

LCA Ferry Committee Survey Report

March 2016

Ferry Committee Members

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This report details the responses to a survey of Lasqueti Island Ferry users which was conducted during the winter of 2016. On the following pages is the aggregate survey participant response data with respect to the questions posed. There were also over 200 written comments which are being kept confidential as stated in the survey invitation.

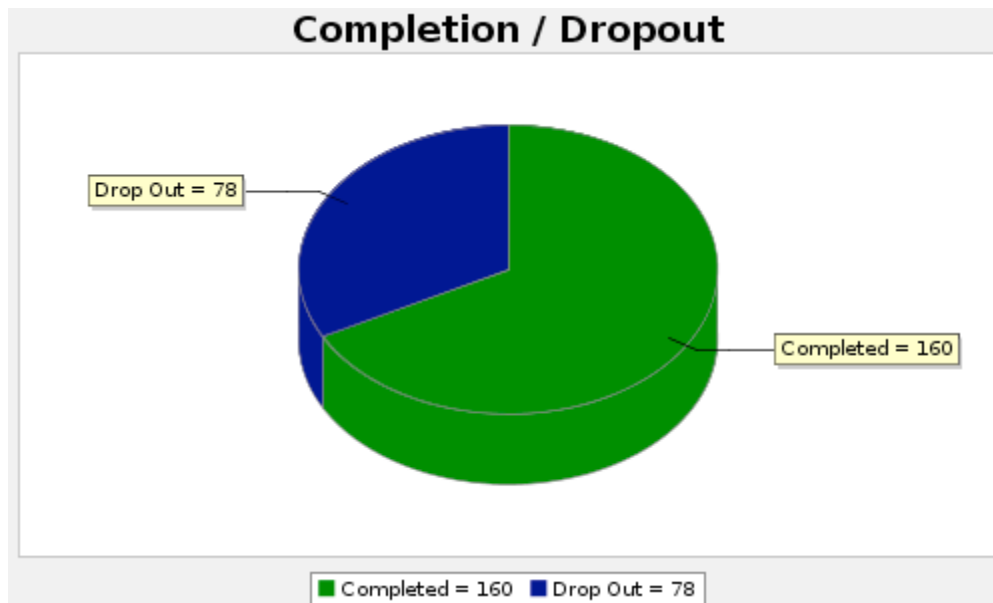
The committee has reviewed the written comments and have found them to be constructive. Along with the survey results the write in comments will guide the committees' discussions with the ferry company (Western Pacific Marine). There were some clear hot topics of discussion, the most oft cited were:

- The need to improve the boarding pass process, including many calls for advance purchase of some sort,
- Frustration with the communication from the ferry company regarding missed runs,
- The desire for more service – days run, hours of operation, etc. at different times of year,
- Concerns about freight stowage and general passenger safety on the back deck.

The committee feels that in general the community seems fairly content with the service. The first items of focus in discussion with the company will be the boarding pass/advanced purchase process and establishing a more effective method for notification regarding service interruptions.

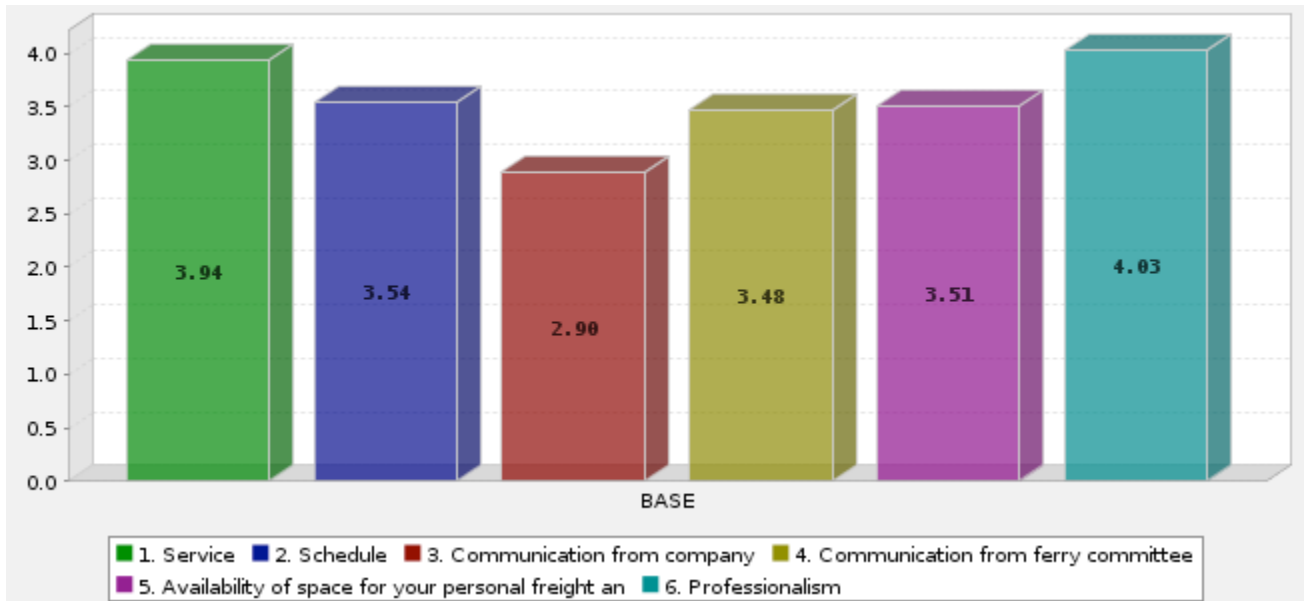
There were many more salient comments and it is the hope of the committee that this report will foster further dialogue on the Lasqueti.ca website where it is posted.

Survey Overview



Viewed	Started	Completed	Completion Rate	Drop Outs (After Starting)	Average Time to Complete Survey
348	238	160	67.23%	78	7 minutes

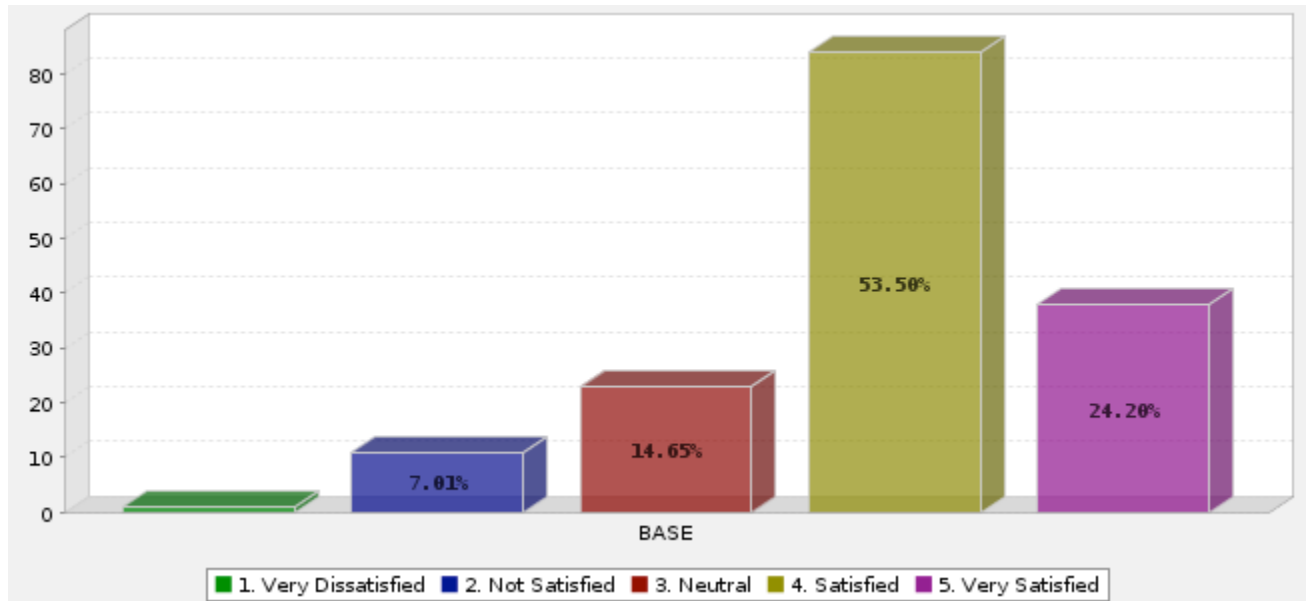
Q1. How satisfied are you with the following:



Q1. Overall Matrix Scorecard: How satisfied are you with the following:

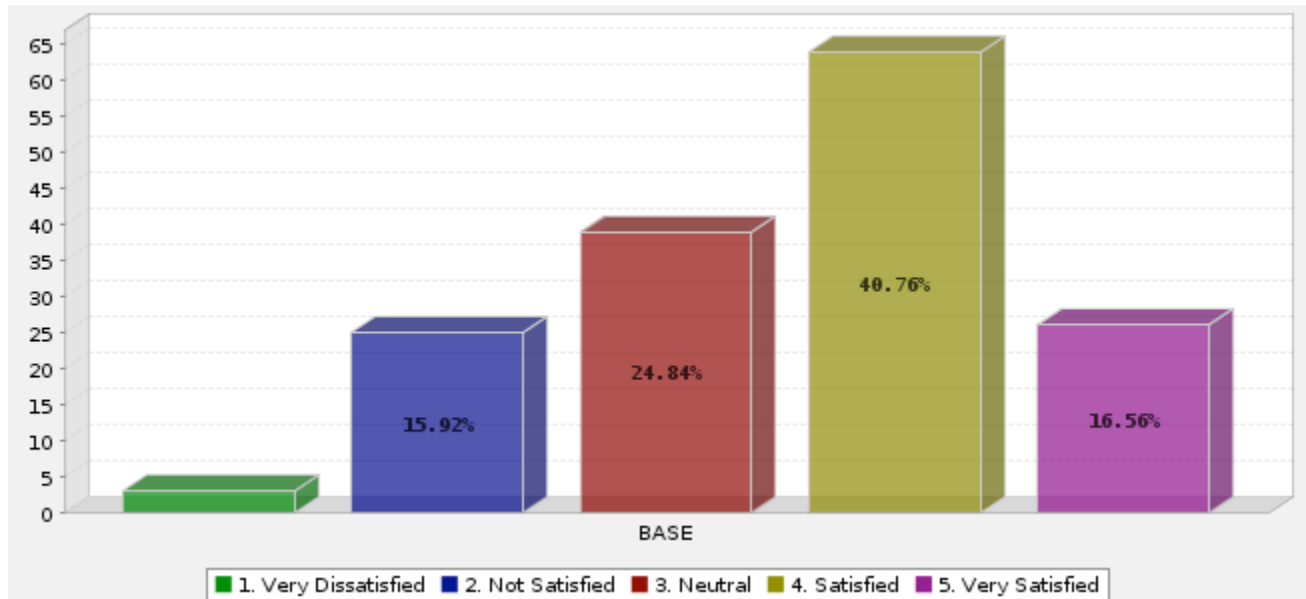
Question	Count	Score
1. Service	157	3.936
2. Schedule	157	3.541
3. Communication from company	154	2.896
4. Communication from ferry committee	149	3.477
5. Availability of space for your personal freight and baggage	155	3.510
6. Professionalism	155	4.026

Q1. Service



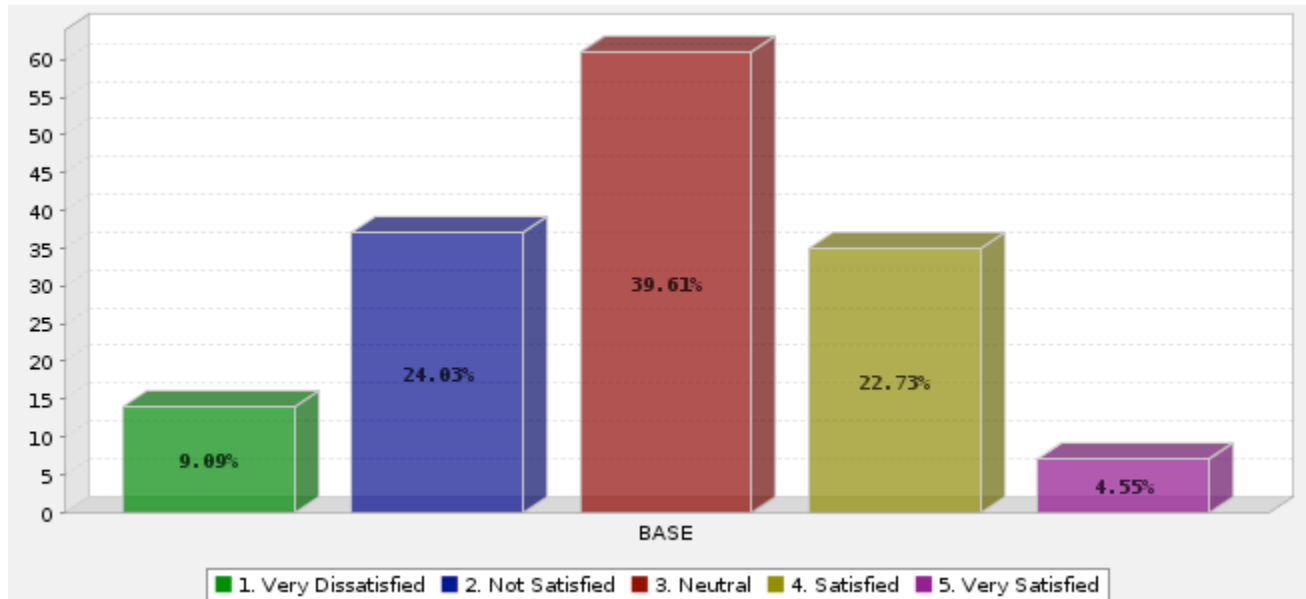
Answer	Count	Percent
1. Very Dissatisfied	1	0.64%
2. Not Satisfied	11	7.01%
3. Neutral	23	14.65%
4. Satisfied	84	53.50%
5. Very Satisfied	38	24.20%
Total	157	100%

Q1. Schedule



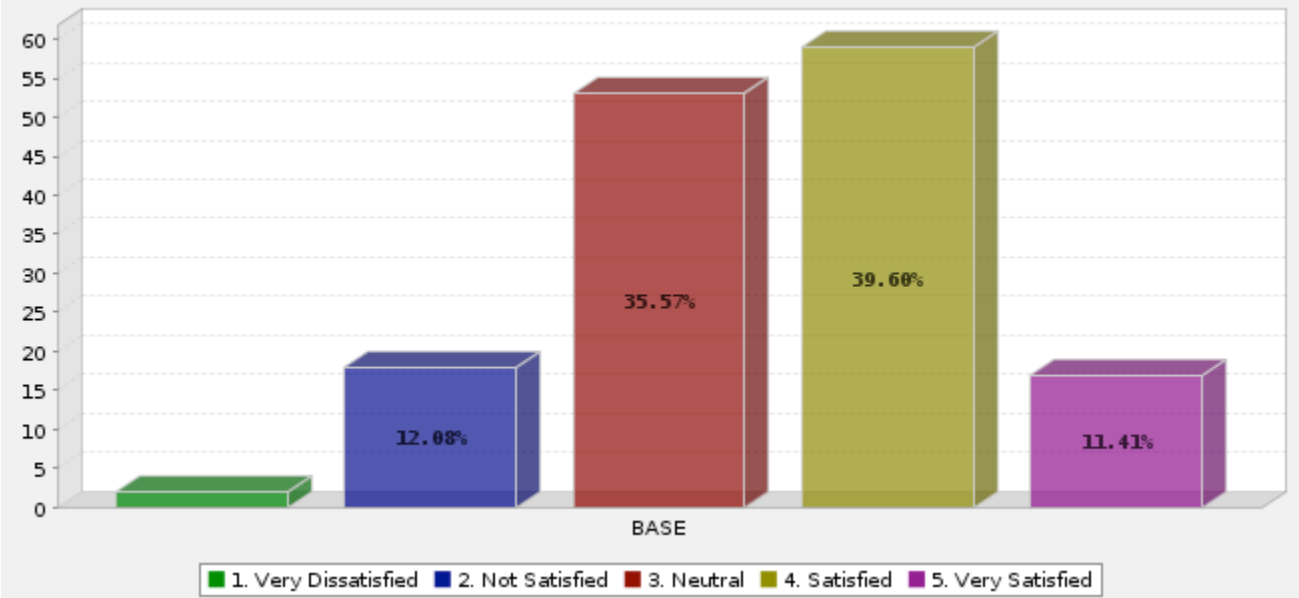
Answer	Count	Percent
1. Very Dissatisfied	3	1.91%
2. Not Satisfied	25	15.92%
3. Neutral	39	24.84%
4. Satisfied	64	40.76%
5. Very Satisfied	26	16.56%
Total	157	100%

Q1. Communication from company



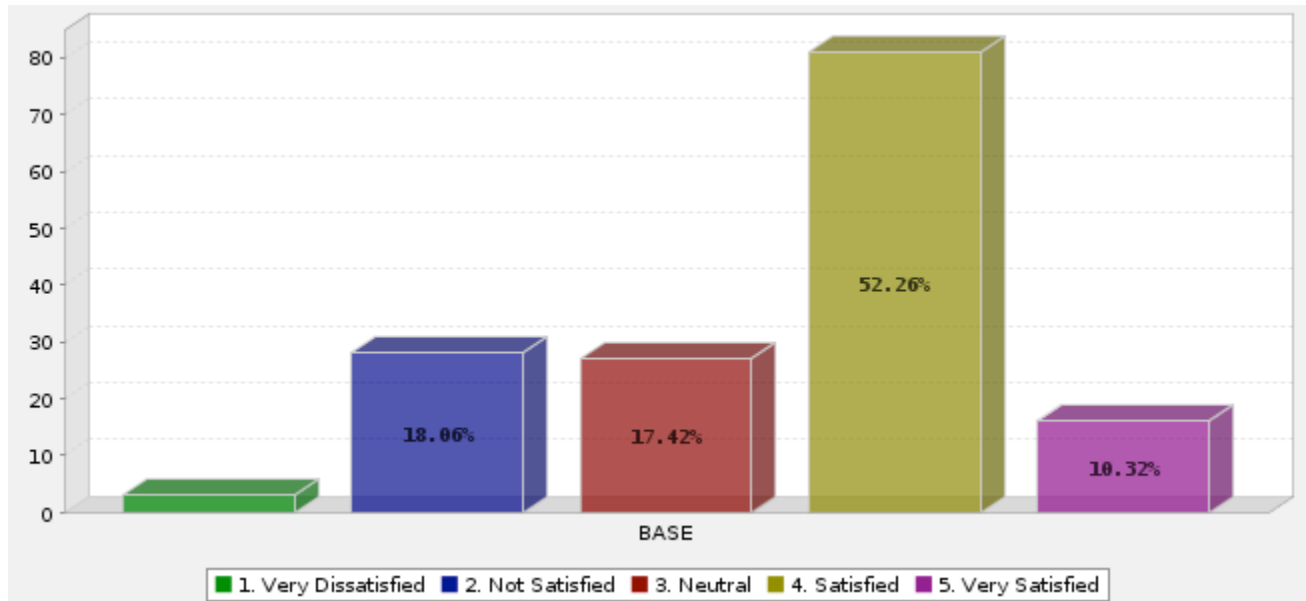
Answer	Count	Percent
1. Very Dissatisfied	14	9.09%
2. Not Satisfied	37	24.03%
3. Neutral	61	39.61%
4. Satisfied	35	22.73%
5. Very Satisfied	7	4.55%
Total	154	100%

Q1. Communication from ferry committee



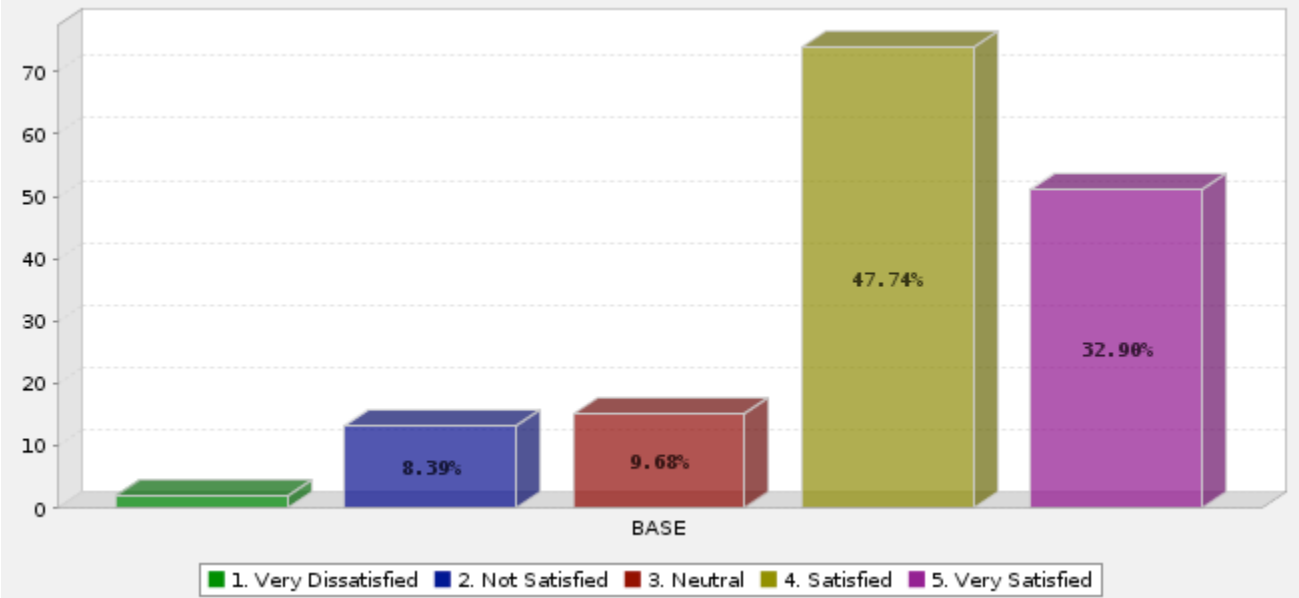
Answer	Count	Percent
1. Very Dissatisfied	2	1.34%
2. Not Satisfied	18	12.08%
3. Neutral	53	35.57%
4. Satisfied	59	39.60%
5. Very Satisfied	17	11.41%
Total	149	100%

Q1. Availability of space for your personal freight and baggage



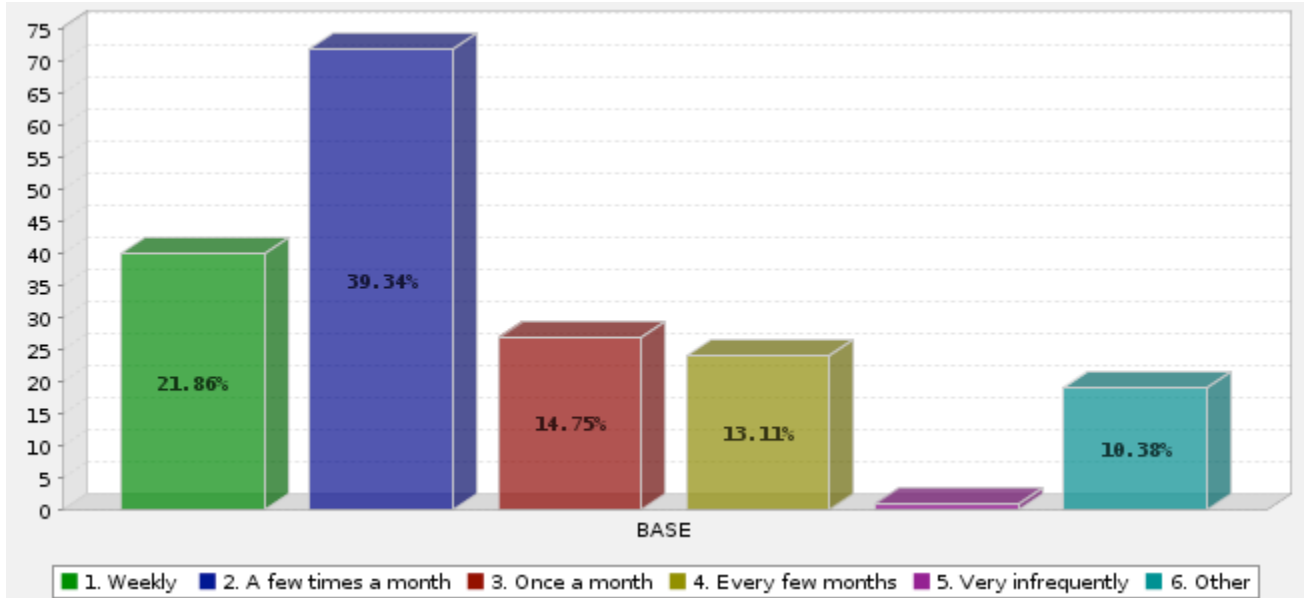
Answer	Count	Percent
1. Very Dissatisfied	3	1.94%
2. Not Satisfied	28	18.06%
3. Neutral	27	17.42%
4. Satisfied	81	52.26%
5. Very Satisfied	16	10.32%
Total	155	100%

Q1. Professionalism



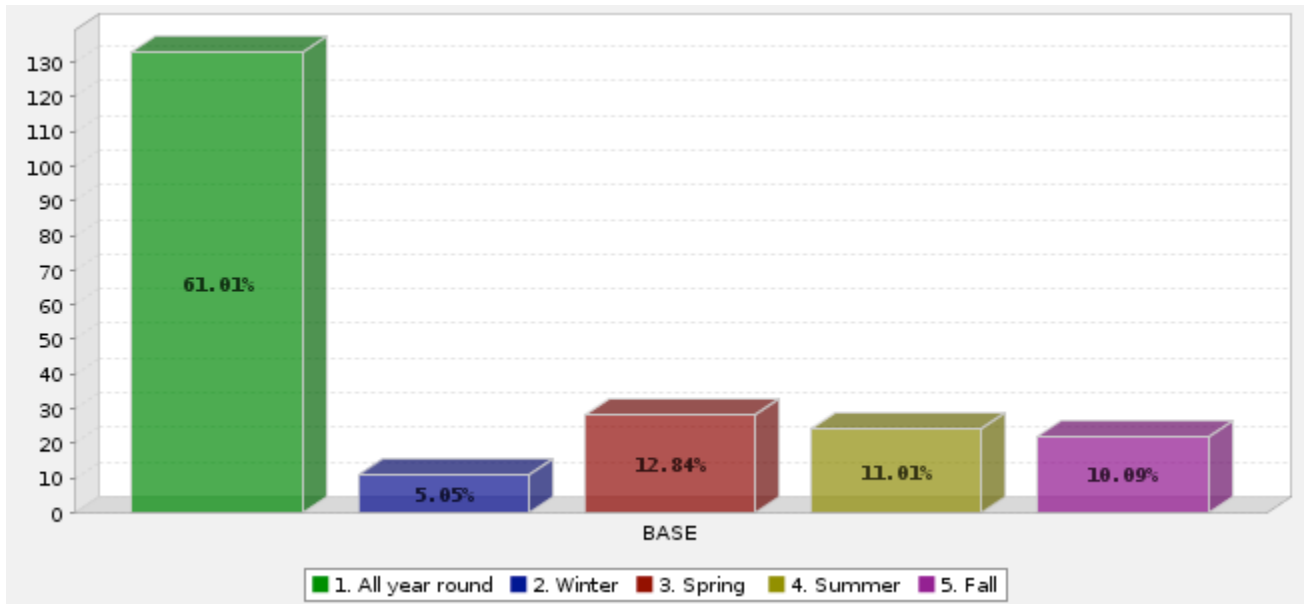
Answer	Count	Percent
1. Very Dissatisfied	2	1.29%
2. Not Satisfied	13	8.39%
3. Neutral	15	9.68%
4. Satisfied	74	47.74%
5. Very Satisfied	51	32.90%
Total	155	100%

Q3. How often do you ride the ferry?



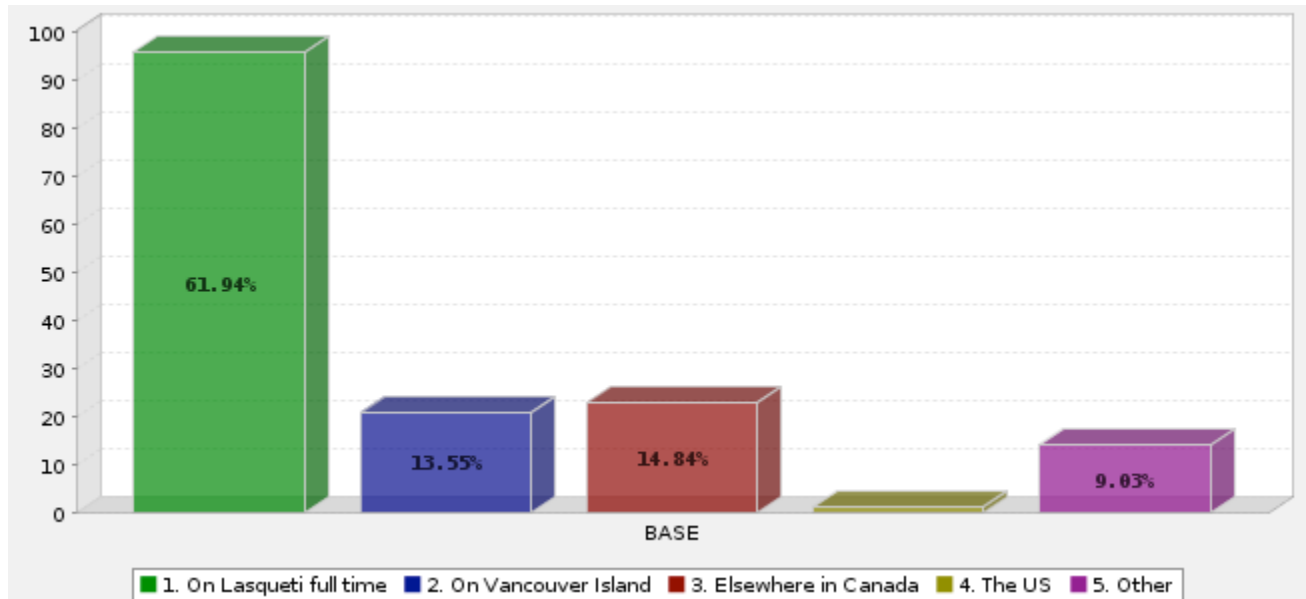
Answer	Count	Percent
1. Weekly	40	21.86%
2. A few times a month	72	39.34%
3. Once a month	27	14.75%
4. Every few months	24	13.11%
5. Very infrequently	1	0.55%
6. Other	19	10.38%
Total	183	100%

Q3. When do you use the ferry service? (Select all that apply)?



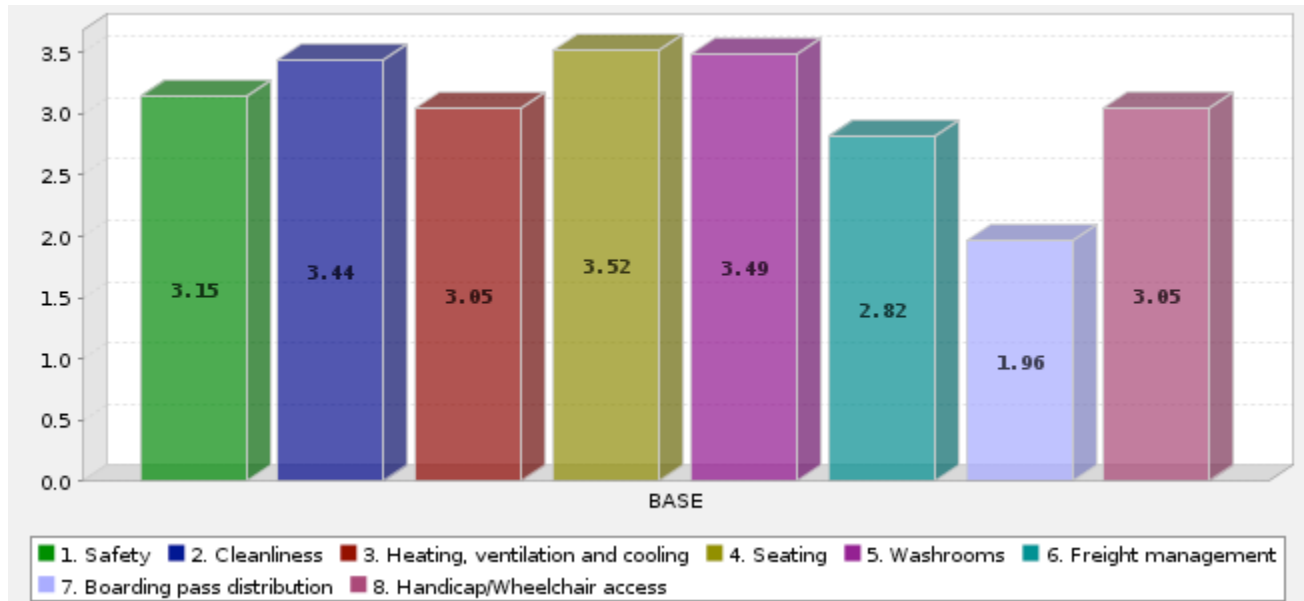
Answer	Count	Percent
1. All year round	133	61.01%
2. Winter	11	5.05%
3. Spring	28	12.84%
4. Summer	24	11.01%
5. Fall	22	10.09%
Total	218	100%

Q11. Where do you reside?



Answer	Count	Percent
1. On Lasqueti full time	96	61.94%
2. On Vancouver Island	21	13.55%
3. Elsewhere in Canada	23	14.84%
4. The US	1	0.65%
5. Other	14	9.03%
Total	155	100%

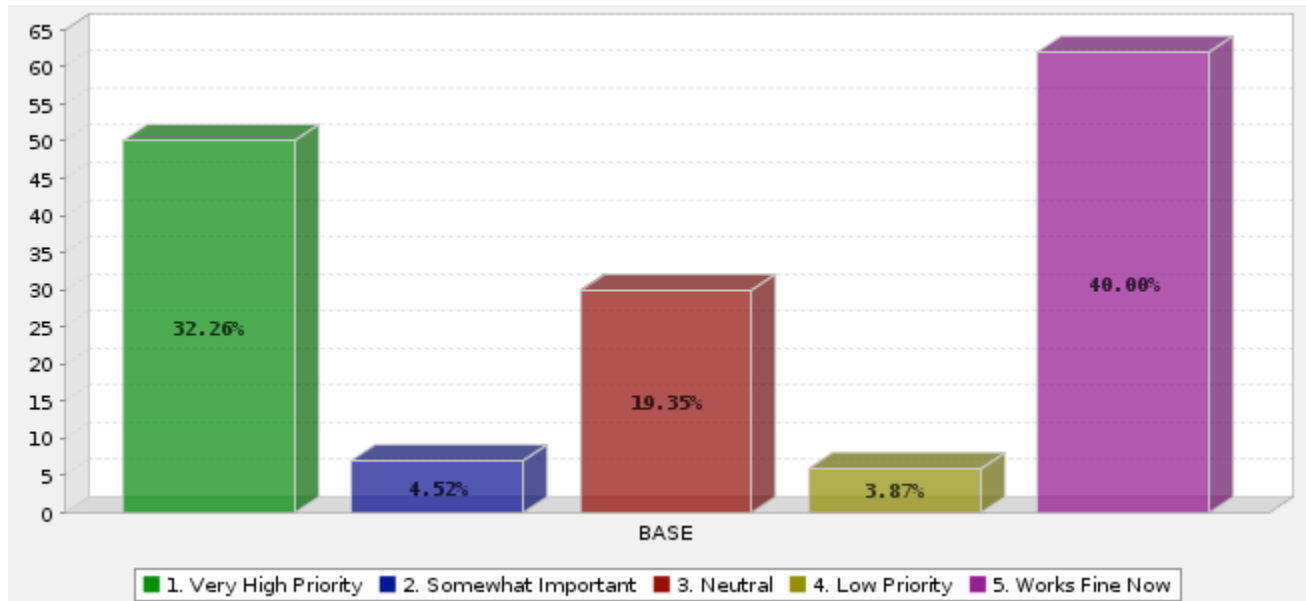
Q4. Which areas of the ferry service/experience should have the highest priority for improvement?



Q4. Overall Matrix Scorecard : Which areas of the ferry service/experience should have the highest priority for improvement?

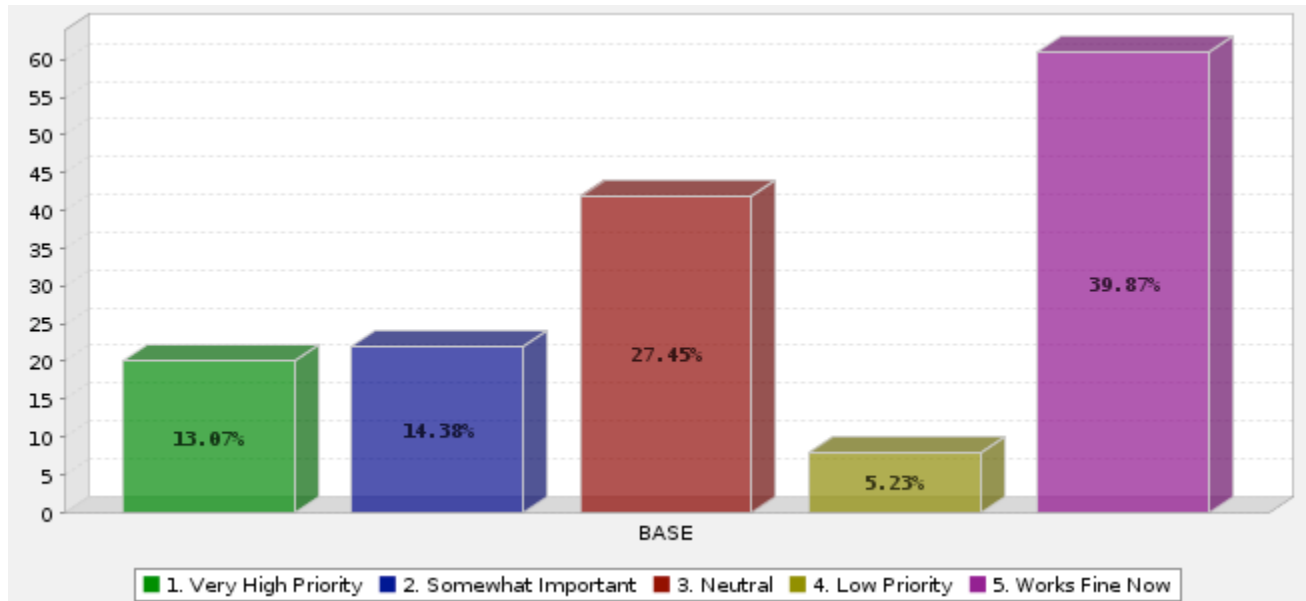
Question	Count	Score
1. Safety	155	3.148
2. Cleanliness	153	3.444
3. Heating, ventilation and cooling	152	3.046
4. Seating	151	3.517
5. Washrooms	153	3.490
6. Freight management	152	2.822
7. Boarding pass distribution	156	1.962
8. Handicap/Wheelchair access	152	3.053

Q4. Safety



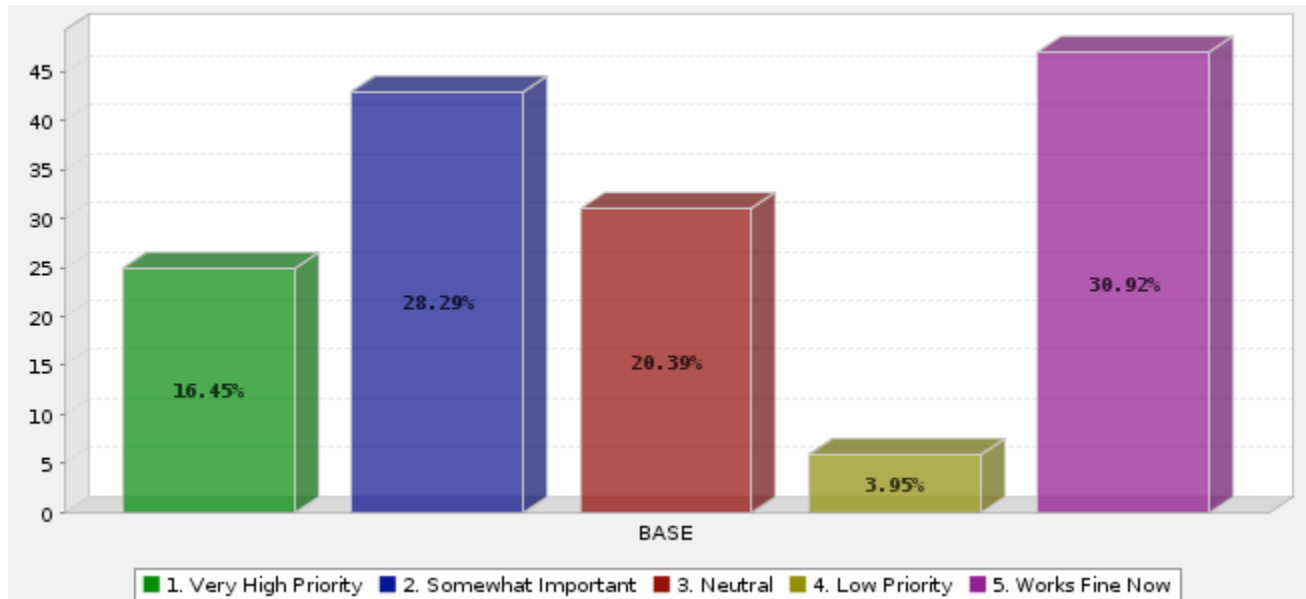
Answer	Count	Percent
1. Very High Priority	50	32.26%
2. Somewhat Important	7	4.52%
3. Neutral	30	19.35%
4. Low Priority	6	3.87%
5. Works Fine Now	62	40.00%
Total	155	100%

Q4. Cleanliness



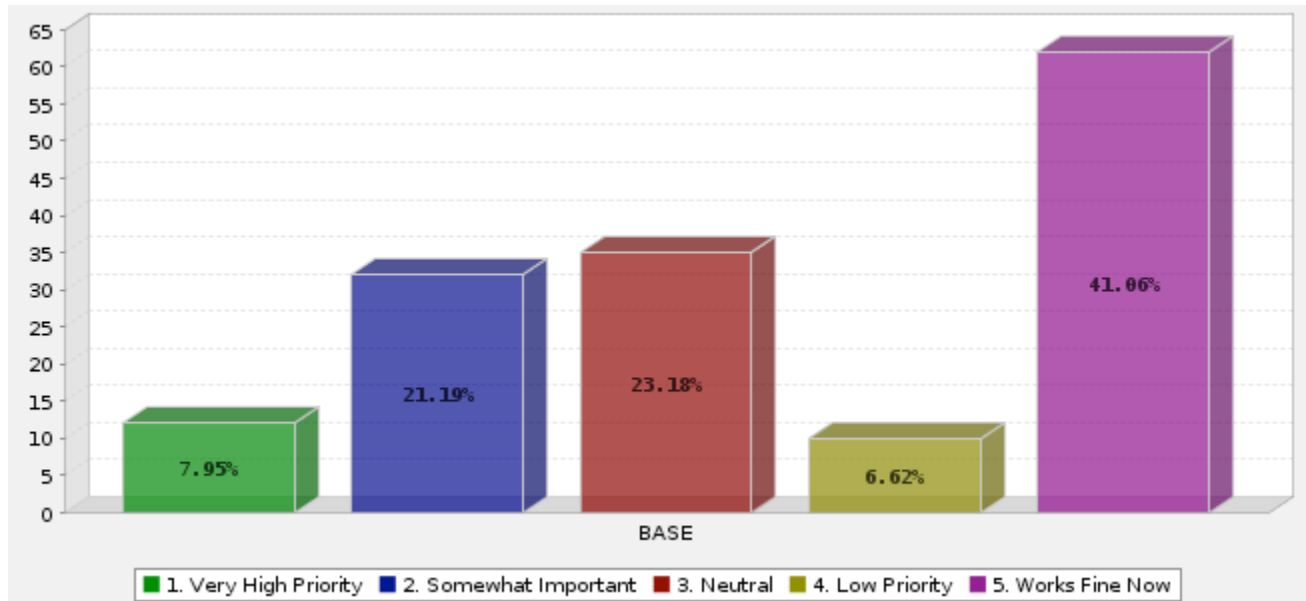
Answer	Count	Percent
1. Very High Priority	20	13.07%
2. Somewhat Important	22	14.38%
3. Neutral	42	27.45%
4. Low Priority	8	5.23%
5. Works Fine Now	61	39.87%
Total	153	100%

Q4. Heating, ventilation and cooling



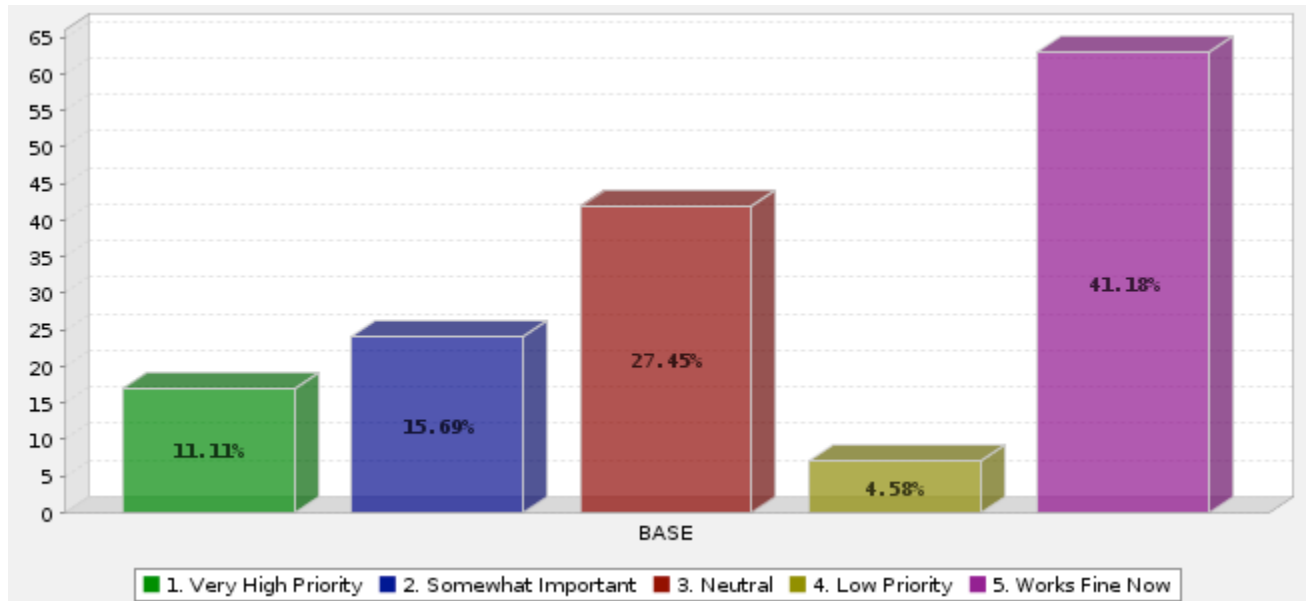
Answer	Count	Percent
1. Very High Priority	25	16.45%
2. Somewhat Important	43	28.29%
3. Neutral	31	20.39%
4. Low Priority	6	3.95%
5. Works Fine Now	47	30.92%
Total	152	100%

Q4. Seating



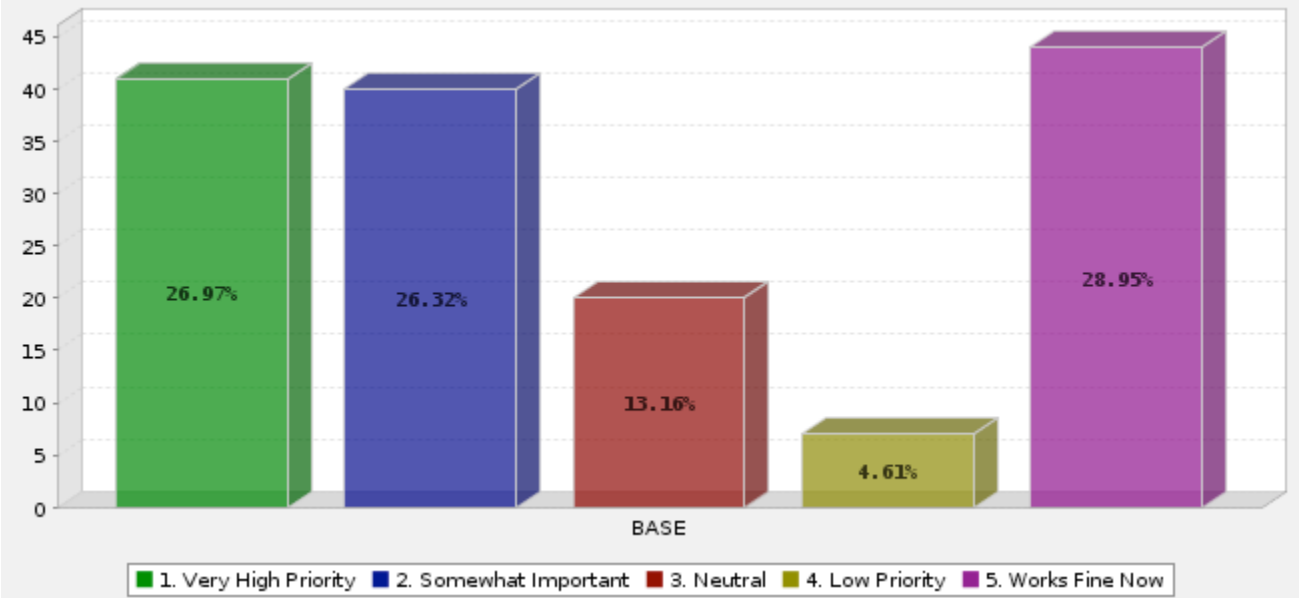
Answer	Count	Percent
1. Very High Priority	12	7.95%
2. Somewhat Important	32	21.19%
3. Neutral	35	23.18%
4. Low Priority	10	6.62%
5. Works Fine Now	62	41.06%
Total	151	100%

Q4. Washrooms



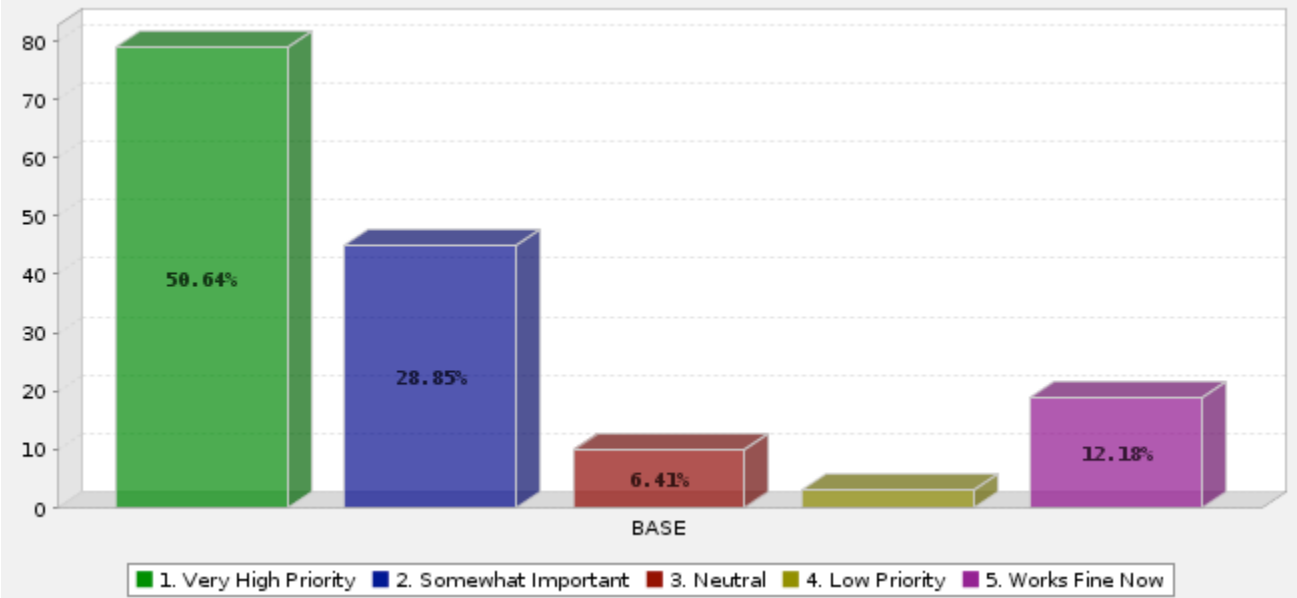
Answer	Count	Percent
1. Very High Priority	17	11.11%
2. Somewhat Important	24	15.69%
3. Neutral	42	27.45%
4. Low Priority	7	4.58%
5. Works Fine Now	63	41.18%
Total	153	100%

Q4. Freight management



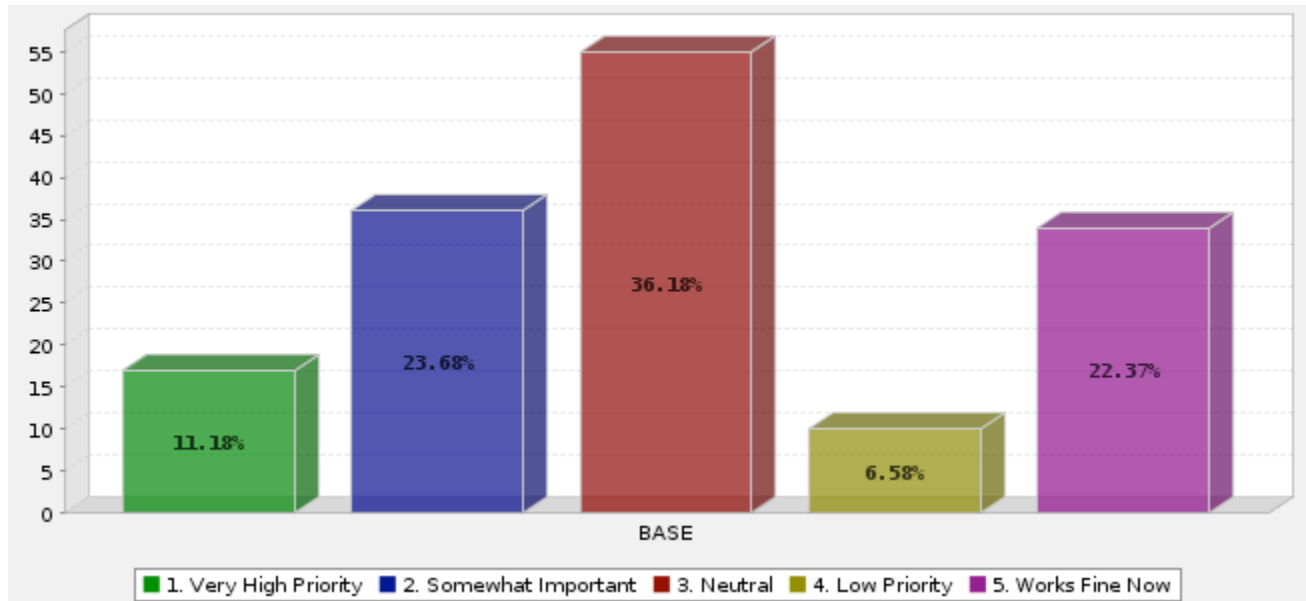
Answer	Count	Percent
1. Very High Priority	41	26.97%
2. Somewhat Important	40	26.32%
3. Neutral	20	13.16%
4. Low Priority	7	4.61%
5. Works Fine Now	44	28.95%
Total	152	100%

Q4. Boarding pass distribution



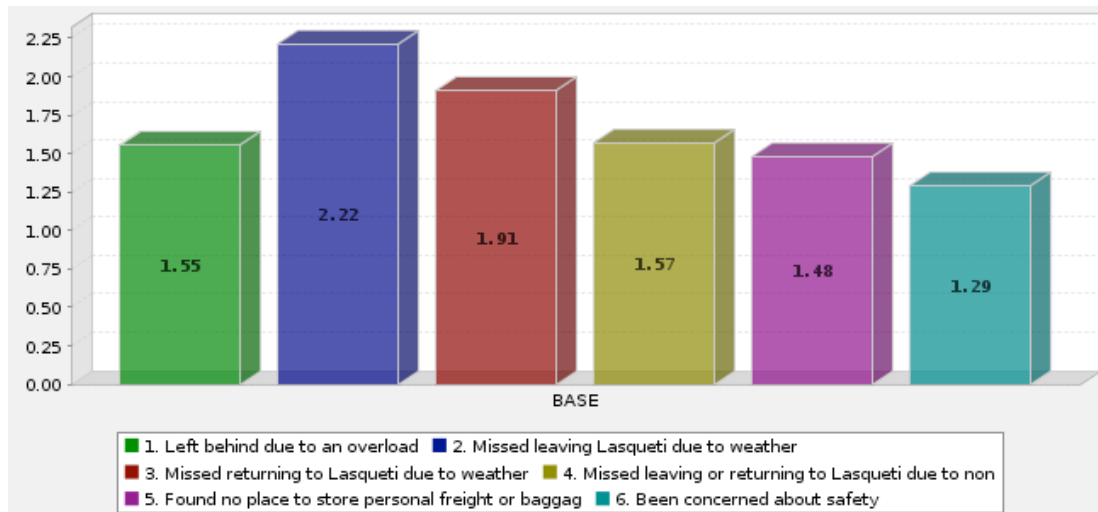
Answer	Count	Percent
1. Very High Priority	79	50.64%
2. Somewhat Important	45	28.85%
3. Neutral	10	6.41%
4. Low Priority	3	1.92%
5. Works Fine Now	19	12.18%
Total	156	100%

Q4. Handicap/Wheelchair access



Answer	Count	Percent
1. Very High Priority	17	11.18%
2. Somewhat Important	36	23.68%
3. Neutral	55	36.18%
4. Low Priority	10	6.58%
5. Works Fine Now	34	22.37%
Total	152	100%

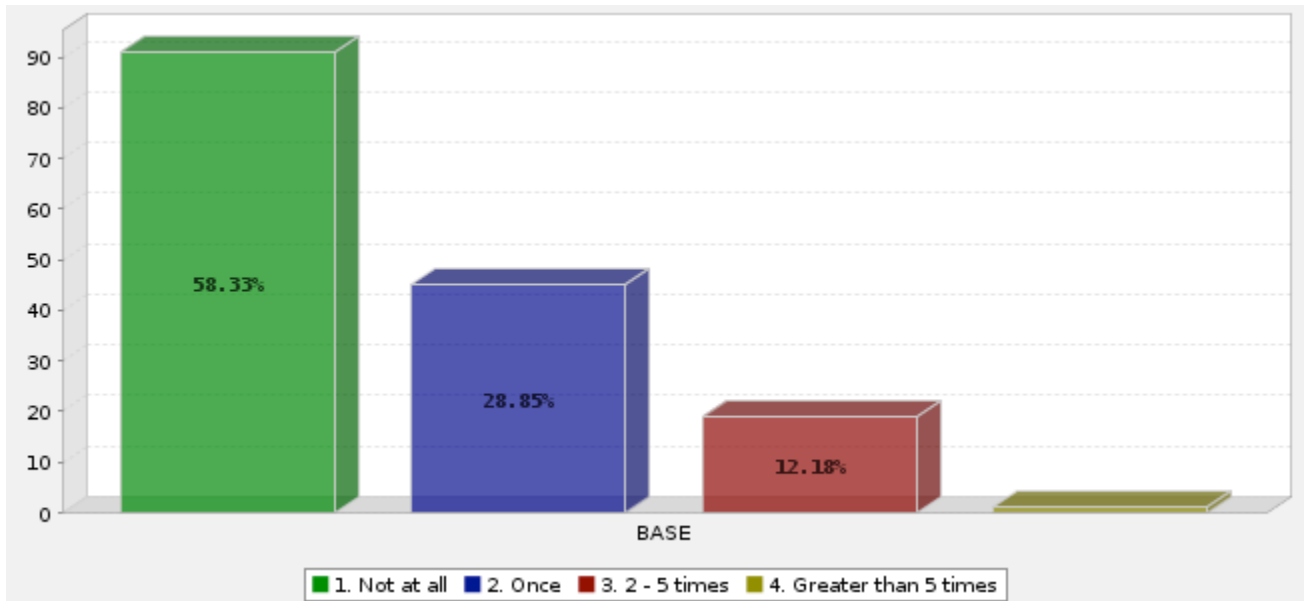
Q6. Over the past year how frequently have you, your immediate family members or guests experienced the following



Q6. Overall Matrix Scorecard : Over the past year how frequently have you, your immediate family members or guests experienced the following

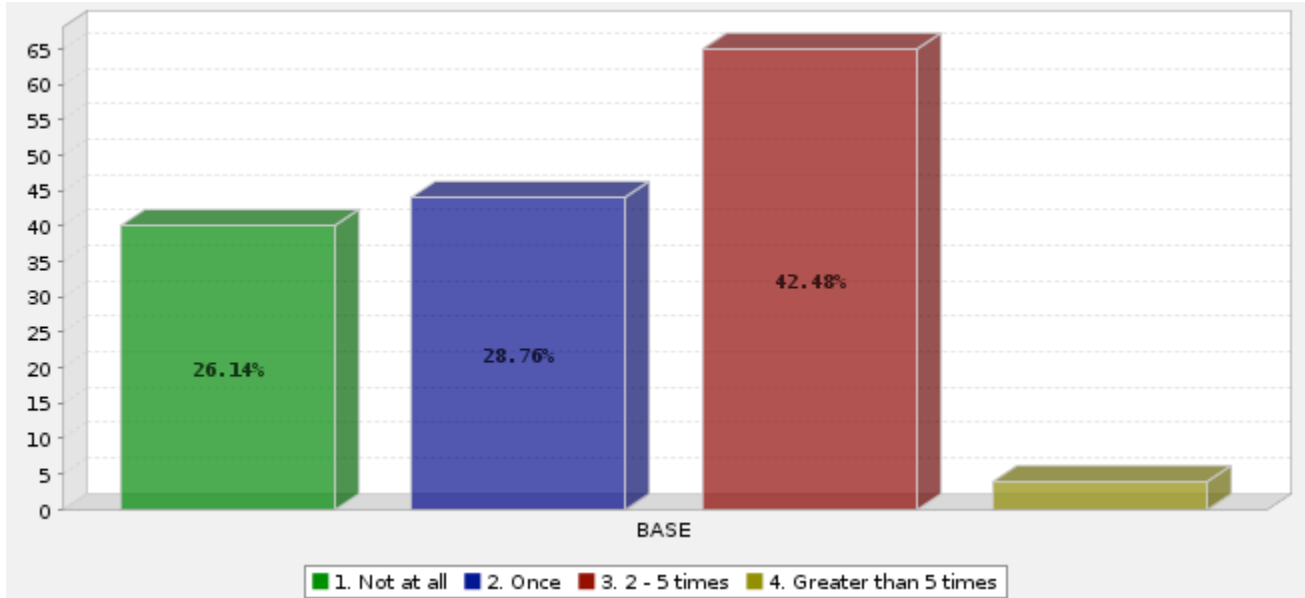
Question	Count	Score
1. Left behind due to an overload	156	1.551
2. Missed leaving Lasqueti due to weather	153	2.216
3. Missed returning to Lasqueti due to weather	151	1.907
4. Missed leaving or returning to Lasqueti due to non-weather related service interruptions.	154	1.571
5. Found no place to store personal freight or baggage	156	1.481
6. Been concerned about safety	155	1.290

Q6. Left behind due to an overload



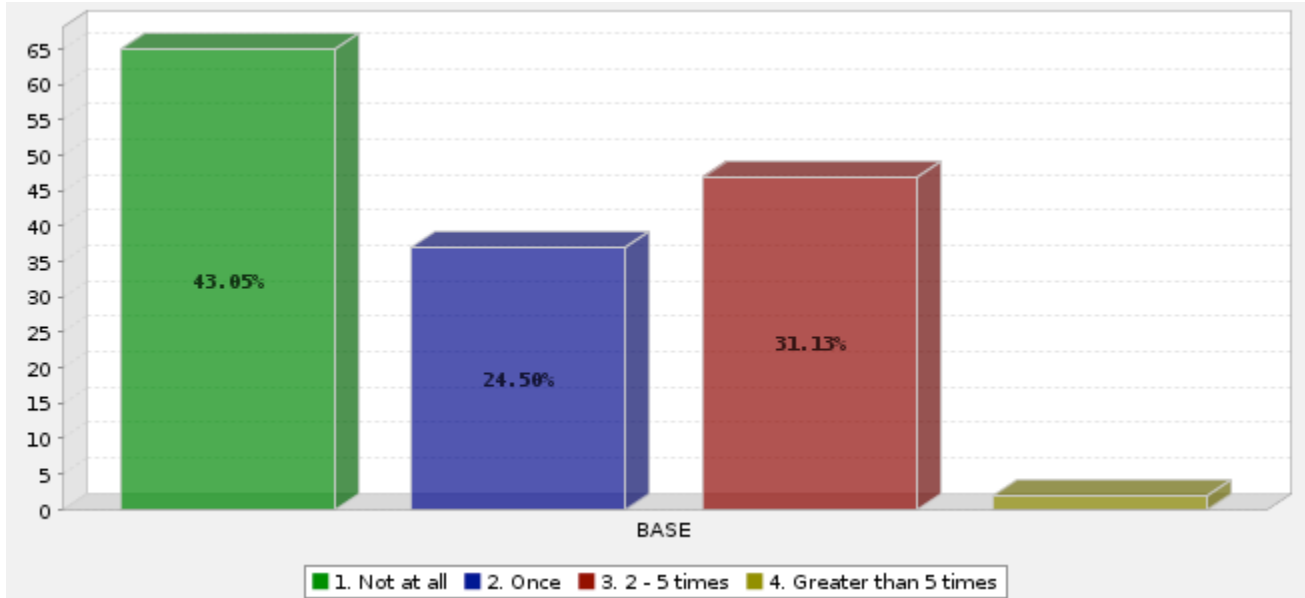
Answer	Count	Percent
1. Not at all	91	58.33%
2. Once	45	28.85%
3. 2 - 5 times	19	12.18%
4. Greater than 5 times	1	0.64%
Total	156	100%

Q6. Missed leaving Lasqueti due to weather



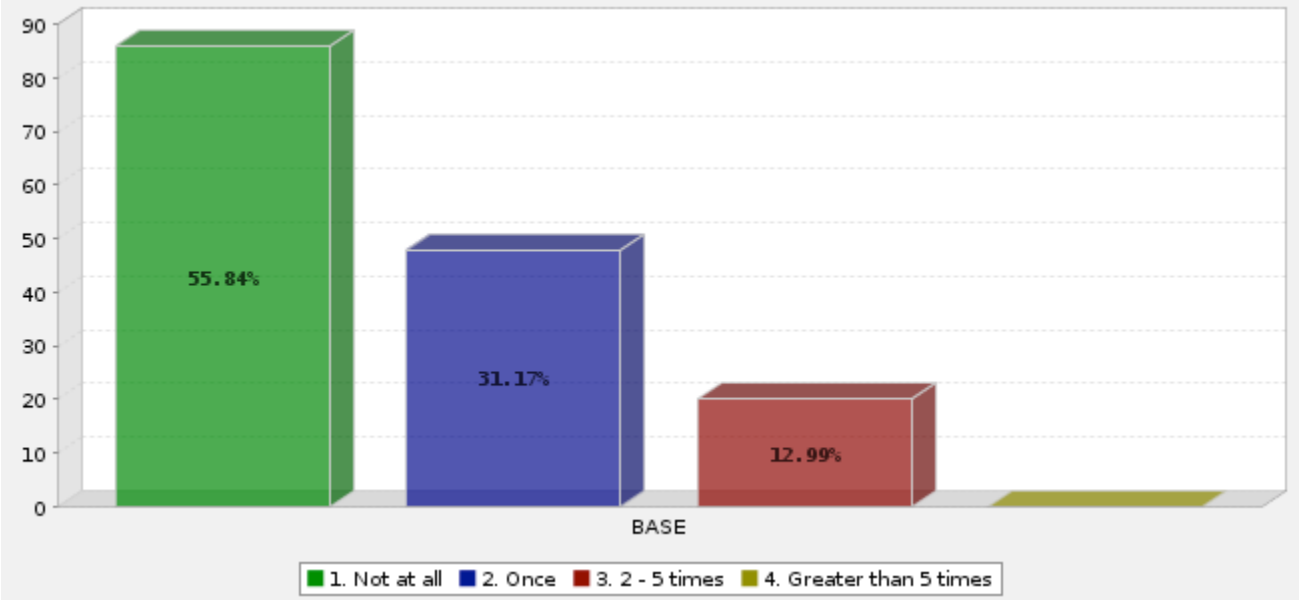
Answer	Count	Percent
1. Not at all	40	26.14%
2. Once	44	28.76%
3. 2 - 5 times	65	42.48%
4. Greater than 5 times	4	2.61%
Total	153	100%

Q6. Missed returning to Lasqueti due to weather



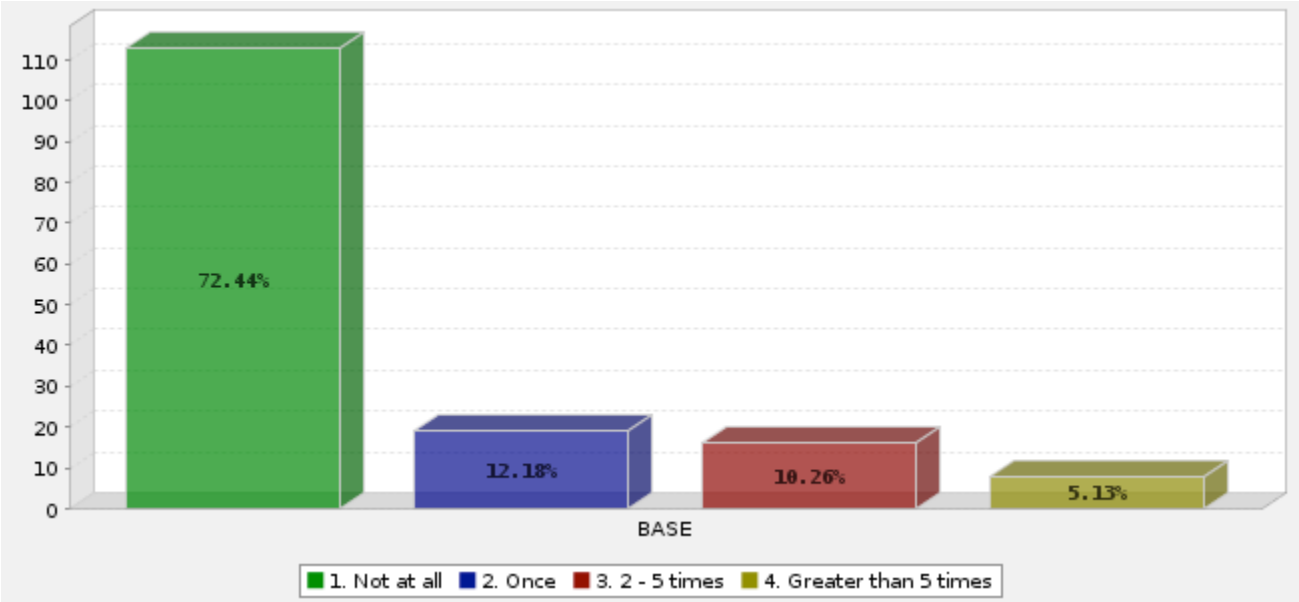
Answer	Count	Percent
1. Not at all	65	43.05%
2. Once	37	24.50%
3. 2 - 5 times	47	31.13%
4. Greater than 5 times	2	1.32%
Total	151	100%

Q6. Missed leaving or returning to Lasqueti due to non-weather related service interruptions.



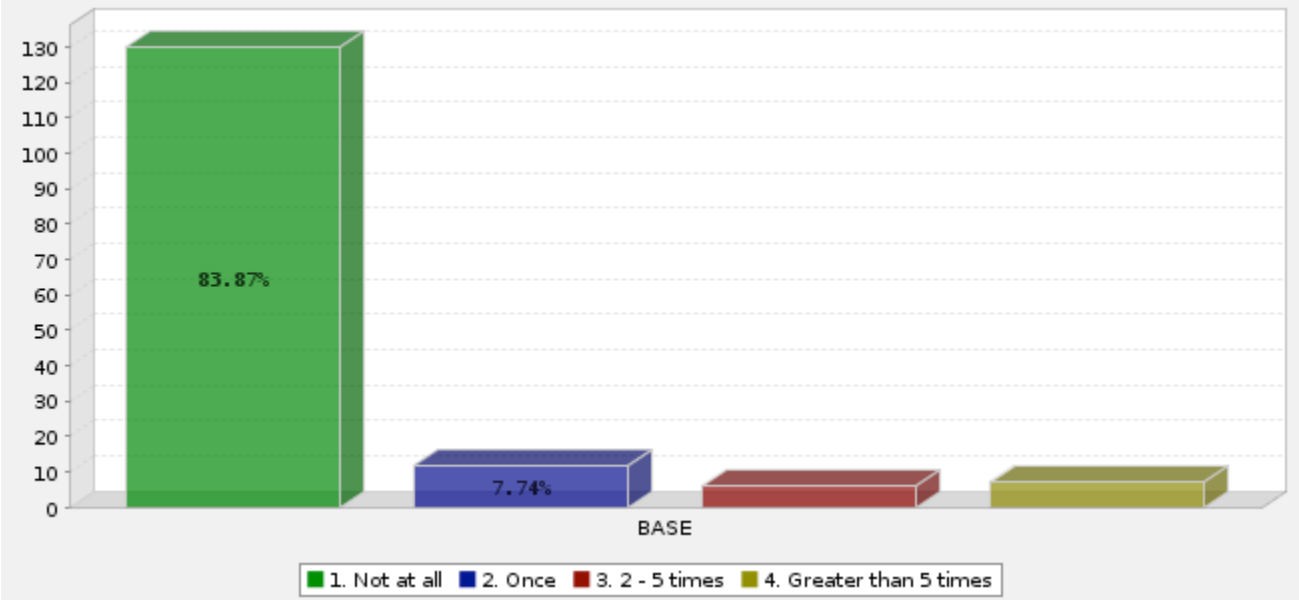
Answer	Count	Percent
1. Not at all	86	55.84%
2. Once	48	31.17%
3. 2 - 5 times	20	12.99%
4. Greater than 5 times	0	0.00%
Total	154	100%

Q6. Found no place to store personal freight or baggage



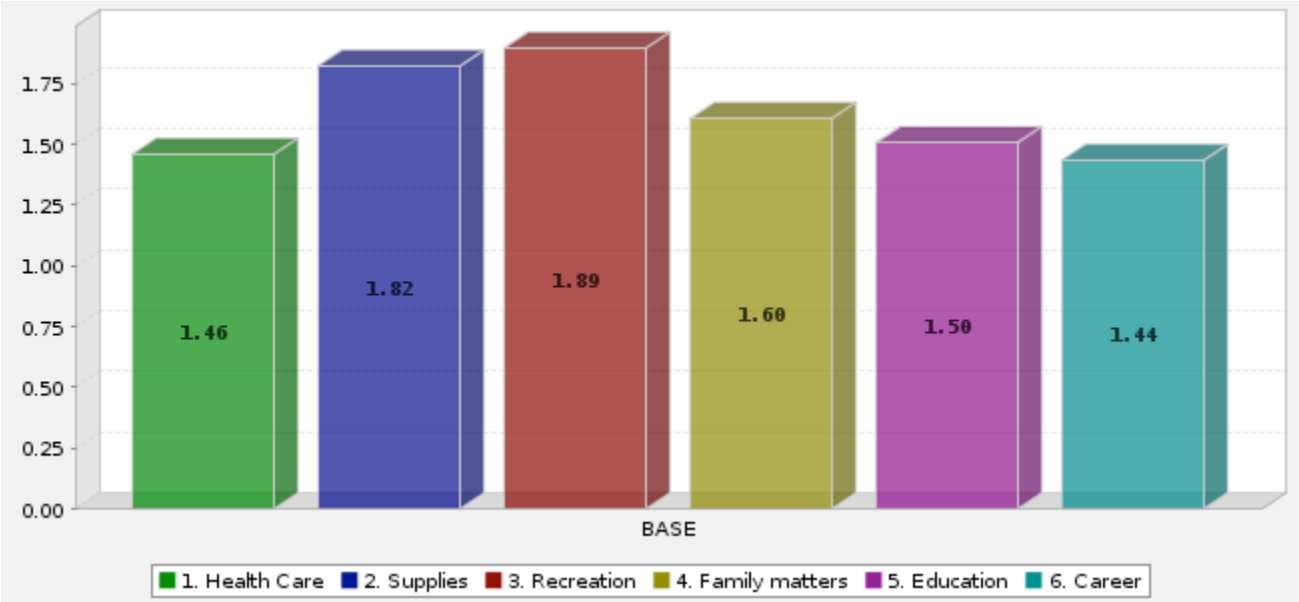
Answer	Count	Percent
1. Not at all	113	72.44%
2. Once	19	12.18%
3. 2 - 5 times	16	10.26%
4. Greater than 5 times	8	5.13%
Total	156	100%

Q6. Been concerned about safety



Answer	Count	Percent
1. Not at all	130	83.87%
2. Once	12	7.74%
3. 2 - 5 times	6	3.87%
4. Greater than 5 times	7	4.52%
Total	155	100%

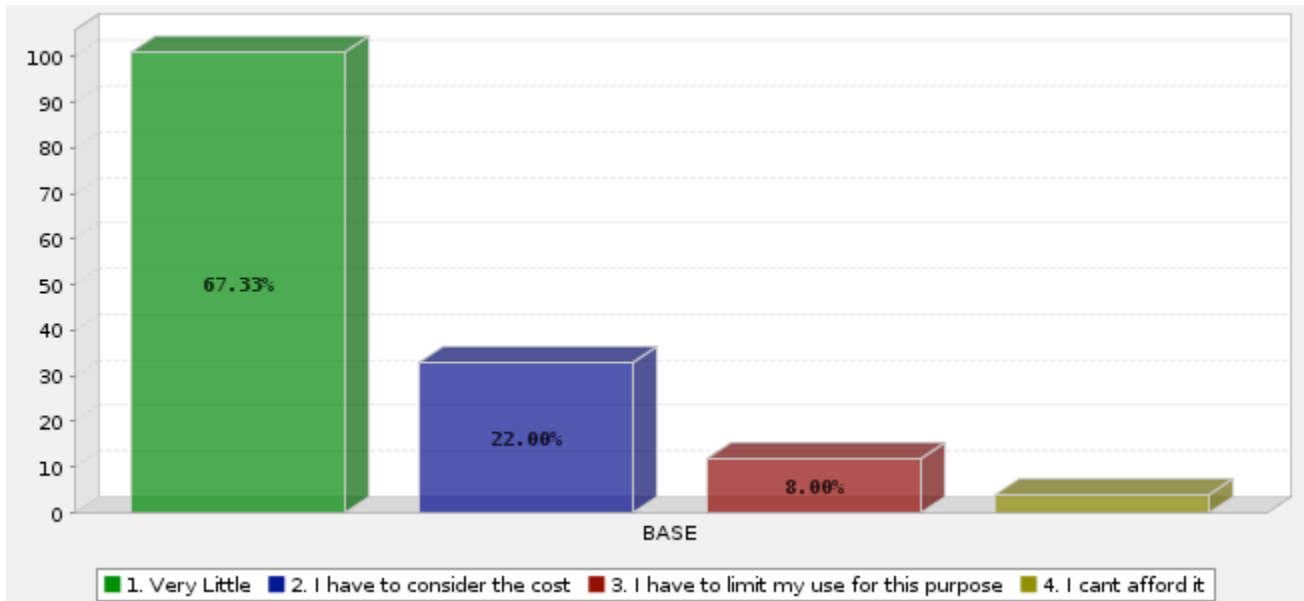
Q7. How much does the cost of the ferry affect your decisions concerning travel for



Q7. Overall Matrix Scorecard : How much does the cost of the ferry affect your decisions concerning travel for

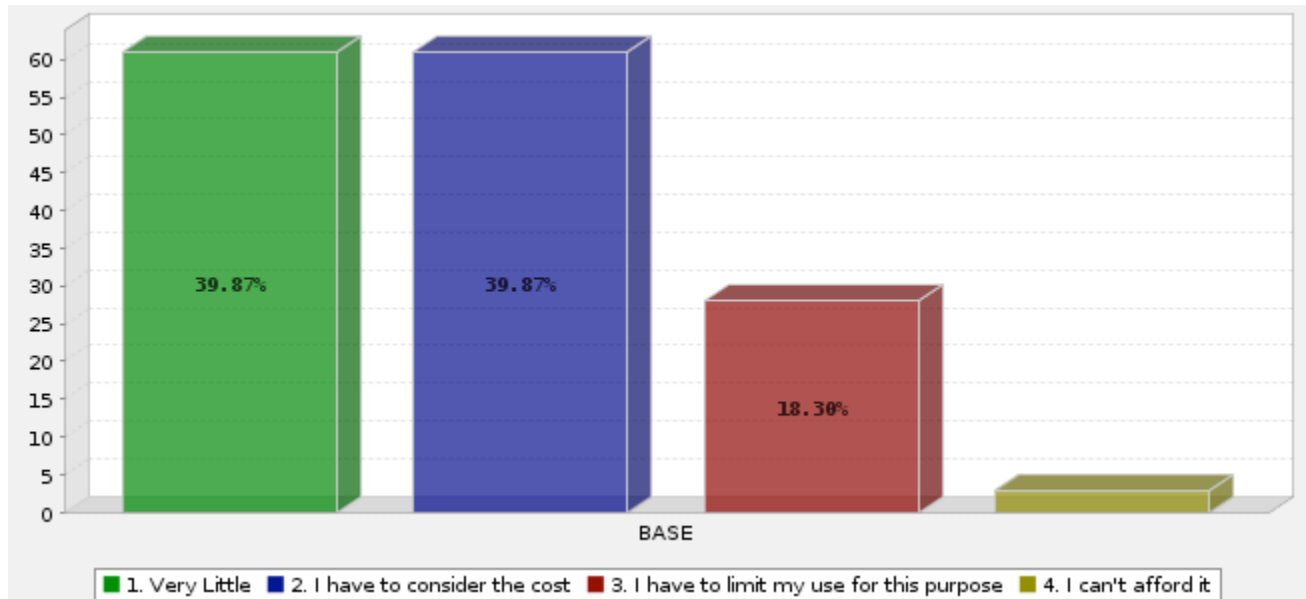
Question	Count	Score
1. Health Care	150	1.460
2. Supplies	153	1.824
3. Recreation	152	1.895
4. Family matters	151	1.603
5. Education	147	1.503
6. Career	147	1.435
Average		1.620

Q7. Health Care



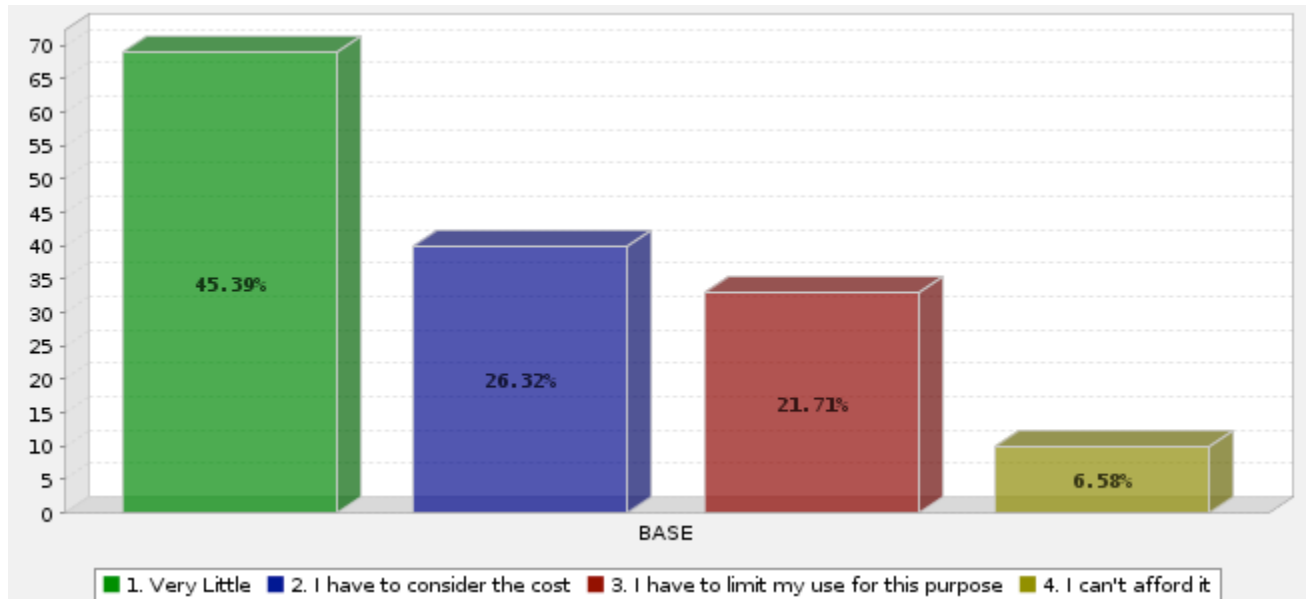
Answer	Count	Percent
1. Very Little	101	67.33%
2. I have to consider the cost	33	22.00%
3. I have to limit my use for this purpose	12	8.00%
4. I cant afford it	4	2.67%
Total	150	100%

Q7. Supplies



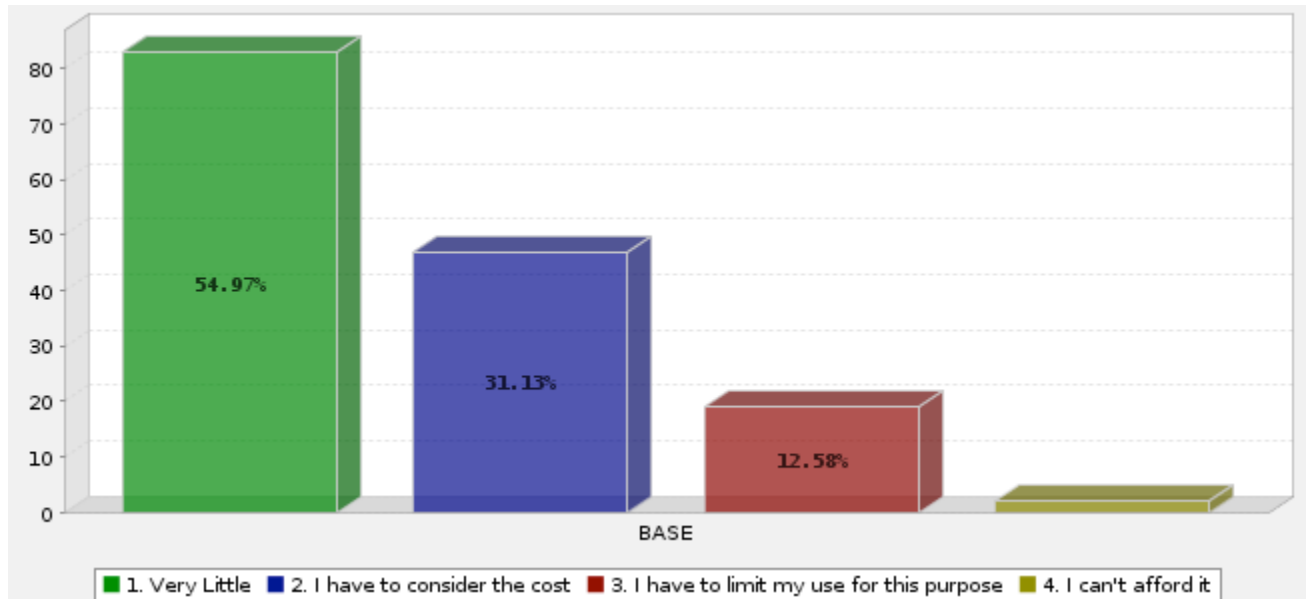
Answer	Count	Percent
1. Very Little	61	39.87%
2. I have to consider the cost	61	39.87%
3. I have to limit my use for this purpose	28	18.30%
4. I can't afford it	3	1.96%
Total	153	100%

Q7. Recreation



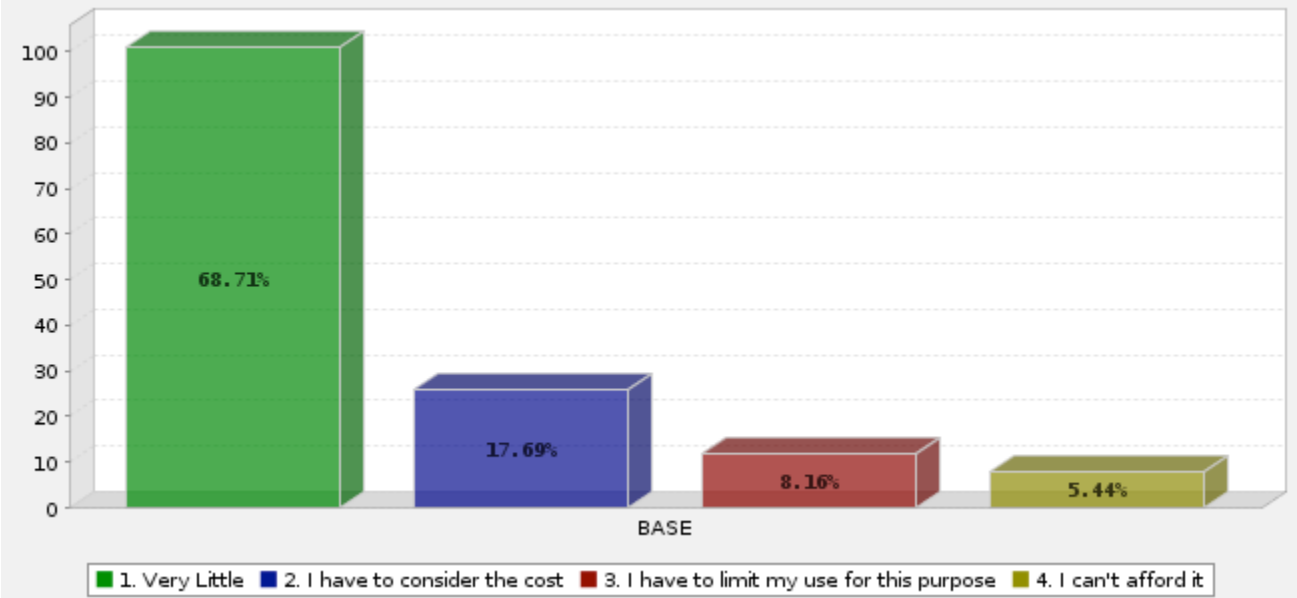
Answer	Count	Percent
1. Very Little	69	45.39%
2. I have to consider the cost	40	26.32%
3. I have to limit my use for this purpose	33	21.71%
4. I can't afford it	10	6.58%
Total	152	100%

Q7. Family matters



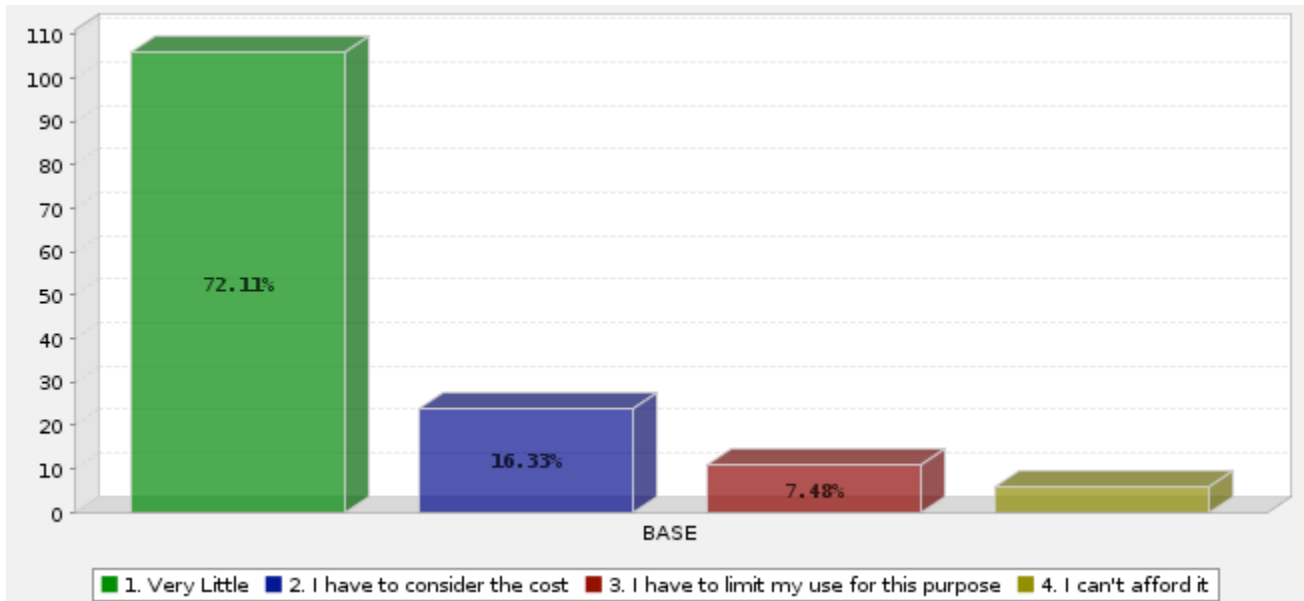
Answer	Count	Percent
1. Very Little	83	54.97%
2. I have to consider the cost	47	31.13%
3. I have to limit my use for this purpose	19	12.58%
4. I can't afford it	2	1.32%
Total	151	100%

Q7. Education



Answer	Count	Percent
1. Very Little	101	68.71%
2. I have to consider the cost	26	17.69%
3. I have to limit my use for this purpose	12	8.16%
4. I can't afford it	8	5.44%
Total	147	100%

Q7. Career



Answer	Count	Percent
1. Very Little	106	72.11%
2. I have to consider the cost	24	16.33%
3. I have to limit my use for this purpose	11	7.48%
4. I can't afford it	6	4.08%
Total	147	100%