance of the vessel overall	2023	4.08	4.14	3.98	3.88	4.05	4.06	4.24	4.36
	2022	4.15	4.24	4.02	3.95	4.18	4.09	4.20	4.50
	2021	4.18	4.26	4.15	4.10	4.16	4.08	4.23	3.83
	2020	4.18	4.30	4.10	4.04	4.18	4.22	4.22	3.97
	2019	4.16	4.25	4.11	4.06	4.17	3.97	4.14	3.91
<i>(2022-23 Comparison)</i>		<i>-0.07</i>	<i>-0.10</i>	<i>-0.04</i>	<i>-0.07</i>	<i>-0.13</i>	<i>-0.03</i>	<i>0.04</i>	<i>-0.14</i>
Ease of access, overall <i>(all passengers)</i>	2023	4.16	4.23	4.11	3.98	4.11	4.15	4.22	4.26
	2022	4.19	4.25	4.15	4.03	4.23	4.17	4.14	4.32
	2021	4.22	4.28	4.20	4.16	4.23	4.19	4.17	3.88
	2020	4.17	4.29	4.11	4.02	4.22	4.25	4.19	3.98
	2019	4.19	4.25	4.19	4.11	4.24	4.09	4.10	4.00
<i>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.02</i>	<i>-0.04</i>	<i>-0.05</i>	<i>-0.12</i>	<i>-0.02</i>	<i>0.08</i>	<i>-0.06</i>
Ease of access, overall <i>(for people with accessibility requirements)</i>	2023	3.92	4.01	3.93	3.61	3.94	4.07	3.99	3.85
	2022	3.96	4.09	3.97	3.74	4.03	4.05	3.76	3.92
	2021	3.95	3.99	3.98	3.87	4.06	3.93	3.80	3.72
	2020	3.85	3.89	3.77	3.68	4.25	3.91	3.60	3.77
	2019	3.93	3.99	4.10	3.70	4.16	4.18	3.62	3.74
<i>(2022-23 Comparison)</i>		<i>-0.04</i>	<i>-0.08</i>	<i>-0.04</i>	<i>-0.13</i>	<i>-0.09</i>	<i>0.02</i>	<i>0.23</i>	<i>-0.07</i>
Ease of finding facilities / services	2023	4.15	4.17	4.12	4.03	4.13	4.15	4.24	4.24
	2022	4.17	4.18	4.14	4.06	4.21	4.09	4.20	4.34
	2021	4.17	4.18	4.17	4.17	4.19	4.10	4.20	3.98
	2020	4.16	4.23	4.11	4.08	4.18	4.12	4.24	3.97
	2019	4.19	4.20	4.19	4.19	4.25	4.07	4.18	4.04
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.01</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.08</i>	<i>0.06</i>	<i>0.04</i>	<i>-0.10</i>
Announcements when you need to be informed	2023	4.02	4.04	4.03	3.86	4.05	4.02	4.07	3.97
	2022	4.04	4.06	4.06	3.89	4.13	4.04	3.99	4.06
	2021	4.04	4.06	4.06	3.97	4.07	4.01	4.01	3.87
	2020	3.96	3.97	3.96	3.86	4.07	4.07	3.94	3.85
	2019	4.09	4.10	4.11	4.08	4.18	4.00	4.01	3.97
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.02</i>	<i>-0.03</i>	<i>-0.03</i>	<i>-0.08</i>	<i>-0.02</i>	<i>0.08</i>	<i>-0.09</i>
Atmosphere on the ferry overall	2023	4.16	4.19	4.10	4.05	4.12	4.17	4.28	4.30
	2022	4.15	4.18	4.10	4.05	4.21	4.15	4.18	4.39
	2021	4.15	4.16	4.14	4.12	4.18	4.12	4.21	3.90
	2020	4.04	4.08	3.96	3.98	4.07	4.16	4.17	3.97
	2019	4.21	4.24	4.21	4.17	4.24	4.05	4.20	4.04
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>0.01</i>	<i>0.00</i>	<i>0.00</i>	<i>-0.09</i>	<i>0.02</i>	<i>0.10</i>	<i>-0.09</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Onboard Facilities/Services – Cont.									
Procedures for unloading	2023	4.15	4.21	4.09	3.98	4.13	4.19	4.24	4.24
	2022	4.19	4.26	4.13	4.00	4.25	4.20	4.18	4.30
	2021	4.21	4.27	4.19	4.10	4.23	4.21	4.22	3.96
	2020	4.17	4.28	4.14	3.94	4.24	4.27	4.18	3.95
	2019	4.18	4.23	4.17	4.08	4.25	4.08	4.14	4.08
<i>(2022-23 Comparison)</i>		<i>-0.04</i>	<i>-0.05</i>	<i>-0.04</i>	<i>-0.02</i>	<i>-0.12</i>	<i>-0.01</i>	<i>0.06</i>	<i>-0.06</i>
Professionalism of onboard staff	2023	4.36	4.40	4.33	4.26	4.33	4.35	4.45	4.46
	2022	4.36	4.39	4.35	4.23	4.37	4.39	4.36	4.48
	2021	4.39	4.45	4.37	4.31	4.39	4.37	4.40	4.34
	2020	4.30	4.36	4.25	4.18	4.33	4.39	4.37	4.31
	2019	4.40	4.41	4.42	4.37	4.39	4.31	4.39	4.35
<i>(2022-23 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.02</i>	<i>0.03</i>	<i>-0.04</i>	<i>-0.04</i>	<i>0.09</i>	<i>-0.02</i>
Experience with the sailing schedule									
Earliest ferry early enough	2023	3.91	3.91	3.89	3.87	3.93	4.02	3.93	3.97
	2022	3.91	3.90	3.93	3.85	3.99	4.04	3.85	4.05
	2021	3.92	3.94	3.92	3.92	3.94	3.98	3.83	3.92
	2020	3.89	3.89	3.89	3.85	3.96	3.94	3.86	3.97
	2019	3.94	3.99	3.95	3.90	3.98	4.06	3.79	3.96
<i>(2022-23 Comparison)</i>		<i>0.00</i>	<i>0.01</i>	<i>-0.04</i>	<i>0.02</i>	<i>-0.06</i>	<i>-0.02</i>	<i>0.08</i>	<i>-0.08</i>
Latest ferry late enough	2023	3.73	3.71	3.74	3.75	3.79	3.66	3.75	3.69
	2022	3.75	3.74	3.77	3.73	3.87	3.53	3.65	3.85
	2021	3.80	3.82	3.84	3.76	3.86	3.61	3.71	3.74
	2020	3.77	3.77	3.79	3.77	3.89	3.52	3.67	3.76
	2019	3.75	3.76	3.83	3.69	3.88	3.38	3.61	3.72
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.03</i>	<i>-0.03</i>	<i>0.02</i>	<i>-0.08</i>	<i>0.13</i>	<i>0.10</i>	<i>-0.16</i>
Ferry sailing frequent enough	2023	3.49	3.78	3.33	2.87	3.46	3.61	3.32	3.66
	2022	3.47	3.76	3.39	2.87	3.56	3.55	3.10	3.93
	2021	3.52	3.79	3.52	3.08	3.61	3.62	3.15	3.17
	2020	3.36	3.74	3.26	2.71	3.52	3.70	3.15	3.23
	2019	3.41	3.78	3.34	2.86	3.43	3.41	2.99	3.24
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.02</i>	<i>-0.06</i>	<i>0.00</i>	<i>-0.10</i>	<i>0.06</i>	<i>0.22</i>	<i>-0.27</i>
Ability to get onto desired sailing	2023	3.85	4.00	3.77	3.44	3.78	4.03	4.09	3.83
	2022	3.80	3.93	3.72	3.30	3.91	3.98	3.92	4.06
	2021	3.91	4.04	3.91	3.67	3.89	3.99	4.00	3.16
	2020	3.81	4.03	3.76	3.34	3.87	4.06	4.04	3.33
	2019	3.76	3.92	3.68	3.49	3.78	3.64	3.86	3.38
<i>(2022-23 Comparison)</i>		<i>0.05</i>	<i>0.07</i>	<i>0.05</i>	<i>0.14</i>	<i>-0.13</i>	<i>0.05</i>	<i>0.17</i>	<i>-0.23</i>

Average Satisfaction Ratings by Route - All Waves Historical Data – Cont.									
	All Waves	Total	Route						
			1	2	3	30	4	5/9	19
Experience with the sailing schedule – Cont.									
Ability to connect with other sailings <i>(based on those connecting)</i>	2023	3.41	3.56	3.40	3.05	3.39	3.49	3.62	3.50
	2022	3.32	3.28	3.30	3.22	3.63	3.59	3.25	3.62
	2021	3.40	3.62	3.32	3.14	3.42	3.58	3.61	2.95
	2020	3.36	3.44	3.25	3.17	3.51	3.46	3.51	3.32
	2019	3.37	3.82	2.86	3.21	3.80	3.14	3.44	3.04
<i>(2022-23 Comparison)</i>		<i>0.09</i>	<i>0.28</i>	<i>0.10</i>	<i>-0.17</i>	<i>-0.24</i>	<i>-0.10</i>	<i>0.37</i>	<i>-0.12</i>
Ferry running on time	2023	3.75	3.99	3.79	3.10	3.69	3.97	3.72	3.65
	2022	3.78	3.99	3.73	3.33	3.89	4.04	3.45	3.91
	2021	3.93	4.18	3.95	3.67	3.82	3.91	3.75	2.62
	2020	3.84	3.94	3.97	3.54	3.97	4.23	3.71	2.88
	2019	3.93	4.12	4.08	3.66	4.08	3.95	3.33	3.38
<i>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>0.00</i>	<i>0.06</i>	<i>-0.23</i>	<i>-0.20</i>	<i>-0.07</i>	<i>0.27</i>	<i>-0.26</i>
Safety									
Safety of ferry operations	2023	4.31	4.37	4.29	4.16	4.27	4.33	4.37	4.34
	2022	4.33	4.37	4.32	4.19	4.33	4.38	4.32	4.44
	2021	4.37	4.42	4.38	4.29	4.32	4.38	4.37	4.26
	2020	4.28	4.32	4.23	4.17	4.32	4.33	4.36	4.35
	2019	4.35	4.40	4.34	4.28	4.36	4.32	4.35	4.27
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>0.00</i>	<i>-0.03</i>	<i>-0.03</i>	<i>-0.06</i>	<i>-0.05</i>	<i>0.05</i>	<i>-0.10</i>

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

Average Satisfaction Ratings by Terminal - All Waves Historical Data											
			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Overall Experience											
Trip Overall	2023	4.03	4.10	4.13	3.90	4.00	3.64	3.98	4.08	4.12	4.09
	2022	4.00	4.08	4.08	3.87	3.93	3.62	4.09	4.10	4.20	4.32
	2021	4.07	4.14	4.12	4.05	4.06	3.90	4.05	4.11	3.64	3.61
	2020	3.97	4.06	4.10	3.83	3.91	3.79	4.07	4.08	3.84	3.67
	2019	4.09	4.16	4.10	4.07	4.10	3.94	4.16	4.13	4.08	3.88
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.02</i>	<i>0.05</i>	<i>0.03</i>	<i>0.07</i>	<i>0.02</i>	<i>-0.11</i>	<i>-0.02</i>	<i>-0.08</i>	<i>-0.23</i>
Terminal Overall	2023	4.04	4.10	4.13	3.87	4.06	3.69	4.06	4.06	4.05	3.97
	2022	4.00	4.07	4.06	3.85	3.98	3.68	4.12	4.14	4.03	4.12
	2021	4.06	4.11	4.13	4.00	4.08	3.87	4.10	4.03	3.68	3.50
	2020	4.01	4.13	4.10	3.88	3.96	3.75	4.09	4.13	3.81	3.54
	2019	4.07	4.13	4.07	4.00	4.09	3.95	4.17	4.02	4.12	3.71
<i>(2022-23 Comparison)</i>		<i>0.04</i>	<i>0.03</i>	<i>0.07</i>	<i>0.02</i>	<i>0.08</i>	<i>0.01</i>	<i>-0.06</i>	<i>-0.08</i>	<i>0.02</i>	<i>-0.15</i>
Value for money of fares	2023	3.48	3.50	3.53	3.44	3.39	3.32	3.34	3.69	3.61	3.68
	2022	3.46	3.47	3.52	3.38	3.38	3.36	3.43	3.73	3.74	3.78
	2021	3.52	3.52	3.52	3.56	3.45	3.50	3.44	3.66	3.62	3.49
	2020	3.41	3.35	3.51	3.41	3.18	3.57	3.24	3.55	3.39	3.55
	2019	3.35	3.32	3.36	3.35	3.26	3.42	3.27	3.52	3.45	3.54
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.03</i>	<i>0.01</i>	<i>0.06</i>	<i>0.01</i>	<i>-0.04</i>	<i>-0.09</i>	<i>-0.04</i>	<i>-0.13</i>	<i>-0.10</i>
At the Terminal											
Outside appearance of the terminal	2023	4.07	4.14	4.12	3.94	4.13	3.73	4.15	3.93	3.96	3.89
	2022	4.08	4.16	4.11	3.94	4.10	3.77	4.21	4.07	3.97	3.96
	2021	4.15	4.22	4.17	4.07	4.22	3.95	4.24	4.11	3.81	3.61
	2020	4.15	4.25	4.20	4.09	4.15	3.89	4.19	4.09	3.91	3.75
	2019	4.17	4.27	4.18	4.10	4.23	3.94	4.29	3.91	3.94	3.62
<i>(2022-23 Comparison)</i>		<i>-0.01</i>	<i>-0.02</i>	<i>0.01</i>	<i>0.00</i>	<i>0.03</i>	<i>-0.04</i>	<i>-0.06</i>	<i>-0.14</i>	<i>-0.01</i>	<i>-0.07</i>
Overall appearance inside the terminal	2023	4.05	4.08	4.10	3.93	4.14	3.69	4.11	3.99	-	-
	2022	4.07	4.15	4.09	3.93	4.09	3.74	4.18	4.07	-	-
	2021	4.13	4.18	4.13	4.04	4.22	3.95	4.22	4.09	-	-
	2020	4.12	4.23	4.13	4.06	4.06	3.91	4.15	4.07	-	-
	2019	4.17	4.26	4.16	4.09	4.26	3.92	4.22	3.89	-	-
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.07</i>	<i>0.01</i>	<i>0.00</i>	<i>0.05</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.08</i>	-	-
Wait time at the terminal	2023	3.78	3.89	3.94	3.53	3.79	3.23	3.79	3.82	3.83	3.72
	2022	3.74	3.84	3.84	3.57	3.71	3.30	3.91	3.75	3.87	4.06
	2021	3.82	3.89	3.95	3.75	3.86	3.51	3.84	3.79	3.05	3.00
	2020	3.73	3.88	3.87	3.62	3.72	3.30	3.89	3.88	3.25	2.79
	2019	3.81	3.94	3.89	3.70	3.86	3.61	3.95	3.59	3.71	3.25
<i>(2022-23 Comparison)</i>		<i>0.04</i>	<i>0.05</i>	<i>0.10</i>	<i>-0.04</i>	<i>0.08</i>	<i>-0.07</i>	<i>-0.12</i>	<i>0.07</i>	<i>-0.04</i>	<i>-0.34</i>

Average Satisfaction Ratings by Terminal - All Waves Historical Data - Cont.

		Terminals									
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
At the Terminal											
Ticket Purchase											
Efficiency of the check in process	2023	4.30	4.33	4.37	4.21	4.33	4.04	4.29	4.35	4.39	4.23
	2022	4.27	4.32	4.29	4.17	4.30	4.02	4.34	4.34	4.32	4.37
	2021	4.32	4.39	4.37	4.24	4.33	4.13	4.36	4.23	4.18	4.08
	2020	4.22	4.32	4.26	4.12	4.23	4.07	4.25	4.31	4.05	3.87
	2019	4.32	4.33	4.31	4.32	4.33	4.19	4.39	4.35	4.36	4.24
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.08</i>	<i>0.04</i>	<i>0.03</i>	<i>0.02</i>	<i>-0.05</i>	<i>0.01</i>	<i>0.07</i>	<i>-0.14</i>
Electronic boarding pass <i>(New question added 2023)</i>	2023	4.28	4.31	4.38	4.16	4.28	4.04	4.26	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		-	-	-	-	-	-	-	-	-	-
Staff customer service	2023	4.37	4.40	4.42	4.28	4.33	4.17	4.37	4.37	4.52	4.40
	2022	4.34	4.37	4.35	4.25	4.37	4.17	4.41	4.40	4.44	4.44
	2021	4.39	4.43	4.41	4.34	4.36	4.25	4.41	4.31	4.42	4.30
	2020	4.31	4.34	4.33	4.26	4.28	4.18	4.34	4.46	4.32	4.35
	2019	4.41	4.46	4.37	4.37	4.43	4.26	4.44	4.51	4.46	4.39
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.03</i>	<i>0.07</i>	<i>0.03</i>	<i>-0.04</i>	<i>0.00</i>	<i>-0.04</i>	<i>-0.03</i>	<i>0.08</i>	<i>-0.04</i>
Clarity of staff directions	2023	4.33	4.37	4.38	4.25	4.32	4.11	4.35	4.33	4.47	4.39
	2022	4.32	4.38	4.33	4.22	4.32	4.13	4.41	4.40	4.41	4.46
	2021	4.36	4.39	4.40	4.32	4.35	4.20	4.39	4.34	4.34	4.25
	2020	4.30	4.35	4.32	4.21	4.29	4.18	4.38	4.38	4.37	4.29
	2019	4.39	4.44	4.35	4.36	4.40	4.30	4.41	4.51	4.41	4.42
<i>(2022-23 Comparison)</i>		<i>0.01</i>	<i>-0.01</i>	<i>0.05</i>	<i>0.03</i>	<i>0.00</i>	<i>-0.02</i>	<i>-0.06</i>	<i>-0.07</i>	<i>0.06</i>	<i>-0.07</i>
Terminal Services											
Announcements when you need to be informed	2023	4.00	4.07	4.02	3.90	4.06	3.70	4.05	4.09	3.95	3.84
	2022	3.98	4.03	3.98	3.95	4.00	3.73	4.03	4.09	3.90	3.98
	2021	4.01	4.00	4.06	4.01	4.00	3.85	4.05	4.07	3.88	3.85
	2020	3.96	4.02	3.91	3.95	3.85	3.87	4.16	4.16	3.83	3.82
	2019	4.08	4.13	4.04	4.07	4.20	3.97	4.16	3.92	4.15	3.97
<i>(2022-23 Comparison)</i>		<i>0.02</i>	<i>0.04</i>	<i>0.04</i>	<i>-0.05</i>	<i>0.06</i>	<i>-0.03</i>	<i>0.02</i>	<i>0.00</i>	<i>0.05</i>	<i>-0.14</i>
Usefulness of digital information screens	2023	3.90	3.97	3.98	3.75	4.00	3.49	3.91	3.92	-	-
	2022	3.81	3.90	3.83	3.72	3.82	3.47	3.91	3.94	-	-
	2021	3.89	3.87	3.97	3.86	3.95	3.69	3.87	3.98	-	-
	2020	3.88	3.96	3.93	3.85	3.71	3.66	4.05	4.06	-	-
	2019	3.92	4.01	3.85	3.88	3.98	3.87	4.01	3.78	-	-
<i>(2022-23 Comparison)</i>		<i>0.09</i>	<i>0.07</i>	<i>0.15</i>	<i>0.03</i>	<i>0.18</i>	<i>0.02</i>	<i>0.00</i>	<i>-0.02</i>	-	-

Average Satisfaction Ratings by Terminal - All Waves Historical Data - Cont.

		Terminals									
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal Services – Cont.											
Quality and variety of merchandise offered at the terminal*	2023	3.72	3.76	3.66	-	3.75	-	-	-	-	-
	2022	3.69	3.77	3.64	-	3.60	-	-	-	-	-
	2021	3.74	3.81	3.66	-	3.71	-	-	-	-	-
	2020	3.67	3.79	3.57	-	3.54	-	-	-	-	-
	2019	3.77	3.86	3.60	-	3.91	-	-	-	-	-
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>-0.01</i>	<i>0.02</i>	-	<i>0.15</i>	-	-	-	-	-
Quality and variety of food/beverages offered at the terminal*	2023	3.58	3.64	3.46	-	3.62	-	-	-	-	-
	2022	3.55	3.64	3.47	-	3.45	-	-	-	-	-
	2021	3.57	3.68	3.46	-	3.51	-	-	-	-	-
	2020	3.52	3.67	3.42	-	3.30	-	-	-	-	-
	2019	3.66	3.80	3.43	-	3.78	-	-	-	-	-
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.00</i>	<i>-0.01</i>	-	<i>0.17</i>	-	-	-	-	-
Washrooms	2023	3.87	3.95	3.94	3.67	3.80	3.59	3.95	3.95	4.02	3.92
	2022	3.90	3.98	3.93	3.72	3.87	3.60	4.01	3.99	4.04	4.06
	2021	4.01	4.09	4.01	3.90	4.03	3.87	4.14	3.99	3.79	3.73
	2020	4.01	4.18	4.03	3.84	4.00	3.77	4.14	4.03	3.60	3.79
	2019	4.01	4.09	4.04	3.94	4.04	3.82	4.14	3.96	3.80	3.61
<i>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.03</i>	<i>0.01</i>	<i>-0.05</i>	<i>-0.07</i>	<i>-0.01</i>	<i>-0.06</i>	<i>-0.04</i>	<i>-0.02</i>	<i>-0.14</i>
Procedure for loading	2023	4.11	4.15	4.18	4.02	4.10	3.82	4.14	4.18	4.28	4.12
	2022	4.12	4.20	4.15	4.00	4.11	3.86	4.23	4.19	4.18	4.26
	2021	4.17	4.23	4.22	4.14	4.16	3.98	4.21	4.24	3.91	3.87
	2020	4.12	4.22	4.21	4.00	4.04	3.87	4.27	4.27	4.14	3.95
	2019	4.15	4.20	4.19	4.13	4.15	3.99	4.27	4.08	4.19	4.03
<i>(2022-23 Comparison)</i>		<i>-0.01</i>	<i>-0.05</i>	<i>0.03</i>	<i>0.02</i>	<i>-0.01</i>	<i>-0.04</i>	<i>-0.09</i>	<i>-0.01</i>	<i>0.10</i>	<i>-0.14</i>
Professionalism of terminal staff	2023	4.34	4.36	4.39	4.26	4.30	4.16	4.30	4.36	4.46	4.39
	2022	4.31	4.35	4.34	4.21	4.32	4.15	4.35	4.38	4.40	4.46
	2021	4.36	4.40	4.41	4.32	4.32	4.22	4.39	4.40	4.36	4.25
	2020	4.28	4.34	4.33	4.17	4.24	4.15	4.35	4.43	4.37	4.27
	2019	4.36	4.36	4.38	4.35	4.39	4.23	4.39	4.35	4.50	4.37
<i>(2022-23 Comparison)</i>		<i>0.03</i>	<i>0.01</i>	<i>0.05</i>	<i>0.05</i>	<i>-0.02</i>	<i>0.01</i>	<i>-0.05</i>	<i>-0.02</i>	<i>0.06</i>	<i>-0.07</i>
Terminal (Foot Passengers ONLY)											
Parking options at the terminal	2023	3.64	3.64	3.82	3.53	3.55	3.52	3.76	3.33	2.62	2.62
	2022	3.67	3.78	3.87	3.50	3.54	3.72	3.87	3.34	2.83	2.44
	2021	3.67	3.75	3.78	3.71	3.74	3.75	3.59	2.61	2.57	2.56
	2020	3.70	3.84	3.96	3.69	3.65	3.60	4.04	3.92	2.27	2.35
	2019	3.43	3.50	3.54	3.16	3.67	3.30	3.57	2.64	2.89	2.53
<i>(2022-23 Comparison)</i>		<i>-0.03</i>	<i>-0.14</i>	<i>-0.05</i>	<i>0.03</i>	<i>0.01</i>	<i>-0.20</i>	<i>-0.11</i>	<i>-0.01</i>	<i>-0.21</i>	<i>0.18</i>

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

Average Satisfaction Ratings by Terminal - All Waves Historical Data - Cont.

			Terminals								
	All Waves	Total	Tsawwassen	Swartz Bay	Horseshoe Bay	Departure Bay	Langdale	Duke Point	Fulford Harbour	Nanaimo Harbour	Gabriola
Terminal (Foot Passengers ONLY) (Continued)											
Ease of using passenger drop-off/pick-up area	2023	4.11	4.14	4.18	4.10	4.11	4.06	4.17	3.63	3.32	3.50
	2022	4.13	4.23	4.21	4.06	4.13	4.03	4.21	3.75	3.44	3.54
	2021	4.20	4.27	4.28	4.24	4.27	4.07	4.25	3.47	3.05	3.43
	2020	4.10	4.40	4.19	4.06	4.12	3.93	4.21	4.21	3.00	2.88
	2019	3.95	4.04	3.91	3.91	4.12	3.95	4.01	3.32	3.37	2.85
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.09</i>	<i>-0.03</i>	<i>0.04</i>	<i>-0.02</i>	<i>0.03</i>	<i>-0.04</i>	<i>-0.12</i>	<i>-0.12</i>	<i>-0.04</i>
Self-serve kiosk (ticket purchase) <i>(New question added 2023)</i>	2023	4.27	4.25	4.36	4.24	4.19	-	4.24	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2020	-	-	-	-	-	-	-	-	-	-
	2019	-	-	-	-	-	-	-	-	-	-
<i>(2022-23 Comparison)</i>		<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Pre-boarding passenger lounge at terminal	2023	3.74	3.63	3.85	3.71	3.90	3.62	3.74	3.70	3.82	3.61
	2022	3.76	3.73	3.83	3.68	3.89	3.69	3.81	3.86	3.68	3.59
	2021	3.80	3.68	3.95	3.88	3.90	3.65	3.73	3.74	3.47	3.48
	2020	3.86	3.83	3.99	3.91	3.98	3.74	3.71	3.87	3.21	3.06
	2019	3.79	3.75	3.79	3.79	4.08	3.72	3.83	3.96	3.63	3.07
<i>(2022-23 Comparison)</i>		<i>-0.02</i>	<i>-0.10</i>	<i>0.02</i>	<i>0.03</i>	<i>0.01</i>	<i>-0.07</i>	<i>-0.07</i>	<i>-0.16</i>	<i>0.14</i>	<i>0.02</i>

Dear Ferry Customer,

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

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

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

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

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

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

Trip Details

(To be completed by Malatest surveyor)
Thinking only of the LAST sailing you took...

Which route was your last sailing? Indicate the departure terminal:

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

On which day was that sailing?

Month: June August November

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

What was the scheduled departure time?

Hour: 1 2 3 4 5 6 7 8 9 10 11 12

Minute: 00 05 10 15 20 25 30 35 40 45 50

Time of Day: 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?

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Business</p> <p>1 <input type="checkbox"/> Business trip or on company business</p> <p>2 <input type="checkbox"/> Commuting to or from work</p> <p>3 <input type="checkbox"/> Hauling freight or operating a commercial vehicle</p> <p>4 <input type="checkbox"/> Attending school, college or course</p> | <p>Personal</p> <p>5 <input type="checkbox"/> Required personal travel (e.g., doctor's appt, moving, funeral, etc.)</p> <p>6 <input type="checkbox"/> Shopping</p> <p>7 <input type="checkbox"/> Visiting friends / relatives</p> <p>8 <input type="checkbox"/> Vacation / getaway / recreation</p> <p>9 <input type="checkbox"/> Attending special event / entertainment</p> <p>10 <input type="checkbox"/> Other (specify) _____</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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.

- | | |
|---------------------------------------|---------------------------------------------|
| 1 <input type="checkbox"/> 0-2 trips | 4 <input type="checkbox"/> 13-26 trips |
| 2 <input type="checkbox"/> 3-6 trips | 5 <input type="checkbox"/> 27 or more trips |
| 3 <input type="checkbox"/> 7-12 trips | |

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

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

S6. In which city or community do you live? _____

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

- ¹ Vehicle passenger (including driver)
- ² Foot passenger (including bus passengers and cyclists)

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

- ¹ Yes
- ² No

If "Yes", how did you book?

- ⁶ I called the BC Ferries Customer Service line
- ⁷ I used the BC Ferries website
- ⁸ I used the BC Ferries mobile app

If "No", why did you not make a booking?

- ³ I tried to make a booking but none were available
- ⁴ I travelled on a non-bookable route
- ⁵ I did not want to make a booking

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

- ¹ Yes
- ² No

S8. Were you travelling with a pet?

- ¹ Yes
- ² No

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

- ¹ Yes → **About how many people are in the tour group?**
- ² No

Skip to S11

S10. How many people were you travelling with?

- I was travelling by myself
- people were traveling with me

And how many of the people travelling with you were:

- 18 years, or older
- 5-17 years of age
- Younger than 5 years of age

S11. What is your year of birth? ←

S12. I identify as...

- ¹ Male
- ² Female
- ³ Non-binary
- ⁴ I prefer to self-describe: _____

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

- ¹ Yes
- ² No

S16. Did you connect with another BC Ferries vessel?

- ¹ Yes
- ² No

Satisfaction with BC Ferries Services

Q1. Please rate how satisfied or dissatisfied you were with each of the following.

If you did not use this service, please check "Not Used / Not Applicable" on the right.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not Used / Not Applicable
^a Usefulness of BC Ferries website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
^f Usefulness of BC Ferries mobile app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
^b Ease of making a reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
^c BC Ferries phone service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
^d Ease of using / understanding sailing schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
^e Effective communication of service updates and current conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	99 <input type="radio"/>

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

1 Yes 2 No

Q21. Thinking about your entire journey, do you feel you were well-supported by BC Ferries digital products (ex: website, app, service updates, ticketing, digital screens)?

1 Yes 2 No 3 N/A (I did not use digital products during my journey)

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

"BC Ferries operates in an environmentally conscious manner."

Strongly Disagree						Strongly Agree	N/A
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	99 <input type="radio"/>

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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13. What is the approximate amount you (if travelling alone) or your group spent on:

Please indicate in Canadian dollars (CDN) rounded to the nearest dollar.

Purchases at the terminal (excluding reservation/fare): \$ _____
Purchases onboard the vessel: \$ _____

Q13b. What fare type did you purchase for this sailing?

- 1 Saver fare - *Best value fare, includes free reservation. Paid in full at time of booking.*
- 2 Prepaid fare - *Paid in full at time of booking, includes reservation.*
- 3 Reservation Only fare - *Paid reservation fee at time of booking, balance due at the terminal*
- 4 At Terminal fare - *Did not book in advance. Fare purchased at the terminal*
- 5 Group fare
- 6 Travel Assistance Program (TAP)
- 7 BC Senior's fare (weekday sailings)
- 8 BC Student fare
- 9 Not applicable – *Travelled on a non-fare paying route*
- 99 I don't know

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

