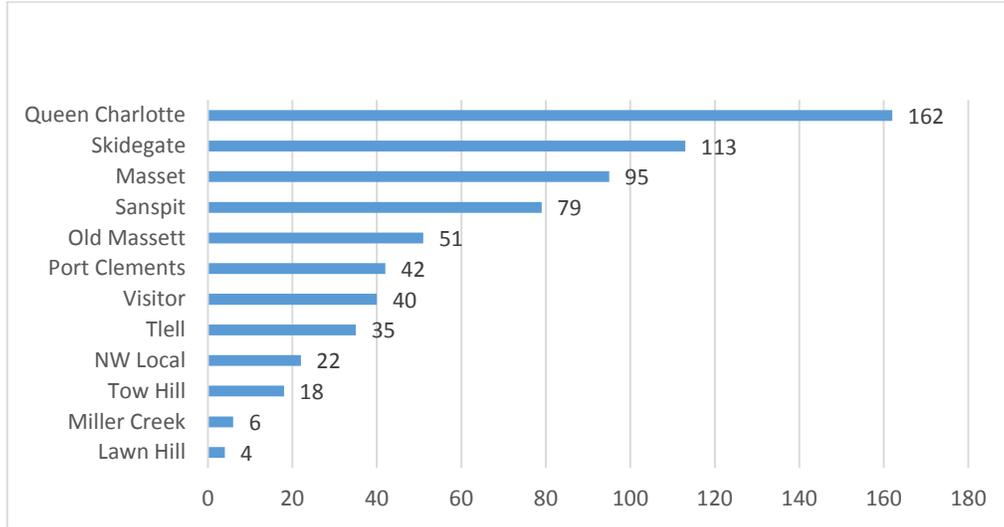




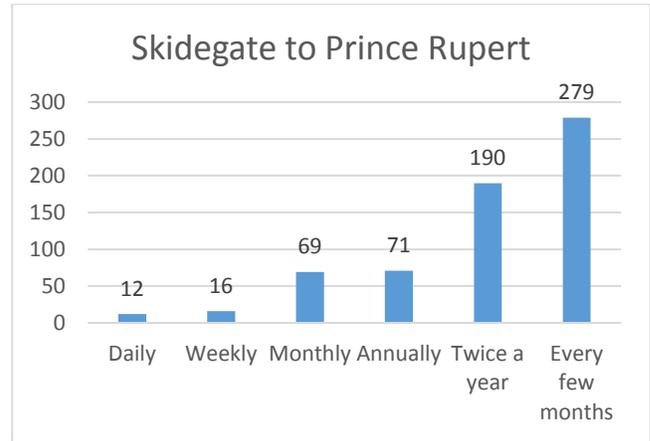
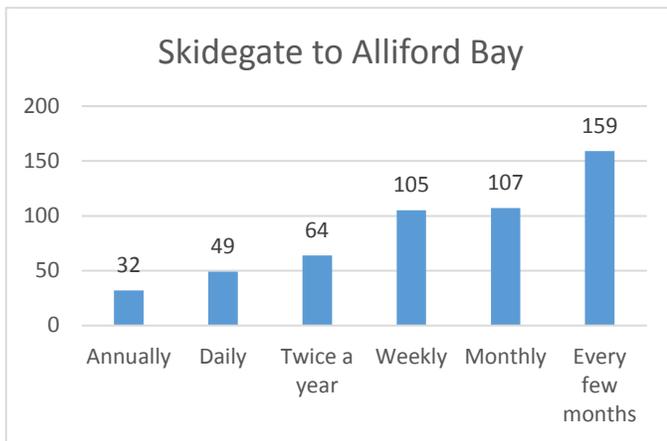
BC Ferries Haida Gwaii Customer Feedback Survey Results

Survey was conducted from June 16 to September 13, 2017
669 individual responses were received

Question 1: Which Community do you reside in?



Question 2: How frequently do you use BC Ferries?

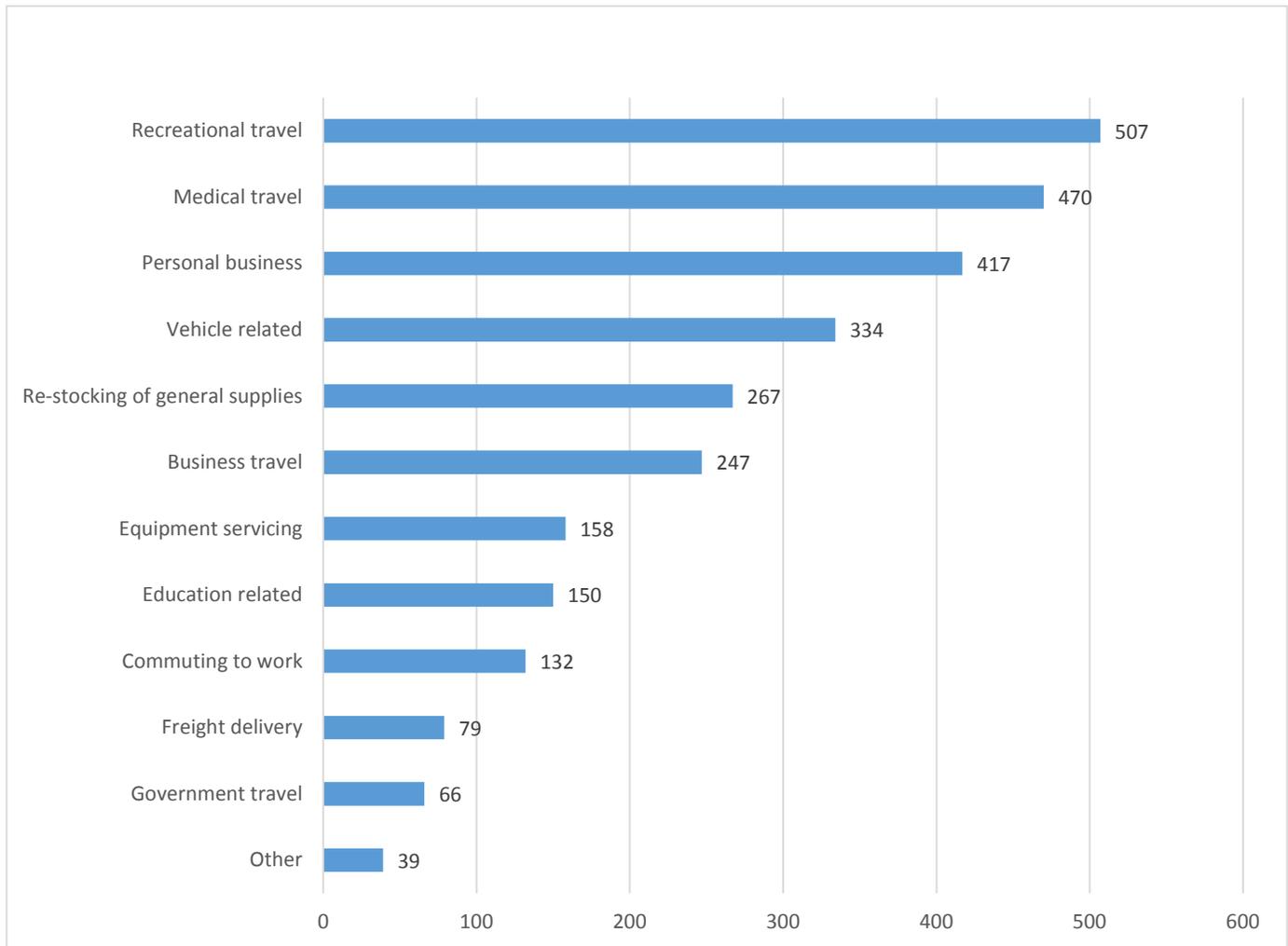


Theme	Summary of Comments – How frequently do you use BC Ferries?
Fares / Schedule	<ul style="list-style-type: none"> Commenters indicated that they would use the ferry more often if it was cheaper if there were more trips available, particularly at night for the Kwuna Ferry <i>“Right now it is over \$500 to go to Rupert and you have to save a lot on your purchases to make up for this cost before you break even on your trip”</i> <i>“I use at least three times a week and would use more if ferry ran at night”</i>
Reservations	<ul style="list-style-type: none"> Commenters indicated that the inability to secure ferry reservations meant they needed to take flights instead

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Question 3: For what purposes do you travel on BC Ferries?

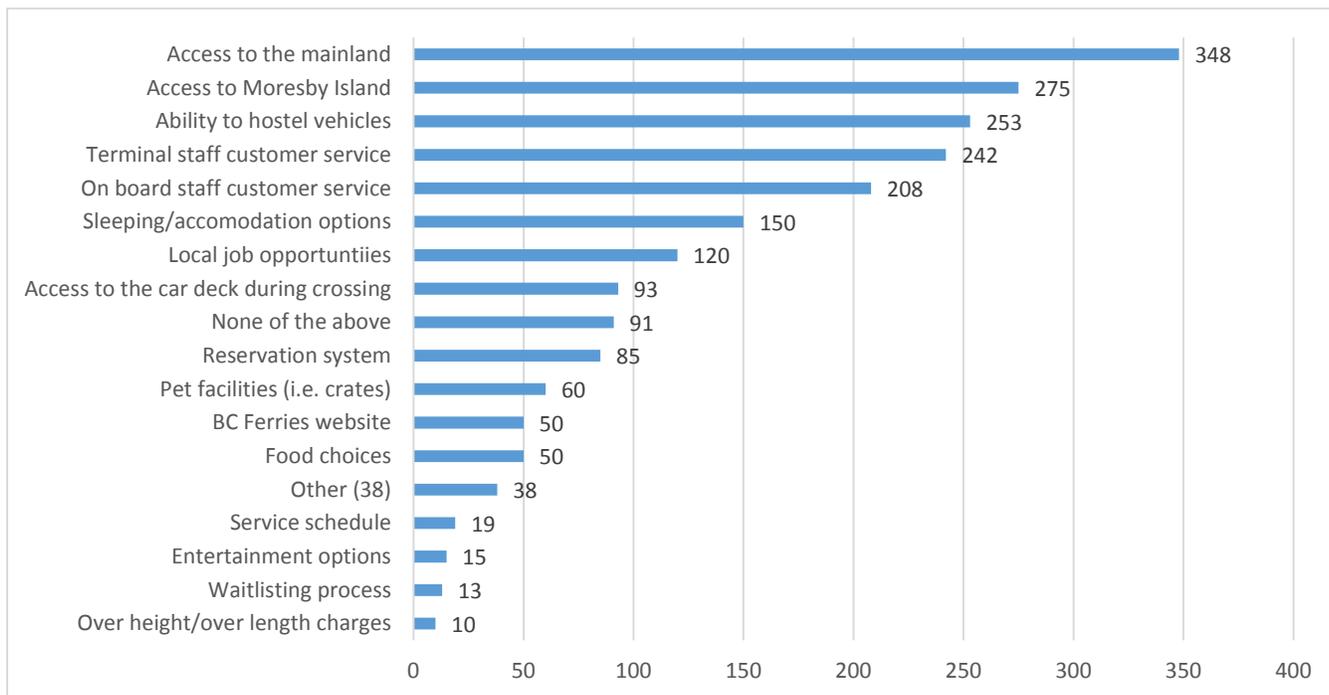


Theme	Summary of Comments – For what purposes do you travel on BC Ferries?
Recreational	<ul style="list-style-type: none"> Commenters indicated that they use the ferry to connect to the Alaska ferry in Prince Rupert, visit family, and for holidays
Medical	<ul style="list-style-type: none"> Commenters highlighted patient transport in ambulance from Sandspit is not always available
Business/ Personal	<ul style="list-style-type: none"> Commenters noted that all services are on the main island i.e. hospital, doctor, dentist, bank, business and personal mail, Work BC, insurance, AA meetings, veterinarian, etc.
Education	<ul style="list-style-type: none"> Commenters indicated that the ferry connects our residents to educational opportunities such as commuting to high school daily for Grades 8 to 12, travelling to/from university, school trips, and off island courses for volunteers.
Cultural	<ul style="list-style-type: none"> Commenters indicated that the ferry is used for traditional and cultural events several times a year, including food fishing, research, and cultural tourism
Airport	<ul style="list-style-type: none"> Commenters noted that the ferry is required to access the airport in Sandspit

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Question 4: What are the things you like most about using BC Ferries?

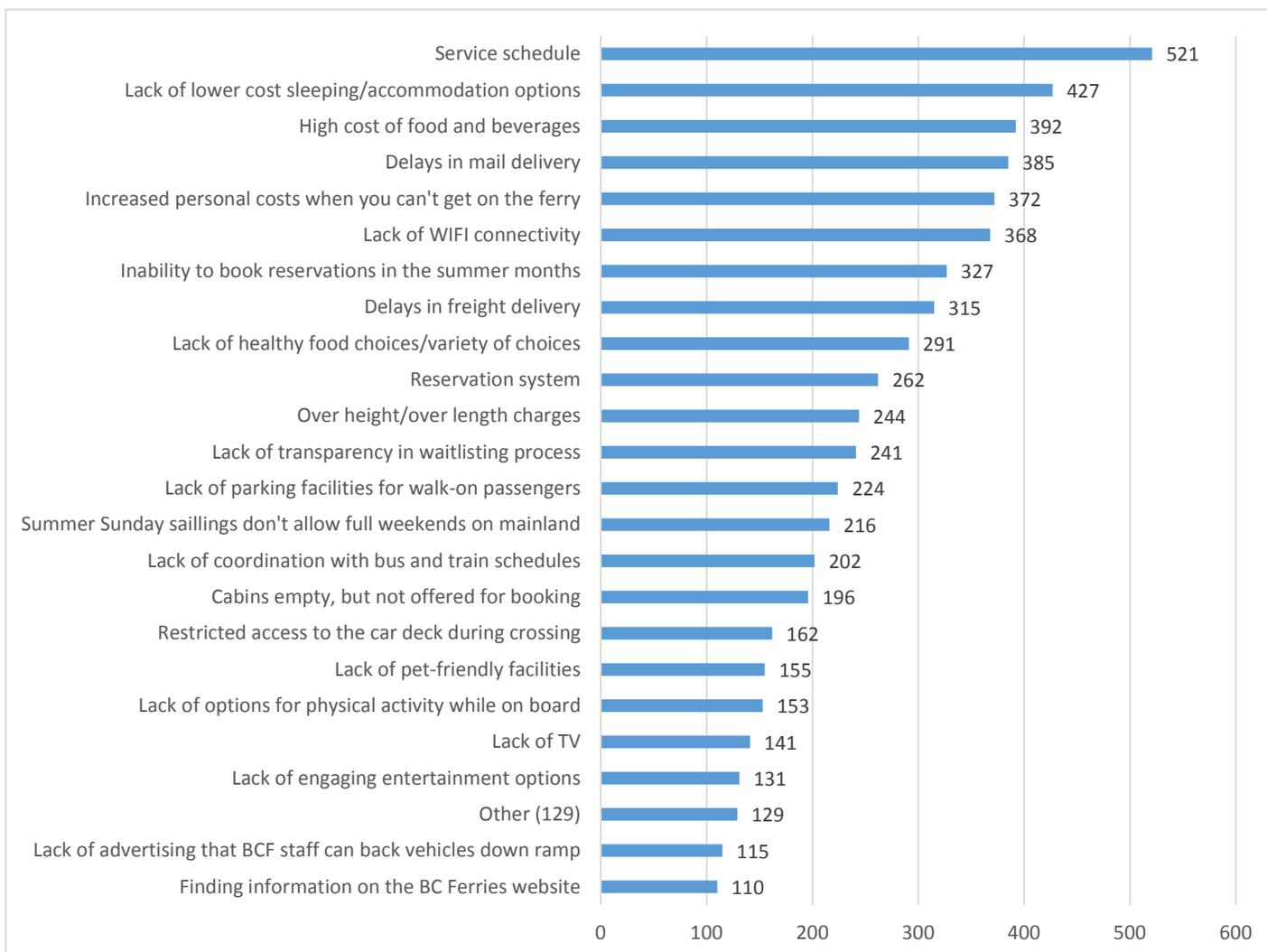


Theme	Summary of Comments – What are the things you like most about using BC Ferries?
Airport	<ul style="list-style-type: none"> Commenters felt that the Kwuna ferry service should coordinate with plane traffic to avoid lengthy travelling delays for residents and tourists
Customer Service	<ul style="list-style-type: none"> Commenters praised the customer service of the terminal staff in Skidegate, the staff who back up trailers, and onboard staff for those in wheelchairs Commenters also indicated that service on the ferry down south seems better, and several were unhappy about the service provided by those in the Prince Rupert terminal
Deliveries	<ul style="list-style-type: none"> Commenters indicated that they appreciate the delivery of food/goods to our islands
Entertainment/ Culture	<ul style="list-style-type: none"> Commenters enjoyed the acknowledgement of Haida people through the artwork displays and stories, but wished the ferry had free WIFI
Food	<ul style="list-style-type: none"> Commenters indicated that the food was too expensive, but liked the licensed cafeteria
Fares	<ul style="list-style-type: none"> Commenters indicated that when the ferry sank over length fees went from \$2 to \$15 for anything over 20 feet
Gift Shop	<ul style="list-style-type: none"> Commenters appreciated the availability of a gift shop on board
Accommodations	<ul style="list-style-type: none"> Commenters like that sleeping accommodations are available but noted that they aren't the nicest for how much they cost
Pet Services	<ul style="list-style-type: none"> Commenters indicated that pets can be scared on the noisy car deck and being able to take them upstairs would make them feel more comfortable
Wildlife/ Scenery	<ul style="list-style-type: none"> Commenters appreciated the ability to view wildlife, enjoy the scenery and have peace and quiet with no internet or cell service

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Question 5: What are the things you find most frustrating about using BC Ferries?



Note: Ratings of Increase Slightly or Significantly, and Decrease Slightly or Significantly have been combined for purposes of the above graph.

Theme	Summary of Comments – What do you find most frustrating about using BC Ferries?
Fares	<ul style="list-style-type: none"> Commenters indicated that they feel the ferry is an essential public service but the costs are unaffordable for the majority of residents. Low income families, families with students attending off-island post-secondary institutions, and seniors, are hardest hit as fares keep increasing year after year
Route 11 Scheduling	<ul style="list-style-type: none"> Commenters do not feel there are enough sailings which can result in having to stay in Prince Rupert, adding unnecessary and unaffordable expenses <p><i>“Orthodontics. You used to be able to miss one day of school/work now you have to miss 3 days just to get over and back again.”</i></p> <p><i>“Again, the Ferries are our highway, it doesn’t need to be fancy, we don’t need workout facilities, WIFI would be nice for the long ferry ride but it’s not necessary. We need more sailings on both routes. We need freight more than twice a week in the winter.”</i></p>

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Theme	Summary of Comments – What do you find most frustrating about using BC Ferries?
Kwuna Specific	<ul style="list-style-type: none"> Commenters indicated that the weight restrictions are causing people to be left behind, the Kwuna service starts too late in the morning and ends too early. Ferry arrivals and departures are inconsistent and unpredictable Commenters felt that the priority for Kwuna sailings should be to ensure that locals are accommodated on the first and last sailings so they can get to work, medical care, school, and social activities: <ul style="list-style-type: none"> <i>“Even with a schedule we are always late!!! Why have a schedule if we can’t get to school on time. You are taking my education away from me because the captain cannot sail the ship on time.”</i> <i>“Ferry to Alliford Bay/Skidegate is often late even when weather is not a factor.”</i> <i>“You have economically stifled Sandspit because the Kwuna Saturday sailing is at 6:30 which is too early. The Kwuna’s shifts should be split into early am (6 hrs) and late pm (6 hrs).”</i> <i>“With 2 children in high school in Queen Charlotte the ferry doesn't provide late enough sailings for either child to participate in/on sports teams, attend ceremonies, awards day, etc. We feel extremely secluded on Moresby Island. It’s like we have a curfew, traveling to Masset to shop is a massive rush to make it back for the last sailing at 6:10pm.”</i>
Freight Delays	<ul style="list-style-type: none"> Commenters indicated that delays in freight delivery are costly and frustrating for small business owners
Food	<ul style="list-style-type: none"> Commenters indicated that they would like food service in the morning, and extended food services on night sailings, with less plastic waste and wrappings for products Commenters felt that food and amenities are not available during sailings depending on staff schedule
Waitlist/Reservations	<ul style="list-style-type: none"> Commenters would like a better waitlist policy to be established, including provisions for locals on medical leave to have priority with a reservation “buffer” set aside for them Commenters were concerned about the reservation system as you cannot book online for the northern routes, and you cannot make reservations very far in advance <ul style="list-style-type: none"> <i>“Inability to book reservations all year – I was told I had to wait 3 weeks to get my vehicle on board from Rupert in March”</i> <i>“Lack of telephone reservation personnel who are actually trained and familiar with routes and their locations”</i> <i>“Online reservations system is about the most frustrating that I have ever encountered. It must have been designed by a sadist.”</i>
Travel Connections	<ul style="list-style-type: none"> Commenters noted the lack of coordination between the Prince Rupert/Skidegate and Port Hardy/Prince Rupert runs, and connections with the Alaska ferry/Sandspit airport
Parking	<ul style="list-style-type: none"> Commenters indicated that they would like to have secure parking in Prince Rupert
Children’s Activities	<ul style="list-style-type: none"> Commenters indicated that there is a lack of space/activities for the 7 to 10 age group and that staff turn a blind eye to children running, climbing up on windows, etc.
Advertising	<ul style="list-style-type: none"> Commenters were concerned about the amount of money spent on advertising as there are no other options to travel by car to Haida Gwaii

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

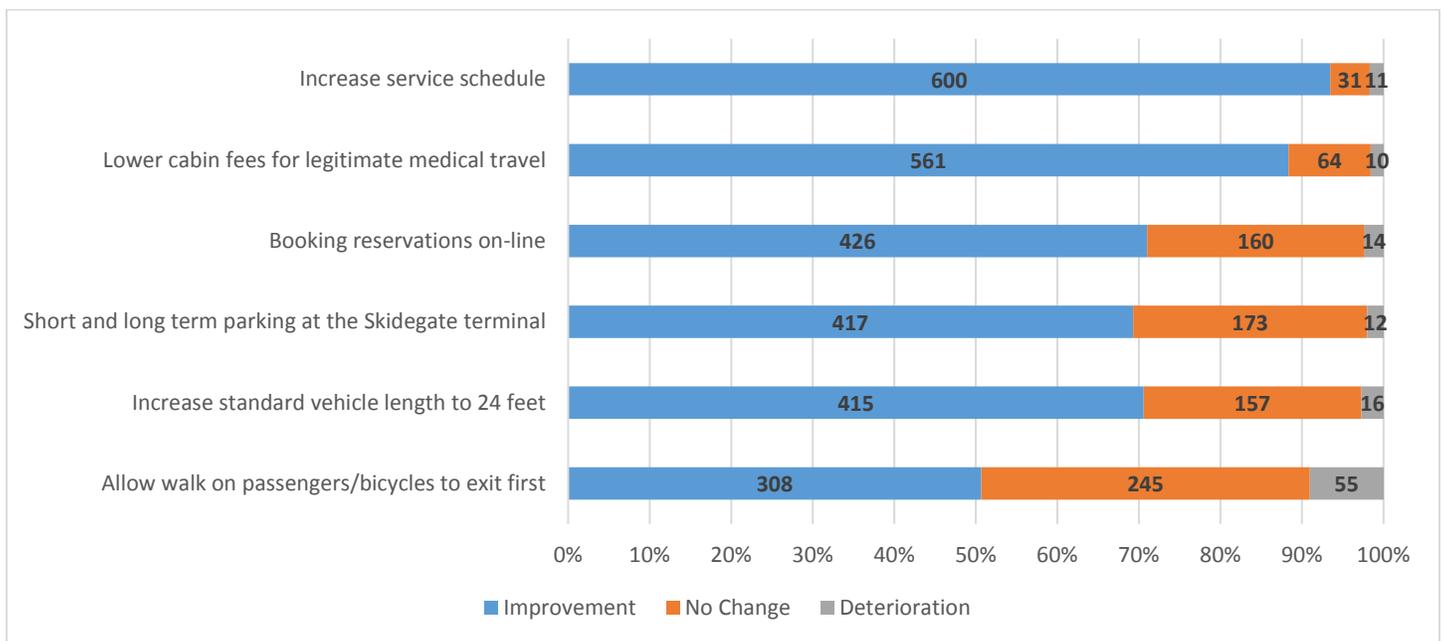
Theme	Summary of Comments – What do you find most frustrating about using BC Ferries?
Accommodations	<ul style="list-style-type: none"> Commenters indicated that the cabins book up quickly, are too expensive, and often uncleaned. There are no lower cost options other than sleeping on the floor with the interior lights and air conditioning left on for night crossings – the feeling was that this is unnecessary, disrespectful, and people are freezing Commenters indicated that the chairs are not comfortable for relaxing/sleeping on due to the arms – they would prefer a dorm style option for sleeping (like Japanese Pods) – another suggestion was using the forward seating lounge for passenger use/sleeping Commenters noted that you can't book a cabin right through from Haida Gwaii to Port Hardy, which would be convenient for travellers and could save cleaning and booking time
Pet Services	<ul style="list-style-type: none"> Commenters indicated that the pet facilities are sub-par. They don't like that they cannot visit with their pets on the vehicle deck during the crossing and would prefer to be able to bring them to the passenger decks
Customer Service/ Entertainment/ Gift Shop	<ul style="list-style-type: none"> Commenters indicated that they had experienced rude and unhelpful staff on the Kwuna Commenters indicated that they would like to see different movies each sailing Commenters indicated that they would like the gift shop to be open on evening sailings
Accessibility/ Medical	<ul style="list-style-type: none"> Commenters noted that disabled people have to walk on the ferry Commenters indicated that there is a lack of priority placed on those travelling for medical purposes and, if there are no cabins available, people have to sleep on the floor even after surgery – suggestions were made that people travelling for medical should get priority on the waitlist and for cabins. If they cannot get to their appointments, some of which are short-notice, they end up back on a lengthy waitlists for medical tests and treatments
Customer Service	<ul style="list-style-type: none"> Commenters indicated that some staff are unfriendly, and can be grumpy, rude and frustrating, although some indicated that the Skidegate terminal staff are very friendly <p><i>"In general, very poor customer service. Staff stopping to take coffee breaks while loading or unloading. Unplanned fire drills which leave people waiting to get on or off the ferry."</i></p>
Culture	<ul style="list-style-type: none"> Commenters indicated that there is nothing on the ferry in the Haida language honoring the land you are on
Bumping Locals / Local Incentives	<ul style="list-style-type: none"> Commenters indicated that local residents frequently get bumped for tourists with bigger vehicles, which is particularly frustrating when travelling for medical reasons or returning home, as staying in Prince Rupert is cost prohibitive Commenters felt that local residents should get first priority, on both routes, that locals should have a discount for travel, and be placed first on the waitlist when returning
Late or Cancelled Ferries	<ul style="list-style-type: none"> Commenters felt that there are insufficient services offered by BC Ferries when weather or other ferry cancellations occur, which is very inconvenient if you have already given up your hotel room
Communications	<p><i>"Ferry schedule is hard to read. Need a month calendar option, to see what days and dates"</i></p>
Foot Passengers	<ul style="list-style-type: none"> Commenters indicated that foot passengers should be allowed to get off before the vehicle traffic especially upon arrival in Skidegate because a lot of backpackers hitch hike and miss potential rides ferry traffic could offer

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Theme	Summary of Comments – What do you find most frustrating about using BC Ferries?
Loading/ Unloading	<ul style="list-style-type: none"> Commenters indicated that they found the waiting time to board frustrating, and that the Northern Adventure was not the right boat for the Hecate Strait due to loading/unloading challenges
Payment Options	<ul style="list-style-type: none"> Commenters found it inconvenient that you can't use interact or debit cards <i>"You do not take anything other than a Visa for payment. Some of us don't have a flipping Visa and live where there is no BC Ferries office"</i>

Question 6: Which of the following operational changes would improve your experience using BC Ferries?



Note: Ratings of Increase Significant or Slight Improvement, and Significant or Slight Deterioration have been combined for purposes of the above graph.

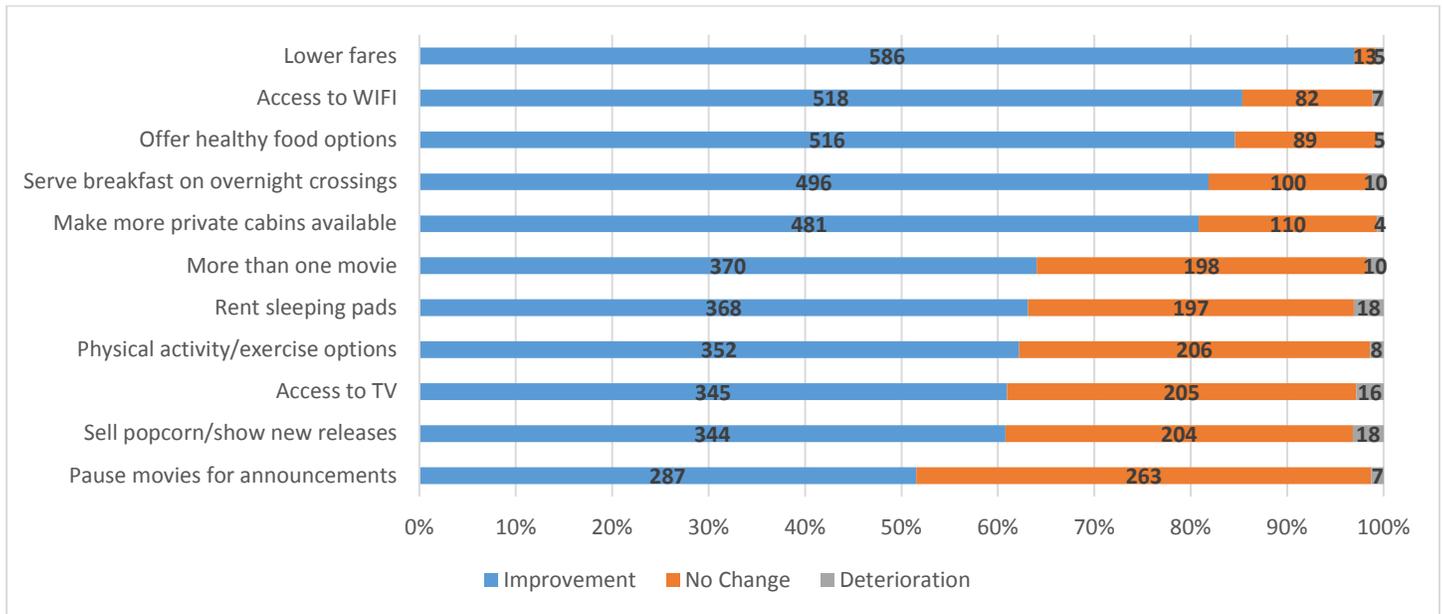
Theme	Summary of Comments – What operational changes would improve your experience?
Fares/ Schedule	<ul style="list-style-type: none"> Commenters would like to have service levels restored to pre-2014 levels Commenters would like to see reductions in fares overall, or lower fees for locals, or a frequent user card/affordable residents program, or fare subsidies for locals Commenters indicated that bringing U-Haul or trailer should cost the same or less than an RV <i>"Lower the cost for Island residents for everyday travel. The flat winter rate is still extremely expensive for a family of 5 especially when you start calculating the adult costs per passenger ticket, room and vehicle plus food while on board."</i>
Reservations/ Waitlist	<ul style="list-style-type: none"> Commenters would like to see changes in the reservation system, including provisions so that commercial traffic can't book and then cancel significant blocks of the ferry Commenters would like better waitlist policy that includes medical priority for locals

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Theme	Summary of Comments – What operational changes would improve your experience?
Accommodations	<ul style="list-style-type: none"> Commenters indicated that lower cabin prices would make travelling more affordable and be more in line with the quality/cleanliness of the rooms Commenters would like better accommodations for families on the Northern Expedition Some commenters would like to have a small number of pet friendly cabins offered for an additional fee Commenters request staff turn off the overhead lights and the air conditioning, and remove vending machines from sleeping areas Commenters would like to see some free options for sleeping in hostel-style bunks <p><i>“Senior rate for rooms. Sad to see them sleep on the floor.”</i></p> <p><i>“Open access to bow seating area in winter months.”</i></p>
Cancellations/ Delays	<ul style="list-style-type: none"> Commenters would like to have weather delayed ferries replaced, not cancelled
Freight Deliveries	<ul style="list-style-type: none"> Commenters would like lower delivery rates for mainland stores
Kwuna Specific	<ul style="list-style-type: none"> Commenters would like the Kwuna to operate on time according to the schedule Commenters indicated that the sailings should be restored to pre-2014 levels <p><i>“Make sure the accountability is there. The sailing only takes 25 minutes to sail across to Skidegate. The ship for some reason has a 10 minute buffer, and that 10 minutes continues to increase due to high traffic volumes, captains not able to load on time, too many distractions. I see captains on their cell phone. We just want to get to school on time, that's all.”</i></p> <p><i>“Alliford/Skidegate should be a free sailing for resident with two split shifts that run until 10:30 pm so that it actually helps the community instead of hand cuffing the possibilities of commerce that Sandspit would like to enjoy with Graham Island.”</i></p>
Medical Priority	<ul style="list-style-type: none"> Commenters requested a local medical travel priority <p><i>“Guaranteed booking for legitimate medical appointments off-island. It's really tough when I have off-island medical appointments, some of which are fairly short-notice and important, and I am not guaranteed a spot on the ferries I need. It already costs a huge amount to have to pay for accommodation and food when off-island for medical, and it is stressful to do so while also having to take time off work for these appointments. It adds to the stress (and sometimes the cost) when I am waitlisted and may or may not get on the ferry I need to get to or from my appointments.”</i></p>
Food Choices	<ul style="list-style-type: none"> Commenters would like to have more food options/lower cost options provided <p><i>“When you're forced on a ferry for 6 hours and all you can eat is fried food for \$15... bring back the vending machines!!!”</i></p>
Overheight/ Overlength	<ul style="list-style-type: none"> Commenters would like the over height and over length charges to be removed and to have the standard vehicle width increased to match Legal Highway Widths
Pet Services	<ul style="list-style-type: none"> Commenters would like to see dramatic improvements in pet accommodations <p><i>“Acceptable and better pet accommodation, travel - away from the fumes, separate crates for dogs who cannot interact and who are frightened.”</i></p>
Hiring	<ul style="list-style-type: none"> Commenters would like to see more local training/hiring

Question 7: Which of the following customer service changes would improve your experience using BC Ferries?



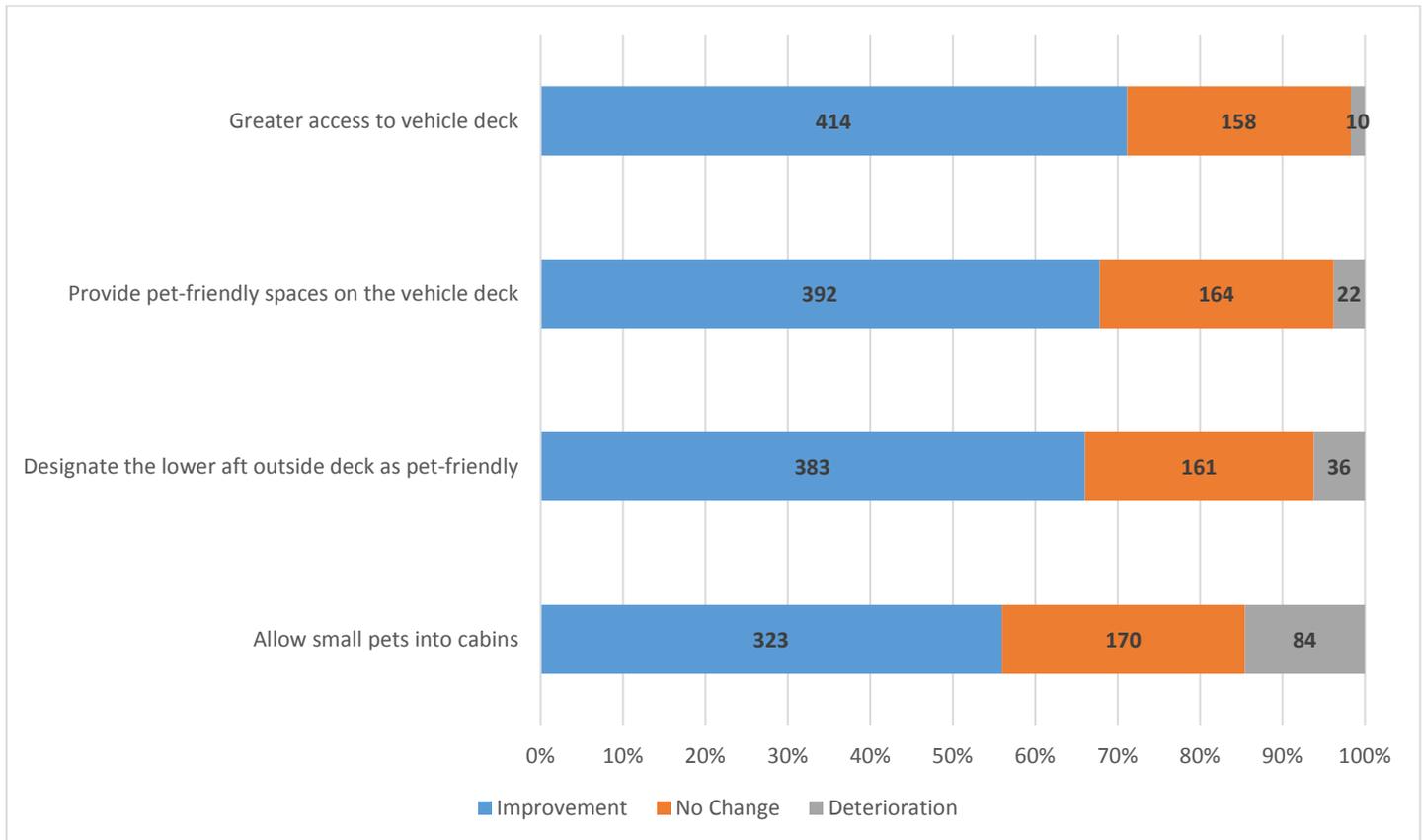
Note: Ratings of Increase Significant or Slight Improvement, and Significant or Slight Deterioration have been combined for purposes of the above graph.

Theme	Summary of Comments – What customer service changes would improve your experience?
Fares/ Schedule	<ul style="list-style-type: none"> Commenters would like affordable, regular, transportation with more winter sailings Commenters would like to see a reduction in the fares <p><i>“We have been lacking medical care/safety related auto repair because we can't afford the ferry.”</i></p>
Accommodations	<ul style="list-style-type: none"> Commenters would like the lights to be turned off/dimmed at night, and the vending machines removed from the sleeping areas, and/or discounted hostel-style bunks or dark “quiet zone” sleeping areas with the ability to get off the floor <p><i>“It is a travesty that people have to sleep on the floor, without sleeping pads and real blankets, while cabins sit empty because the Purser doesn't want to make money renting them because then they will have to make sure they cleaned before the next sailing!!”</i></p> <p><i>“When due to weather the sailing is delayed, being able to board the ferry and sleep in the booked paid for room instead of spending hours in a cold uncomfortable truck.”</i></p>
Food/ Beverage Service	<ul style="list-style-type: none"> Commenters would like to see improved healthy food and beverages offerings at lower prices, including local sea foods, vegetables, gluten-free options, and breakfast Commenters would like to see a coffee/hot chocolate vending machine in the Skidegate terminal for pre-board or when you get bumped off the Kwuna <p><i>“Food available at all hours, healthy food in a vending machine please.”</i></p>
Reservations/ Waitlist	<p><i>“It is unacceptable that low and shoulder season can be completely booked for 3 weeks forcing people to waitlist or cancel travel plans, especially since being on the waitlist almost always gets you on. Locals know this but tourists don't and will cancel plans. There must be a better way to know how much space is available.”</i></p>

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Question 8: Which of the following pet-related changes would improve your experience on BC Ferries?



Note: Ratings of Increase Significant or Slight Improvement, and Significant or Slight Deterioration have been combined for purposes of the above graph.

Theme	Summary of Comments – What pet related changes would improve your experience?
Allergies	<ul style="list-style-type: none"> Commenters indicated concern with having pets on the passenger decks due to allergies, but felt that if they were allowed it would be better to have them on an outside deck
Hygiene/ Noise/ Safety	<ul style="list-style-type: none"> Commenters noted concerns with the cleanliness of the rooms, and that having animals allowed in the cabins would cause hygiene, noise and safety concerns, and might require a cleaning fee
Pet Accommodations	<ul style="list-style-type: none"> Commenters indicated that pets are not cargo, and the crates provided for dogs should be in a quieter part of the car deck, clean and comfortable, not subject to exhaust, and there should be a grass/turf area where they can relieve themselves as house trained pets do not like to go on the deck (it was noted that on the Northern Adventure some kennels are broken and can allow stressed dogs to escape) Commenters would like to see pet friendly rooms for dogs and cats, possibly not subject to a size restriction, and allow them upstairs for their safety in the event of another sinking

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Question 9: Do you have any other comments that you want us to consider?

Theme	Summary of Comments – Other comments for consideration (no specific order)
Essential Service	<ul style="list-style-type: none"> Commenters wanted to stress that for Haida Gwaii, BC Ferries is an essential public service that is our highway to the mainland and it needs to be more accessible <p><i>“Please understand that this is our highway to the mainland. Because it is so expensive we feel cut off from the rest of BC in all ways. So many resources have been and continue to be extracted from Haida Gwaii I believe it more than pays for lower fares for residents to and from the mainland throughout the year and free between Moresby and Graham Islands.”</i></p>
Fares/ Schedule	<ul style="list-style-type: none"> Commenters would like to see a reduction in the fares, increased sailings throughout the year, and the over height and over length charges removed or reduced <p><i>“Frustration especially winter schedule between Haida Gwaii & Prince Rupert... freight/mail held up as traffic increases for lack of extra sailings... slow decisions on extra sailings... Expense of travel--full fare round trip Haida Gwaii-Prince Rupert can reach \$500 which is ridiculous! Atlantic ferries get more Federal support--why not BC Ferries??”</i></p> <p><i>“This ferry is the ONLY link to the mainland unless you fly. It is absolutely pathetic that a 1 hour sailing has more entertainment and educational opportunities than a 6-8 hour sailing. Haida Gwaii is a stunning community that many cannot fully experience due to lack of ferry schedules/fares. Make a weekend rate??? Change your 'adult rate' to over 18. Having 12 and up pay full adult price is ridiculous. Introduce a student/youth/senior rate. Introduce a vehicle rate THAT INCLUDES A DRIVER. I recently travelled to Victoria via BCF and was appalled at the difference in customer service, amenities and options. Northerners are customers too.”</i></p> <p><i>“Over height is a killer when it really doesn't seem to affect where you can be parked.”</i></p> <p><i>“Lower the over length charge. How is it I can get my camping trailer hosted on for 20' or under price but pay almost triple that if I personally tow it on?”</i></p> <p><i>“I went to college with a lot of Haida students who would really benefit if you could add more travel dates on the weekend as a lot of students would miss one to two days of class (Sept-April).”</i></p>
Check In Process	<ul style="list-style-type: none"> Commenters indicated that having to be at the terminal 2 hours in advance is too long and should be reduced to 1 hour, perhaps by using an advance online check Commenters indicated that vehicle loading needs to be improved, and would like to see a simpler process for checking ID, similar to what is done at airports <p><i>“Stop the highly invasive check in screening, and that ridiculous two hour pre boarding wait. We didn't sink the Queen of the North and shouldn't be punished for it.”</i></p>
Haida Culture	<p><i>“VISITORS should be welcomed to each port in the traditional languages of the people. We should not be referred to as "THE CHARLOTTE" ... this is HAIDA GWAII. Welcome to HAIDA GWAII. Should also give visitors a reminder that this is the traditional territory of the Haida people. It is their front yard. BE RESPECTFUL. No littering. NOTE SPEED LIMITS.”</i></p>
Payment Options	<p><i>“Not every one has a credit card, pay pal, or pay as you go credit cards and e transfers should be an option.”</i></p>
Transportation Connections	<ul style="list-style-type: none"> Commenters would like to see more coordination with taxis in Prince Rupert, and for those making connections to the Alaska ferry which used to connect both ways

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Theme	Summary of Comments – Other comments for consideration (no specific order)
<p>Medical Travel</p>	<ul style="list-style-type: none"> Commenters indicated that the cost of travel for medical purposes is too high and they would like to see priority given to medical travel for reservations, on waitlists, and cabins at lower rates – TAPS forms could be used to validate medical trips – with a minimum of 3 sailings at all times of the year to allow people to get to their appointments and leave the next day rather than having to stay over for a whole week and incur extra expenses Commenters would like to see improved maintenance on elevators <ul style="list-style-type: none"> <i>“Better elevator service. There are many medical travel patients and people unable to maneuver the stairs, only to find the elevator is not in operation!”</i> <i>“Significant impacts are experienced when requiring off island medical care which is delayed due to ferry schedule. I have personally experienced significant detrimental financial impacts when travelling for medical and being unable to return home to Haida Gwaii for several days. The cost of accommodation and food while in Rupert awaiting a return ferry is significant and can easily cause tremendous hardship for lower income individuals, of which many HG residents are.”</i> <i>“The previous schedule of a ferry leaving Skidegate Monday morning and returning on Monday evening allowed orthodontic patients to have braces adjusted while only missing one day of school/work, Now during the winter they must stay in Prince Rupert until Thursday, missing 4 days a month and increasing costs because of the need for accommodation and food.”</i> <i>“Send the BC ferry CEO to travel, under cover of course, and with a limited budget for medical travel on our marine highway, Skidegate to Rupert.”</i>
<p>Food/ Beverages</p>	<ul style="list-style-type: none"> Commenters would like to see better healthy food on the sailings, in vending machines and at the terminals, with food/drink specials offered at a flat, reasonable rate Commenters did not like the taste of the water on board <ul style="list-style-type: none"> <i>“Ferry travel in our beautiful province shouldn't feel like a binge on junk when you want a meal.”</i>
<p>Accommodations</p>	<ul style="list-style-type: none"> Commenters would like to see accommodation prices lowered and more low cost options made available Commenters would like the cabin waitlist process to be streamlined and room availability announced sooner <ul style="list-style-type: none"> <i>“Making people sleep on the floor with the lights on is demeaning and unnecessary. There should be simple, free or extremely cheap sleeping options like cots on board. I suggest using the completely unused front lounge on the Expedition (I've never once seen it open), and setting aside an area of the Adventure for the same purpose.”</i> <i>“Please take these suggestions and comments seriously. The rooms are over priced and beds uncomfortable. Bedding is old, thin and dirty.”</i> <i>“Better cleaning on the ferry, always getting sick especially if people go over for medical and are sick. More hand sanitizer and air purification, on board cleaning to get the basics (hand rails etc).”</i> <i>“Haida Gwaii sailings are always cold. No need for air conditioning or cool indoor temperature. Freezing us when so many people sleep on floor. Turn up the heat!!!”</i>

BC Ferries Haida Gwaii Customer Feedback Survey Results

June 16 to September 13, 2017 - 669 respondents

Theme	Summary of Comments – Other comments for consideration (no specific order)
<p>Kwuna Specific</p>	<ul style="list-style-type: none"> • Commenters primarily were interested in returning the evening sailings, at least a few times a week, or a full return to the pre-2014 service schedule • Commenters indicated that in the summer there have been many sailing waits due to a full ferry as the number of sailings is inadequate, especially with the weight restrictions, resulting in people not being able to get to work or school on time • Regarding the Kwuna Ferry, commenters stressed the need to have the ferry schedule align with Air Canada flights • Commenters would like to see a monthly commuter pass for people who travel for work or school, and evening sailings are needed at least once or twice a week • Commenters would like the Kwuna ferry to run on time as per the schedule • Commenters would like to see improvements in the Experience card to allow people to purchase a month's pass or 10 sailings to avoid the morning line up when commuting • Commenters would like locals to get priority over empty freight trucks and trailers • Commenters would like the ferry to provide transport to the hospital after hours for medical emergencies • Commenters provided anecdotal evidence of being bumped by tourists, or fuel trucks and other large vehicles <p><i>"To accommodate Sandspit airport passengers - we have to pay wages for extra hours to sit and wait for the plane - terrible! We need to accommodate Air Canada flights coming and going."</i></p> <p><i>"Currently the M.V. Kwuna has extreme weight restrictions placed upon it. It is making our business serving Sandspit's freight and heavy equipment transport needs very difficult. Our freight trucks are being continuously bumped to the next ferry, which can be 1.5 to 2 hours away with the current, rather bizarre schedule. If the truck is also bumped on the return trip it can turn what should have been a 3 hour delivery into a 7 hour ordeal. From a financial perspective it's crippling. I recently lowbedded an excavator from Queen Charlotte to Sandspit. I was the only vehicle on as the truck was at the current max weight for the Kwuna. Over 20 vehicles were left behind to wait the 1.5 hours for the next ferry."</i></p> <p><i>"Residents of Sandspit should get priority spots on the Kwuna when heavy equipment is being loaded instead of getting bumped to the next ferry."</i></p> <p><i>"Alliford Bay/Skidegate route was changed a few years ago. No more ferries after 6:10pm. This has significantly impacted our communities. We need one night sailing added or more. Please. Even if night sailing were only added Thursday, Friday, Saturday. I recommend Thursday because if the connection between Prince Rupert/Skidegate night ferry arrival. This new Alliford Bay schedule has caused huge money costs to my family due to hotels and having to stay away from home and daycare arrangement etc..... my neighbours have had to use coast guard for transport instead of ambulance after 5:30pm weekdays. This schedule has seriously had me in heartache thinking we might have to leave our family home and relocate, seriously because the night sailings have been removed."</i></p> <p><i>"Add later evening sailing schedule for Kwuna and have sailings on the half-hour or hour, not the present ridiculous schedule we have now when ferry leaves 7:45; 8:35; 9:45; 10:55; 12:50; 3:40; 4:30; 6:10 etc. It makes no logical sense and seems geared to make the traveller frustrated and angry as they try to plan sailing times."</i></p> <p><i>"The Kwuna schedule is very poor. People have lost jobs because they can't work a full day and get home from Moresby isle to Graham and vice versa."</i></p>

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Theme	Summary of Comments – Other comments for consideration (no specific order)
Bumped from Sailing	<ul style="list-style-type: none"> Commenters indicated that there can be up to 3 sailing waits in the winter and mail service becomes very limited Commenters would like a policy that would only bump local residents as a last resort <i>“Freight bumping really makes it difficult to do business, not knowing when to have extra staff on hand to process freight and sometimes having as many as three weeks worth of freight to deal with at once.”</i>
Communications	<ul style="list-style-type: none"> Commenters noted that it is difficult to contact BC Ferries main office by phone at night for updating of sailing delays etc. and using the website doesn't always work as not everyone has that capability due to our poor internet Commenters indicated that they would like to see text messaging implemented to help communications when weather conditions deteriorate Commenters noted that there is still an ad for the Mustel Group survey at Skidegate even though that website is broken and they don't reply to emails <i>“Website is a joke (seriously stuck in web design & function from 2002) and reservation call service frequently makes mistakes about where Haida Gwaii is.”</i>
Delays/ Cancellations	<ul style="list-style-type: none"> Commenters indicated that as our winter ferries are weather dependent, we need more sailings to accommodate the many cancellations that occur. Having ferries cancelled completely so that they can keep the Port Hardy run on schedule is also frustrating Commenters would also like to have the option to be allowed to board during weather delays rather than staying in their vehicles as many people can't afford to get a hotel <i>“If there's a weather delay, I get it. But offer an extra sailing to make up for it, don't just out right cancel that sailing. All our food and mail and transportation options just suffer when our limited sailings get cancelled.”</i> <i>“The implications for mail delivery are one of my biggest concerns; I regularly get bills late and it can take up to a month for parcels to arrive, particularly when ferries are cancelled during the winter.”</i>
Kids Specific	<ul style="list-style-type: none"> Commenters would like to see improvements in the children's play area, including enclosing it to minimize disruptions. There should be equity in the fares charged for children between the north and south routes <i>“In Victoria to Vancouver route they allowed my son whom is five on for free while the northern route charges. Was impressed with the Victoria to Vancouver sailing.”</i>
Change Fee	<p><i>“The change fee is atrocious. I had to pay \$90 to cancel a trip home (truck broke down) even though I gave two weeks notice. Sure, charge that if people are no-shows, but of course plans change. Why the penalty? I was also idiotically charged a change fee when I booked two vehicles over to Rupert and when we checked in I casually mentioned to my friend he could drive one of them. Suddenly they grabbed the tickets and insisted I pay a change fee to make him the driver! Unbelievable! I should have just driven them both on and off myself and held up the loading for half an hour. Right? And then they want a change fee for showing up on standby for an earlier ferry. This is complete garbage and penalizes users for no good reason whatsoever.”</i></p>

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Resident Specific	<ul style="list-style-type: none"> Commenters would like locals to be given priority when returning home, and a local discount to help offset rising costs, particularly for students, seniors and low-income families <i>“A first responder rate. Allow paramedics or firefighters better rates in exchange for assistance in the event of an emergency. Alaska ferries do this and it is beneficial to everyone on board. We are not just trained, we do this every day.”</i>
Customer Service	<ul style="list-style-type: none"> Commenters indicated that there is a difference in the customer service experience between the Prince Rupert and Skidegate terminals, with Prince Rupert seen as more unfriendly, and several commented on the on board staff treating people rudely, however there were also positive comments <i>“Please continue to hire the amazing people you do. I've had almost no negative experiences with ferry staff, and the one time I did, I spoke to the folks in the purser's office and they were incredibly gracious about it. BC Ferries' customer service on the Northern routes is second to none.”</i> <i>“Some of the on board employees could really use a course or refresher on customer service and be happy! Its a long ride for everyone, no sense making it an unhappy ride.”</i>
Waitlist / Reservations	<ul style="list-style-type: none"> Commenters would like to see improvements in the waitlisting system to make it more transparent and accountable as it seems very arbitrary and inconsistent in application Commenters noted that an online reservation system is badly needed as well as more accuracy regarding how many vehicles will fit on the vessel <i>“Waitlisting is an opaque and annoying system that costs Haida Gwaii visitors. I had to be waitlisted for a sailing home and was told I could get my car back four sailings later back in March. I said I'd show up anyway and waitlist and just hostel the car over if necessary. I was told I couldn't do that since then my car would be in the lot for the whole time. I came anyways. I got on the sailing.”</i> <i>“BC Ferries service schedule and its ability for confirmed round trip reservations is an economic driver for the islands Connecting the islands communities allows for employment and medical care between the communities and the mainland as well. These are not facile requests but important economic and social drivers.”</i> <i>“Online booking and transparency would significantly improve my experience but also for tourists on whom a lot of my business is reliant on. I would like BC Ferries to make it easier for tourists to make the decision to come to Haida Gwaii and not be scared off by the ferry trip.”</i>
Pet Services	<ul style="list-style-type: none"> Commenters would like to see improvements in pet accommodations including access to outside passenger decks, improved kennels away from noise and exhaust, a designated bathroom area, and for passengers to be allowed to visit pets on the vehicle deck during the crossing <i>“I really don't think that animals should be allowed in the general areas of the ferry, as there are a lot of people that are extremely frightened of animals, also people with allergies. Maybe investing in kennels and an area to walk the dog in for a bit during the day sailings.”</i> <i>“The way you transport pets is shameful.”</i>

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Parking	<ul style="list-style-type: none"> Commenters would like to see improvements in the parking in Skidegate for foot passengers and for longer term
Accessible Outlets	<p><i>“There are only three electrical outlets on the Adventure, meaning only three tables to do work on a laptop or charge devices. They are often packed with chargers. Why aren't there way more outlets, or maybe charging stations and designated work areas?”</i></p>
Hostelling	<p><i>“Vehicle hostelling for auto body repairs is exorbitant.”</i></p>
Safety	<ul style="list-style-type: none"> Commenters indicated that there should be an announcement of what to do in the event of a disaster on while crossing and to remind people to put on their parking break
Entertainment/ Exercise	<ul style="list-style-type: none"> Commenters asked that movies be turned off once they are finished (they are often left with the credits/DVD menu running), and would appreciate an on board gym of some kind to provide more options for exercising
Foot Passengers	<p><i>“Have the foot passengers walk off before the cars/trucks in Skidegate also. It is done in Prince Rupert. If you are going to say a safety issue there is a walkway separated from traffic.”</i></p>
BC Ferries Compensation	<ul style="list-style-type: none"> Commenters were concerned about increasing salaries for management staff as ferry fares rise <p><i>“The only people who benefit from the schedule we have now are the employees with high paid positions that fly in fly out apply for northern allowance by opening a mail box in the community and live in a full service community and joke about only working 18 to 20 weeks a year while we have bad service. And then to add insult to the people of Sandspit we save \$1.4 million as quoted at the meeting in Sandspit with BC Ferry rep, and then bring in and build a fancy building at a cost of over \$800.000.”</i></p>
Tourism	<ul style="list-style-type: none"> Commenters indicated that the tourism season starts in May and ends in October, and the ferry schedule should be expanded to accommodate this Commenters proposed adding a tourism charge that could help create a fund that would improve local transportation <p><i>“Tourist tax” - BC Ferries should work with the local governments to create a fund. \$20 or more for tourists travelling to Haida Gwaii in peak season, interrupting a service that is required for mail, food, transport and work/recreation for those who live here year round. Use the money to improve transport for locals in winter or summer, to improve ferry service between Sandspit and Alliford Bay, etc. Call it an ecocharge or something and indicate to tourists how it helps our communities so they're not deterred, making reference to other islands that do it to maintain ecological areas etc from visits degradation.”</i></p> <p><i>“Our company had to shorten its day trip service (boat tour guiding, Moresby Explorers) because we were missing the last ferry - this shortens the experience for guests and deters tourists. Tourists are also less inclined to stay in Sandspit if they know they will be stuck there by 5:30, or can't leave for the day and come back any later. Tourism is a huge economic driver of our community and the new ferry schedule is absolutely detrimental to us. We don't need TVs, WIFI, and popcorn on our crossings, we need our community to be accessible after 5:30pm.”</i></p>