



Terminal staff
 Loading procedures
 Ferry crew
 Ferry schedule
 Safety

Satisfied

Cleanliness of washrooms
 Ferry seating (recent)
 Cleanliness of lounge areas
 Access for disabled people
 Punctuality of service

Improving



Declining

Using the pick up/drop off area
 Terminal seating availability
 Clarity of PA system aboard
 Procedures for unloading



Dissatisfied

Availability of terminal parking
 Terminal seating comfort
 Getting on : overloads
 Value for money
 High fares

