

Howe Island Rate Payers Association

Number of Surveys	120						
Number of Residents	234	Excellent	Good	Satisfied	Fair	Dissatisfied	
		1	2	3	4	5	
How would you rate the overall ferry service that you are currently receiving?		9	29	11	27	38	3.5
Ferry turnaround time		2	18	9	27	59	4.1
Courteous helpful staff		62	40	8	5	1	1.6
Ferry loading		32	38	25	17	4	2.3
Safety		29	33	20	11	21	2.7
When do you normally use the ferry? Rush hour							Number 65
When do you normally use the ferry? Non Rush hour							Number 69
Do you use the Foot Ferry when it is available?							Number
	Yes						112 93%
	No						8
	Total						120
Has your wait time increased significantly since the Foot Ferry closed? If so by how much							
	10 Min						10
	20 Min						36
	30 Min						22
	30+ Min						33
	Total						101
Do you agree that the Ferry Operators are doing the best they can with the equipment they have?							
	Yes						105 88%
	No						10
	unknown						5
	Total						120